

Employee General Fact Sheet

Contact Details

- SwanCare Administration – (08) 6250 0000
- Administration Fax – (08) 9470 2017
- Administration Email – info@swancare.com.au
- Website – www.swancare.com.au

Governance

Board of Directors

- Chairman – Kim Hocking
- Deputy Chair – Rob Wilton
- Director – Dean Lavers
- Director – Pam O’Nions
- Director – Anna Ciffolilli
- Director – John McLean
- Director – Brad Harvey
- Director – Scott Waters

Village Resident Advisory Council Representatives

- Bill Waterer
- Keith Hayes

Major Applicable Legislation

- Retirement Villages Act (1992)
- Code of Fair Practice for Retirement Villages (2023)
- Aged Care Act (1997)
- Associations Incorporation Act 1987 WA (2015)
- SwanCare Group Constitution (as approved 20 Dec 2022)

Organisation Description

- Commenced operations in 1960 as Swan Cottage Homes (31st October 1960)
- Founder – Richard Cleaver, former Federal Member for Swan (hence the name Swan Cottage Homes)
- Not for profit, charitable, public benevolent institution
- Second largest Independent Aged Care provider in WA
- Approx. 700 staff

SwanCare Sites

SwanCare Bentley Park

- Address: 26 Plantation Drive Bentley WA 6102
- 15-hectare site
- Largest single site in WA
- Approx. 600 Independent Living Units, 38% Rental & 62% Lease for Life
- Four residential aged care centres: SwanCare Waminda (110 rooms), SwanCare Kingia (85 rooms), SwanCare Tandara (75 rooms) & SwanCare Ningana (124 rooms)
- Three licences in total – SwanCare Kingia & SwanCare Tandara are under one provider number.
- SwanCare At Home offers Home Care support services onsite and offsite

SwanCare Australind Rise

- Address: Christina Street, Australind WA 6233
- Independent living
- Commenced construction in October 2009
- Completed phases 1 and 2 being 13 villas in the first stage, and second stage consisting of 8 villas.
- Community facility completed June 2015

Independent Living – Lease for Life Units (Resident Funded)

Ingoing payment, refundable less charges listed below as per new agreements post 2017:

Data	
Amenities Fee p.a. - Years 1 - 6	4.00%
Reserve Fund p.a. Years 1 - 6	1.00%
Capital Growth percentage to resident	50.00%

- Amenities and Reserve Fund fees calculated as a % of the ingoing loan paid by a resident.
- Capital growth is the difference between the new In-going loan and the original in-going loan.
- Admission via a signed agreement on a Lease for Life basis
- Standard entry – full value of the home and standard Deferred Management fee (5% per annum capped at 6 years)
- Flexible entry loan offered – lower entry loan than market value with Deferred Management Fee increased to reflect difference in entry loan value.

Independent Living – Rental Accommodation

- Fortnightly rental payment in lieu of ingoing payment
- Service fee charged per fortnight to cover operational costs. i.e. maintenance, refuse management, etc.
- Admission via a signed rental agreement

SwanCare Residential Aged Care Centres

SwanCare Waminda – 110 rooms (110 licences)

- RAD's apply, depending on means test.
- RADs from \$450k - \$550k depending on room configuration.
- DAP also a payment option, or a combination of both RAD & DAP
- Payment made by Commonwealth depending on AN-ACC (Australian National Aged Care Classification) rating
- Contribution made by resident (means tested)
- Further benefits claimable from Commonwealth depending on resident dependency/circumstance.

SwanCare Kingia – 85 rooms & SwanCare Tandara – 75 rooms (160 licences total)

- RAD's apply, depending on means test.
- RADs from \$350 - \$550k depending on room configuration.
- DAP also a payment option, or a combination of both RAD & DAP
- Payment made by Commonwealth depending on AN-ACC (Australian National Aged Care Classification) rating
- Contribution made by resident (means tested)
- Further benefits claimable from Commonwealth depending on resident dependency/circumstance.
- SwanCare Kingia includes a 20-bed controlled access ward.

SwanCare Ningana – 124 rooms (131 licences)

- RAD's apply, depending on means test.
- RADs from \$575k - 695k depending on room configuration.
- DAP also a payment option, or a combination of both RAD & DAP
- Payment made by Commonwealth depending on AN-ACC (Australian National Aged Care Classification) rating
- Contribution made by resident.
- Further benefits claimable from Commonwealth depending on resident dependency/circumstance.
- Double rooms available

Accreditation

All four residential aged care centres are accredited by the Australian Aged Care Quality & Safety Commission.

Staffing

Approx. 700 staff, allocated as follows:

- 23% Nurses and Allied Health
- 50% Care Staff
- 17% Hospitality Services
- 18% Admin & Corporate Services
- 2% Community Living

Award or Agreement coverage:

- ANF Agreement – Registered & Enrolled Nurses (EBA)
- HSU Agreement – Admin, Allied Health (EBA)
- Aged Care Award – Care, Maintenance, and Hospitality Staff
- SCHADS – Social, Community, Home Care & Disability Services Award – Community Living
- Majority of staff covered by Aged Care Award.

Executive Team

- Chief Executive Officer – Graham Francis
- GM Growth & Support Services – Paul Grzelec
- Chief Financial Officer – Sinead McCartan
- GM Community Living– Natalie Hodi
- GM Health and Aged Care Services – Julie Atkinson
- GM People and Culture – Fiona Millar

Senior Management

- Care Services Manager, SwanCare Waminda – Pauline Bremner
- Care Services Manager, SwanCare Kingia & Tandara – Jovi Tesani
- Care Services Manager, SwanCare Ningana – Sharleen Mann
- Clinical Operations Manager – Duska Bodegrajac
- Manager Admissions – Leanne LeBrun
- Corporate Hospitality Operations Manager – Daniel Smith
- Facilities, Assets & Capital Works Operations Manager – Antonino Abad
- Manager Operations ICT – Mat Allam
- Brand & Marketing Manager – Nancy Kingston
- SwanCare At Home Manager – Mechy Scharlach
- People & Performance Operations Manager – Kerrilee Wilson
- Employee Services Operations Manager – Visva Kumar
- Management Accountant – Sasha Locke

- Australind Rise Manager – Margaret Robinson
- Executive Assistant – Karen Parker

Data	
Annual Revenue Budget	4.00%
Net Asset Holding	1.00%

Range of Facilities at SwanCare Bentley Park	Range of Resident Clubs and Committees
<ul style="list-style-type: none"> • Leisure Precinct • Heated Indoor Swimming Pool • Gym & Wellness Centre • Activity & Reading rooms • Swan Centre • Pavilion • Bowling Green • BBQs • Sound Pavilion • Auditorium • Medical Centre • Library • Grocery Store • Hairdressers/Beauticians • Op Shop • Spritz Café & Jarrah Café 	<p>Bentley Park is home to over 40 retirement living resident clubs and groups, including:</p> <ul style="list-style-type: none"> • Bentley Park Residents’ Council • Social Club • SwanCare Centres Auxiliary • Bowls (Indoor, Outdoor & Undercroft) • Art Group • Line Dancing • Gardens Interest Group • Pottery Group • SwanCare Allsorts Choir • Book Club • Water Aerobics • Qigong

Special Awards

Winner of the following National & State Industry awards:

- November 2020 – Australian Institute of Project Management Award to NS Projects for both WA & National Ward: Community Development for Leisure Precinct
- November 2020 – Master Builders Award: Best Public Use Building (ADCO Constructions) for SwanCare Leisure Precinct
- July 2020 – Town of Victoria Park Business Hall of Fame for contribution to the community over the decades.
- July 2020 – Think Brick Australia 2020: Robin Dods Roof Tile Excellence Award
- June 2020 – WA Architecture Award: Urban Design for Leisure Precinct. Commendations for lighting and public architecture.
- 2019 – ACSA WA Innovation in Service Delivery Award: Senior Citizen Partnership Program

- 2017 – Engaging Young Leaders Aged Care & Community Boards: Winner Not-For-Profit Difference Maker Diversity Awards
- 2017 – Master Builders WA Excellence in Construction Awards Winner: Best Seniors/Aged Persons Multi-Unit Development for Akora Apartments (constructed by BGC).
- 2017 – ACSA Excellence in Care Awards WA Finalist: SwanCare Waminda & Carson Street School project
- 2015 – ACSWA State Volunteer of the Year award winner: Laurie Hudson
- 2014 – National Better Practice Award: SwanCare Feathers Program (Employee Recognition & Rewards Program)

