

Annual Report

2022–2023



VMICH

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This page: The Green Team participant, Samuel.



Our Mission

Fulfilling the caring ministry of Jesus, we are committed to creating genuine places of belonging, through service and compassion for all aged, disadvantaged and people with disability.

Our Vision

To be recognised as a transformative leader in the provision of exceptional care, services and accommodation.

Our purpose



Our Values

As a Catholic organisation we celebrate the sacredness of each life by:

Bringing Love

We foster connections and show compassion for one another with kindness and respect.

Creating Joy

We create a culture of happiness and positivity, celebrating life and the uniqueness of all.

Embracing Hospitality

We welcome all to our community, bringing comfort and a sense of belonging.

Showing Courage

We do what is right, regardless of our fears, the challenges or consequences.

VMCH at a glance

VMCH is proud to work in partnership with people of all ages and abilities to achieve their individual goals and dreams, remain connected to their communities and enjoy their independence.

Our 3,020-plus staff members are dedicated to supporting 10,000 people across metropolitan Melbourne, regional Victoria and southern New South Wales. We offer a vast range of services including residential aged care, retirement living, affordable housing options, community and home-based senior support, disability support, carer support and education.

Our People



3,020+
staff supported
10,000
people

Mission



400+
volunteers
4
op shops and
a warehouse
24
pastoral care practitioners
supported people
across over
40
sites including
affordable housing,
aged care and
disability services

Retirement Living



578
retirement living
apartments/units across
14
locations
416
people living in our
affordable homes across
22
locations

*Figures are accurate at time of printing and reflect the financial year 2022/2023



Above: Star of the Sea aged care resident June with Star Café trainee, Kym.

Residential Aged Care



1,077

people provided homes in aged care across

14

locations

102

people provided with end of life care at O'Neill House

At-Home Aged Care



3,255+

people supported across metropolitan Melbourne, regional Victoria and southern NSW with allied health, and in-home and carer support

Disability Services



1,085

NDIS clients

3,109

carers supported

90

residents living in our Shared Disability Accommodation

61

students enrolled at St Paul's College

109

children who attend Early Learning and Therapy programs

Chairman's report

Julien O'Connell AO,
Chairman



Pope Francis once said, “the ‘home’ represents the most precious human treasures, that of encounter, that of relations among people, different in age, culture and history, but who live together and together help one another to grow.”

The importance of home is something we hold close to our hearts at VMCH. It's part of our Vision, Mission and Values, our strategic objectives, and is aligned with our steadfast commitment to the principles of Catholic Social Teaching, particularly the belief that every human being should live a dignified life.

We acknowledge not everyone in our community has the privilege of having a safe, secure and comfortable home, and we've worked hard across 2022/23 to increase our ability to provide this across all of our services.

In March 2023, we celebrated the official launch of our latest affordable homes development, Trinity Lane, with a blessing by Auxiliary Bishop of Melbourne, Most Reverend Martin Ashe. This incredible complex was designed with accessibility and community in mind and is our first development providing homes for life to both older people on low incomes, and people with disability.

Connections are also being formed in our disability accommodation space, with

investments in the refurbishment and establishment of Specialist Disability Accommodation and Supported Independent Living.

Happiness at home is also fed by personal development and growth, and to this end I am proud of the progress our Disability Services teams have made in providing job skills programs for people with disability over the past year.

Much of our Mission-based work at VMCH relies on support from the wider community, and strategic investment led by our Board of Directors and Executive team.

One exciting project which will help fund vital programs for some of the most marginalised people in our community, such as Trinity Lane, is our planned retirement living development, St. Clare.

With backing from the Catholic Development Fund, we are moving ahead with this world-class precinct; celebrating the completion of an immersive display suite and launching an Expression of Interest campaign earlier this year.

We also expanded our reach to support marginalised older men with a history of homelessness,

“We were relieved to see the Australian Government give the aged care sector the attention it deserves within its Federal Budget allocations, including a 15% pay rise on Award rates for aged care workers.”

complex health needs, or addiction, through our intention to merge with Corpus Christi Community Greenvale (CCCG). We were also thrilled to welcome a new community of older residents and aged care staff to the VMCH family, with the purchase of our 14th aged care residence, VMCH Ashwood.

Much like CCCG, we are guided by a similar mission and values to Ashwood’s previous owner, Cabrini, and I am proud we’ve been able to provide stability for older people who call it home, and staff who work there.

May brought much movement within the advocacy space. We were relieved to see the Australian Government give the aged care sector the attention it deserves within its Federal Budget allocations, including a 15% pay rise on Award rates for aged care workers.

However, we do believe much more needs to be done to address the financial vulnerability of the aged care system as a whole, and echoed our peak body Catholic Health Australia’s calls to uncap daily fees for wealthier residents and allow people to contribute costs to their own care.

Weeks later we were concerned by the Victorian Government’s lack of commitment to continue vital respite funding for carers ahead of its 2023/24 State Budget. Several of our 975 unpaid carers lent their stories

to our calls for the government to recommit to funding, which was picked up by The Australian newspaper and ABC television news. Weeks later, we were relieved to learn the government had promised its continuation of almost all carer respite funding over the next four years.

This year we also spent much time reinvigorating our Mission, Vision and Values, which are featured inside this report. Our aim was to make them more contemporary, inclusive, and relatable to our community, while staying true to our core purpose and Catholic Social Teaching. I congratulate all involved in this important project.

Financially, VMCH reported a total comprehensive surplus for FY23 of \$0.3m compared to a comprehensive surplus of \$2.6m for FY22.

I close this report by extending my heartfelt appreciation to Archbishop Peter A Comensoli for his continued support and guidance, along with staff from the Catholic Archdiocese of Melbourne. I would also particularly like to thank Chancellor of the Archdiocese, Annie Carrett, and Executive Director of Stewardship, Tim O’Leary, for their personal support to myself and the Board, and their ongoing interest in VMCH.

Our CEO Sonya Smart and her Executive team have led our organisation with innovation,

dedication and strength, through what has been a most challenging time post-COVID.

I thank them most sincerely for their efforts.

I, together with the Board, would like to thank all staff and volunteers for their commitment to the welfare of our residents, clients and their families, we are truly grateful for your expertise and care.

Over the last 12 months we saw the departure of Jo Dawson and Kate McCormack from the VMCH Board, with Kate joining us as VMCH Chief Human Resources Officer. I thank them sincerely for their outstanding commitment and service.

The Hon. Kevin Andrews and Dr. Natasha Michael joined the Board in late 2022 and were also appointed to roles within the Finance and Audit Committee and the Quality Compliance and Risk Committee respectively. We were thrilled to welcome back Phoebe Shipp to the Board and the Quality Compliance and Risk Committee following parental leave.

Finally, on a personal note, it has been my privilege to have been the Chairman of this inspiring organisation over the past year. I would not have been able to complete this task without the extraordinary dedication of my colleagues on our Board, who have been steadfast in the delivery of our Mission.



Julien O’Connell AO
Chairman

Chief Executive Officer's report

Sonya Smart,
Chief Executive Officer



“We will continue to advocate for change within areas of operation where we believe the system is unfair or detrimental to the wellbeing of the vulnerable people we support.”

The last 12 months have been a time of reconnecting and rebuilding as we emerged from the COVID fog.

We wasted no time re-engaging face-to-face with our fatigued but faithful workforce. Leadership Summits, Organisational Orientations, staff events and onsite training all provided opportunities to get together, learn from each other, and create communities. Personally, I enjoyed the opportunity to visit our sites once more and connect with frontline staff, especially those in regional areas; an impossible feat mere months ago.

What has lingered after the pandemic is a COVID workforce hangover, with staff shortages a significant challenge for the sector. And while our turnover rate has decreased from the last FY (19%, down from 23%), we must remain innovative in our plans to attract and retain staff. We have some great initiatives in the pipeline which will form part of our new Employee Value Proposition, positioning VMCH as a preferred career destination within the sector.

Wages obviously play a huge part in attracting and retaining staff, so we welcomed a

decision by the Fair Work Commission to increase Aged Care Award wages for direct care workers by 15%.

It was fantastic to celebrate our most loyal employees with the return of our Employee Service Awards event at the Park Hyatt earlier this year. Almost 350 staff celebrated milestones of five to an incredible 35 years with our organisation in 2022.

We also welcomed back our much-valued volunteers to sites. Our aged care residents, clients with disability, and op shop customers and staff are very grateful for their continued efforts.

This return to a more normal way of working has contributed to what has been an eventful and successful year for our organisation, allowing us to act on long-awaited and carefully planned projects and initiatives.

However, many of these achievements have not come easily, as we operate within an environment of changing government funding models, heightened consumer scrutiny and additional compliance requirements.

Particularly disappointing was the shift to the individualisation of plans under the National Disability Insurance Scheme (NDIS). This means we can no longer offer government-funded allied health as part of our regular curriculum at our specialist school, St Paul's College, and must investigate alternative arrangements to ensure our children continue to have the right support to access the curriculum. This change in funding is also threatening our ability to provide critical 24/7 Registered Nursing at Austin Street, our home for people living with acquired brain injury. We will continue to advocate for change within areas of operation where we believe the system is unfair or detrimental to the wellbeing of the vulnerable people we support.

VMCH reported a modest Comprehensive Surplus for the year. Although both government funding and occupancy at our aged care residences have increased, COVID-19 expenses continue to impact our position. In addition, we invested \$25.4m into capital initiatives across the organisation, and will continue to see strong investment expenditure into the new financial year, with construction commencing on the St. Clare retirement precinct.

The opening of Trinity Lane, our \$13m plus affordable homes development, was a highlight, giving 39 older people on low incomes and people with disability desperately needed homes for life. This is the first time VMCH has purpose-built an affordable homes development for intergenerational use, and it's been heartening to see a real community form at Trinity Lane.

Likewise, relationships between generations have grown at our second social enterprise café at Star of the Sea Aged Care Residence in Torquay. Star Café, opened in December 2022, offers people with disability real work experience and aged care residents with some café culture on their doorstep.

Creating spaces and opportunities to live, work and play for people living with disability is a passion for our organisation.

A total of 84 people with disability have now undertaken traineeships at our social enterprise ventures, with six of these trainees securing paid employment through our Employment Pathways program.

Fundraising appeals for our job skills programs, including the establishment of two further Cre8 Sheds and a VMCH coffee van, also resonated with our donors and supporters. We were very grateful to receive \$42,000 and \$95,000 respectively to get these projects up and running.

New housemates moved into our recently refurbished homes in Heidelberg Heights and Croydon, and we were thrilled to purchase a second home in Croydon on Dixon Street. We also opened our first Supported Independent Living house in the regional Victoria town of Kialla.

New communities were also formed across Residential Aged Care, as we began operations at our recently acquired 90-bed aged care residence – VMCH Ashwood.

We announced our intention to merge with Corpus Christi Community Greenvale, which provides accommodation and support to around 90 older men at risk of homelessness.

Our hospitality teams continue to build on their skills through best-practice training and introduced exciting initiatives to help further improve the dining experience for our residents.

Within At-Home Aged Care, our teams worked tirelessly to support 650 CHSP clients transition to VMCH from three other providers over the course of several months.

It was great to see our hard-working staff receive recognition for their efforts with a Future of Ageing Award presented to our palliative care service, O'Neill House, and a Victorian Disability Award for 'Excellence in employment outcomes' to the team at our original social enterprise café, Where Is My Coffee?

As you can see there has been much to celebrate over 2022/23, and I would like to thank our Chairman, Julien O'Connell AO and the Board of Directors for their trust and support, and VMCH staff and volunteers for helping to bring our mission to life.

There are many more exciting projects on the horizon, and I look forward to continuing on this journey with you all over the next year.



Sonya Smart
Chief Executive Officer

2022–2023 highlights



Above: Shanagolden aged care resident and centenarian, Anne (surrounded by family), is presented with Papal Blessings from Pope Francis, delivered by Bishop Greg Bennet.

Mission

- ▶ Our Mission team coordinated the packing and distribution of its biggest Christmas Hamper drive yet, with a record-breaking 750 hampers for Affordable Homes residents and Disability and At-Home Aged Care clients.
- ▶ Our unique Mobile Op Shop experience continued to grow, with our Volunteer and Op Shop teams visiting several aged care residences over the past year, giving residents the opportunity to go shopping from the comfort of their home.
- ▶ Our Pastoral Care team played an integral role providing spiritual and emotional support including over 21,000 visits which is at the heart of VMCH's holistic care. Daily companionship is provided for residents as they transition into care, through sacramental support, multi-faith rituals, palliative, end-of-life and grief and loss support.
- ▶ Our Formation and Ethics Advisor launched the fourth module of the Mission Formation program to help inform staff and Board members on how to lead for Mission within their roles.

Palliative Care

- ▶ VMCH's specialist end-of-life care and respite home, O'Neill House, won a Future of Ageing Award in the Palliative Care category. The awards recognise leadership and innovation across Australia's aged care sector that helps improve the lives of older people.
- ▶ More than 200 Residential Aged Care clinical staff completed a new Pain and Palliative/Comfort Care Workshop. Developed by our Learning and Development team, the training focusses on pain management and recognising health deterioration in a resident.

At-Home Aged Care

- ▶ Our AHAC team is now providing record-high services to 1,720 Home Care Package (HCP) clients, up 266 from the year prior.
 - ▶ AHAC staff banded together to support each other – and their older clients – through the October 2022 regional flood crisis. Local colleagues offered each other places to stay and many put their own personal challenges aside to ensure the wellbeing of clients.
- ▶ VMCH was involved in the establishment of a 'Dementia Directory' website, including contacts for local services and support for people living in Melbourne with dementia, as well as their carers and families.
 - ▶ Our annual AHAC Client Satisfaction Survey received great results, including 85% of respondents reporting they were 'satisfied' with the quality of VMCH services, 93% citing VMCH as 'reliable', 90% rating their Case Manager positively, and 85% 'felt confident' that their concerns would be addressed.
 - ▶ Our AHAC team worked tirelessly to support 650 Commonwealth Home Support Program (CHSP) clients transition from Yarra Ranges Council, Banyule City Council and the Brotherhood of St Laurence over the course of several months.

Disability Services

- ▶ VMCH's social enterprise café Where Is My Coffee? won an award for 'Excellence in employment outcomes' in the 2022 Victorian Disability Awards.
- ▶ VMCH opened its second social enterprise café at Star of the Sea Aged Care Residence in Torquay in December 2022. Star Café has become a popular community hub for trainees with disability, locals, the aged care community, and co-located retirement village.
- ▶ VMCH successfully gained social enterprise certification for all new and planned ventures, including two more cafes at Athelstan Retirement Apartments and Café 486 (coming late 2023), VMCH Gardening (the Green Team), VMCH Retail (Op Shops), VMCH Creative (Cre8 shed) and VMCH Employment (Wangaratta and Melbourne).
- ▶ A total of 84 people with disability have undertaken traineeships at our social enterprise ventures (July 2022 to May 2023). Six of these trainees have now secured paid employment through our Employment Pathways Program. All initial placements were on Puckapunyal Defence Base, facilitated in partnerships with land remediation service provider Ventia and resource management company Veolia, in hospitality, gardening maintenance and waste management.
- ▶ We purchased a coffee van with \$95,000 donated by our supporters. Due to hit the road in late 2023, the van will form part of our Job Skills program for people with disability.
- ▶ New housemates settled into recently renovated homes in Heidelberg Heights and Croydon. We also bought a new home in Dixon St, Croydon, opening October 2022, and opened our first Supported Independent Living (SIL) home in regional Victoria, Kialla House.
- ▶ The rollout of Person Centred Active Support (PCAS) continued across Disability Accommodation. This key initiative is about empowering residents to live their best lives through support staff 'doing with, not for' a person with disability.

St Paul's College

- ▶ The school continued its partnership with Holmesglen TAFE, delivering the CIALN (Course in Initial Adult Literacy and Numeracy) Certificate for Senior/Middle school students.

- ▶ The College delivered a Roadmap of Communicative Competence (ROCC) speech program to support students with complex communication needs who use Augmentative and Alternative Communication (AAC). Over the 2022 school year, students using AAC experienced a 14% overall improvement in using symbolic language, communication systems, and making requests and/or indicating simple messages.

Early Learning and Therapy

- ▶ We established an Early Learning and Therapy speech pathology service in Wangaratta.
- ▶ The team partnered with Sing and Grow Australia to hold a weekly, government-funded music program for children and their loved ones.

Carer Support

- ▶ VMCH embarked on a successful media campaign, including a front-page article in The Australian newspaper, to advocate for ongoing carer respite funding. In good news, the Victorian Government later announced it would re-allocate almost all of this funding in its 2023/24 budget.



Above: Where Is My Coffee? trainee, Rachael.



Above: St Catherine's aged care resident, Sr Mary.

Retirement Living

- ▶ Naming and brand development of St. Clare, VMCH's premium retirement living precinct in Studley Park, Kew, was completed for the launch of VIP sales in April. Construction of an immersive display suite and prototype apartment contributed to the success of the Expression of Interest campaign, ahead of a public launch in late 2023.
- ▶ VMCH's average occupancy at retirement villages is 99%, well above the Australian average of 90%.

Affordable Homes

- ▶ We were thrilled to open our newest affordable homes development, Trinity Lane, in Ivanhoe in March, with a blessing by Auxiliary Bishop of Melbourne, Most Reverend Martin Ashe.
- ▶ Trinity Lane includes 39 accessible and modern apartments for people aged over 55 who are on a low income, and people with disability. This is the first time VMCH has purpose-built an affordable homes development for intergenerational use. Almost all apartments are 'Gold Standard' accessible under Livable Housing Australia's (LHA) design guidelines.

Residential Aged Care

- ▶ VMCH welcomed a decision by the Fair Work Commission to increase Aged Care Award wages for direct care workers by 15%. VMCH direct care employees were already paid above award rates, however the Government provided funding for 15% of the nominal award rate to be applied to our agreement rates.
- ▶ VMCH announced its intention to merge with Corpus Christi Community Greenvale (CCCG), a residential care home providing accommodation and support for marginalised older men with a history of homelessness, complex health needs, or addiction. The merger is expected to take full effect by January 2024.
- ▶ We joined Australian Catholic University's Plunkett Centre for Ethics in a one-year agreement to help our community learn more about how key ethical principles inform all that we do.
- ▶ In January our chefs attended training funded by the Commonwealth Government and hosted by the Maggie Beer Foundation. Our Chef Managers are now led by our recent appointment of an Executive Head Chef Manager, Sanath Wanniarachchi, whose role is to support our chefs to enhance culinary initiatives, the dining room experience, food presentation and new menu ideas.
- ▶ VMCH is enjoying a Residential Aged Care occupancy rate of 95%, well above the industry average of 86%.
- ▶ From October 2022, we were required to report on an additional five quality indicators pertaining to residents' health.
- ▶ The Aged Care Quality and Safety Commission introduced Star Ratings for all Australian residential aged care homes, based on Royal Commission recommendations to have measurable data. This will help senior Australians, families, friends and carers to compare services and make more informed choices on care options.
- ▶ Monday 19 September 2022 marked the first official date of operations at our newest 90-bed aged care residence, VMCH Ashwood.
- ▶ The Knowing Our People (The VMCH Way) mandatory training program began in early 2023, delivering face-to-face, full-day training to residential aged care staff on how to provide best-practice dementia care to our residents.
- ▶ We partnered with Disability Services to open a social enterprise café at our Star of the Sea residence in Torquay.
- ▶ VMCH established a Consumer Advisory Committee in early 2022. Headed up by an Independent Chair, along with VMCH Executives, Company Secretary and four aged care residents and family members, the Committee listens to the experiences of residents and families and shares ideas on how we can improve our service across our 14 residences.

Our people

- ▶ A Child Safety Working Group was established and changes implemented to ensure the safety of our under age clients and that VMCH remains compliant with the new Child Safety Standards.
- ▶ Our IT team continued to strengthen our protection against cyber attacks with a wide range of initiatives including security-focused induction training and phishing campaigns, combined with an organisation-wide computer refresh program.
- ▶ Ten employees from At-Home Aged Care and Disability Services commenced the next Advanced Diploma of Community Services with RMIT in June 2023. In its fourth year, this course provides a great opportunity to continue to develop staff.
- ▶ We began work to create an employee-led Employee Inclusion Working Group, demonstrating our commitment to be an inclusive and diverse employer and championing the inclusion of people with disability within the workplace. Led by this group, VMCH is in the process of developing a Disability Action Plan; a guide to identify, reduce, and remove barriers experienced by people with disability at work.
- ▶ Our Employee Value Proposition progressed, including a variety of professional development opportunities, workplace flexibility and health and wellbeing initiatives, to position VMCH as a preferred career destination.
- ▶ We appointed a Senior Manager of Capability and Inclusion. This newly-created position oversees a range of strategies and initiatives which will strengthen the development of people and a values-driven culture.
- ▶ Congratulations to our 347 staff members who celebrated five, 10, 15, 20, 25, 30 and 35 years at VMCH. Around 170 staff who hit 10-plus year milestones were honoured at a special Employee Service Award event at Park Hyatt.
- ▶ We established a new Volunteer Experience Representative Group to discuss ideas, share perspectives and gather feedback that will represent the needs of volunteers and ensure their experiences are positive ones.
- ▶ Our coverage across sector and mainstream media outlets continued to grow, including coverage on National Nine News for the opening of Trinity Lane in April. Social media engagement also hit an all-time high.
- ▶ Despite sector-wide workforce challenges, our staff retention rate was 85%. Our annual turnover rate was 19%, a reduction from the previous year's 23%.
- ▶ VMCH is committed to taking action against modern slavery. Each quarter across 2022/23, a committee of 15 business experts from VMCH came together to work on ways to further eradicate modern day slavery through our procurement processes.

Quality and Safety

- ▶ We held in-house clinics to deliver flu vaccinations to 539 staff, with 289 utilising flu shot vouchers.
- ▶ Our rate of 'non-lost time injuries' (in which staff do not require time off work) was down 57% from the previous financial year, with 93% of all injuries classed as 'non-lost'.
- ▶ Workers' compensation claims were down by 23% from the previous financial year, with claims duration (amount of time an employee takes off work) now at an average of 20 weeks, a reduction of 75% from 2018.
- ▶ An increase in government regulation of the aged care sector continued across the 2022/23 FY, following recommendations arising from the Aged Care Royal Commission. This kept our Quality team extremely busy, with the introduction of the Star Ratings system, expansion of the National Quality Indicator Program, new Aged Care Act, and revised Aged Care Standards, to name a few.



Above: Austin Street resident Paul with team member, Stephanie.



Above: Balwyn op shop volunteer, Carole.

Thank you for your support

Generous donations totalling \$19,585 helped us put together 750 hampers for our Affordable Homes residents, At-Home Aged Care and Disability Services clients.

People with disability will be offered life-changing opportunities to build on their job skills and independence thanks to an incredible \$95,000 raised over the last FY in our Real Shot appeal. The funds have been used to purchase a coffee van, which is due to hit the road late this year.

Our Build a Shed appeal also resonated with donors, who have so far contributed \$42,000 to help us set up two more Cre8 sheds in Melbourne and Shepparton. This follows the huge success of our Wangaratta Cre8 Shed, which sees people with disability learn about woodwork and wood safety, tool handling, design and project management under the supervision of our passionate Community Connections team.

Our donors, volunteers, sponsors, corporate partners and philanthropic community have enabled so many of our projects and programs to flourish this year.

We are grateful to those who have remembered VMCH in their Will, and to all those who have graciously supported us, we thank you!

Gifts in Wills

Estate of Donald Kirkham
Estate of Geoffrey L Hook
Estate of Honora Mary Sullivan
Estate of Leo Connolly
Estate of Maria Knoops
Estate of Mary Mortensen
Estate of Russel Malcolm Watson
Estate of Valma Mary Cox

Trusts and Foundations

Br Gerard Develin Trust
Father Leo Harnett Trust
Harold & Ariel Payne Trust
Ida Webster McDonald Trust
J B Ryan Perpetual Trust
J C Reseigh Estate
James Frederick Roche Estate
Jean and Gerard Harper Bequest
Killen Family Foundation
Leo Halpin Trust
Loftus Hill Fund
Lord Mayor's Charitable Foundation
M J Polinelli Trust
Masky Beacon Charitable Trust
Muffin Foundation
Perpetual Trustees

RC & EM Bennett Fund
Thirza Rogers Estate
Thomas Tucker Charitable Trust
V R Pittman Charitable Trust
William Angliss Charitable Fund

Community and Organisation Supporters

Aidacare Pty Ltd
Atlas NcNeil Healthcare
Australian Meat Company
Bidfood Victoria
Bowden Group
City of Melbourne
Established Tree Transplanters
Grill'd Glen Waverley
Higgins Coating Pty Ltd
Joy Surgical
Landcare Australia
Magistrates' Court of Victoria
Med-X – Solutions
Square 1 Engineering
Prowse Quantity Surveyors
Slimmerlife Australia
St Columba College
Unison CG

Financial performance

VMCH reported a total comprehensive surplus for FY23 of \$0.3m compared to a comprehensive surplus of \$2.6m for FY22.

Total revenue in FY23 was \$251m, an increase of \$31.2m over FY22. Contributions to this from our business operations were: Residential Aged Care \$117m, Community Services \$100.8m, and Retirement Living \$17.6m, with \$15.6m from other activities including interest income fundraising and other sundry income.

Our main source of funding remains the Australian Government through funding of aged care places, home care packages and disability services through the National Disability Insurance Scheme (NDIS). This funding increased by \$21.3m due to occupancy and indexation increases across the year, supplement increases due to refurbishments and COVID support payments, and the acquisition of the Ashwood Aged Care Residence. State Government funding decreased by \$2.4m.

Total expenses in FY22 were \$275m, an increase of \$41.6m on FY22. Payments to staff of \$170.6m accounted for most of this, increasing by \$20.6m on FY22. The acquisition of Ashwood Residential Aged Care, and additional operational requirements and COVID have contributed to this increase.

Other significant areas of cost were \$37m for delivery of services to our residents and clients, \$16.7m in property related expenses (including utilities, rates, and repairs and maintenance), \$25.5m depreciation expenses and \$25.2m other expenses (including marketing, technology, administration, and project costs).

After allowing for the net loss of \$1.6m (FY22: loss \$6.9m) on the revaluation of our investment properties and related lease premiums in FY23, the net operating deficit was \$25.5m (FY22: net deficit was \$20.5m).

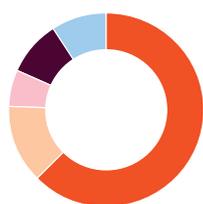
The net deficit was offset by our non-operating income, notably the revaluations of our land and buildings which produced a gain of \$25.8m, an increase of \$2.7m on the prior year.

Our net asset position increased in FY23 to \$417.9m (FY22 \$417.6m). Our total assets on 30 June 2022 were \$993m which included property, plant, and equipment of \$529.3m and investment properties of \$384.6m.

Despite COVID-19 continuing to impact our business costs throughout the 2023 fiscal year, we continued to invest in our people and the portfolio of assets we manage.

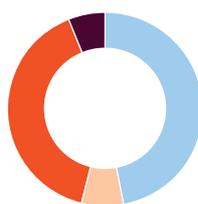
In FY23 we invested \$25.4m in capital works across asset management, development, and corporate projects, including the finalisation of our Trinity Lane affordable housing, early works on the St Clare retirement village development and the acquisition of Ashwood.

These investments ensure VMCH continues to provide functional, modern, and competitive environments for our residents, clients, employees, and volunteers.



Expenditure by source

- Employee Benefits Expense (62%)
- Service Delivery and Client Expense (13%)
- Repairs & Maintenance, Utilities & Property Expenses (6%)
- Depreciation (9%)
- Other (9%)



Revenue by source

- Residential Aged Care (47%)
- Retirement Living (7%)
- Community Services (40%)
- Business Services (inc. interest, fundraising) (6%)

	FY23 \$000	FY22 \$000
Income		
Australian Government funding	176,608	155,346
State Government funding	7,882	10,250
Fees and Other Income for rendering of services	29,890	23,703
Deferred Management Fees, Maintenance Fees and other Property Income	20,997	20,023
Fundraising and Bequests	743	1,108
Other (including imputed income on RADs in 2020 under new accounting standard)	14,920	9,326
Total Income	251,040	219,756
Expenditure		
Employee Benefits Expense	170,577	149,949
Service Delivery	37,015	28,993
Repairs and Maintenance, Utilities and Property expenses	16,667	14,435
Depreciation and Amortisation	25,542	20,850
Other	25,184	19,129
Total Expenditure	274,985	233,356
Net Operating Deficit	(23,945)	(13,600)
Net Loss on fair value of investment property & lease premiums	(1,596)	(6,923)
Net Deficit	(25,541)	(20,523)
Profit on fair value of revaluation of land and buildings	25,839	23,145
Total Comprehensive Surplus	298	2,622
Total Assets	993,007	950,892
Total Liabilities	575,128	533,313
Total Net Assets	417,879	417,579

More information

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Join the conversation



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