



# *St Sergius*

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## AGED CARE

Trading as the Russian Relief  
Association of St Sergius of Radonezh

## 2019/2020 Annual Report



The Russian Relief Association values  
caring for our residents with respect,  
trust, quality care, exceptional staff  
and management.

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## Caring for people

St Sergius has a philosophy that we apply and believe that every person has a value and each individual must be treated with respect and dignity.

This same philosophy is adopted to all consumers and their representatives and friends and also to our staff. This encourages everyone to work together. With looking after each other in the way we do this in turn results in happier consumers and high retention of staff.



## Our Vision Statement

### Our Vision

The Board of Management of Russian Relief Association of St. Sergius of Radonezh is committed to achieving the highest possible standards of care for our consumers in the tradition of their heritage and culture.

### Our Philosophy

In providing care of the highest possible quality for the aged and infirm members of our community, we are inspired by the principles of Christian benevolence. We aim to provide a lifestyle for our residents in the traditions of the Russian Culture and the rites of the Russian Orthodox Church. We believe that growing old is a further stage of development, which should be approached with dignity and confidence in one's ability to achieve the full potential that is possible for this time of life.

At the same time, we recognize and accept the notion that all consumers irrespective of their physical, emotional, mental state or denomination have the same right as all Australian citizens and should be treated with utmost care and consideration. Their

sense of personal dignity and self-respect should be maintained at all times.

### Values

- Striving to understand another person's experience, being aware of their feelings, their discomfort and suffering, and being motivated to respond.
- Upholding the right of every individual to be held in positive regard, to be treated with dignity and in a way that acknowledges their full human potential.
- Achieving and maintaining the optimum standard of service in every area through continuous quality improvement.
- Demonstrating willingness to contribute in full, and to cooperate with one another to achieve our shared vision for the future.
- Acting with fairness and openness in such a way that individual and organizational values are displayed through our facility.



## Objectives

- To create a familiar and comforting atmosphere in which our consumers feel at home by providing specific home style cooked meals, observance of religious feasts and other customs relating to Russian culture.
- To maintain the highest standard of nursing care, meeting physical, psychological, spiritual and emotional needs of residents in a professional and safe manner.
- To treat residents with kindness and dignity and maintain quality of life at the highest level.
- To provide an atmosphere where mutual respect exists between staff and residents.
- To enable residents to maintain their independence, privacy and individuality, yet encourage them to take an interest in daily activities.
- To implement recreational and social programmes to meet the individual needs of residents.
- To provide in-service training and opportunities for external education for staff development.
- To offer our support to relatives and friends and help them come to terms with the changed circumstances.

## Board of Directors

President Mr N. Ostin  
1st Vice President Dr A. Pesce  
2nd Vice President Mr I. Kazagrandi  
Treasurer Mr N. Maksymow  
Dr I. Rotenko-Harvey  
Mr N. Pitchuev  
Mr M. Apollonov  
Mr M. Dubinin  
Mr V. Ignatenko  
Mrs T. Prolov

## Internal Auditors

Adrian Lapardin  
Veronica Hoare  
Alexander Peniazev

*People are our most  
importante resource*





## President's Report 2019-2020

The past 12 months has been a period of unprecedented challenges for the aged care sector across Australia, the new Aged Care Quality Standards, the ongoing Royal Commission into Aged Care, and COVID-19 pandemic.

Despite these new challenges, RRA has achieved a Profit of \$1,509,310 (+3.8%), increase in Cash Assets to \$19,742,167 (+20.86%) and Net Assets \$59,924,843.

The key responsibility of the Board during the year was to ensure a smooth transition to our new CEO Helen Workman. With the appointment of Helen some changes were made to Executive Leadership Team.



This year is divided into two parts, first half regulatory reforms implemented by the Government represented a significant change in expectations and requirements placed on aged care providers and staff. Our staff participated in extensive training. They have all put a great deal of effort in adapting to these major changes.

In the second half Covid-19 caused enormous disruption and pain to all Australians, the pandemic has had significant effect on St Sergius residents, families and staff.

The pandemic restricted visitation with Stringent Access Controls in March 2020, the controls were supported by the vast majority of our residents, families and employees.

Frontline workers again demonstrated their strong commitment to our residents and families by learning new technologies, undertaking all required training, providing care and services with kindness and compassion at a time of high stress.



The funding pressures on the residential aged care sector continued to impact with costs {+6.5%pa) growing faster than revenue (+1.33% pa). The community is calling for more staff and better facilities, additional funding will be required. The Government's current funding is not sufficient and we look forward to the Royal Commission recommendations.

This year the Board made a prudent decision to convert ILUs into single bed aged care rooms to meet consumer demand and government regulation.

Due to uncertainty surrounding the aged care sector in the current climate, the Board may have to pause on making plans to expand the facility. We need to accumulate more funds to build the necessary and better facility in future that will accommodate growing community needs without going into debt.

We have a long and successful history and look to the future with optimism.

I also know that how we respond to this economic crisis in the months and years ahead is crucial to our long term economic and social wellbeing.

I would like to thank my fellow Directors, the Executive team and many committed employees for their contribution throughout the year. I would also like to thank our Members for their continued support.

***Nicholai (Ostasevich) Ostin***

***RRA President***



## Treasurer Report 2019-2020

Dear Members,

The 2020 financial year has seen the RRA achieve a net profit of \$1.509m, a healthy 3.8% increase compared to the 2019 financial year. During the 2019-20 year, the RRA entered the Home Care market for the first time, which saw an additional revenue pool of \$110,000 and both Management and the Board expect this program to develop over the coming years to start generating significant demand and growth. It was interesting to see this view highlighted just a few days ago, by the Grattan Institute when it released the first of its reports into the Australian aged care system, where it concluded, that a key objective needed to be personalised care plans and funding for packages that keep more people at home for as long as possible.

The 2020-year also saw a significant increase in revenue in the form of Covid Support, \$254,000, although this was offset by an increase in Covid related expenses, namely the purchase of PPE. The Covid pandemic has impacted the aged care industry like no other over the past 7 months and I think it is important to acknowledge the timely and effective adjustments to the RRA budget by the Director of Finance, culminated in the support and leadership of the CEO and Management, which has seen the RRA manage this crisis in commendable fashion. Similarly, we should all acknowledge the frontline staff, who have ensured the safety of our residents.

Turning briefly to comment on other expenses, the results point to minimal out of the ordinary signs. Employee Benefits remain the highest expense item with over 55% of total expenses



being attributed to wages and it is over 60% if other related staffing costs are factored in. Insurance related expenses continue to increase (\$127,880) which is a result of not only industry factors but claims in workers compensation as well (\$122,347). IT related expenses and Consulting Expenses increased in 2020, though the latter (55K) were all attributable to foreseen operational expenses approved by the Board pertaining to growth and expansion, namely Home Care and partly on building expansion. Savings were achieved in expenses pertaining to the cleaning contract and the food contract.

Our results, compared to the residential aged care sector as a whole are strong. The industry has experienced a continued decline in operating profit, whereby direct care expenses increased at a much higher rate (6.5% pa) compared to care revenue (1.33% pa). The RRA operating profit continues to grow by \$3.71 per bed day.

The positions on Net Assets and Cash Flows increased significantly as can be seen in the table below, which will enable the RRA to continue providing a high level of



services to our residents well into the future.

Table: St.Sergius financial performance indicators FY 2020 vs FY2019

Indicator	2019-2020 FY	2018-2019 FY
Net Assets	\$ 59,924,843 (+2.58%)	\$ 58,415,533
Cash Assets	\$ 19,742,167 (+20.86%)	\$ 16,334,538

I feel that one of the challenges the organisation faces in the coming years is better management of cash reserves. Bank interest rates continue to be at record low levels and therefore we need to find better ways to manage cash reserves in a balanced approach. Investment in government and AAA grade corporate bonds on one hand, plus investments leading to an improvement of services and building upgrades/expansion all need to be considered.

In conclusion, we need to acknowledge the Royal Commission into Aged Care. As our External Auditor, Charles Pitt noted, “the issues raised in the interim report ... are serious and have been an important focus for the community and aged care providers” at large. Members need to be aware that the final report due in early-mid 2021 will shape the future direction of aged care in Australia and it will no doubt put forward stringent recommendations that the RRA will also need to adapt.

In this respect, we find ourselves in uncertain times.

Once again, I commend the CEO, Finance Director, Director of Care and all employees of St Sergius Aged Care, who have no doubt contributed to the success of the organisation.

I thank the Board for their on-going support!

**Nicholas Maksymow**

**Treasurer**





## Russian Relief Association of St Sergius of Radonezh Board of Directors



**Mr N. Ostin**  
Director  
President



**Dr A. Pesce**  
Director 1st Vice-  
President/Secretary



**Mr I. Kazagrandi**  
Director  
2nd Vice President



**Mr N. Maksymow**  
Director  
Treasurer



**Dr I. Rotenko-Harvey**  
Director



**Mr N. Pitchuev**  
Director



**Mr M. Apollonov**  
Director



**Mr V. Ignatenko**  
Director



**Mrs T. Prolov**  
Director



**Mr Michael Dubinin**  
Director



## Russian Relief Association of St Sergius of Radonezh Management



**Helen Workman**  
CEO



**Tatiana Fedoseeva**  
Director of Finance



**Natalya Zaytseva**  
Director of Care



**Iain Gretton**  
Maintenance  
manager



**Svetlana Grabovsky**  
Homecare services  
Manager



**Elena Ouchakova**  
Accountant



**Lisa McCarron**  
Personal Assistant  
to CEO and DOC



**Dusica Matic Maho**  
Clinical Care  
Coordinator



**Olga Verbovskaya**  
Hospitality services  
Coordinator



**Irene Jarrett**  
Leisure and Lifestyle  
Coordinator



**Soham Padsala**  
Clinical Manager



**Sinisa Skoric**  
Occupational Therapist



## Internal Audit Committee Report 2019-2020

The Internal Audit Committee (IAC) is pleased to present their report for 2019-2020 F.Y. to the members of the RRA.

RRA as all of the Australia Has been affected by COVID-19 and at some stage even visits by relatives were banned. It was a harsh decision but the right one. We are all pleased that no COVID-19 cases were reported thanks to strict measures taken by directors, CEO and management. Obviously residents' social outings and activities were affected and limited.

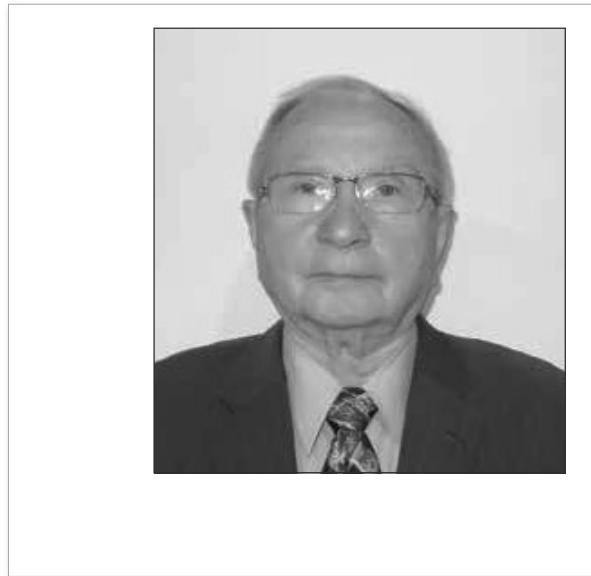
Works for providing single room accommodation for all our residents are in the process.

This year occupational rate is 99%.

Financial monthly and end of year yearly reports did not show any unexplainable unusual large expenses.

Natalie Zaytseva is RRA new Director of Care. She was appointed by the Board in May this year.

For some time there are changes in control of financial management in our organisation.



Some of the functions of IAC are now performed by Director of Finance. Also some of the work of RRA is now subcontracted to private companies and does not require IAC attention anymore.

Generally IAC put its efforts into the monitoring of general financial expenses and activities and the well being of the residents. Unfortunately contact with residents was limited this year due to COVID-19 restrictions.

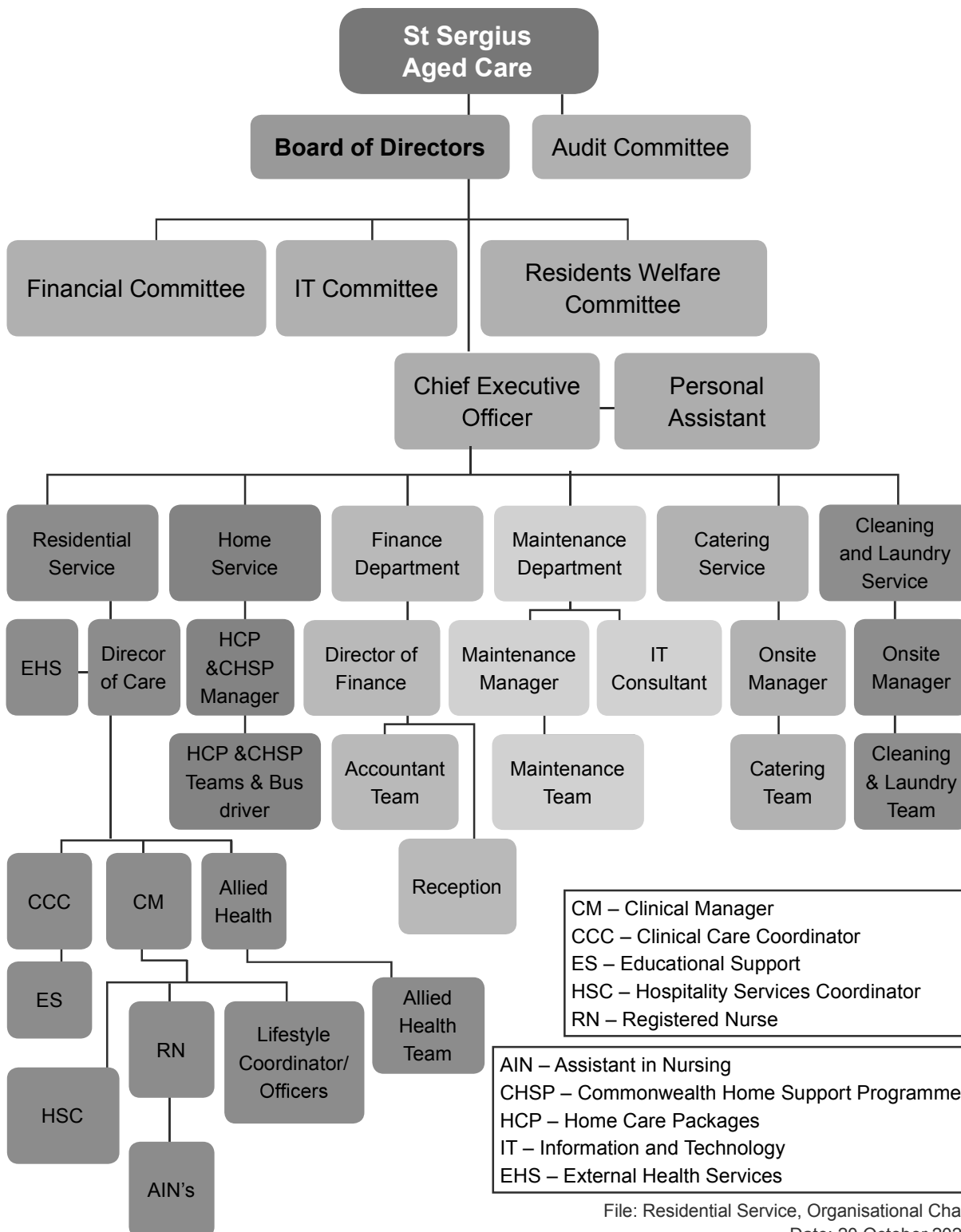
IAC will be proposing some minor changes to IAC duties at next AGM when the restrictions of COVID-19 have ended or reduced.

We would like to note that COVID-19 put a lot of pressure on directors and management in regard to having all their meetings online. We wish them well in their endeavours.

*Adrian Lapardin*

*Chairman of Auditing Committee*

# Russian Relief Association of St Sergius of Radonezh Organisation Chart



File: Residential Service, Organisational Chart  
Date: 20 October 2020



## CEO's Report 2019-2020

My first year in the role of CEO has been a challenging time for the Aged Care Industry. This past financial year has seen a number of major events including the introduction of New Aged Care Quality Standards, the ongoing Royal Commission into Aged Care, COVID-19 and the commencement of St Sergius Home Care. The performance we have delivered reflects our fundamental commitment to our residents and staff, and the position of our Company as a strong Aged Care Provider. The 2020 financial year began with the introduction of the New Aged Care Quality Standards. St Sergius Aged Care was quick to implement these new higher standards as part of our commitment to strong clinical governance. We at St Sergius Aged Care have welcomed the increased scrutiny of the Aged Care Sector and are committed to co-operation with the Government and regulators to ensure the sustainable delivery of high quality, safe and affordable care.

The Management Team has also monitored the work of the Royal Commission into Aged Care Quality and Safety throughout the year including the recommendations of the interim report released late 2019. St Sergius Aged Care will address the relevant recommendations of the final report expected in February 2021.

A major achievement this year saw the commencement of funded Home Care Services in October 2019 and has proved successful as the service continues to grow. The initiative was driven by the needs of our community to stay as independent and safe at home as long as possible. St Sergius Aged Care is working vigorously to compete within this new service field and we continue to refine our service offerings.



CHSP services have continued throughout the year and during COVID-19 the services were responsive and extended to phone support, transport and daily meal delivery when the facility went in to lockdown.

From February 2020 the effects of the COVID-19 pandemic significantly impacted St Sergius Aged Care residents, consumers, families and staff. We continue to face the challenges of living alongside COVID-19. At Sergius Aged Care our highest priority has been to keep our residents, families and staff safe and supported. During the pandemic we have focused on 3 key areas: frequent communication with our residents, their families and our staff; strengthen mandatory education and training in infection prevention and control under the guidance of infection control experts; and preparing a strong COVID- 19 response plan.

To facilitate communication between residents and their loved ones we invested in technology such as new iPad and cordless phones so residents could communicate through phone or video chats and a "Love Window" was created. We also purchased software to send group emails and text messages to all families at once.



Our frontline workers demonstrated their strong commitment to our residents, clients and families by rapidly undertaking all required training of the New Infection Control Plan. This plan was developed by clinical management adhering to temporary and new requirements. As part of our preparedness Plan our Clinical Management team have been working tirelessly to source Personal Protective Equipment (PPE). In the midst of a worldwide PPE shortage there has been no time where St Sergius Aged Care was not prepared with adequate stock. Investment was also made in extra equipment such as a 2nd Norcospray to continue regular disinfection of all rooms, a thermal scanner to take temperatures at the front entrance and also extra staff for surface cleaning. The Leisure and Lifestyle team have been innovative during this period commencing poetry club and Zumba via zoom, streaming church services and generally increasing the variety and number of activities during this period. We were well supported by the Board during this time as they offered oversight over the actions being taken by the company to meet the challenges met by the pandemic.

The success of these new infection control procedures was apparent when St Sergius Aged Care had two unannounced visits from visit from the Aged Care Quality and Safety Commission. These unannounced visits were to check our compliance with Infection Control in regards to COVID-19 and our Clinical Care during the pandemic. We passed both visits with flying colours.

This past year has seen a change in the clinical leadership of the Company. The new team has brought in a blend of experience, complemented by new skills and ideas coming into the Business.

There has also been a lot of focus on

sustainability and how we can pave the way to sustainable growth in St Sergius Aged Care. This includes continued focus on Clinical Governance where we participated in ELDAC project which provided staff training and hospital placements in palliative care, Dementia Australia training, introduction of electronic medication charts and we are the first facility in NSW to trial electronic drug registers. We have invested in technology setting up Wi-Fi controlled air mattresses, trialled thermal sensors on the ceiling to monitor positioning of residents, purchased new sensor beams for fall prevention and next financial year we aim to upgrade our Wi-Fi system throughout the facility.

With the New Regulatory Standards and the increased community expectations for better living environments we currently have DA's approved to build new balconies for the wings with no outdoor access, the conversion of the Independent Living Units to single bed rooms with ensuites and for a backup generator. We are also in the process of lodging a DA for a 28 bed separate Dementia unit with individual rooms and ensuites.

St Sergius Aged Care has demonstrated a resilient performance measured by occupancy, financial results, development of clinical governance and COVID-19 preparedness driven by the quality of leadership and our staff. We believe our initiatives and the developments this year support our model of care which is to enrich every life, every day and to provide the highest standard of resident centred care and this puts us well-placed to meet the future demands of our residents. I look forward to working with the Board and Management team to continue this commitment in 2021.

**Helen Workman**  
CEO



## Lifestyle and Leisure report

This past year has been one of the achievements, big challenges and forward thinking. Lifestyle activities calendar shows a variety of social, cultural and religious celebrations, such as festivals, theme parties, happy hours etc. St. Sergius residents participated in all of this. Bus trips and excursion have been an important part of our lifestyle. People visited local museums, exhibitions and parks, clubs and cafes. We also support and continue our connections with the community outside the Facility. For the last financial year we visited Fairfield City



Council, Russian Club, Church celebrations. Lifestyle activities Team hosted several events in St.Sergius. This included school children and scouts, different performers and shows. Our staff held several celebrations in the Facility involving residents and their families.



Due to Covid we were forced to modify some of intended activities. Big group activities and celebrations could be tricky under current restrictions. We still manage to proceed with our daily activities and special events in small group gatherings and observing social distancing. Our residents have an access to





livestreaming church services on TV from Pokrovsky church in Cabramatta. Thanks to new technology our residents could enjoy Zumba classes and “It’s a beautiful world club” via Zoom. They also can interact with their loved ones via Skype or “Love Window”.

To help people to get through isolation period we offer more entertaining and uplifting activities as “Hawaiian Happy Hour” and “International Doughnut Day”, “Fresh Vegies Day” and “Chocolate Day”, Theme parties and exhibitions.





