



Brotherhood of St Laurence: Application for accreditation
to the Open-ended Working Group on Ageing

June 2012

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A. The purpose of the organization

Organisational overview

The Brotherhood of St Laurence is an independent organisation dedicated to broad service delivery. This includes getting people into work, caring for older people, supporting communities, helping families with early childhood programs, and carrying out research and advocacy to improve the wellbeing of our communities.

The BSL's vision, mission and objectives are listed below.

Our vision

An Australia free of poverty

The Brotherhood of St Laurence will work with others to create:

- an inclusive society in which everyone is treated with dignity and respect
- a compassionate and just society that challenges inequity
- a society in which all create and share prosperity, and share responsibility for each other
- a sustainable society for our generation and future generations.

In working for an Australia free of poverty, we recognize the Indigenous custodians of this country. We are committed to understanding the effects of the dispossession of Indigenous Australians and to achieving reconciliation.

Our mission

The Brotherhood will deliver services, develop policy and support social change to help achieve our vision by:

- empowering ourselves and the people we work with
- developing and building community capacity as part of the community
- creating and developing enterprising projects and ventures as catalysts for individual and community transformation.

Our values

The Brotherhood, inspired by our Christian origins, seeks the common good through compassion, with a generosity of spirit, and reliance on evidence.

Our objectives

1. The Brotherhood will work not just to alleviate but to prevent poverty, focusing on those people at greatest risk at the four transition stages considered critical to future wellbeing:
 - the early years, both at home and into school
 - the years from school to work and further education
 - the periods in and out of work, whether voluntary
 - or involuntary
 - retirement and ageing

2. The Brotherhood will be a national voice on matters for poverty and disadvantage, coming from an understanding that the remedy to poverty lies in integrating social and economic policy as a basis for strengthening the personal capacities and material resources of individuals and of their communities.
3. The Brotherhood will undertake research, service development and delivery, and advocacy, with the objective of addressing unmet needs and translating the understandings gained into new policies, programs and practices for implementation by governments and others.

B. Information as to the programmes and activities of the organization in areas relevant to the human rights of older persons

The principal activities of the Brotherhood during 2010/11 were:

- the provision of community services including aged care, employment services and child and family programs
- undertaking research and social advocacy work and
- the recycling and sale of recycled goods

Our two programmes and activities with most relevance to the conference are:

Inclusive growth – Organisation wide

Working with partner organisations, such as the Australian Council of Trade Unions, and the Business Council of Australia, we aim to stimulate a national transition towards an economic growth model that works for all Australians. Along with linking social and economic objectives we recognize the imperative to ensure inclusive growth is environmentally sustainable.

In 2012 activities will include:

- an international conference with speakers from the OECD, World Bank and leading academics
- publication of a book on inclusive growth

BSL Research and Policy Centre

The Brotherhood retirement & ageing research area focuses on the risks and transitions facing older Australians, building an evidence base about poverty and social exclusion among older people to inform strategies that will foster social inclusion. This includes undertaking research about trends and best practice in aged and community care and governance of services, especially for vulnerable older people. It also involves developing policy positions on related issues such as retirement incomes and related taxation policy, mature age employment and housing affordability. Current research related to retirement and ageing includes:

- Social inclusion, capabilities and older Australians
- Senior Australians and information technology
- Workforce participation of mature-age adults in Australia
- Age and intergenerational relationships

Recent and Current Research

Over the last three years, the Brotherhood of St Laurence Research and Policy Centre has conducted a number of research projects concerned to examine protection of and barriers to the rights of older Australians. This body of research has been developed to serve a number of important purposes:

- provide evidence to underpin BSL efforts to influence government policy to promote and protect the rights of older Australians
- provide evidence to support our responses to an increasing stream of government and parliamentary inquiries into a range of matters concerning older Australians which are related directly or indirectly to their human rights
- work with BSL aged services to protect and promote the human rights of clients and their carers both through service provision and as citizens in their communities.

Relevant research includes:

The rights of older persons: Protection and gaps under human rights law

This research examines the extent to which contemporary international human rights instruments and agendas offer protection for older persons. It also identifies the key arguments and main instruments in the debate for and against the drafting of a new United Nations Convention on the Rights of Older Persons.

The Brotherhood of St Laurence would support the adoption of a UN convention insofar as it would reduce the marginalisation of older adults, increase social inclusion and eliminate disadvantages specifically associated with later life.

Human rights and older Australians

An examination of the current state of affairs of human rights in Australia, contemporary trends and developments, and the legal instruments relevant to the protection of the rights of older persons in Australia. This includes the relationship between Australia's commitment to international human rights treaties and domestic law, the Australian human rights framework and Age Discrimination Act, and Commonwealth laws that discriminate directly or indirectly against older Australians.

Migration and age discrimination in Australia

The age barriers put in place by the Australian Government are some of the most stringent in the developed world, compared with similar national entities, such as the European Union, the UK, the USA, Canada and New Zealand.

The Australian Government, under the auspices of the Australian Law Reform Commission (ALRC) have, in mid 2012, published an issues paper outlining 55 questions about age-barriers to work in Commonwealth Laws (April 2012). Three of these refer to age barriers to migration. Whether, the age limit of 50 years be increased, whether the 'no points over 45 years' rule be amended and whether permanent employer-sponsored visas be extended beyond 50 years.

Sidelined: Workforce participation and non-participation among baby boomers in Australia

Withdrawal from the labour force is not always a choice of baby boomers¹. Many would like to continue working or to work more hours. Recent research from the Brotherhood of St Laurence has highlighted the widespread and damaging nature of involuntary non-participation and under-participation for older people among whom direct and indirect age discrimination in the workforce or in recruitment is a common experience.

Valuing capabilities in later life: The capability approach and the Brotherhood of St Laurence aged services

The capability approach, first articulated by Amartya Sen (1979) and subsequently incorporated by Martha Nussbaum in particular into a human rights framework, was the starting point for a study of what users of BSL aged services value most highly in life, what they would like to improve, and the relationship between BSL aged service provision and the capabilities of service users to be and do what constitutes for them a 'good life'.

Enhancing capabilities

Drawing on the above research, this action research project is training a pilot team of BSL staff to take the capability approach to the provision of aged services and its impact on enhancing the capabilities of BSL aged service users such that they are better able to live a life that they value and exercise their rights both as users of services and as Australian citizens.

Evaluation of the Seniors Rights Victoria (SRV) legal education project

The Brotherhood of St Laurence is currently evaluating a project being conducted by Seniors Rights Victoria which aims to:

- Increase capacity of the Victorian legal sector to effectively advise older people of risks associated with signing over assets in exchange for future care/accommodation.
- Increase community awareness of the risks involved, particularly that of older more vulnerable members of the population.

i-Pad essentials training course

The i-Pad Essentials course was developed as a pilot program to enable older adults to exercise their rights to information and communication using current technologies. The Research & Policy Centre developed a project management strategy and curriculum development for BSL Social Inclusion Program, Retirement and Ageing

Evaluation of the Chelsea Seniors access IT program

The Chelsea Seniors Access IT program was an intensive information technology training and social support project being delivered by the City of Kingston in partnership with the Brotherhood of St Laurence and AccessCare Southern aged care services which provided home computer and internet access and an intensive training and support program to twenty seniors who were identified as being socially isolated. The program not only facilitated the

¹ The term 'baby boomers' refers to those born in the postwar years from 1946 to 1965 who, in 2010, were aged 45–64.

provision of seniors' access to information technology and training but also increased opportunities for social networking in order to decrease social isolation and improve health, wellbeing and community participation outcomes.

Responses to Government Inquiries

Recent and current inquiries to which the Brotherhood of St Laurence has responded are:

- *Caring for Older Australians*, Productivity Commission, 2011-2012
- *Economic Potential of Senior Australians*, Department of Treasury, 2011
- *Inquiry into Liveability Options in Outer suburban Melbourne*, Parliament of Victoria, 2011
- *Parliamentary Inquiry into Opportunities for Participation of Senior Victorians*, Parliament of Victoria, 2011-12
- *Joint Select Committee Inquiry into Cybersafety for Senior Australians*, Australian Parliament, 2012
- *Grey Areas – Age Barriers to Work in Commonwealth Laws*, Australian Law Reform Commission, 2012
- *Inquiry into Dementia: Early Diagnosis and Intervention* submission, Parliament of Australia House of Representatives, Standing Committee on Health and Ageing, 2012

BSL Retirement and Ageing Division

The Brotherhood's Retirement and Ageing division is committed to the protection and upholding of the human rights of older people and people with a disability and their carers, through the elimination of poverty and social exclusion. The Brotherhood's Retirement and Ageing division strategic directions and objectives include:

- strengthen our efforts to eliminate poverty, disadvantage and social inclusion amongst older people
- work towards ensuring all older people have the opportunity to age well
- Deliver services that demonstrate innovative ways to respond to ageing
- Maintain a high quality integrated and person centered service system that enables older people to age in place with choices and with dignity

Retirement and ageing integrated plan 2008-2012 is available here:

http://www.bsl.org.au/pdfs/BSL_Retirement_and_ageing_integrated_plan_2008-2012.pdf

The Brotherhood's Retirement and Ageing division has developed innovative models of care, through the seamless knowledge translation between Research and practice, enabling Retirement and Ageing to positively influence social policy impact on the rights of older people. The Brotherhood's Retirement and Ageing division service delivery is based on the philosophy of person centred care and personhood. The Brotherhood's Retirement and Ageing ensures older people have the opportunity to age well through the delivering of services that demonstrate innovative ways of responding to their needs, including care needs. The Brotherhood's Retirement and Ageing division is committed to tackling disadvantage in the areas of housing, services, health care and transport.

The Brotherhood's Retirement and Ageing provides a number of diverse programs and facilities for clients to assist them to engage with their family, peers and local community. We deliver services and programs in residential aged care, care in the community, day and respite services, independent living and carer support.

The Brotherhood's Retirement and Ageing division is furthering their work in the following areas:

Dementia

The Australian governments 'The Living Longer Living Better' aged care reform package has significant focus on dementia particularly on supporting individuals to obtain a more timely diagnosis of dementia. In June 2012, following the submission of a comprehensive report to the House of Representatives enquiry into dementia early diagnosis and intervention, the Brotherhood presented further evidence to the enquiry, detailing a range of models in response to the changing needs of older people and gaps in service provision for people at the different stages of dementia. The Brotherhood's Retirement and Ageing division provides a pathway of options based on individual interests and strengths through its specialist Dementia Care services. These include community packaged care program, Day and respite programs including short stay overnight care, the Brotherhood is one of only a few providing short stay respite for people with advanced dementia.

Consumer Directed Care

The Brotherhood's Retirement and Ageing division has been a leader in the aged care industry, developing a range of consumer directed models of care, particularly within our Case Managed, community packaged care programs. Brotherhood's Retirement and Ageing division are currently working in partnership with clients and their Carers, who have a diverse range of needs, to ensure their choice is maximised to remain living independently at home.

Carers

The Australian community recognises the important role carers play in supporting older people to remain living at home. The Brotherhood's Retirement and Ageing division has developed the Caring for Carers Program, a 10-month community-based dementia care program providing one-to-one education, information and support to family carer and is particularly beneficial for people who are beginning the caring journey. The Brotherhood's Retirement and Ageing division also provides a range of community and respite programs for older people with a disability and also older carers caring for a person with a disability to maximise their potential to live the Lives That They Want.

Residential Care

The Brotherhood's Retirement and Ageing residential Care facility Sumner House, has developed an active ageing wellness centre with a new weight training gym designed for its residents. The centre is part of a research project examining how regular exercise can reduce depression among its residents.

Sumner House developed and facilitates a Men's Support Program with 16 men who have high-care needs to meet on a weekly basis for support. This opens discussions on topics such as coping with bereavement, spiritual health and areas of general interest.

Workforce Development

The Brotherhood's Retirement and Ageing division is supporting the development of Sumner House to be a Centre of Excellence in workforce development. Our Residents and the broader aged care industry will benefit from the higher level of skills and training provided to our aged care staff and the creation of career pathways community, residential care and the broader health sector.

Active Ageing

There is greater awareness from governments and the sector at large about the need to support healthy lifestyles in later life as a prevention and early intervention strategy. The Brotherhood's Retirement and Ageing Day and Respite Services, Banksia and the Coolibah Centre located in Fitzroy has placed a strong focus on promoting older people's physical, nutritional and social needs through their strength and fitness programs, edible gardening and Men's Activity Program. The Brotherhoods Retirement and Ageing Coolibah centre is one of few services offering support and services to homeless older people in Metropolitan Melbourne .

The Brotherhood's Retirement and Ageing division , State government, local financial institutions and other partner agencies has developed a Transport Network that shares vehicles and volunteer drivers through a central registry on the Frankston and Mornington Peninsula; a semi rural area of Melbourne .

Intergenerational Programs

The Brotherhoods Retirement and Ageing division day and respite services works closely with the BSL's Chaplaincy division to provide intergenerational programs to Victorian secondary school students. These programs provide younger people with a greater understanding of ageing, where older people are seen as mentors who are contributors to society.

Homelessness

The Brotherhoods Retirement and Ageing division has an integrated service model for older Australia's at risk of homelessness including a number of supported housing options ranging from independent living units to residential care. People who are residents are further supported through the Brotherhood's Retirement and Ageing division community packaged care programs. The Victorian government Advisory panel on the Economic potential of Senior Australia's highlights the need to increase the supply of affordable, age friendly and age specific housing.

Elder Abuse

The Brotherhoods retirement and Ageing division in partnership with local primary care partnerships facilitated the community awareness raising component roll out of the Victorian governments elder abuse prevention strategy across designated local government areas of Melbourne.

C. Confirmation of the activities of the organization at the national, regional or international level

The Brotherhood Retirement & Ageing research area is actively engaged in positively influencing social policy and forwarding the agenda in relation to the human rights of older people at an international, National and regional level by focusing on the risks and transitions facing older Australians, building an evidence base about poverty and social exclusion among older people to inform strategies that will foster social inclusion. The Brotherhood is a leader in this policy and research arena and is able to contribute to the richness of debates and emerging themes through the effective use of the many platforms available, this includes conducting research, submissions to and publications in peer reviewed journals, conference presentations and service provision. This includes undertaking research about trends and best practice in aged and community care and governance of services, especially for vulnerable older people. It also involves developing policy positions on related issues such as retirement incomes and related taxation policy, mature age employment and housing affordability.

The Brotherhood of St Laurence Retirement and Ageing research team comprises five members headed by Professor Simon Biggs who joined the Brotherhood's Research and Policy Centre in September 2010 as the Senior Manager, Retirement and Ageing, and Professor in Social Policy and Gerontology, School of Social and Political Sciences, University of Melbourne. He has participated in EC and Canadian Government briefings on dignity in later life and elder protection, and is a member of the World Economic Forum's Global Agenda Council on Ageing Societies, maintaining links with the University of Heidelberg, University College Dublin, National Centre for the Protection of Older People and Helsinki Department of Social Policy. Recent research includes World Health Organization's 'Age friendly cities' project, ESRC study of baby boomers, uses of adaptive technology in later life, and the first national prevalence study of elder abuse and neglect in the UK.

Selected recent Conferences and Presentations

Presentation of abstract at the IFA 11th Global Conference on Ageing, *Australian Approaches to National Issues and Local Action: Improving the Quality of Life of Older People*, Prague Czech Republic (May 2012)

World Demographic & Ageing (WDA) Forum –Opening Plenary Panellist – *Seven Billion and Growing: Population Growth Meets Populaton Ageing*, St Gallen Switzerland (August 2011)

Discussions held with THL (National Institute for Health and Welfare), Helsinki Finland

Meeting held with The Social Care Workforce Research Unit (SCWRU), King's College, London

Presentation to the 13th International Conference on Combined Actions and Combined Effects of Environmental Factors- *ICCEF - Work Among the Elderly*, Tampere Finland (September 2011)

Interview for article *Economy Thrives on Older Staff*, The Australian Newspaper (31 January 2012)

Opening speaker to the Services for Older People conference, Wellington New Zealand (March 2012)

Australian Association of Gerontology Inc. (Victorian Division) Forum Guest Speaker – ‘Elder Abuse and Ageism’ (June 2011)

World Economic Forum Global Population Ageing Report 2012 (Chapter 7, Social Capital, Lifelong Learning and Social Innovation co-author) and editorial membership for World Economic Forum publication on ‘Ageing Societies’ (2012)

Selected recent publications by Professor Biggs

Biggs, S, Carstensen, L & Hogan, P 2012 ‘Social Capital, Lifelong Learning and Social Innovation’ in *Global Agenda Council on Ageing Society*; World Economic Forum. -- Geneva, Switzerland, pp. 39-41

Biggs, S & Lowenstein, A 2011, *Generational intelligence: a critical approach to age relations*, Routledge, London.

Biggs, S & Haapala, I 2010, ‘Responsibility, ambivalence and care: theoretical development in elder mistreatment’, *Aging International*, vol. 35, no. 3, pp. 171–84.

Biggs, S, McCreddie, C, Manthorpe, J, Tinker, A, Hills, A, Doyle, M, & Erens, B 2009, ‘Mistreatment of older people in the United Kingdom: findings from the first national prevalence study’, *Journal of Elder Abuse & Neglect*, vol. 21, no. 1, pp. 1–14.

D. Copies of the annual or other reports of the organization with financial statements, and a list of financial sources and contributions, including governmental contributions.

These pages are taken from:

BSL website (www.bsl.org.au), **BSL Annual Report 2011** and **Financial Report 2011**

The full **annual report** is available here:

http://www.bsl.org.au/pdfs/Annual_Report_2011.pdf

The full **financial report** is available here:

http://www.bsl.org.au/pdfs/BSL_2011FR.pdf

The full **Research and Policy Centre report** is available here:

http://www.bsl.org.au/pdfs/BSL_Research_and_Policy_Centre_annual_report_2011.pdf

As at 30 June 2011

	Note	2011 \$'000	2010 \$'000
Assets			
Current assets			
Cash and cash equivalents	18	6,012	4,530
Trade and other receivables	16	4,649	4,367
Inventories	15	1,264	2,231
Investments	14	37,445	41,956
Assets classified as held for sale	9	8,911	8,911
Total current assets		58,281	61,995
Non-current assets			
Property, plant and equipment	11	58,842	57,839
Intangible assets	12	3,160	6,520
Investment in equity accounted investee	13	700	–
Trade and other receivables	16	5,835	5,074
Total non-current assets		68,537	69,433
Total assets		126,818	131,428
Liabilities			
Current liabilities			
Bank borrowings	23	2,000	2,000
Trade and other payables	20	12,128	12,452
Trust funds	21	5,502	3,510
Employee benefits	22	4,916	4,236
Deferred income	24	7,415	8,307
Total current liabilities		31,961	30,505
Non-current liabilities			
Bank borrowings	23	3,500	3,500
Employee benefits	22	498	396
Total non-current liabilities		3,998	3,896
Total liabilities		35,959	34,401
Net assets		90,859	97,027
Equity			
Accumulated surplus		54,678	59,929
Reserves		36,181	37,098
Total equity		90,859	97,027

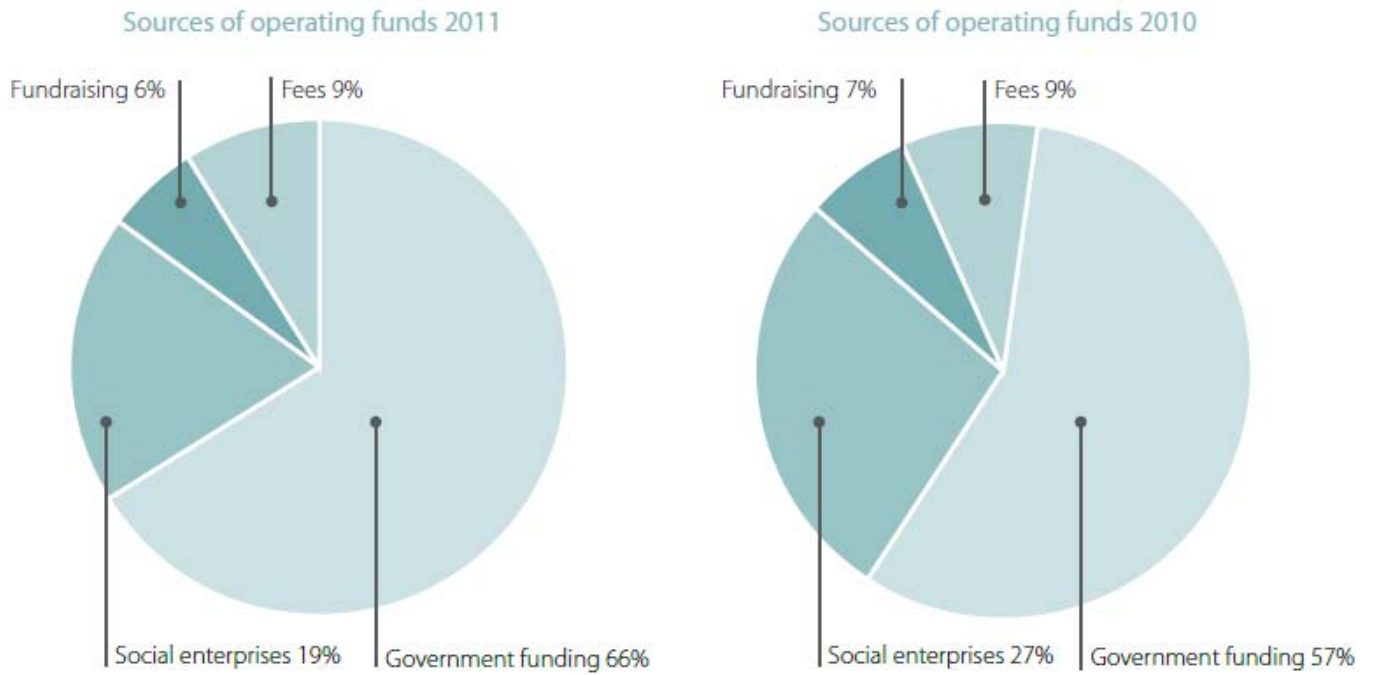
The notes on pages 13 to 25 are an integral part of these financial statements.

For the year ended 30 June 2011

	Note	2011	2010
Revenue		\$'000	\$'000
Service activities			
Employment and training		5,041	3,500
Retirement and ageing		21,536	19,964
Community services		18,609	13,592
Research and Policy Centre		1,209	450
Other activities			
Fundraising		2,254	2,259
Social enterprises sales of goods		13,171	11,891
Other revenue and income		213	278
Revenue and other income from operating activities		62,033	51,934
Expenses			
Service activities			
Employment and training		6,837	4,242
Retirement and ageing		21,863	20,660
Community services		20,301	16,360
Research and Policy Centre		2,652	2,152
Other activities			
Fundraising		789	858
Cost of goods of social enterprises sales		5,472	4,887
Social enterprises expenses		9,037	7,234
Other expenses		137	2,287
Expenses for operating activities		67,088	58,680
Deficit from operating activities		(5,055)	(6,746)
Finance income		4,728	2,913
Finance expenses		(2,109)	(710)
Net finance income excluding impairment losses	10	2,619	2,203
Loss from discontinued operation		(2,908)	(201)
Bequests income	7	956	3,204
Bequests costs		(180)	(188)
Net bequests		776	3,016
GoodStart childcare transaction services fee	17	–	2,500
Grants and donations for capital projects		107	850
Impairment of bed licenses	12	(790)	–
Goodwill impairment		–	(200)
Surplus/(deficit) for the period		(5,251)	1,422
Other comprehensive income			
Net change in fair value of available-for-sale assets	10	1,660	2,496
Net change in fair value of property	11	(7)	7,527
Net change in fair value of bed licenses	12	(2,570)	(100)
Other comprehensive income/(deficit) for the period		(917)	9,923
Total comprehensive income/(deficit) for the period		(6,168)	11,345

The comparative statement of comprehensive income has been represented to show the discontinued operation separately from continuing operations. The notes on pages 13 to 25 are an integral part of these financial statements.

“The percentage of operating funds received from the government has increased by 9% due to the increased activity in the national rollouts of the Saver Plus financial inclusion program and the Home Interaction Program for Parents and Youngsters (HIPPY), increased activity in our community care programs and increased funding for several projects funded by the Community Jobs Fund.”



List of funders and partners – See Annual Report 45 – 46

http://www.bsl.org.au/pdfs/Annual_Report_2011.pdf

WORKING FOR AN AUSTRALIA AN AUSTRALIA FREE OF POVERTY

Retirement and ageing

The challenges posed by an ageing population are many and varied, and numerous questions remain. Are new forms of disadvantage emerging for older people? What of those who haven't been able to accumulate assets during their working years? What is the effect of age discrimination on intergenerational relations? How do older adults make a special contribution to Australian society, and how can services best respond to more complex care needs? While older individuals decide how to stay healthy, active and financially secure, what do we need to do to ensure communities become more age-friendly?

At the Brotherhood, we have begun to respond to this changing environment through our model of care, building on our past successes in caring for vulnerable older people and through our growing body of research.

Our model of care

Our model of care is characterised by:

- *person-centred care*: our services are tailored to individual needs and based on a philosophy of respect for – and a partnership with – people receiving services
- *innovation*: while we are proud of our services, our care is continually assessed with an eye to further improvement
- *consumer participation*: we encourage people using our services to voice their opinions on policy issues affecting older people
- *choice*: we give our clients, residents and carers information and assistance to help them make choices
- *social inclusion*: our services provide older people with resources and support to overcome barriers to involvement in community life.

Social inclusion

The Brotherhood's **Social Inclusion Program** promotes leisure activities and a healthy lifestyle for older people, people with disabilities and family carers. We help people experiencing social isolation and loneliness to improve their friendships and family ties. This year we ran over 650 events, including events at the Werribee Open Range Zoo and the Melbourne International Flower and Garden Show, a royal wedding luncheon and our regular Men's Shed get-togethers. The Victorian Government has collaborated with us in developing two projects that promote social inclusion. In the **Good Food Matters** program, trained community meal attendants help older people and people with a disability prepare meals at home and also shop for the ingredients, thereby helping them to eat well and stay connected to the community. The **My Community Life Website** will be an events-management website used by community groups to promote and take bookings for their events and activities and communicate with their members, thus encouraging social participation.

The Coolibah Centre

The **Coolibah Centre** offers practical support and social activities for isolated older people and people with a disability who are living on low incomes. We promote a healthier, independent and enjoyable lifestyle through our meals program, activities and events. A good example of this approach is our **Well for Life** project. Established with the support of the Victorian Department of Health, it has led to the establishment of an edible community garden; the garden provides fresh produce for our community kitchen where Coolibah members come together each week to socialise and cook affordable and nutritious meals. Members designed and developed the garden, supported by our staff and the Centre for Education and Research in Environmental Strategies (CERES), while a nutritionist offers tips on healthy eating. Members are encouraged to go on to learn new cooking skills and the nutritional value of fresh produce, receiving certified training in garden sustainability and in basic food handling.

Banksia Services

At our **Banksia Services** we know that people experiencing social exclusion have knowledge, skills and experiences to share. That is why we run activities promoting learning, socialisation and personal development in a supportive environment. We aim to prevent older people from relying prematurely on aged care services by offering a range of preventive and early intervention programs.

At the **Banksia Community Respite Centre** in Frankston, our purpose-built facility provides day, evening and overnight programs. As part of our outreach programs, a fitness instructor works with clients to improve their physical fitness. We support carers and people with dementia with individual services responsive to their changing needs.

We have introduced our new **high-care respite program** operated in partnership with Carer Respite and the CareLink Centre, which gives carers of people with high-care needs a three-day break, once a month. The program has been highly successful, with carers reporting that the longer break provides much-needed rest.

Packaged care

Brotherhood Community Care provides specialist dementia care for over 700 people who live in their own homes and who require high and low care. We provide support for clients managing their own needs and also for those people needing fully case-managed services.

Nexus Community and Respite Disability Services

The Brotherhood's **Nexus Community Service** provides community-based day programs and respite for older people with disabilities, ageing carers and Indigenous people and their carers. We also engage with the Indigenous community on different activities, including NAIDOC Week. We support our members' participation in community life and help plan for their future through community capacity building, training and advocacy and peer support groups. Our flexible hours mean that our services fit into people's lives.

Residential care facilities

Residents of **Sambell Lodge** are older adults without financial resources or social networks, many of whom have experienced extended periods of homelessness. Our permanent and respite programs provide personalised care to all residents, who are supported, nurtured and celebrated by fellow residents and staff. We are proud of our unique approach to active community involvement for all our residents, which this year involved two large social activities to which all senior citizens in the municipality were invited.

Sumner House provides nursing, spiritual and pastoral care to people needing varying levels of assistance. Many residents have a background of disadvantage – homelessness, no family support, living in impoverished conditions and psychiatric illness. Many are unable to advocate for themselves. This year we gained expertise in palliative care, developed an exercise program to counter depression and have introduced a methodology known as 'Talking Mats', which assists communication for our people suffering from dementia.

Research and advocacy

We have directed our attention towards the social issues associated with ageing among disadvantaged populations. In a series of projects we have examined the link between age and disadvantage, the role of the built environment in supporting social inclusion of the elderly, and the contribution made by older workers and carers.

This year we gained a richer understanding of barriers to participation in the workforce for baby boomers and the nature of their unemployment, underemployment and diverse individual experiences and attitudes. This project included a quantitative analysis undertaken by NATSEM (the National Centre for Social and Economic Modelling) and a qualitative study undertaken jointly by our research teams associated with the Brotherhood's retirement and ageing and in and out of work transitions.

We gave expert evidence to the Productivity Commission Inquiry about caring for older Australians.

Working in collaboration is important to us. Another key research project was an examination – undertaken jointly with the Lord Mayor's Charitable Foundation and the National Ageing Research Institute – of changing intergenerational attitudes and improving solidarity between age groups. We also hosted a **Later Life Learning and Wellbeing Forum**, at which information and ideas were exchanged about the sorts of learning needed for later life. And our interest in consumer-directed care also continued in our research with the **People at Centre Stage** project in partnership with Deakin University.

We have continued to evaluate and review our programs so that learnings about practice inform our future development. These included:

- the **Social Inclusion and Social Support Training Program**, which suggested that aged care professionals should focus more on encouraging their clients to form and maintain friendships, family ties and community connections
- the **Good Food Matters** program
- the **Caring for Carers** project – a one-on-one support program for carers of people with dementia.

In addition, we evaluated pilot projects that demonstrated success in increasing the use of information and communications technology among the disadvantaged elderly:

- the **Chelsea Seniors ICT Access Pilot** in which 20 socially-isolated older adults have been given a home computer, training, one-on-one trouble shooting and help-desk support, along with a social program to build connection and engagement
- the **Carlton Digital Inclusion Project**, which aims to assist public housing residents to become more involved in their estate community and to increase their ICT literacy so they can make use of digital sources of community services information.

E. List of members of the governing body of the organization and their countries of nationality

The names and details of the Brotherhood's Directors in office during the financial year and until the date of this report are set out below. Directors were in office for the entire period unless otherwise stated. All Directors serve the Brotherhood on a voluntary basis except for the Executive Director. No Director holds any legal interest in the Brotherhood:

Bishop Philip Huggins MA, BEc (Non-executive Chair from December 2005) Bishop of the Northern and Western Regions, Diocese of Melbourne.

Ms Jenny Trethewey BA, MA Prelim. (Deputy Chair) - Social Policy Consultant, Fellow, Leadership Victoria's Williamson Community Leadership Program. Chair, Brotherhood Audit and Risk Management Committee to December 2010 (Retired December 2011)

Mr Tony Nicholson BA, BSW (Executive Director) Executive Director, Brotherhood of St Laurence since October 2004. - Previously Chief Executive Officer, Hanover Welfare Services. Chair, Prime Minister's Council on Homelessness. Member of the federal government's Australian Social Inclusion Board

The Reverend Barbara Colliver BSW (Hons), BA, BD - Vicar, St George's, Ivanhoe East. Facilitator for Supervised Theological Field Education, Diocese of Melbourne. Council Member, Anglicare Victoria.

Ms Celia Clarke (nee Gerreyn) BEc, LLB, MBA - Senior Counsel of PaperlinX Ltd. Qualified lawyer and accountant with an MBA from The University of Melbourne.

Mr Stephen Grant Grad Dip (Marketing), FCA - CEO, Asia Pacific Business Coalition on AIDS (APBCA). Chair, Alfred Health. previously CEO, Victorian Transport Accident Commission.

Mr Mike James BCom - Fellow, Institute of Chartered Accountants. Member, Certified Practising Accountants of Australia. Retired Partner, Pricewaterhouse Coopers Australia.

Professor Jack Keating BEc, TSTC, PhD Professorial Fellow, The University of Melbourne - Director, Education Policy and Leadership Unit, The University of Melbourne.

The Hon. Rob Knowles AO - Chair, Mental Health Council of Australia. President Mental Illness Fellowship of Australia.

Mr Evan Thornley LLB, BCom - CEO, Better Place Australia. Chair, Per Capita think tank. Member, The University of Melbourne Centre for Jewish History and Culture Advisory Board.

Ms Jennifer Grayling LLB Company Secretary

F. Description of the membership of the organization indicating the total number of members, the names of organizations that are members and their geographical distribution

The Brotherhood of St Laurence is a stand-alone organization and does not have organisational members.

The following principles, practices and structures establish the framework for the governance of the Brotherhood of St Laurence. The Patron of the Brotherhood is Lady Southey AC.

The President of the Brotherhood is the Anglican Archbishop of Melbourne, the Most Revd Philip Freier.

Organisational information

The Brotherhood is incorporated under the Brotherhood of St Laurence (Incorporation) Act 1971, number 8188 of the Victorian Parliament, and is domiciled in Australia. The registered office of the Brotherhood is 67 Brunswick Street, Fitzroy, Victoria, 3065.

The Brotherhood is an income tax exempt charity and has deductible gift recipient status.

The structures, principles and practices that provide the framework for the governance of the Brotherhood are described on the following pages.

Charter Members

Ms Joanna Baevski	Mr Roger Johnson
Ms Diana Batzias	Professor Jack Keating
Ms Cath Bradley	The Hon. Rob Knowles AO
Mr David Buxbaum	Ms Alison McClelland
The Revd Barbara Colliver	Mr John McInnes OAM
Dr Terry Cutler	Dr Ian Manning
Mrs Christine Edwards	Mr Tony Nicholson
The Rt Revd David Farrer (leave of absence)	Dr Apollo Nsubuga-Kyobe
Mr William Ford	Dr Nouria Salehi OAM
Mr Carrillo Gantner AO	Ms Fiona Smith
Ms Celia Gerreyn	The Revd Clemence Taplin
Mr Stephen Grant	Mr Evan Thornley
Mr David Green	Ms Jenny Trethewey
Ms Susan Gribben	Mr David Triplow APM
The Rt Revd Philip Huggins	The Revd Janet Turpie-Johnstone
Mr James Jacoby	Mr John Wilson
Mr Mike James	Mr Michael Wilson
	Mr Graeme Wise

Life Members

Mr Ernest Barr
The Rt Revd Michael Challen AM
Mr Sandy Clark
Dr Stephen Duckett
Mr Kurt Eisner (deceased September 2011)
Mr Michael Feeney
The Revd Nicolas Frances MBE
Mr Eric Hart
The Rt Revd Dr Peter Hollingworth AC OBE
The Hon. Professor Brian Howe AO
Ms Elizabeth Loftus
Dr Jean McCaughey AO
Father James Minchin
Mr Ian Reid
The Rt Revd Andrew St John
Dr David Scott AO (deceased April 2012)
Mrs Thelma Tuxen

About Charter and Life Members

Up to 40 Charter Members, including the Executive Director, are permitted under the Brotherhood's Constitution. At least eight of them must be clerics in Holy Orders of the Anglican Church in Australia.

Charter Members receive and adopt the reports of the Board and of the auditors, receive and adopt the annual financial statements, elect Board Directors and fix the remuneration of the auditors, as well as transacting any other business at general meetings.

Life membership has been conferred on a number of members who have given significant service to the Brotherhood. Life Members act as 'friends of the Brotherhood', often providing advice and ongoing support to the organisation.

Composition of the Board

The Brotherhood's Constitution limits the number of Board Directors to 14, including the Executive Director and at least two people who are clerics in Holy Orders of the Anglican Church of Australia. Further, the Chair is required to be a communicant member of the Anglican Church of Australia.

The Board meets at least 10 times per annum. Currently there are nine (9) Directors, including the Executive Director.

G. Copy of the constitution and or by-laws of the organization -
Please see attached document