



**St. Basil's:  
Stronger than ever**

# Annual Report 2019–20



**St. Basil's**  
NSW/ACT

An activity of the Greek Orthodox  
Archdiocese of Australia

*Rosemarie is surrounded by love, with her niece Katherine and her two daughters, Connie and Rosemary (pictured left to right)*

**LIVE WELL with St. Basil's**

# With acknowledgment and thanks



**Her Excellency the Honourable Margaret Beazley AC QC,  
Governor of New South Wales**

**Our Patron**



**His Eminence Archbishop Makarios  
Primate of the Greek Orthodox Archdiocese of Australia**

**Our President**

Director and President of St. Basil's Homes since 9 May 2019.



**Mr James Jordan**

**Our Chairman**

B.Comm., LL.B.

Member of the Charity since April 1992; Member of the Board of Directors since October 2000.

Vice-Chairman of the Charity since October 2006, and Chairman since 2014.



**Archdeacon Athinagoras Karakonstantakis**

**Archbishop's Alternate Director**

Bachelor of Science (Physics) & Master of Science (Theoretical and Computational Physics), University of Crete; Master of Science (Condensed Matter & Engineering Physics) & Ph.D (Condensed Matter Physics), Stanford University.

Member of the Board of Directors since 2019.



**Dr Theo Penklis**

**Vice Chairman**

B.Sc. (SYD), M.B., B.S. (N.S.W.)

Member of the Charity since March 2006; Member of the Board of Directors since 2008; Vice-Chairman since November 2017.



### **Mr Gregory Gav**

Member of the Charity since 10 July 2001; Member of the Board of Directors since 18 December 2001.



### **Mr Harry Exikanas**

(retired 24 June 2020)

Member of the Charity since 26 March 2003; Member of the Board of Directors since 2005.



### **Mr Nikolas Hatzistergos**

(retired 26 August 2020)

Bachelor of Economics (B.Ec); Fellow of both Chartered Accountants Australia and New Zealand (FCAANZ) and CPA Australia (FCPA), Chartered Tax Advisor (CTA) and Registered Company Auditor.

Member of the Board of Directors since 2012.



### **Ms Maria Kokkinakos**

BSc., DipNutrDiet. (University of Sydney); M. Mgt (UTS), Dip. Project Mgt., GAICD.

Member of the Board of Directors since 2012.



### **Mr Kos Dimitriou**

B. Comm. (Acctg) / B.Laws UWS; Chartered Tax Advisor (CTA); Dip Legal Practice (Tax) USYD; Admitted to the Supreme Court of New South Wales 2002.

Member of the Board of Directors since 2013.



### **Mr Spiros Arvanitakis**

Registered tax agent and registered company auditor.

Member of the Board of Directors since 2019.



# Taking care of NSW/ACT



## **Annandale**

- Residential Aged Care Facility

## **Kensington**

- Residential Aged Care Facility

## **Kogarah**

- Residential Aged Care Facility

## **Lakemba**

- Residential Aged Care Facility
- Independent Living Units
- Day Centre
- Registered Training Organisation Centre

## **Miranda**

- Residential Aged Care Facility
- Independent Living Units
- Day Centre
- Registered Training Organisation Centre

## **Randwick**

- Residential Aged Care Facility
- Independent Living Units
- Day Centre

## **ACT**

- Day Centre funding received in 2020

## **Home Care**

- NSW and ACT Metro

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# Welcome

Welcome to the 2019–20 annual report for St. Basil's NSW/ACT. It's been a productive year, with twists and turns, and we can't wait to tell you all about it.





Patrick feeling safe and supported with staff member, Pola at Annandale



# Message from the President

It is with sentiments of deep gratitude to our loving God that I write this message to introduce the Annual Report of St. Basil's NSW & ACT for the year ending 30 June, 2020, knowing it has been on account of His shelter and steadfast presence that we have all been able to persevere through these unprecedented and extraordinarily difficult times brought on by the Coronavirus pandemic.

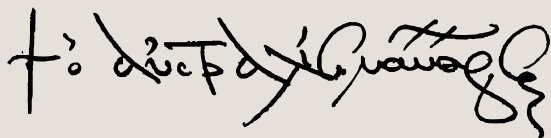
Beyond the manifold and unique set of challenges that the year has brought, however, we have all remained united in our commitment to provide the highest quality care to the elderly and senior members of our society. In the Old Testament Scriptures we read: “show respect for the elderly and revere your God” (Lev 19:32). As an Orthodox Christian institution, we know that our loving service to those around us generally—but more so to the elderly— is nothing less than a concrete expression of our love and reverence for Jesus Christ Himself.

As your Archbishop and Shepherd, I take this opportunity to express my wholehearted commendations and deep satisfaction to the way the Board, Administration, Staff and Volunteers of St. Basil's have effectively managed the additional challenges that 2020 has brought, remaining dedicated to serving the elderly in a dignified, respectful and professional manner.

Therefore, you are to be congratulated for all your tireless efforts, outstanding work, and above all, the hope, and sense of community and value that you have brought—and will continue to do so—to our elderly. Together with my paternal blessings, I express my fervent prayers for our Lord's abundant blessings upon you all.

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In Sydney, on the 7th day of August, 2020



Prayerfully yours,  
† Archbishop MAKARIOS  
Primate of the Greek Orthodox Church of Australia





**His Eminence**  
Archbishop Makarios

# Chairman's report

On behalf of the Board of Directors of St. Basil's Homes NSW/ACT it is my duty and honour to present this year's Annual Report.

Firstly, I express our sincere thanks to His Eminence Archbishop Makarios of Australia for his blessings, stewardship and genuine commitment to the work of this great charity. We look forward to a long and fruitful relationship as he continues to guide us into the future.

My personal thanks are extended to my fellow Directors of the Board of St. Basil's NSW/ACT, who voluntarily offer their time, expertise and ideas. On behalf of the Board, I thank our recently retired Chief Executive Officer, Father Nicholas Stavropoulos, for his more than 17 years of service to St. Basil's and wish him well in his future endeavours.

I also take this opportunity to thank retiring Board member Nikolas Hatzistergos and retiring Board member Harry Exikanas, who retired during the year to take up the role of Acting CEO and then as Board Consultant.

We recognise and thank our dedicated staff, who are the heart of everything we provide. Our customers and their families rely on the hard work and dedication of more than 680 employees. Nothing would happen without these employees who care for our customers, who clean, cook, entertain, listen, interact, maintain buildings and drive our buses. Every day our customers experience the love and support they provide, without fail.

We thank our volunteers and our external providers.

Most importantly, we give thanks to our customers and their families who place their trust in St. Basil's to house, support and care for them. We do not take this responsibility lightly and we work tirelessly to continually improve the services we provide.

We care for 560 residents in our aged care facilities and provide community support to over 200 customers in their homes. Over one hundred customers visit our activity centres each week and 120 families call our independent living units their home.

The second half of this past year has been dominated generally, but particularly in the aged care sector, by the global pandemic that remains upon us. As you read through this report, please take a moment to celebrate with us, all of the people, the stories, the moments and the milestones that have made this year at St. Basil's a very special one, despite the hardship and the complexities of the year.

Let's all take this time to remember and pray for those aged care residents around Australia who have this year lost their lives due to the COVID-19 pandemic. Thankfully, there has been no infection to date in our facilities, due to the hard work of our staff, and the understanding and acceptance of our residents and their families.

As you immerse in the personal stories and perspectives of our staff, you will witness an unwavering commitment to providing the very best care possible to our customers, borne out of a passion and love for the work they do here at St. Basil's. If there is one theme that brings together all of the different roles and tasks that our staff engage in on a daily basis, it is the desire to spread joy and care, enabling our customers to feel alive and well, and to flourish in whichever way each individual person requires and desires.

When you hear from Gwen, Tonia and Rosemarie, residents at three of our facilities, you will understand that our customers are engaged through the stimulation of learning new skills and experiencing a variety of difference in this world. Our customers play their part, regardless of age and ailments, and live fulfilling and interesting lives.

Underpinning these human stories is a relentless drive on the part of both the management and the staff to transform the infrastructure of St. Basil's, the cogs that turn in the background to keep everything moving forward seamlessly. This year has involved a large-scale digital transformation of our processes and reporting, leading to greater agility, efficiencies and accountability in the way we monitor and report, plus a greater ability to anticipate and predict any issues or dangers that may appear in the future.

COVID-19 has challenged us all, to the very core of our being. It has restricted, isolated and thwarted; it has caused fright, frustration and paranoia. But with each test put before us, we have



We offer 560 beds for our residents.



We provide community support to over 200 customers in their homes.



Over one hundred customers visit our activity centres each week.



120 families call our independent living units their home.

worked together, to overcome and moved forward. In the end, and despite the many pressures on our staff, this experience has proven the robustness of our people, systems and processes. It has made the St. Basil's family of customers and staff stronger than ever. In the adjustments we have made and the scenarios we have predicted, our customers have remained safe and protected.

With less ability to work with external providers, we made the pivotal realisation that we have even more to offer than we previously thought possible. From staff at our Miranda facility engaging in dancing events reflecting their own cultural backgrounds, all the way through to the remodelling of the support provided by our Community Services team through the provision of puzzle packs and home-cooked meals into customers' homes.

Throughout this crisis we have become even closer with our customers. In most cases, taking on a more protective role than their family members and loved ones, due to the continued restrictions placed around face-to-face contact with people from outside our facilities. Life for our customers is different now, as we move into the new normal, but one thing has remained constant: they have dignity and respect. We honour the responsibility placed upon us by their families and loved ones, and we cherish the time we spend together.

St. Basil's has big plans for the future. After the rapid growth of the last three years, we are focused on strengthening our staff teams through greater knowledge sharing, education, customer insights and ensuring all staff have the tools they need to perform at their best.

Longer term plans on our radar include the improvement of our buildings and facilities through designs based on the needs of customers, as well as a spotlight on pastoral, lifestyle and mental health management, working in collaboration with a selection of key partners. We will further nurture our involvement within the broader aged care industry and continue to work towards achieving strong fundamentals, a zest for life and a highly engaged workforce.

Our construction programs in Canberra, Bexley and Lakemba have been halted until the COVID-19 pandemic, and its effects on our industry, have either been overcome or understood and properly dealt with. We are reviewing our development,

building approvals and designs to ensure that any future development meets our obligations to keep residents safe (including lessons learnt from the COVID-19 response), our continued financial stability, and the flexibility to adapt and change with new technology and new techniques. When these developments are completed, we will have at least 150 more beds, more independent living units and new day-care centres to cater for our elderly loved ones.

We are also proud of the development of our registered training organisation, which continues to provide critical education to our internal staff, to prospective staff and to external customers. As this training organisation develops, it will allow us to develop and maintain an industry-best workforce, be a magnet for new staff, and allow us to provide better physical, pastoral, emotional and mental care.

We are especially proud of our pastoral care program and thank the many Greek Orthodox priests and the students from St Andrews Theological College for their continued and valued support for our residents during these difficult times.

The next year will be particularly challenging for the whole aged-care industry. The pandemic remains a constant threat. The recent Federal budget did not provide much by way of increased structural funding for residential aged care, though there has been intermittent assistance from the Federal Government throughout the last six months. The whole industry is awaiting the outcome and recommendations of the Royal Commission into Aged Care Quality and Safety. The future is a time of uncertainty and change.

However, with the hard work of our staff, volunteers and external providers; the understanding of our customers and families; the dedication of the Board; the leadership of His Eminence Archbishop Makarios; and by the Grace of God, we will continue to provide a safe and loving service for our customers.

Yours Faithfully,  
James Jordan  
Chairman



# The year at a glance



Mid-Late 2019



Early 2020



March-April 2020

**July-Aug:** Live Well with St. Basil's Training is completed for all staff to improve practices in how we care and how we promote the dignity of our consumers

**Oct:** St. Basil's Art exhibition: Auction of resident paintings to raise money for the St Tabitha Orphanage in Fiji

**Oct-Nov:** St. Basil's participates in the innovAGEING Incubator Challenge with CBA Innovation Lab after winning the 2019 KPMG innovAGEING Hackathon, presenting our customer research and refining a concept to help families, the elderly and care providers to work better together to support longer, happier lives at home

**Nov:** Datacentre System Upgrade improving security and daily operations experience throughout the organisation

**Dec:** 'This is Me' is launched in all facilities. Utilising the work of the Clinical Excellence Commission in its TOP 5 initiative used in hospitals, this one-page summary in a resident's room is to support personalised care and communication by helping to provide each care worker with key information and strategies. Especially for those with cognitive impairment, recognising that every person has a history and is unique

**Jan:** Moments of Dignity Surveys suite. This tool is to increase the voice of the customer in their day-to-day experience of our care and support, helping them remain active in the things they like to do including the small but important dignity in how we help them shower, toilet and move

**Feb:** Clinical Management Dashboards to better monitor trends in care needs and better facilitate proactive response to indicators of significant change in our customers' ageing journey

**Feb:** Additional Services is formalised in all facilities communicating our customer value proposition in the suite of lifestyle offerings across our residential facilities

**Feb-March:** Castellorizian Aged Care transitions to St. Basil's with implementation of St. Basil's systems and processes, launching our Live Well approach to care with staff, residents and families

**March:** Launch and communication of our Coronavirus response plan to all staff and customers, outlining stronger infection control practices to limit the risk to our residents, staff and families, and new entry processes

**March:** Closure of shared spaces: garden tours, cafés, swimming pools, gymnasiums, common rooms, day centres, communal workshops and suspension of contractors from entry, and replaced with more one-on-one time attention, with more of our staff facilitating the activities to keep our customers safe both in their own homes and in our residential facilities

**March:** New work approaches and use of technology to work at a distance, e.g. Zoom, FaceTime meetings, case conferences and family engagement

**March:** Educational videos produced inhouse launched for staff education on the issues, requirements and safe practices to keep us all safe

**March:** Launch of the COVID-19 news page on our website to keep our customers informed, and our COVID-19 intranet page for staff to have all information in one place

**April:** All staff receive the flu vaccination

**April:** Computerised Asset Management and Maintenance System (MEX) was implemented across all sites, providing our staff



### May-June 2020



with a key communication, activity management and reporting tool. We can now track asset function and failure, offering our customers improved asset performance and less downtime, improving the livability of our spaces

**May:** Digital screens – Standardised the look and feel of communications displayed on digital screens in the facilities to better inform both our residents and visitors of the richness of the care environment at St Basil's

**May:** Our COVID-19 Plan was formalised, providing a framework so that we are as clear as possible on the distinct roles in outbreak management and communication, as well as any required hierarchy/chain of command in disseminating information internally and externally

**June:** Nurse Bank created. A central pool of casual staff, managed from Head Office to ensure allocation of staff to facilities with the most need

**June:** Automation of our financial management reporting, streamlining month-end processes and improving efficiency for our finance staff



### July-August 2020



**July:** Connect app – St. Basil's Connect app can be installed on smart phones or tablets to easily share information and photos. Its purpose is to keep people better connected and make it easier to stay in touch, particularly in these difficult COVID-19 times. It helps our residents stay connected with their families and friends, to let them know how their day is going and what they are doing. It is a window into the varied lives of our residents in our care with so much on offer. Similarly, when families cannot visit regularly, they can still communicate and share what they are up to

**July:** Window visits – Supplementing the phone and video chat, these visits are scheduled for our residents to see their loved one in a safe manner

Incident management reporting improvements within our clinical systems and audit processes

**August:** Launch of the intranet pages for our Independent Living residents allowing them to easily find relevant contacts, policies and guidelines to support their needs



### September-October 2020



**September:** Digital temperature checking on entry and contact tracing technology for our staff as they interact with residents, being able to report, if needed, in the event of a virus outbreak

**October:** PainChek® is a secure smart phone-based medical device that uses artificial intelligence to assess and score pain levels and will be implemented at Miranda and Annandale before extending to all sites. This will help our staff to more quickly assess pain and respond with appropriate pain management strategies. Pain is a common problem for older people. It can at times be challenging for staff to recognise and treat pain in people with cognitive impairment.

02

# Living well

This year we've captured a selection of stories and moments that paint a picture of the year just gone, in the words of our people: our customers and our staff.





Sofia enjoying the simple pleasures of life  
at our Randwick facility



# Our people

Helen, getting creative, at Kogarah



# Gwen, Annandale

**“When St. Basil’s took me to the beach, it was beautiful. Brought back memories, smelling the sea air. Everybody loved it.”**

I hadn’t been to the beach for a very long time. And then they took me in a bus down to the beach. La Perouse, I think it was, yeah, La Perouse. Tim took me down. I wanted to go to the water to paddle.

The only trouble is my legs wouldn’t work as they used to work. It was a bit hard on the sand, with my legs not being young like they used to be. But it was lovely in the water, when they helped me get in. The waves rolled over my feet and I could feel the sand between my toes.

I can’t swim. I’ve never been able to swim, but I’ve tried. Because I’ve got bad eyesight, I can’t see in the water without my glasses on.

When I was young I used to go all the time, to the National Park, Bondi, Bronte. Can’t swim, but I used to like to get my feet in the water. My partner and I used to go in the car on holidays to the bush, and we’d stop at a beautiful beach. Go for a paddle. And he could swim, I couldn’t swim.

When St. Basil’s took me to the beach, it was beautiful. Brought back memories. I love going padding and going in the water. Smelling the sea air. Everybody loved it.



Gwen getting her feet in the water



“... I could feel the sand between my toes”



# Peter & Sophocles, Kogarah

I've been here 20 years as the Chef (Peter) and I've been here for three years as the Maintenance Officer (Sophocles).

We prepare the barbecue, clean it, preheat it, prepare the food the staff have for us to cook. The staff bring the residents outside, to join us and enjoy.

We host a monthly happy hour, with a little barbeque and things like sausages, bacon and eggs, souvlaki and salad, and activities. Then we do a special lamb on a spit at Easter and on 15 August – the Feast of the Dormition of our Lady, Panagia – an important Greek holiday and feast day. Something that every Greek household will be celebrating at this time.

We put the spit on the night before and tie it up very well. Then we put the lights on in the chapel from 6am in the morning and put the lamb on. As we are cooking, the residents start coming up to see what's going on. The lamb cooks for four hours, maybe more, with a great smell filling the air. The residents are drinking little soft drinks and everyone is joining in. When the lunch is ready, we take it out with the pitta, potatoes, salad – and serve up an individual plate for everyone.

Only a small percentage of our high care residents can eat meat but they are enjoying the atmosphere, the smell, joining in with everyone.

The residents give us joy; it gives us joy to make them happy. Making any little difference makes them happy – otherwise it's the same, same, every day. They look forward to the barbeques and they remind us they're coming up: "Sophocles, it's the barbeque this Friday!"

**"We host a monthly happy hour, with a little barbeque..."**

— Sophocles serving up a feast



# Katerina, Lakemba volunteer



*Katerina (right) with Stella from our in-house kitchen, spreading joy at Lakemba*

**“Every time the Archbishop visits St. Basil’s,  
he likes to see me. To give me a little hug.”**

I like to be a volunteer, because with the things I do, it’s much nicer if I’m not getting paid. And because I like St Basil. I have read a lot about St Basil, the saint, and all his work. I’m very, very close to the church.

I talked to my husband, we were in Wollongong. Father John said he would take us to visit St. Basil’s. And when we visited, we felt something different. We felt closer to God, being with people like Father John. We said we would give the rest of our life there and our money.

My husband used to volunteer with me but he passed away seven years ago, but I continue. He used to do the gardening. I have other friends I volunteer with sometimes: Sophia and Elena. I clean up and I visit and feed the people. Twice a day. Or I stay there all day.

Every time the Archbishop visits St. Basil’s, he likes to see me. To give me a little hug. He asked me my story over a cup of coffee and afterwards, I went to the Archbishop’s name day dinner. It was about 1,200 people and they gave me a medal – The Order of the Christ-Loving.

I can’t come here during the virus, it has been closed, and there has been no church, but I hope to come again.

I like to go to the day-care centre, every day. We have about 20 people every day, I come to volunteer. I sit at the table, I talk to the people, we have a picnic. It’s like my family. Yes, my family.



# Dipesh, Kensington

I joined as General Manager of the Kensington facility at the end of January, just before we formally took over as St. Basil's. After starting here, I actually found out more about this Kensington facility and discovered there were a few items to fix, which is what we're doing.

On top of this, coming over to be a St. Basil's facility has meant that every single piece of paperwork has been changed, including our clinical software. The staff have been trained on a whole new range of things, including the Live Well model of care.

We've also had a big cultural change. A shift to: inclusiveness; teamwork; the staff actually feeling supported – that's been the biggest thing. If they need help, they get it. The training they get from St. Basil's has been great and they're getting more and more confidence.

There has been a significant overhaul of the environment too – we like to achieve a home-like environment. We have come a long way. Changing the furniture; auditing everything that actually improves care delivery. We've turned the place around in 6-8 months – it's been amazing teamwork, led top down from Head Office.

Most of our residents, around 75%, are from a Greek background, and very family oriented. I feel for them during this virus. It's hard for them not being able to have that family connection at this current time. Having said that, in a recent resident information meeting, nobody had any concerns other than that. They are happy and perfectly fine.

I'm most proud of the happy faces. Everybody smiles; everybody says 'hello'; everybody is happy. Staff and residents. Everyone can see that, it speaks for itself.

Dipesh (left) pictured with Sofia after enjoying lunch at Kensington





# Tonia, Miranda

I've been making all sorts of toys for Red Cross, always Red Cross. For about 60 years now, I think! We have six stalls but because of the pandemic, we can't have six stalls, but they still go to some of the shops. And they do sell them to fund raise for the Red Cross.

But this whole lot is going to be donated to the young parents that need help, starting their life

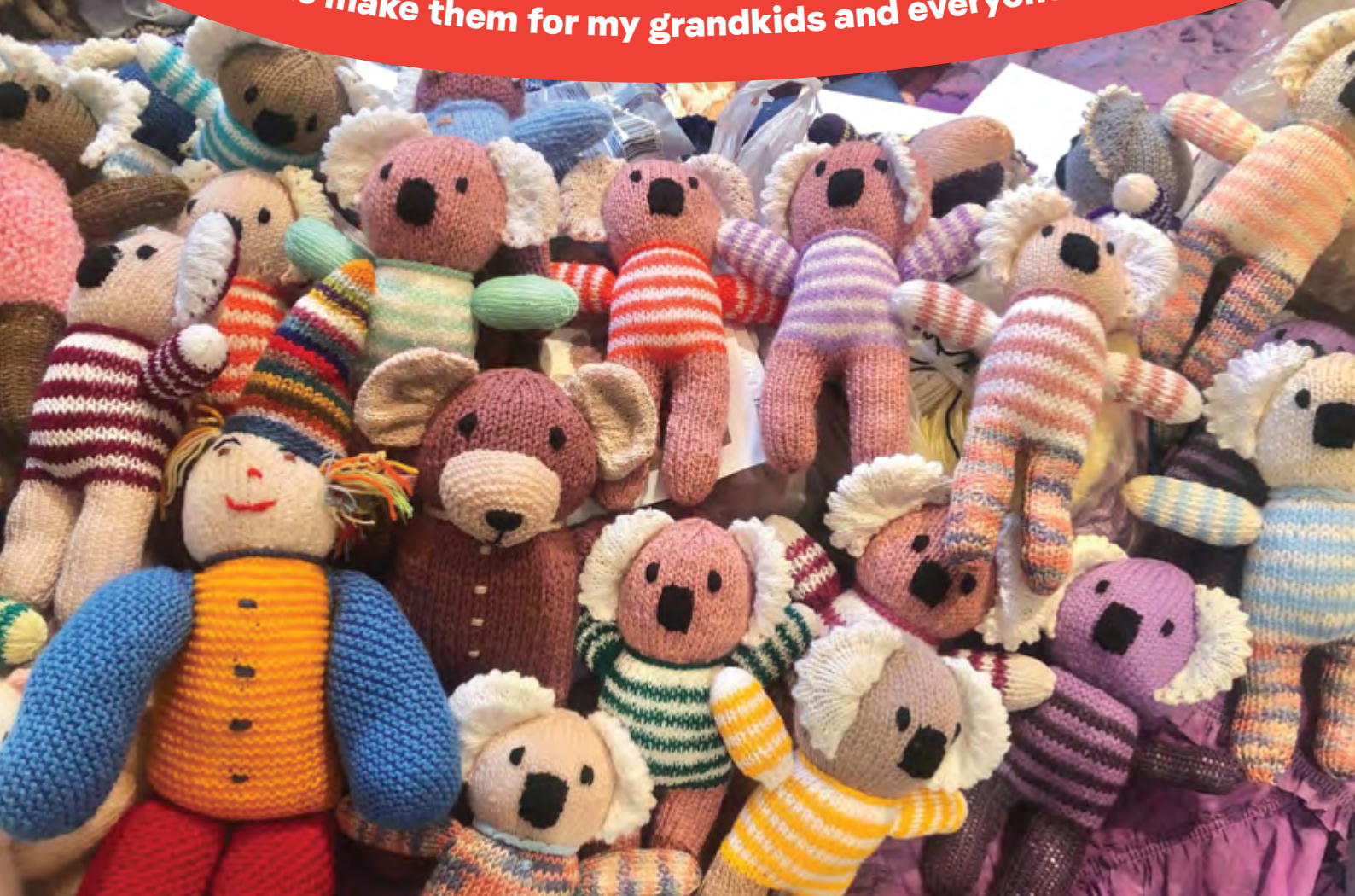
as a family. So, they're going to hospitals, and private people who need a hand with Christmas coming up. These will not be sold at all, they will be given to people that need a hand up.

I don't just make toys, I also do baby clothes and all of that sort of thing – anything at all that's crafty!



Tonia and a selection of her wonderful creations

**“... I love to make them for my grandkids and everyone else's.”**





# Ernest, Education Department

I'm a Registered Nurse and have been at St. Basil's since early 2018, but I started my role as a Clinical Nurse Educator (CNE) at our Randwick facility this year. This is a new role for St. Basil's; we haven't had CNEs in each facility before.

I'm involved with creating the training and education calendar of our facility staff based on the gaps in the monthly clinical audits and quality indicators reported to the General Manager and Director of Care. I address those issues by creating evidence-based education materials. I deliver most of the training myself, especially during the current pandemic as we are limiting visits from external providers. However, we also do Zoom sessions if an education topic is quite different and specialised.

With the recent pandemic, we've had training sessions on personal protective equipment (PPE) and outbreak management. We've been running interactive education sessions to encourage higher participation. So, face-to-face training to ensure staff know how to put on PPE, including a face mask; how to make sure they are following hygienic practices and not spreading infection; how to reduce the infection from coming into facilities; and how to properly manage isolation.

I've also just finished running some training on continence management, helping staff with continence management strategies so our residents feel comfortable and are toileted properly. This was especially important as we have had a lot of new recruits, and they need to be on the same page with how to properly manage incontinence, including how to check on residents, what type of pad they should be wearing, all of that sort of thing.

Being a CNE is quite challenging, but I'm excited for this new role because it's hard to become a CNE in a facility and it's a good opportunity for my professional growth. It's also good for St. Basil's – having a CNE in each facility means we can address any issues straight away. As I'm working on the floor, I know the feedback from staff, I know what's lacking, and I see what's happening, so I can apply whatever I'm observing on the floor to the education plan. I know what education is sticking and has actually been transferred into the workplace, so that's really great.



**“Being a CNE is quite challenging, but I’m excited for this new role.”**

*Ernest (right) reviewing outcomes with Blessing, our Clinical Care Coordinator*



# Rosemarie, Randwick



**“I’d never painted before. Never, never, never.”**  
— Rosemarie working her magic at an art class

I’d never painted before. Never, never, never. We loved the lessons with Veronica, they were great. She had something about her; she’d look at you and she’d just help you paint. She didn’t do the painting but she’d highlight what she felt was necessary to be highlighted. She just had a way with her, she was fantastic.

We did the lessons once a week. You just did it if you wanted. Usually about 14 of us. I had my two daughters with me, who had never painted either. My baby daughter is now doing pottery, she was inspired! I said to my daughter, that if I’d have known I could paint, I probably wouldn’t have got married, haha!

What I like best is you start off with a little sheet of paper and she just goes zoom, zoom, zoom, and draws an outline and then you’ve got to make a painting. You’ve got to interpret what you want to put down. It’s kind of amazing.

Veronica organised it. She asked if we wanted these paintings to help the children from Fiji and whatever money we raise, we will give it to the children. We had an exhibition downstairs, you could see it all on one wall. You know, we had a good night that night. I’m not sure exactly how much we raised. It turned out to be a great night, everyone was so excited. The collection was amazing, I think. People just loved it. Some of them couldn’t stop crying!

I still can’t believe we did that. I still look back at it and think, “did we do that?”. We just had such a good night, it was a great night. It was really amazing. We learned something and we gave something back, you know, it was wonderful. When they said no more art lessons, we all said “oh no” – we look forward to this virus ending and getting back to our painting.



# Father Andrew, Pastoral care

I've been the Pastor at St. Basil's for a year now. My role is pastoral care. So, to give residents spiritual guidance, but also pastoral care means moral support – to make sure they're okay, and make sure they're happy in any way possible.

It's not just services and giving sermons. It's not just sitting down and saying "are you ok?". It's interacting with residents at all levels. So, you know, I'll play games, ball games, laugh and dance with the residents. I've got a duty of care as well, and being part of the Customer Service Team I love to work with my Team Leader and colleagues. Together, we put smiles on faces and do whatever it takes to bring happiness.

Prior to Coronavirus it was amazing. We could hug the residents and have that human contact, so it's quite difficult now because we're wearing masks all the time. The residents can't even see my face or my smile. But we still do services – although I'm by myself in the chapel and we link the service to the monitors of the residents' rooms – so it's something, but it's not the same.

I was ordained a Deacon in June 2007, then a Priest on Christmas Day of that year. So, 13 years now. I have my own parish: St Therapon, in Pennant Hills. As a priest I visit the local nursing homes of our parish on a monthly basis to see the residents. I'm only there for about 10-15 minutes with each parishioner, whereas here at St. Basil's I'm spending a lot of time with the residents. I'm at Randwick every Thursday and Kensington every Friday, so I spend the whole day at each facility.

I'm absolutely dedicated to the residents and I'll do whatever I can to make them feel happy, to make them feel comfortable, and I keep on reassuring them that they live in a palace, I say: "You're in a very good facility, you've got excellent staff. People love you here. So, you know, be happy and appreciate what you've got, because what you've got is amazing!"

**"Together, we put smiles on faces and... bring happiness."**

— Father Andrew preparing to engage with our residents





# Barbara and Cliff, Independent Living

Well, I mean, I think it was a wonderful thing for them to rearrange that common room kitchen and make it more modern and put a toilet in there, also air conditioning. This social room is an important space for us and it's been lovely when you sit there now, you know, in the winter, you're warm and in the summer it will be cool.

They asked us residents what should have been done to the space and we asked for these things, and for it to be arranged differently. They followed it up; we've got what we asked for; the staff are great.

It's a nice place to come together, at happy hour, and other occasions – you know, the social committee would always have something on, there's Mother's Day, Father's Day, Easter, Christmas dinner.

We just don't have to worry, if the lawn needs mowing we don't have to worry, if we need to replace something and climb a ladder, then you've got a maintenance service that helps you with anything you need. Cliff can't do it anymore. And there might come a time when I maybe need somebody to come in and do the cleaning once a week, or once a fortnight or something, but at

the moment, I'm happy to do it myself. There are wholesome, home-cooked meals on offer too. The people who have the meals often comment how good the food is.

With the virus, the staff here did well, and acted very quickly. A lot of credit should go to the staff. They locked us down in March before they needed to, or before the Government said this was what you had to do. We didn't have happy hours or the morning teas, or anything like that then – now we're having them again but with the social distancing, so only 16 people now.

Anytime from ten o'clock 'til one o'clock, if you want to come up – we've started bringing up our own cups. We have a cuppa together, sit around all spread out like we're supposed to be. We were used to going over to the high care facility every Tuesday and Friday – well that all stopped with the virus – one of the ladies always made a slice or 24 cupcakes or something like that. We'd go and offer them down there in the nursing home and have coffee together in that shared space.



Cliff and Barbara, safe and happy despite some restrictions on their usual social gatherings



**“It’s a nice place to come together, at happy hour...”**



# Our moments



## MIRANDA

# Staff cultural dancing

Our biggest highlight of the year centres around the teamwork of the staff, the way they have worked together to continue to keep our residents feeling alive. As a result of the restrictions placed upon allowing external entertainers to come into our facility during COVID-19, our staff stepped up and dressed in cultural attire and danced for residents, delivering Greek, Russian and Nepalese dancing. It was a great event!

Our customers are also involved in the City2Surf event in Sydney, contributing an amazing effort and showing up the rest of us who think we're not fit enough to participate! We have also benefitted from in-house physio gym programs, small group exercise classes, a café club, staff health programs, BBQs and sharing our experiences via social media, to name but a few events on the past year's calendar.

The genuine care and staying real to one's self is what makes this team unique and this is reflected in the high quality of care provided to our customers. Our staff ensure our residents live for each moment and create new memories together, rather than simply passing the time. During COVID-19 and early management of the pandemic, our staff

have shown their resilience, teamwork and honest-to-goodness attitude to the residents in good, bad and difficult times – ultimately keeping them calm and safe. Our staff come from many different backgrounds, religions and cultures, which all come together in a truly diverse environment.

Looking ahead to next year, the team at Miranda is ready to tackle any changing environment. We have a vibrant, empowered team that will light up any dark paths ahead, wherever the year takes us. Our team is competent, proactive, progressive and full of positive energy. And we are willing to contribute to growing and improving the broader St. Basil's organisation.

**“Our staff come from many different backgrounds, religions and cultures, which all come together in a truly diverse environment.”**



Maria (right) presenting her Greek cultural dancing skills





## COMMUNITY SERVICES

# Community food drive

In April, St. Basil's was required to close its Day Centre due to COVID-19. However, after liaison with the Department of Health, we arranged to redirect our funds to provide free assistance to people living independently in their own homes while self-isolating. For many of our customers, we are the only source of socialisation they receive and for many, the only time they eat a wholesome, warm, home-cooked meal. Other days, they make do with snacking on things like sandwiches rather than having to cook.

We provided daily welfare checks, home-cooked meals – initially from the support of General Manager Gavriella and her niece Irene from Katerers4Kanteens, and now from our Lakemba facility's kitchen. We also provided medication checks, assessments of shopping needs and activities such as puzzle packs to customers who suddenly found themselves at home with no support. We were able to assist with connecting customers with their families via Zoom by providing iPads and setting up the required technology. Many of our customers were reliant on these services through this difficult time.

Just before Easter, we stopped by each customer's home and delivered an Easter package with a palm cross, an icon, red eggs, koulourakia and some crosswords to keep their minds active. The smiles and blessings our staff received for this small contact touched us deeply.

The COVID-19 period, while challenging, has helped us reach more people in different ways. It has given us the opportunity to review the care needs of our existing customers while also extending our assistance to new customers on a more ad hoc basis.

Looking to the year ahead, we predict even further growth for St. Basil's Community Services and the strengthening of our position as a quality community care provider. We are the only organisation in Australia to have received government funding to run two extended day-centre programs in Miranda and Randwick, which has now been extended until June 2022. We also have a new day centre and transport five days a week in the ACT, which will get up and running once it is safe to do so. In addition, demand for our Home Care Packages has meant that we now reach over 200 customers, which is credit to the dedication and quality of care provided by our Home Care Workers and Case Managers.



Day-care centre volunteer, Harry, serving up a hot home-cooked meal for Helen, our Community Services client



## KENSINGTON

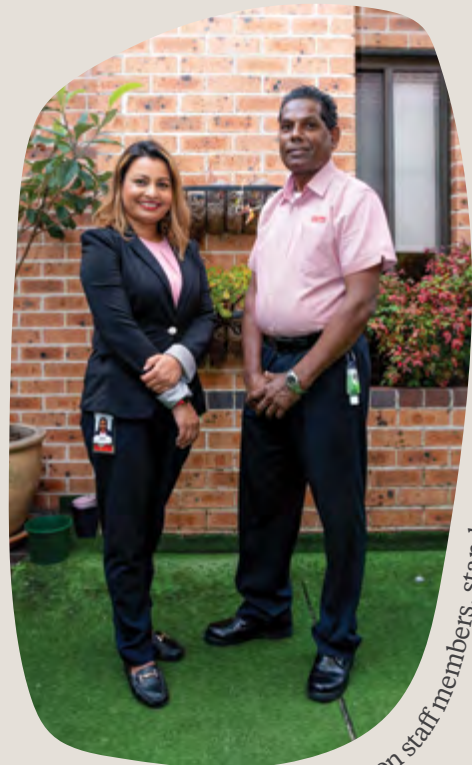
# Opening launch

We took over management of the Kensington facility in November, and then ownership officially kicked in at the start of March. We facilitated lots of consultations with families and customers there to make sure they felt supported as St. Basil's took the reins, and understood who we are, our mission and values. Understanding what we were going to change for them to make things better and what was going to stay the same.

There is still work to be done but we've updated and converted most of the items on our list, put in a proper maintenance office and customer service officers, which they didn't have before. We've provided new furniture, so everyone now has a new wardrobe, bedside table, over-bed table and a new chair in their room. We've painted the walls and purchased new artwork ready to hang. We've made a massive change to shift the facility over to our clinical database system; we've changed the pharmacy model and implemented lots and lots of staff training. The new uniforms have rolled out and our Live Well model of care is in action.



Laura (left), enjoys our latest library addition with Jyoti (right)



Jyoti and Ganesh, Kensington staff members, stand proud



## REGISTERED TRAINING ORGANISATION (RTO)

# Career development

The St. Basil's RTO was established as part of our commitment to the career development of our staff and supporting greater retention. Our remit of providing training and education extends throughout the broader aged care sector and allows us to stand out in the industry supporting the growth of skills in the sector.

This year marks the first group of graduates for the following courses: Diploma of Leadership & Management (24 students) and Certificate IV in Ageing Support (20 students). Furthermore, our Provide First Aid training course has been the biggest attraction for both internal and external agencies across the aged care sector who have engaged in our services, as follows: St. Basil's employees (111 students) and external agencies (66 students).

We would like to offer our congratulations to this year's graduates and wish them all the best for a bright future:

- Upendra Dissanayake
- Sirjana Giri Puri
- Kamini Prasad
- Simran Sherchan
- Barsha Budhathoki
- Shova Gautam
- Monique Halabi
- Pujan Kahtiwada
- Giovanna Salarda
- Smriti Sherchan
- Harold Encarnacion
- Archana Limbu
- Kiran Patel
- Aery Shrestha
- Noushin Lotfidarviti
- Manisha Poudel
- Manjeeta KC Thapa
- Sutinan Chantalakana
- Nozipho Makhanya
- Richa Mahajaran
- Nirmala Adhikari
- Zaharoula Alahiotis
- Eleftheria Apostolopoulou
- Bishaka Bajracharya
- Sonia Bano
- James Bautista
- Dimitra Bousgas
- Stavroula Chronopoulos
- Shradha Ghimire
- Lilia Hernandez
- Spiroulla Kakias
- Mahalet Kassa
- Binita Khatri
- Akriti Moktan
- Sadhana Niraula
- Biljana Radanovic
- Nolen Sarris
- Bhadra Waiba
- Ernest Cruz
- Ryan Kisner
- Gobardhan Niroula
- Kajol Mathema
- Bhawani Panthri
- Rekha Thapa

**225**   
studying with us

**4**   
delivering into 4 other  
aged care providers

**44**   
graduates for  
2019–20



General English classes have been operating on Saturdays for employees of St. Basil's facilities. The inclusion of these classes have allowed staff who do not have English as their first language the opportunity to enhance their communication skills. This, in turn, will contribute to their ability to provide better care and service to our customers.

In a year of unexpected change, the RTO has adapted to the ongoing needs and training requirements in accordance with its regulatory compliance body and contributed to the workforce strategy of both St. Basil's facilities and external aged care facilities. Looking ahead to a bright future, we are adding new courses to our scope with direct relevance to the residential aged care and community services sectors. This will increase opportunities to attract new students as well as further promote the training and business status of the RTO.

Melissa, College Manager, awarding the certificates together with Sonya, Director of Care and Kate, Clinical Support Manager



Graduates Kamini, Cert IV Ageing Support together with Binita, Sadhana & Akriti, Dip Leadership & Management



## RANDWICK

# Art for Orphans exhibition

One of our major initiatives this year that brought lots of energy to our residents and made them feel special and truly valued by society, was the art exhibition, Art for Orphans. Residents from each facility produced some remarkable works of art as part of their art therapy activities and, according to their wishes, we displayed the paintings and auctioned them at Randwick, with the funds raised supporting Saint Tabitha Orphanage in Fiji. It was a fantastic event hosted in October with a great turnout, a lively auction and delicious food. In total our residents raised just over \$30,000 for support of the orphans – their efforts and achievements made us very proud indeed.

Taking advantage of the increased space in the Randwick building, this year we have been using the Geriatric Outreach Service, Geriatric Flying Squad and other private psychogeriatricians to operate clinics at Randwick.

The benefits of bringing these services into Randwick include:

- timely referrals resulting in timely interventions
- an increase in family involvement
- and our staff being able to implement recommendations and assist in resolving issues.

We also bring dentists and other allied health professionals into the facility as well.

Lots of effort has gone into engagement with the families of our residents and we have seen contact with families triple over the COVID-19 period. We're focused on managing expectations, improving relationships and building trust.



Friends and family were suitably impressed by the standard of artworks on display



## LAKEMBA

# Bushfire fundraiser



The Lakemba dream team!

We started the new year, 2020, with the unpleasant news of bushfires hitting Australia really hard – claiming hundreds of lives and leaving thousands without shelter.

Team Lakemba decided to organise a fundraiser. On this special day, our customers and staff united as one team and prepared Nepalese 'momo' dumplings onsite that were sold to visitors and staff. We managed to collect just under \$3,000 which was an amazing achievement, plus our Nepalese staff members really enjoyed sharing this part of their culture with their colleagues and the residents. The money raised was handed over to the victims affected by the devastating blazes.

2020 has been a year of continuous learning for Lakemba. COVID-19 has changed our perspective towards life and taught us to be optimistic in the face of adversity, and to be prepared for almost anything. This pandemic has motivated us to remain united and work as one team, and family, to keep each other safe. In a time of crisis or celebration, the staff at Lakemba have always demonstrated fabulous teamwork.

This past year, our prime focus has been to keep our customers happy and safe. We now look forward to the time when our customers will be free to spend unlimited quality time with their loved ones again and be able to visit their desired destination without any fear. In addition, we had the chance to renovate our Overnight Respite Room, with assistance from Tony Burke, MP, and a Stronger Community Grant, and we look forward to welcoming guests to this wonderful new room once it is safe to do so.



## KOGARAH

# Special days

Special days were amazing at Kogarah this year! It was an absolute delight to watch our customers and staff celebrating together. There were many occasions for singing and dancing together, and really great energy.

2020 has been challenging for Kogarah. COVID-19 has taught us that life consists of countless trifling snatches, and to really cherish life it is necessary to learn to cherish what we can do at present. It has motivated us to think positive thoughts every day, remain united, and work as a team to keep each other safe. Remaining full of hope and positivity has given the Kogarah team the courage to fight this deadly pandemic together as one family. Working together and supporting each other as a team, we can fight anything.

Our staff, customers and families have adapted themselves to the 'new normal' to stay safe during this difficult time of COVID-19. Teamwork has been magnificent amongst our staff and we have been very fortunate to receive enormous support from our customers and their families in implementing safe strategies. We have a 'partnership of care' with our families and staff that helps us achieve the very best possible outcomes for our loved ones.

Men, potting some plants



Georgia (left), celebrates with staff member, Maria (right)



Maria showing off the fruits of her labour





## ANNANDALE

# Animal farm visit

We had the animal farm visit our centre in October. Our customers loved having cuddles with the baby animals! We took photos of everyone laughing and playing with the animals and then surprised each resident at Christmas with a coffee mug featuring their happy snaps from the animal farm day. We received so many compliments and kind words from our happy residents.

This past year for Annandale has been fun, happy and busy. We had weekly bus trips with destinations chosen by our residents which always resulted in happy memories and a good laugh. Taking our visually impaired resident, Gwen, to the beach to hear the waves was a real highlight.

Our only challenge has been the looming concern of COVID-19. However, this challenge has driven positive results – we have a fabulous team with a can-do attitude, and we have embraced the changes which has only united the Annandale team and made us more resilient.

We have worked hard this year as a united team and this has paid off with positive outcomes for our customers and families. We are excited for next year, as we have accreditation to look forward to. It is time to plan and prepare to show off, demonstrating all our great achievements here at Annandale.

*Pauline petting a little lamb tenderly*



*Kaliopy enjoying a cuddle with a cute rabbit*

## LANGUAGE + CULTURE

# Weekly Greek lessons

In cooperation with the Modern Greek Studies Program of Macquarie University, we organised free, weekly Greek lessons for our non-Greek speaking staff at our Lakemba facility. This project was fully sponsored by the Canterbury Leagues Club, enabling the staff to learn specific and essential linguistic terms of the Greek language and culture, which is fundamental to communicating effectively with our Greek customers. This was a great success and we look forward to expanding our cooperation with Macquarie University, continuing this project and expanding its scope to our other facilities.



Dr. Patricia from Macquarie Uni, guiding our staff on the basics of the Greek language





## INNOVATION

# 2019 KPMG innovAGEING Hackathon

In October through to November, our staff were invited to participate in the 10-week innovAGEING Incubator Challenge with the Commonwealth Bank of Australia (CBA) Innovation Lab after winning the 2019 KPMG innovAGEING Hackathon in June. This involved presenting our customer research and refining a concept to help the elderly, their children and care providers to all work better together to support longer, happier lives at home.

Throughout the process we received valuable insights from the judging panel which included Merlin Kong, Head of innovAGEING and Principal Adviser for Innovation, Leading Age Services Australia (LASA); Faith Forster, Founder KPMG UpStarts; and Tim Browne, General Manager, Business Banking NSW at CBA.



Stephen (left), Anita (middle) and Lysette (right), St. Basil's management, together with the KPMG team at the Hackathon



03

# Rising to the challenge

No report relating to the past year would be complete without spending some time documenting the impact of the colossus that continues to be COVID-19.

The tragic events of the ravaging bushfires and macro trends facing our industry – including an increasingly ageing population; additional stresses on families providing care for older relatives; and the increasing demand for higher care support – were thrown out of the spotlight by this aggressive, global pandemic.

St. Basil's reacted quickly and smartly.



Mary not letting COVID-19 dampen her mood

# Action

‘From the minute it started, to the end in sight, we’re very prepared.’

— Laura, Chief Financial Officer,  
St. Basil's NSW/ACT

The key to our continued success in managing and maintaining healthy facilities and homes, without the spread of infection, is the fact that we were on the front foot from the get go.

In March, we launched and communicated our Coronavirus response plan outlining strong infection control practices, to limit the risk to our staff, customers and families, including new entry processes. Within days of the announcement, we had put strong entry controls and temperature scanning processes on the front door of all of our facilities. We sourced additional equipment, including directly from overseas suppliers, and identified infection control champions in each facility to support any staff who had concerns or issues. This plan was further formalised in May, providing a framework so that we are all clear on the distinct roles in outbreak management and communication, as well as any required hierarchy/chain of command in disseminating information internally and externally.

Behind the scenes, HR and Finance quickly digitised critical documents and processes to create more agile working practices and reducing the need for physical contact between sites and Head Office. As a result, we found new and better ways to work, with increasing comfort around digital work practices; greater sharing of information; and closer communication between ourselves as an organisation, as well as with our customers and their families.

To supplement our digital options, including Skype and FaceTime, we set up family visit areas with glass partitions, so that families could see and interact with loved ones through the glass and via an intercom system.

In our Miranda and Randwick facilities, we extended our dining areas into the corridors so that our residents can still eat together while maintaining necessary social distancing requirements. This is something which was also quickly applied to our other facilities.

Restrictions around visits to our facilities by external visitors and providers followed the Public Health Unit guidelines and evolved accordingly with those directives. To ensure our customers remained fully engaged and continued to enjoy a diverse lifestyle, our Customer Service Officers and staff in general spent even more one-on-one time with residents, leading to smaller group activities and an infinitely closer bond.

Where requested, we provided resources or infection control support to residents of our Independent Living Villages and to our customers living in their own homes within the community.

We implemented rules that are safe, but also reasonable and sustainable. Challenging times teach us to work together as a family and remind us how to love each other.

Collaboration and flexibility is key. We have a COVID-19 plan, and a degree of additional emergency funding, and all our staff take ownership and initiative for being proactive in identifying risk and controlling this situation. Many staff members added tasks and responsibilities to their workload which were far from the job description they originally signed up for, in order to prioritise the safety of our customers.

When resources were stretched, we innovated to ensure that our efforts were expended where they were most needed to provide increased care for our customers. For example, redirecting our day centre funds and sourcing additional emergency funding meant we could provide assistance to people in their own homes while self-isolating – an initiative made possible through the assistance of a very flexible day centre team and the Department of Health.





Alexandra (left) and Adi (right) checking temperatures before entry to Lakemba



Kalotina using the newer digital temperature imaging technology now in place

# Safety

‘The brains trust of our team throughout this crisis has been incredibly powerful.’

— Stephen, Chief Risk Officer, St. Basil's NSW/ACT

## St. Basil's NSW/ACT has not experienced any staff member or customer contracting a case of COVID-19.

Early access to all required PPE equipment was provided to staff and customers and we restricted access to all of our facilities six weeks prior to the Department of Health informing us to restrict visitor access. We have had temperature imaging technology controls on the front gates of our facilities from Week 1. Other restrictions included screening for respiratory illness, travel restrictions, age restrictions, plus limitations on staff and visitors who had been in COVID-19 hotspots in the 14 days prior to attending a facility.

We have then taken the following key measures, when required, to ensure complete and continued control over infection prevention:

- Closure of shared spaces: garden tours, cafés, swimming pools, gymnasiums, common rooms, day centres, communal workshops
- Isolation spaces (including doors that close and stop people entering different parts of our facilities)
- Suspension of external contractors
- Digital temperature imaging checking on entry for all staff, visitors and essential contractors
- Weekly COVID-19 management meetings planning our response to the evolving landscape of the virus
- New work approaches and use of technology to work at a distance and connect with families, including: Zoom, FaceTime, conference calls
- Window visits for our residents to see their loved ones in a safe manner

- Infection control experts in our facilities
- All eligible staff received the flu vaccination, with over 98% of staff vaccinated before the end of April 2020
- Increased insight into our staff: where they live, where they work, where they go
- Clear staff guidelines around staying home and getting tested if experiencing even the mildest of symptoms, plus financial support to do so
- Proactive identification of staff working in other workplaces, for other organisations, and associated monitoring
- Smart technology for screening staff members' movements onsite (contact tracing)
- COVID-19 training videos for staff to understand changing approaches and reminders of key focus areas
- A central, separate pool of additional casual staff ready to be called upon to replace any staff that need to self-isolate at home (Nurse Bank) managed through Head Office and a Quality and Compliance Unit led by a dedicated Nurse Bank Coordinator – which avoids the need for unknown, external agency support staff.

As restrictions eased, our facilities, day centres and shared spaces reopened to visitors and customers. Some of the above important measures, such as contact tracing, COVID-19 training and our Nurse Bank, remain ongoing in the continued interests of customer and staff safety.



Residents and staff engaging in appropriate hygiene practices

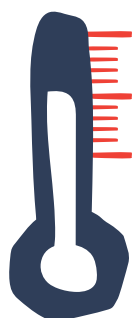
**20,000**

P2/N95 masks



**3,000**

deliveries of hand  
sanitisers received



**226**

COVID-19 tests with  
no positive results



**110,000**

surgical masks

**150**

infection control and PPE  
sessions delivered to staff



**70,000**

disinfectant surface wipes

**Double**

the number of internal audits  
and reviews conducted by the  
Quality and Compliance team

**12**

preventative reviews of infection control  
practices successfully completed with the  
Aged Care Quality and Safety Commission  
and NSW Public Health Units



# Communication

We adjusted our communications strategy in order to respond to the restrictions placed upon us during this time. Of paramount importance was the need to continue keeping our customers and their families informed and connected as things evolved.

In addition to our existing tools to communicate with our customers, we launched our COVID-19 news page on our website to keep our customers informed with a series of educational COVID-19 related videos uploaded regularly.

We also created, in-house, an educational COVID-19 series for our staff, to provide additional support to them during this time, with information on the issues, safe practices and requirements to keep us all safe. In addition, we rolled out a COVID-19 specific intranet page for staff to have all of the related

information in one place, and supplemented with daily text messages to staff in current case locations to make them aware.

To keep families in the loop and enable them not to miss any important moments in their loved ones lives, we sent regular text messages with photos relating to important milestones, such as birthday celebrations.

For those customers who are not online, we increased not only the frequency of our newsletters, with additional photos, but also our phone check-ins.

We continued to celebrate and recognise the important occasion that is Easter despite its timing falling at the heart of the first wave of COVID-19. We restricted family visits and focused on the wellbeing of our residents within our facilities. Each resident was given a gift of some beautiful chocolates and our chefs had hot cross buns in abundance. We made Easter baskets and Palm Sunday crosses through a series of craft activities and facilitated the live streaming of all Easter Church services from All Saints Orthodox Church in Belmore, plus some of the Anglican and Catholic services. Our emphasis was on connectedness and sharing.

The reality of lockdown is that our staff, more so than ever before, have become family to our residents. We have focused on keeping everyone motivated – the motivation to keep going, to work more efficiently and try even harder to make sure our residents feel safe, loved and valued, in these darkest of times. We have maintained the same energy and excitement and seeing our residents' happy faces will always be our main goal.



Isabel (left) and Aikaterini (right) sharing family photos



Staff helping residents with digital communication to stay in touch with family and friends

“The relationship with the customer has been stronger than ever.”

— Lysette, Head of Customer Experience & Transformation, St. Basil's NSW/ACT

**Just a quick note to thank you for all you're doing at St. Basil's. Just delighted with your quick and effective actions, keeping ahead of the virus curve, especially with speedy lockdown and all staff wearing masks, as well as keeping residents informed. All too often doing a great job and seeing that 'nothing' happens goes unnoticed, I guess. But I salute you! ❤️**

**Marilyn x**

**This message warmed my heart, thank you for taking the time to write such a lovely message of appreciation! Much love, St. Basil's.**

# Impact

## The current vibe of our facilities and workplaces is one of complete unity.

We are stronger and more resilient than ever. St. Basil's people, both staff and customers, make a great team with a positive attitude and a zest for life. Nothing can dampen our spirits! Daily lifestyles and activities continue as normal and our customers are safe and looked after, as an intrinsic part of one big happy family. Not that there was any doubt before, but we now know we can overcome any obstacles thrown our way.

COVID-19 has brought us all closer – to our residents, our customers, our families and our communities. It has made us more creative and resourceful, better able to think on our feet and consolidate our efforts where they are most needed. We've always worked

incredibly hard to protect and nurture our family of staff and customers, and our reputation, but we are particularly proud of everyone rising to meet this challenge head-on.

St. Basil's is a stronger organisation despite, and perhaps because of, the additional pressure of this pandemic. We are better communicators, closer colleagues, and more focused on a strong future. We are now able to go from strength to strength, taking on the challenges of the growth demanded by our strategic plan, and maintaining this personal, supportive working environment. This situation has proven the might and power we have as a unified group of staff and customers, when we rally together to face adversity head on.

“Our achievements have been simply amazing, surpassing all expectations for an organisation with the scale of ours.”

— Spiro, Acting CEO/Head of Property & Procurement,  
St. Basil's NSW/ACT





Staff members Aikaterini (left) and Noushin (middle) with Evangelia (right) celebrating Seniors Day at Randwick



Sofia with staff member Jyoti (right) enjoying an afternoon of arts and crafts at Kensington

04

# Growing and learning

Over the past year, we've been on a journey of transformation as an organisation. It's made us take stock of who we are, what we truly believe in, and how we better serve our customers.





Staff members Triantafilia (left) and Dana (right) with Tasoula (middle) sharing a moment at Miranda



# Our approach

## WE ARE FAMILY

We have empathy and love for others and see our customers as part of our family. We have a real sense of duty to the communities we serve. Our role is to go above and beyond to make everything right and we put the health and safety of our customers over profits. As a charity, we invest in making the life of our customers better.

Our way of doing things is to be accountable – to do what we say we will, with empowered staff who are listeners and clear communicators driven by the wellbeing of their customers and families. We believe in teamwork and unity; we all work hard to ensure what needs to be done is done. When we get together, we make a difference. And we anticipate things before they have a chance to arise, with a highly proactive approach to risk management.



*Chrystofora enjoying a moment with our Lakemba resident, Glykeria*

“You instantly become part of the family. You’re made to feel welcome, part of the team, you’re included in the discussion.”

— Sonya, Director of Care, St. Basil's NSW/ACT

## WE PRIORITISE OUR CUSTOMERS

You can tell by the appearance of our customers that they are our number one priority. Teeth brushed, clean clothes, shoes and socks on the right feet, beads on, lipstick on, teeth in, hair brushed, hearing aids and glasses on – our staff take those extra few minutes to ensure everything is as it should be. We ask our customers how they feel about things more and more every day and when things don't quite go to plan, we're quick to respond to niggles, provide timely feedback to families and close off the loop, so we can all establish how to do things better and differently next time around. We have the confidence of our families, who place their trust in us with the greatest responsibility in the world – the care of their loved ones – and we take the delivery of this care incredibly seriously. We treat our customers with respect: talking, sharing and building their confidence, boosting their mental and physical health.

“I just want them to leave here feeling safe, knowing that their bellies are full, that they got the best care they could have. And that they were loved.”

— Sonya, Director of Care,  
St. Basil's NSW/ACT

Joan enjoying some quiet time in the library at Annandale



## HOW WE CARE

Our new Live Well model of care rolled out in May 2019. Since then, we have started bringing the five core pillars to life – This starts with you; We are a family; This is your home; A place of joy; We share this journey – with an important, continued focus on knowing our customers better. We now work closer than ever with our customers and their families and we have enabled our staff to spend more time doing the things that really matter. For example: capturing food likes and dislikes, leading to more rewarding mealtimes; or, letting residents sleep until they decide to wake, leading to fuller days and more enjoyment.

Throughout July and August, all St. Basil's staff completed Live Well with St. Basil's' training, to improve practices in how we care and how we promote the dignity of our customers.

In December, the St. Basil's 'This is me' person summary was launched in all our facilities. Utilising the work of the Clinical Excellence Commission in its TOP 5 initiative used in hospitals, this one-page summary in a resident's room is to support personalised care and communication by helping to provide each care worker with key information and strategies. This is especially important to those residents with cognitive impairment. This initiative serves as an important reminder that every person has a history and is wonderfully unique.

In January, we introduced the Moments of Dignity Surveys suite. This tool is designed to increase the Voice of the Customer in their day-to-day experience of our care and support, helping them remain active in the things they like to do, including the small but crucial moments of dignity we can create when helping with personal care, i.e. showering, toileting, and help with moving around.

Across February and March, we launched our Live Well approach to care to staff, residents and families in our new Kensington facility, while also implementing St. Basil's systems and processes as this facility transitioned over to our management from Castellarozian Aged Care.

“Mum was always welcomed with open arms by all those who worked there. ALWAYS treated with respect and always made to feel loved and part of the centre's existence. I cannot emphasise the warmth and care that was evidenced throughout her journey with the staff there. Nothing was ever a problem.”

— Olga, daughter of one of our Community Services customers

In October, we will be launching PainChek® at our Miranda and Annandale facilities before extending it to all our sites. This is a secure, smart-phone based medical device which uses artificial intelligence to assess and score pain levels. This tool will help our staff to more quickly assess pain and respond with appropriate pain management strategies. Pain is a common problem for older people and at times it can be challenging for staff to recognise and treat pain in people with cognitive impairment.





## HOW WE OPERATE

We have a strong leadership team, facility leadership and Head Office – forming strong expertise typically found in larger organisations. Our staff are on a journey with us, they're consistent, and on a mission. This ability to attract and retain top talent speaks volumes to the ethos of St. Basil's.

We also have a clear mandate from our Board to build on our clinical and business strengths, evidenced in this past year with: investment in new systems and internal transformation of the organisation (more to follow on this); a clear commitment to maintaining our staff prior to, and during, the grim realities of

COVID-19; and the opening of a new facility in Kensington. We have healthy cash reserves in place as a preventative measure, none of which have yet to be needed despite the current COVID-19 context.

Everyone rolls their sleeves up and joins in at St. Basil's, regardless of official role and job description – something which has been apparent well before the arrival of COVID-19. This period of time has demanded both flexibility and quick-thinking from all of us, and the team has risen to meet this challenge.



“This team can climb mountains  
and jump over them sometimes.”

— Stephen, Chief Risk Officer, St. Basil's NSW/ACT

01



### General attributes

- a strong, defined and applied model of care
- a high degree of collaboration
- the ability to mobilise very quickly
- clear emphasis on personal growth and development
- an employer of choice within the aged care industry with low management turnover

03



### High standards

- a personalised approach to delivering service and quality, e.g. in-house maintenance team with genuine empathy for our customers
- a strong focus on compliance, together with increased surveillance and governance of our operations
- continuous improvement and self-assessment, including new Clinical Management Dashboards for each facility (and some new, healthy associated competition between facilities)

02



### Education and training

- staff education and training at the core of our culture
- introduction of a Clinical Nurse Educator (CNE) in each facility – a clear ‘face’ for education to complement the overarching role of our General Manager of Education
- increasing innovation in the education space (e.g. the inclusion of interactive quizzes and upgrades to our online learning platform)
- new and regular reporting providing greater transparency and targeted education for staff to address key needs and gaps
- English classes for staff who do not have English as their first language to enhance their communication skills with other staff and our customers
- industry-leading completion of relevant training courses run by our Registered Training Organisation (RTO) including First Aid

04



### Industry participation

- proactive industry participation, including actively collaborating with aged care industry experts at Aged Care Industry Association (ACIA) regional meetings
- strong relationships with members of the Royal Commission into Aged Care Quality and Safety, including an associated invitation to participate in the International Conference on Infection Prevention and Control



# Our evolution

## WHAT WE'VE CREATED

This year we have been very busy internally, further developing our network IT system and upgrading our systems with internally customised software and automations. In November 2019, we stress-tested our network design by relocating the nerve centre of our network across town – the equivalent of a surgeon removing a brain and inserting it into a new body at a different hospital! – and our backups worked so well that no one noticed a disruption in services.

We are now able to better integrate the data we collect, e.g. the integration of clinical and service data to create a new incident reporting tool. We have relocated our equipment, standardised a number of core practices and created vital consistency in our care 'product'. We have proven that we can introduce this product into a newly acquired home (Kensington) and migrate that home into a service that works well to meet the needs of our customers and the strict requirements of the Aged Care Quality and Safety Commission.

Our Quality team has expanded their view over our processes to now include food service and cleaning programs. In the coming year, this auditing program will further expand to assist the Home Care programs in the work they do to prepare for Quality and Safety Accreditation.

We have new audit programs and apps aligned to the new standards which interrogate our compliance with government standards through reporting. In addition, we now enjoy better document management systems which are electronic and automated, meaning we can collect real-time data and report this data regularly on a monthly basis. Plus, our staff now benefit from a new intranet portal for easier, and better, communication flow.

After the major overhaul to our policy suite in 2019, we now benefit from more regular updating of our policies, as we are constantly reviewing, revising and reflecting on our ability to behave in the way they demand, and we can continue to improve our outcomes accordingly. In effect, we are delivering better, more meaningful information, to help us make the right decisions and deploy quicker, tailored solutions.

In addition, as previously mentioned above within the 'How we care' section, we have launched a suite of customer-based metrics to capture preferences, meaning that the voice of the customers is growing in all of our facilities, being heard and then acted upon. We now have the ability to monitor and listen across the full aged care customer journey and to identify pivotal moments of dignity. We also now have chair sensors, bed sensors and floor sensors, all of which help us minimise the risk of falling for our customers and prevention of serious injury.



### November 2019:

- Datacentre System Upgrade – improving security and daily operations throughout the organisation

### February 2020:

- Clinical Management Dashboards – to better monitor trends in care needs and better facilitate a proactive response to indicators of significant change in our customers' ageing journey
- Additional Services formalised, communicating our customer value proposition in the suite of lifestyle offerings across all our residential facilities

### April 2020:

- Computerised Asset Management and Maintenance System (MEX) implemented across all sites, providing our staff with a key communication, activity management and reporting tool. We can now track asset function and failure, offering our customers improved asset performance and less downtime, improving the liveability of our spaces

### May 2020:

- The introduction of digital screens representing an opportunity to standardise the look and feel of communications displayed in our facilities, with a view to better profiling the richness of the care environment to both our residents and visitors

### June 2020:

- A new financial reporting tool has led to automation of our financial management reporting, streamlining month-end processes (including a digital payroll) and improving efficiency for our finance staff

### July 2020:

- St. Basil's Connect App – this app was piloted back in January and subsequently rolled out to all facilities. It can be installed on smart phones or tablets to easily share information and photos. Its purpose is to keep people better connected and make it easier to stay in touch, particularly in these difficult COVID-19 times. It will help our residents connect with their families and friends, to let them know how their day is going and what they are doing. This works for residents sharing the events of their day, as well as families sharing their information and activities

### August 2020:

- Launch of the intranet pages for our Independent Living residents allowing them to easily find relevant contacts, policies and guidelines to support their needs.

## WHAT WE'VE ACHIEVED

In effect, we have brought about a digital transformation of the St. Basil's organisation.

We now have more data and total control over our own data. We have the tools to enable us to be more proactive with accessing this data and acting upon it in the best interests of our customers. Critical information flows more quickly and can boost our competitive advantage with actionable insights.

We now have ever increasing accountability for our customers, how we care for them and our clinical outcomes.

Our workforce is increasingly digitally-literate, technologically empowered, accountable and efficient. Added surveillance of our staff (contact tracing due to COVID-19) is leading to greater discussions around time spent and increasing efficiencies in key areas. We have good operational rhythms to discuss and manage our staff's performance, particularly in light of our desire to continue delivering market-leading customer outcomes.

Our managers are able to move quickly to reduce poor customer outcomes and improve their overall quality of life.

## OUR FUTURE

After such a mammoth year, filled with such great stories and moments, significant improvements and achievements, it feels right to set out some clear goals which we will use to guide our year ahead.

### Organisation

- Stay safe / COVID safe while ensuring it is business as usual for our customers
- Maintain the momentum of improvement to the services we provide
- Maintain the quality of the services we provide

### Staff

- Staff have the tools they need to perform at their best
- Embed the use and comfort in our new reporting and monitoring tools
- Less duplication of resources through added investment in our systems leading to better use of resources and costs, greater productivity and greater cost reduction

### Service/Facility

- Kensington design upgrade – quick fixes to improve the living environment done in the first month now need a building upgrade based on our audits, gap analysis and compliance requirements
- Accreditation for Annandale

### Marketing

- Continue to create relevant pieces of communication for staff, customers and families as events continue to develop with COVID-19

**Short-term goals**



## Organisation

- Stay true to our core values
- Increase the number of people in our community who we serve
- Invest in improving our building assets
- Further integration of systems and data to remove remaining areas of duplicated effort and to provide greater customer insights
- Internal review of all departments and how they are aligned; resourcing, where there is a need for additional resourcing
- More governance around what we do as an organisation
- Further digitising of our reporting and dashboards, including online rostering and HR records, online forms, self-service, one view of the customer available for all to see
- Undertake further projects and cooperation with other organisations to improve our services and bring innovative projects into practice
- Plan for and respond to the results from the Royal Commission into Aged Care Safety and Quality to address the requirements of the Royal Commission, as well as those of our customers and families
- Help more resources become available to the Aged Care Sector so we can further improve our systems and processes to deliver the best care

## Staff

- Keep staff engaged
- Staff understand the purpose of the organisation
- Continue to strengthen our teams through greater knowledge sharing
- Empowering staff to be leaders in their field
- A full set of KPIs for the whole organisation
- Promote more collaboration, cooperation and participation
- Expanding the staff health programs
- Continue to make education and training a part of our cultural make up and landscape
- Add new courses to the scope of our RTO relevant to the aged care and community services sectors

## Service/Facility

- Continue to work on design of the facility of the future, with the impact of COVID-19 in mind and a human-centered design approach – including asking our customers and broader consumers how they wish to live their life and how our infrastructure and services can support them
- Rollout of extra funding achieved in March for Community Services to provide the only extended day centres in NSW (Miranda and Randwick) plus the new ACT day centre and transport services
- Further develop the capacity of our maintenance teams and reduce reactive maintenance issues

## Customer

- Provide more activities and options
- Provide extended services and build on existing additional service offerings
- Look ahead to a new, non-COVID era for our customers with new experiences, including quality time with loved ones and visiting new, desired destinations
- Provide enhanced mental health management for residents with complex needs coming into our facilities later in life, including engaging research partners to validate our proposed approaches

## Marketing

- Increase the awareness of our brand name and organisation – so everyone knows us and has positive things to say about our services as proven during the challenges of COVID-19
- Improve our reputation with the Greek-Australian community through marketing and networking activities.

## Long-term goals

05

# Financials

Thank you for taking the time to read our 2019–20 annual report for St. Basil's NSW/ACT. What follows is the summary of our financial position at this point in time, together with the detailed numbers we have reported.





Glykeria decorating the balcony  
for a birthday party at Lakemba



# CFO Report

The finance team is passionate about their contribution to the success of St. Basil's.

St. Basil's has been well placed over the last three years to invest in the new facility at Randwick and significant refurbishments across all our facilities. Capital expenditure continued into the 2019–20 financial year, with expenditure of \$6.3 million, mainly directed towards further refurbishments at our Lakemba and Miranda facilities, plus investment in our information and technology infrastructure.

The significant refurbishment of the Lakemba site required closure of wings which impacted on occupancy levels during refurbishment. Residents were progressively re-admitted into the renovated rooms over the course of the financial year, with targeted occupancy reached in more recent months. The continued commissioning of the newly built St. Basil's site at Randwick has almost reached targeted occupancy with 98 out of 108 residents at the end of 2019–20 financial year. The planned staged admission of residents in both scenarios impacted on our financials for the financial year but assisted by facilitating the receipt of higher accommodation supplements following St. Basil's application to the Department of Health for Annandale, Lakemba and Miranda to be recognised as 'significantly refurbished sites'. This significant refurbishment status was granted by the Department in August and September 2019.

St. Basil's continues to explore opportunities for growth, expanding our mission into new communities as opportunities arise. In March 2020, we acquired a new site at Kensington. Start-up costs were incurred to ensure this led to a successful integration of the Kensington facility into our existing operations.

On 11th March 2020, the World Health Organisation declared the COVID-19 outbreak to be a global pandemic in recognition of its rapid spread across the globe. The pandemic has significantly impacted all aged care providers, including St. Basil's, particularly with respect to the need for additional expenditure to prevent the spread of infection into our aged care facilities and to ensure we are well prepared to manage an outbreak if it was to occur in the future. The Government has introduced temporary measures to assist providers navigating their way through the COVID-19 pandemic, however the required COVID-19 expenditure exceeded this funding, thereby impacting on our financial results.

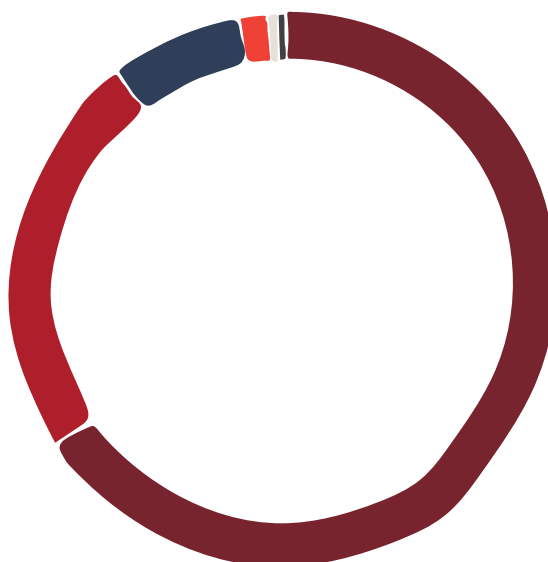
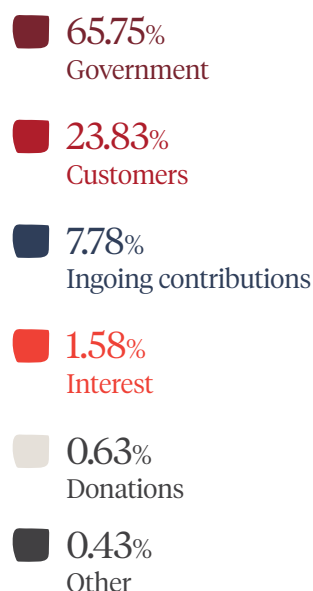
This year has been one of consolidation following significant refurbishment of our aged care facilities and continued commissioning of St. Basil's Randwick. There has also been further growth represented through the acquisition of our new facility at Kensington. St. Basil's is well positioned to make these investments despite the economic challenges imposed by the pandemic. We continue to focus on the performance of the organisation and to provide the very best standard of care within the parameters and resources of the Charity.

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**Laura Frazis**  
*Chief Financial Officer*

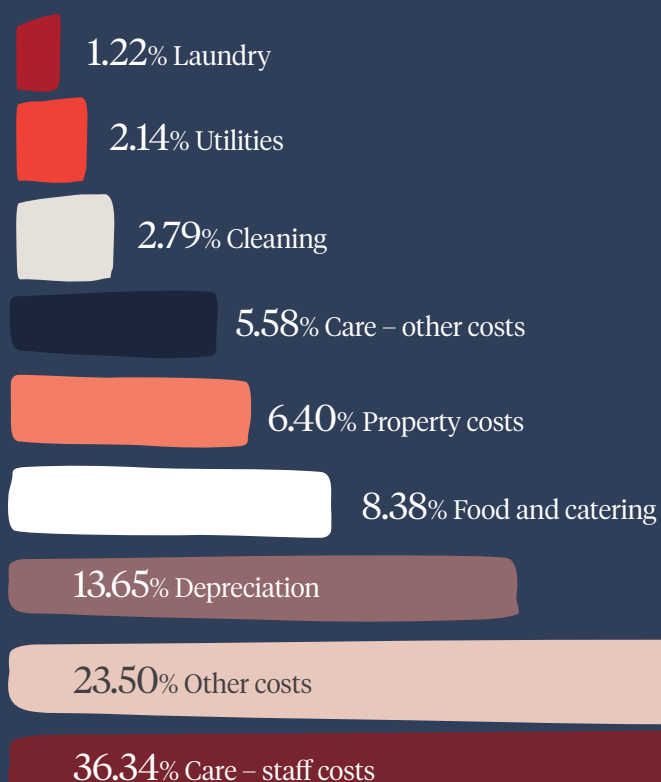
## What we earned

**\$57,939,449**



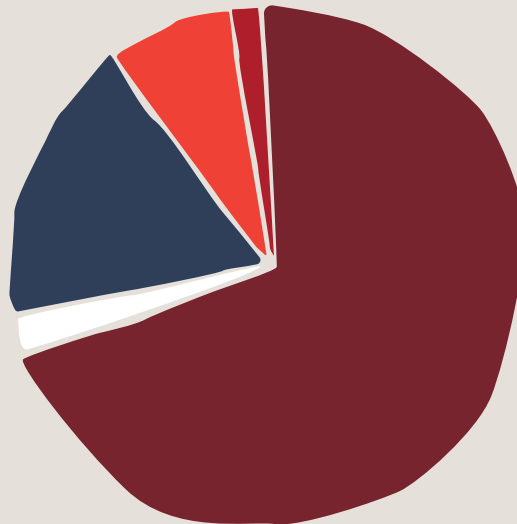
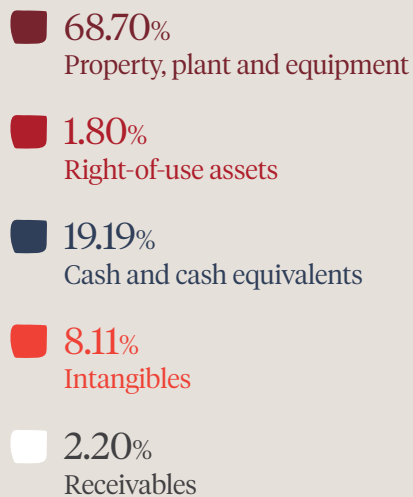
## What we spent

**\$74,047,537**



## What we own

**\$269,975,543**



## What we owe

**\$225,778,148**





# Understanding the financial statements

Balance Sheet		30 June 2020 \$000	30 June 2019 \$000	Movement \$000
<b>Assets</b>				
Cash and cash equivalents	1	51,800	26,796	25,004
Trade and other receivables (excl. accrued resident bonds)		2,167	1,545	622
Accrued resident bonds	2	3,460	7,472	(4,012)
Property, plant and equipment	3	185,462	189,803	(4,341)
Intangible assets	4	21,909	19,632	2,277
Right-of-use assets	5	4,872	–	4,872
Other non-current assets		305	466	(161)
<b>Total asset</b>		<b>269,975</b>	<b>245,714</b>	<b>24,261</b>
<b>Liabilities</b>				
Trade and other payables		(5,384)	(5,802)	418
Employee benefits		(4,242)	(3,292)	(950)
Lease liabilities	5	(4,971)	–	(4,971)
Resident liabilities	6	(209,195)	(175,123)	(34,072)
Contract liabilities	7	(1,986)	(1,192)	(794)
<b>Total liabilities</b>		<b>(225,778)</b>	<b>(185,409)</b>	<b>(40,369)</b>
<b>Net assets</b>		<b>44,197</b>	<b>60,305</b>	<b>(16,108)</b>

## KPMG Assessment

1	<p><b>Cash:</b> The increase of \$25.0m is mainly due to the net proceeds from RADs and ongoing contributions (\$35m) and cash transferred from Castellorizian Nursing Home (\$2.2m). These increases are partially offset by the payment for capital expenditure (\$6.3m) and operating cash outflows of \$3.1m.</p> <p>The operating cash outflow is driven by higher staff cost incurred consistent with overall increased occupancy in Lakemba and Randwick as well as additional roles recruited due to COVID-19.</p>
2	<p><b>Accrued resident bonds:</b> The decrease is mainly due to the collection of bonds relating to Miranda of \$4.0m.</p>
3	<p><b>Property, plant and equipment:</b> The decrease is mainly due to the depreciation of \$9.4m and reclassification of Epicor 10 work in progress (\$1.5m) to intangible assets. This is partially offset by the assets acquired from Castellorizian Nursing Home (\$0.4m) and capital expenditure incurred during the year (\$6.3m) with the largest being expenditure for Canberra development project (\$1.3m) and rectification of water leakages at Miranda (\$0.6m).</p>
4	<p><b>Intangible assets:</b> The increase of \$2.2m is mainly attributable to bed licences acquired from Castellorizian Nursing Home (\$1.2m) and capitalisation of IT upgrade (\$3.0m). This is partially offset by the yearly amortization of \$0.5m.</p> <p>Goodwill arising from the acquisition of Castellorizian Nursing Home (\$1.0m) has been fully impaired during the year.</p>
5	<p><b>Right-of-use assets (“ROUA”) and lease liabilities:</b> Consists of ROUA and lease liabilities related to the lease facility at Kogarah (\$3.2m) and Lease Variation Charges for the Crown Lease in Canberra (\$1.7m).</p>
6	<p><b>Resident liabilities:</b> The increase of \$34.1m is mainly driven by an increase in RADs predominantly due to the increased occupancy in Randwick and Miranda and RADs assumed from the acquisition of Castellorizian Nursing Home.</p>
7	<p><b>Contract liabilities:</b> The increase is mainly attributable to the additional unspent CHSP funding received from the government due to COVID-19 pandemic.</p>

Statement of profit or loss and other comprehensive income		30 June 2020 \$000	30 June 2019 \$000	Movement \$000
<b>Income</b>				
Revenue	1	56,772	48,774	7,998
Other income		613	293	320
Interest income		554	647	(93)
<b>Total income</b>		<b>57,939</b>	<b>49,714</b>	<b>8,225</b>
Employee benefit expenses	2	(35,988)	(29,918)	(6,070)
Depreciation and amortisation expenses	3	(10,107)	(8,656)	(1,451)
Catering expenses		(4,772)	(4,249)	(523)
Property expenses		(4,671)	(5,284)	613
Cleaning and laundry expenses		(2,857)	(2,649)	(208)
Other staff costs		(2,087)	(2,058)	(29)
Other care costs		(3,100)	(2,480)	(620)
Communication expenses		(395)	(344)	(51)
Motor vehicles expenses		(198)	(210)	12
Insurance costs		(363)	(263)	(100)
Impairment loss	4	(1,046)	–	(1,046)
Other expenses	5	(8,463)	(7,020)	(1,443)
<b>Total expenses</b>		<b>(74,047)</b>	<b>(63,131)</b>	<b>(10,916)</b>
<b>Total comprehensive loss</b>		<b>(16,108)</b>	<b>(13,417)</b>	<b>(2,693)</b>

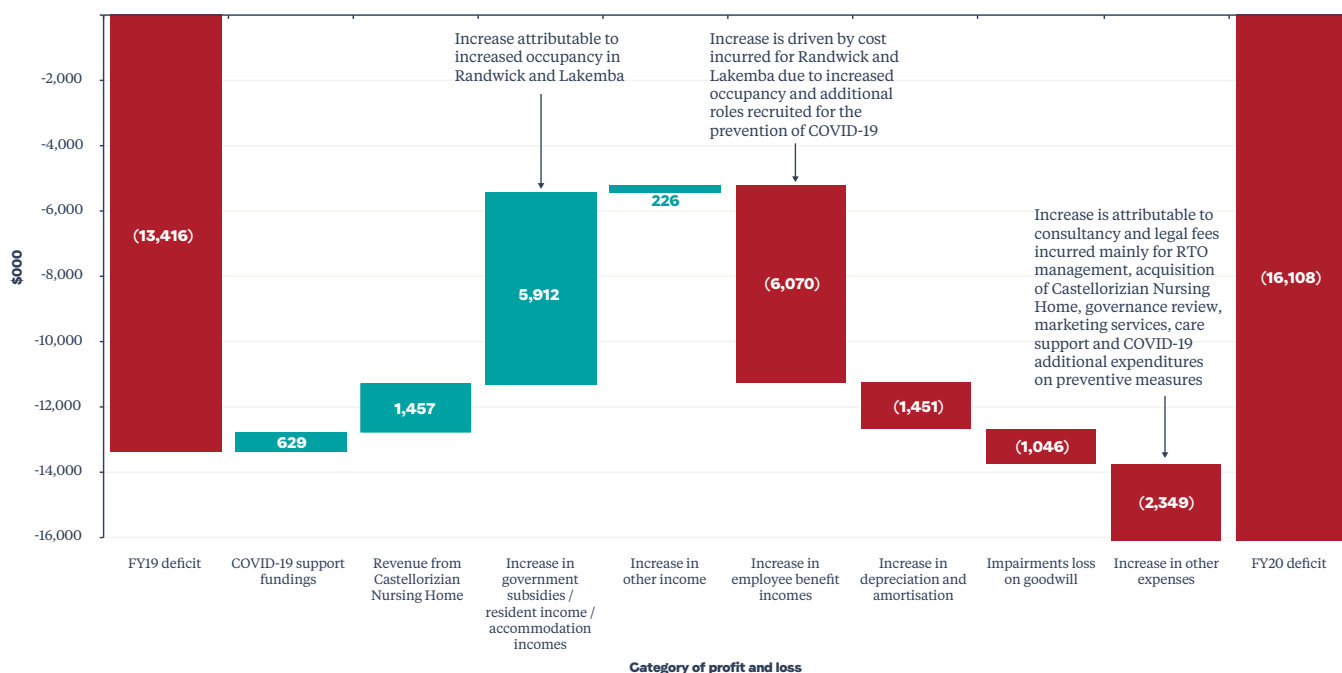
### KPMG Assessment

1	<p><b>Revenue:</b> The increase by \$7.9m is mainly contributed by:</p> <ul style="list-style-type: none"> <li>Increased occupancy in Randwick (since sanction was removed in March'19) and Lakemba (following recommissioning after completion of significant refurbishment on site)</li> <li>COVID-19 related funding from Department of Health</li> <li>Revenue following the acquisition of Castellorizian Nursing Home in March'20.</li> </ul>
2	<p><b>Employee benefit expenses:</b> The increase is driven by the increase in number of aged care workers to meet the operation needs of Randwick and Lakemba due to increased occupancy as discussed above.</p> <p>In FY20, St. Basil's has also incurred additional personnel costs to prevent the introduction of COVID-19 into the facilities and to be well-prepared if an outbreak occurred.</p>
3	<p><b>Depreciation and amortisation:</b> The increase of \$1.5m is mainly attributable to the higher depreciation expenses following the completion of refurbishment projects in Lakemba and Miranda as well as IT projects.</p>
4	<p><b>Impairment loss:</b> This relates to the impairment of goodwill arising from the acquisition of the Castellorizian Nursing Home as management projects that the future cash flows from the continuing operation is unlikely to support the carrying amount of goodwill.</p>
5	<p><b>Other expenses:</b> The increase of \$1.4m is mainly drive by consultancy and legal fees incurred for RTO management, acquisition of Castellorizian Nursing Home, governance review, marketing services and care support.</p>

## Description of Analysis

This chart shows the main movements in St. Basil's deficit from last year to the current year, based on the statutory results.

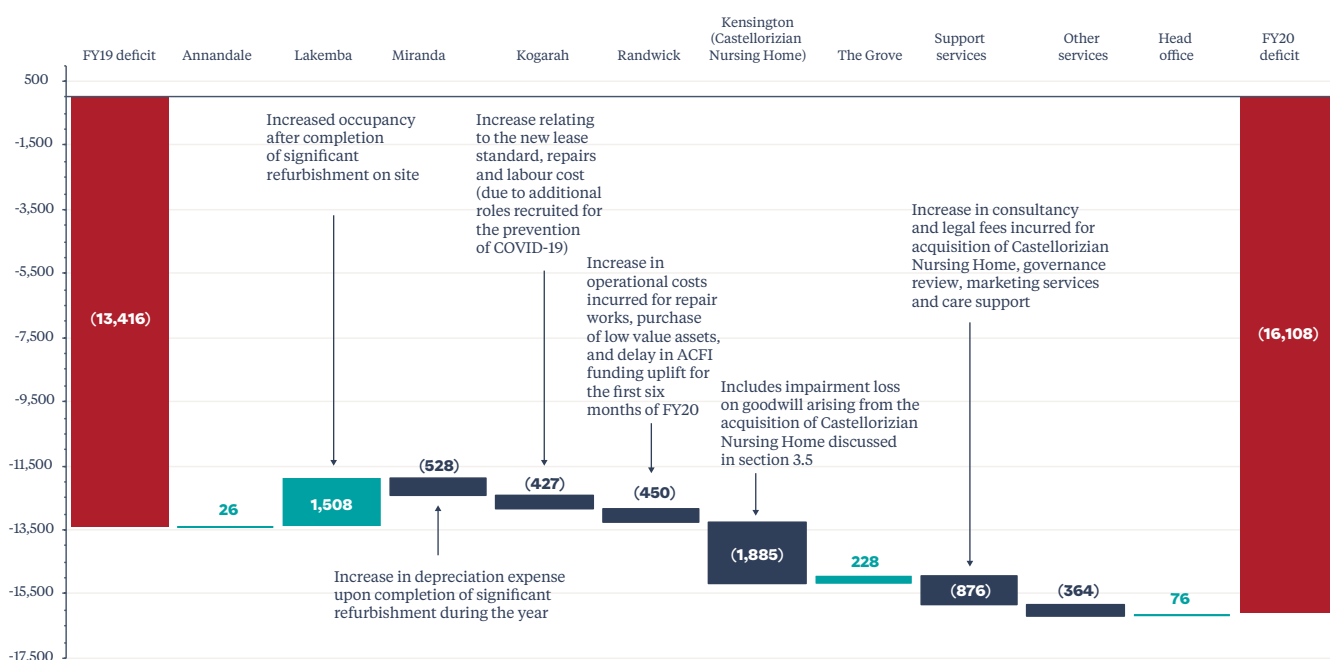
## Statement of Comprehensive Income



## Description of Analysis

The graph below maps the main movement in St. Basil's deficit from FY19 to FY20, showing each facility's performance compared to prior year.

## Operational performance by facility





# Directors

The directors of the Company at any time during or since the end of the financial year are:

## **His Eminence Archbishop Makarios**

### **Primate of the Greek Orthodox Archdiocese of Australia**

#### **President (Since 9 May 2019)**

His Eminence Archbishop Makarios of Australia (Griniezakis), was born in Heraklion of Crete in 1973. Primate of the Greek Orthodox Church of Australia and of all Oceania since May 2019. Universities of Boston, (Master of Sacred Theology), Harvard, (Master of Arts), and Monash, (Master of Bioethics), University of Crete (Doctor of Philosophy) published under the title, “Cloning: Social, Ethical and Theological Components”.

Since 2003 he has been teaching at the Patriarchal Academy of Crete. In tandem, he has served as a visiting Professor to various Universities, amongst which are the Theological College of Holy Cross in Boston, the University of Tartu and the Medical Schools of the Universities of Crete, Thessaly and Athens. In May 2015, he was elected the first Dean of the Department of Orthodox Studies of the Autonomous Church of Estonia.

Elected Bishop of Christopolis and Auxiliary Bishop to His All-Holiness Patriarch Bartholomew in May 2015. President of the Synodal Committee for Bioethics of the Ecumenical Patriarchate. His Eminence has written and published in excess of 20 books.

His Eminence has been a Director and President of St. Basils Homes since 9 May 2019.

## **Very Reverend Kyrillos Zisis**

### **Archbishop's Alternate Director**

#### **(ceased 15 November 2019)**

Worked as Pharmacist before being ordained a Priest. He is currently the Personal Secretary to Archbishop Makarios. Bachelor of Pharmacy (Monash University VIC), Graduate Diploma in Hellenic Studies La Trobe University (VIC), Bachelor of Theology and Master of Arts in pastoral counselling. Masters Degree of Theology at St Andrews Theological College.

Father Kyrillos has been alternate Director since 2009 until 15 November 2019.

## **Archdeacon Athinagoras Karakonstantakis**

### **Archbishop's Alternate Director**

#### **(since 15 November 2019)**

Archdeacon Athinagoras Karakonstantakis was born in Herakleion in Crete in 1984. He obtained his Bachelor of Science in Physics with distinction from University of Crete in 2006 and his Master of Science in Theoretical and Computational Physics in 2008 from the same University. He obtained his Master of Science in Condensed Matter and Engineering Physics in 2010 from Stanford University and his Ph.D in Condensed Matter Physics in 2013 from Stanford University, where he taught a number of courses as a Teaching Assistant and later as an instructor. He served as acting corporal in the Presidential Guard of the Greek Armed Forces during 2013-2014. He was ordained a Deacon in 2017 by Archbishop Makarios of Australia (Bishop Makarios of Christoupolis at that time) and was given the office of Archdeacon in 2019. He is currently studying Theology at the Patriarchal Academy of Crete.

## **Mr James Jordan**

### **Chairman**

B.Comm., LL.B. Principal Solicitor, Jordan Djundja Solicitors in Sydney; Member of Greek Orthodox Archdiocesan Council; Mayor of Kogarah Council 1997-1998; Current or past president of various veterans, alumni, sporting and community organisations. Has been a member of the Charity since April 1992; member of the Board of Directors since October 2000. Vice-Chairman of the Charity since October 2006. Chairman since November 2015.

## **Dr Theo Penklis**

### **Vice Chairman**

Medical Practitioner: He holds a Bachelor of Science from the University of Sydney and a Bachelor of Medicine and Bachelor of Surgery from the University of NSW. He is the principal doctor at Rose Bay Family Medical Centre. He is an Adjunct Clinical Senior Lecturer at the University of Notre Dame, Australia. He is a Trustee of the Greek Orthodox Archdiocese Consolidated Trust since June 2020. Chairman of St Andrew's Brotherhood (2005 to 2019) and member of

the Greek Orthodox Archdiocesan Council since 2013. He has been a member of the St. Basil's Homes since March 2006, Director of St. Basil's Homes since 2008 and Vice-Chairman since November 2017.

### **Mr Gregory Gav**

Member of the Charity since 10 July 2001; Director of St. Basil's since 18 December 2001. Greg is also a director of the Bank of Sydney.

### **Mr Harry Exikanas**

**(ceased 24 June 2020)**

Experienced in a wide range of professional services and landmark projects associated with the property industry. Has been a member of the Charity since 26 March 2003 and a Director since 2005.

### **Mr Nikolas Hatzistergos**

**(ceased 26 June 2020)**

Chairman of William Buck Limited and Managing Director of William Buck (NSW) Pty Ltd, ranked 10th largest accounting firm in Australia 2019. Over the last 35 years, he has acted as an advisor to a diverse range of businesses. Nick's considerable skills made him an early leader in the accounting and advisory field. Nick frequently presents on accounting, business management and leadership for both professional bodies and private enterprises. He has authored many technical papers that have been published both in Australia and overseas.

His qualifications include; Bachelor of Economics (B.Ec), Fellow of both Chartered Accountants Australia and New Zealand (FCAANZ); and CPA Australia (FCPA), Chartered Tax Advisor (CTA) and Registered Company Auditor.

Nick sits on several Boards including:

- Management Board Director & Governing Council Member of Praxity AISBL (6th Largest International Accounting Association);
- Director and Chair of the Finance and Audit Committee for Bank of Sydney Limited;
- Director and Chair of the Finance and Audit Committee of the South Sydney District Rugby League Football Club Limited;
- President of the Hellenic Club Limited; and
- Governor of St Andrews Theological College.

### **Ms Maria Kokkinakos**

Director, Strategic Health Sourcing for the Sydney Local Health District. Previous roles have included workforce planning, food and nutrition consulting to the private and public sector, Honorary Lecturer at the University of Sydney and various management roles within the health sector since 1989. Her qualifications include: BSc., DipNutrDiet.(University of Sydney), M. Mgt (UTS), Dip. Project Mgt.,GAICD.

She is an Associate Fellow of the Australasian College of Health Service Management and Member of the Australian Institute of Company Directors.

Maria has been a member of the Board of Directors since 2012.

### **Mr Kos Dimitriou**

Chartered Tax Adviser – The Tax Institute, 2004 – 2006 Diploma of Legal Practice (Tax) -Sydney University. 2002: Admitted to the Supreme Court of New South Wales on 4 October 2002. Graduated from B Comm (Acctg) / B.Laws at UWS.

Kos is a tax lawyer with over 20 years' experience in finance & taxation, holding senior roles in the profession and as a Head of Tax; Tax Counsel and CFO in commerce across a range of sectors. Kos presents and has authored technical papers on tax, accounting and leadership to various industry bodies, forums and advises the Government and Australian Taxation Office on tax policy and law design.

Kos is a member of the Greek Orthodox Archdiocesan Council, President of the Greek Orthodox Archdiocese Inter-Communities Council of NSW, President of the Parish and Community of St Ioannis Parramatta and Chairman of Greek Orthodox Charitable Foundation.

Kos has been a Director of St. Basil's Homes since 2013.

### **Mr Spiros Arvanitakis**

**(Since 26 November 2019)**

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