

halo
CARE & SUPPORT

2024

Annual report



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Get to know us

OUR VISION

As a Christian Association, halo will be recognised as an agency of choice for providing aged and disability care. The passion and commitment of our people will provide the basis for innovative, high-quality services and programs that enable and transform the health and well-being of the individual.

OUR MISSION

Our mission is to provide practical services in a respectful manner to enable the individual to remain living in their own home with dignity and confidence and where possible to enhance their social interaction and contentment in life.

OUR VALUES

Our values of Justice, Respect, Service, Care and Unity are paramount in assisting us to achieve our mission of offering flexible, dignified and responsive care services to enable our clients to maintain their independence, connect with their community and strengthen carer relationships.

Our five guiding strategic principles for 2023 - 2026

Services Quality Services delivering independence, connection and care

People Values driven, motivated, skilled, diverse people delivering our purpose

Organisation Governance, systems and infrastructure that sustains performance and culture

Reputation Well Regarded and positioned in the sector and beyond.

Financial Strong financial position, enabling quality outcomes Reputation Well-regarded and positioned in the sector and beyond

CEO Message



Bridget Harvey

It is my privilege to present the annual report for halo for the year 2024.

We have had another year of change with all that the reform brings and while this leads to some degree of uncertainty, we are well placed to embrace these changes due to the exceptional culture we have at halo and the professionalism, responsiveness and positive attitude of the staff.

I am pleased to report our financial performance remains strong, reflecting the growth in demand for our services and our ability to meet these needs efficiently. At the heart of our success is the continuous focus on adding value to the services we provide and the ongoing provision of quality services by professional, caring and responsive staff.

As we look toward the future, halo remains committed to adapting and growing in a dynamic and ever-changing landscape. We will continue to deliver exceptional services while pursuing opportunities to secure additional funding, expand our service offerings and lead the sector in best practice.

This year has been a testament to the resilience, dedication and passion of our staff, Board, volunteers, funders, community and all of the wonderful people that entrust us with supporting them and I want to extend my heartfelt thanks to all that contribute to our shared success.

Together we will continue to provide the highest quality of services with dignity and respect that all people receiving support deserve.

Chair Report



Adrian Bennett

“To the elders among you, I appeal as a fellow elder and a witness of Christ’s sufferings who also will share in the glory to be revealed: Be shepherds of God’s flock that is under your care, watching over them—not because you must, but because you are willing, as God wants you to be; not pursuing dishonest gain, but eager to serve; not lording it over those entrusted to you, but being examples to the flock..” – 1 Peter 5:1-3 (NIV)

As a not-for-profit or for-purpose organisation we don’t exist to make a profit and any surplus is reinvested in the services we provide. We have healthy cash reserves and this gives us the assurance that we are able to continue to provide the services we do, but also to look at how we can expand them to meet the needs of our clients.

Our professional development as a Board continues. More than half the Board are graduates of the company director course through the Australian Institute of Company Directors (AICD). It is a challenging and rewarding course, but it is just a part of how we go about the work we do. Ongoing learning is also important and we bring a diversity of thought and experience to the table – some of this is through gender (50% are women) but we are a diverse group in many other ways too.

The industry is in a state of flux and the changes to regulation and society’s expectations are front of mind for us. Doing the minimum required of us by the law is not how we collectively think or believe we should act as a Board, which is why we have been so thrilled with the formation of the advisory groups to help us hear first-hand what is important to our clients and how we can serve you all better. We place what you share with us before the Board and are happy to support what you are asking of us as the provider of the services you receive.

It has been a hard year for many with cost-of-living pressures and the proposed legislative changes that are still being worked through. I think we all want some level of certainty around what is expected or what to expect so we can plan more effectively. This may take a bit longer than we had hoped.

We do this for you – our clients and their loved ones, our staff who serve you, our communities and our funders and we count it a blessing and a privilege. This brings us back to our vision:

“As a Christian Association, halo will be recognised as an agency of choice for providing aged and disability care. The passion and commitment of our people will provide the basis for innovative, high-quality services and programs that enable and transform the health and well-being of the individual”

May God bless and keep you all.

Operations



Wendy Brown

It has been another eventful year for the operations team at halo, with an increase in the number of people we support across all our funded programs.

This was the first year we were able to offer volunteer visits to older Australians under our Bespoke Befriending program. This has been very successful, and we completed 900 visits during the year to those living both at home and in residential facilities.

Our investment in a new client management system has ensured consistent services for our clients and we often hear positive feedback around this improvement.

Our work in updating and implementing new policies and procedures has meant we passed both the Aged Care and NDIS Audits this year. A huge thank you goes to our team of support staff who are out there every day supporting and engaging with our clients.

Our Lifestyle Centre continues to enable attendees to foster connections and relationships, and they regularly enjoy social outings in the community as well as participating in various activities in the centre.

We continue to operate in an environment of uncertainty regarding government reforms in both the aged care and disability sectors. As of now, the new Aged Care Act is expected to pass through parliament this year. It is set to take effect on 1st July 2025, coinciding with the launch of the new Support at Home program. This program aims to provide Older Australians with shorter waiting times for their care packages. Support at Home will replace the Home Care Package and Short-Term Restorative Care Programs while The Commonwealth Home Support Program will transition no earlier than 1st July 2027.

Getting the NDIS back on Track' Bill passed the senate on 22nd August and one of the major changes is that participants needs will be assessed at a 'whole of person' level, rather than based on individual support items, meaning greater flexibility of services for participants.

Number of services provided 2023/24

484

VETERANS HOME CARE (VHC)

24,395

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

25,791

HOME CARE PACKAGE (HCP)

763

CONTINUITY OF SUPPORT (COS)

900

BESPOKE BEFRIENDING (AGED CARE VOLUNTEER VISITORS SCHEME)

27,229

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Looking forward, we have applied for a few grant opportunities that, if successful, will enable us to expand our service offerings further, which is very exciting for us and the people we support!

Quality



Tianna Connor

We're absolutely thrilled to have passed our NDIS and Aged Care Quality Standards Accreditation this year, along with our Food Safety Audit for the John Green Centre. These milestones are a reflection of the dedication and hard work of our entire team, and we couldn't be prouder of what we've achieved together!

At halo, we're incredibly proud of our two Client Advisory Groups, which have become an essential part of how we shape our services. The Quality Care Advisory Body (QCAB) has been hard at work, meeting twice over the past year to explore the quality of care provided by halo.

The group take a close look at trends in complaints, feedback, compliments, and clinical trends, helping us make meaningful changes. Their recommendations go straight to our Board, and we're so grateful for their time and insights, which help us focus on what matters most to the people we support.

We're also really excited about our Friends of Halo group, which got started earlier this year. This group offers a space for real, practical feedback on how we can do better. We love that it gives our service users a voice in our decision making and strategic planning. Plus, the Client Fun Committee, which include members from Friends of Halo and others, has been an absolute hit! This committee is bringing creative ideas for fun events and celebrations for clients throughout the year – watch this space!

This year has also seen some major internal improvements in how we operate. We rolled out a new, secure intranet, completely revamped our policies and procedures to align with our brand and inclusive language, and introduced a Document Control System to keep everything current and accessible. These changes have made a real difference, making it easier for everyone to find the right information when they need it.

Looking back, it has been a year full of growth and progress, and we're excited for what's to come next year!

People & Culture



Veronica Phillips

The People and Culture department made significant progress in enhancing the employee experience, improving company culture, and supporting company growth. Moving forward, we aim to address the challenges faced this year and build on our achievements to foster a more inclusive, engaged, and productive workforce.

Over the past 12 months, we have recognised the hard work of all staff, contractors, and volunteers with the introduction of new rewards and recognition programs. This includes the Brownie Points initiative for acknowledging outstanding efforts, as well as Birthday Leave to celebrate personal milestones.

We've successfully partnered with local services by hosting injured workers and welcoming four interns from UWA at no cost to halo. Our efforts to attract top talent from multiple sources remain strong, ensuring we continue to bring in the best candidates for the company.

The "Walk in Your Shoes" program enabled staff to gain insights by working in different business areas. The People and Culture team enhanced cultural awareness through "Opening Closets" workshops and cultural sessions, while also participating in expos to boost community engagement and recruit volunteers.

To further support employee well-being, we introduced a Colleague Support Team to complement the existing Employee Assistance Program (EAP). This team consists of two designated staff members who provide peer support when employees need a confidential space to share concerns. Our commitment to internal growth is reflected in the numerous transfers and promotions, ensuring that staff feel valued and have opportunities for career progression within halo.

We also conducted company-wide training on Domestic Violence and Aboriginal Cultural Awareness, both receiving excellent feedback from participants.

Overall, the past year has been one of growth, recognition, and strengthening our workplace culture. Our focus remains on valuing our staff, encouraging development, and enhancing the employee experience across all levels of the organisation.

Chief Financial Officer



David Salvendra

The 2023–2024 financial year concluded with a positive financial outcome, achieving a surplus of approximately \$400,000, representing a net profit margin of 3.6%. This favourable result is attributable to a strategic focus on operational efficiency, revenue growth, and cost management.

Financial Performance

Revenue Growth: Total revenue increased by approximately 20% compared to the previous year, driven by a combination of increased service levels, price adjustments, and government subsidies.

Expense Management: Expenses also rose by around 20%, primarily due to wage increases and investments in critical areas such as health and safety, cybersecurity, training, and marketing.

Profitability : Despite the rise in expenses, Halo's strategic approach resulted in a healthy net profit margin, demonstrating effective cost control and revenue generation.

Financial Position and Outlook

Halo's strong financial performance reflects a solid foundation for future growth and sustainability. The company's investments in operational improvements and risk management will continue to enhance its resilience in the increasingly competitive and regulated aged care industry.

Key Strategic Initiatives

- **Compliance and Regulation:** Adherence to evolving regulatory standards to ensure long-term sustainability.
- **Operational Efficiency:** Continuous improvement in service delivery and cost management.
- **Innovation:** Embracing technological advancements to enhance care quality and efficiency.
- **Financial Resilience:** Maintaining a strong financial position to weather potential economic challenges.

Finance Manager



Charvin Purasinghe

Financial Year 2023-2024 was marked by significant achievements and a positive financial outlook for Halo. By focusing on operational excellence, compliance, and strategic investments, the company is well-positioned to navigate the complexities of the aged care and disability sectors and deliver exceptional services to its clients.

Key Financial Metrics



Dedicated Staff



Loyal Clients



Annual Turnover

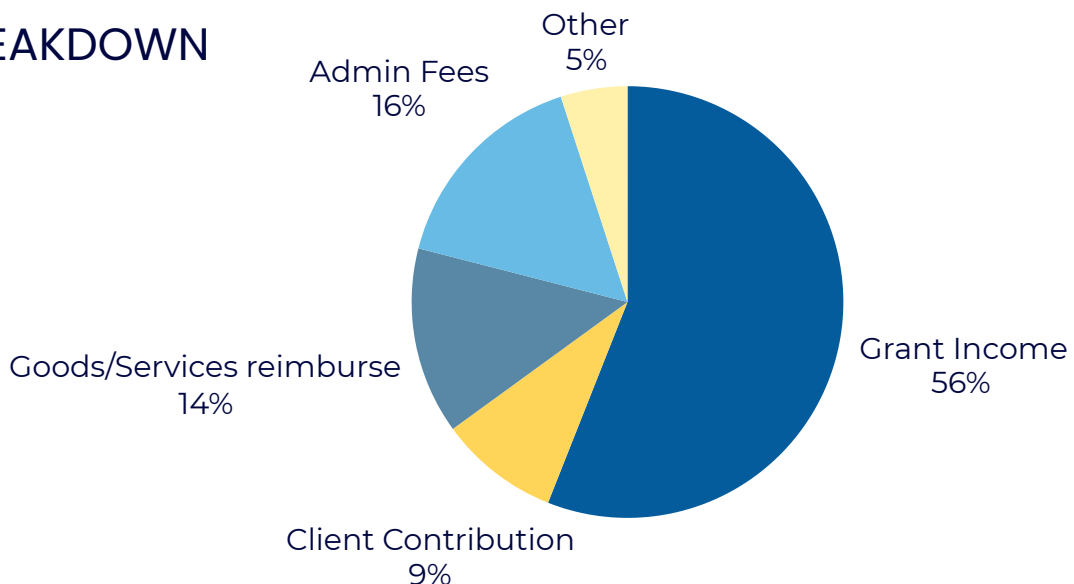


Transactions processed Annually



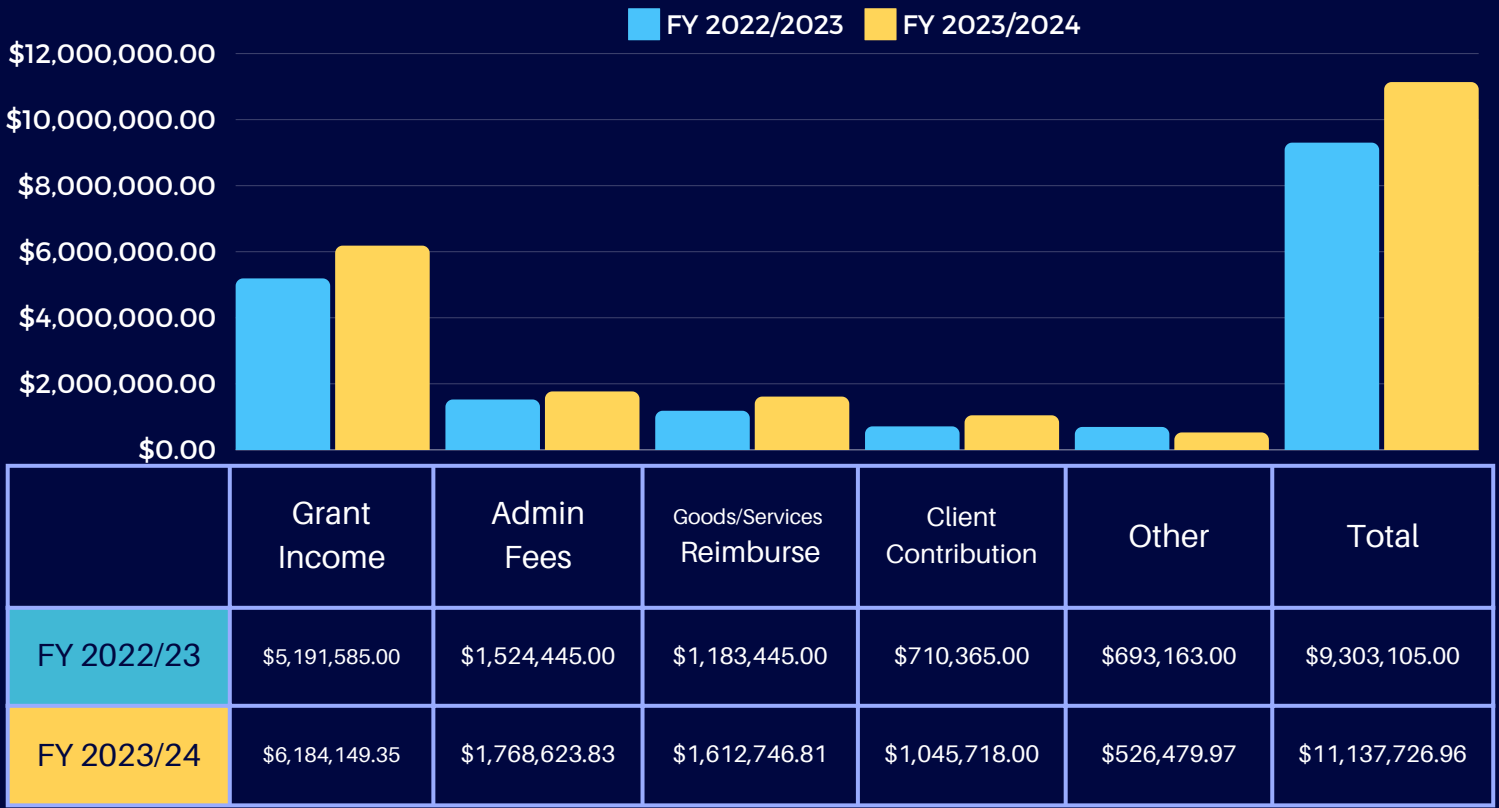
Invoices Raised

REVENUE BREAKDOWN 2023/24



Financial Performance Summary

Revenue From Operations



3 Year Trend





halo

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