



Item No: 19.1

Date: 20 March 2023

Attachment: A, B, C, D

Meeting:	Council
Title:	Discretionary Rates Rebate Application (ECH Inc.) 2022-23
Responsible Manager:	Group Manager Corporate Services, Vikki Purtle
Author:	Group Manager Corporate Services, Vikki Purtle
Key Pillar:	Strategic Framework – Key Pillar 7 – Leadership – A responsible and influential local government organisation
Key Focus Area:	Financial Guiding Principle 1 - Finances managed responsibly
Type of Report:	Decision Required

Pursuant to Section 83(5) of the *Local Government Act 1999*, the Chief Executive Officer indicates that the matter contained in this report may, if the Council so determines, be considered in confidence pursuant to Section 90(2) of the *Local Government Act 1999* on the basis that the information contained in the attached report is information of the nature specified in subsections 90(3) (a) of the Act namely information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

Recommendation (Public)

Pursuant to s90(3)(a)

Pursuant to Section 90(2) of the *Local Government Act 1999* the Council orders that all members of the public, except the Acting Chief Executive Officer Scott Reardon, Group Manager Asset & Infrastructure James Kelly, Group Manager Corporate Services Vikki Purtle, Group Manager Public Relations & Community Services Sarah Spencer, and Council Secretariat Danielle Edwards, be excluded from attendance at the meeting for Agenda Item 19.1 'Discretionary Rates Rebate Application (ECH Inc.) 2022-23'.

The Council is satisfied that, pursuant to section 90(3)(a) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

Recommendation (Confidential)

That Council accepts the request for a 10% discretionary rates rebate application for ECH Inc., for a total rebate amount of 10% equating to \$2,622.39 for the financial year 2022-23, in line with section 166 of the *Local Government Act 1999* and Council's Rating Policy.

Recommendation (Public)

Pursuant to s.91(7)

That having considered Agenda Item 'Discretionary Rates Rebate Application (ECH Inc.) 2022-23' in confidence under section 90(2) and (3)(a) of the *Local Government Act 1999*, the Council, pursuant

to section 91(7) of that Act orders that the report and attachments relevant to this Agenda Item be retained in confidence until the matter is resolved, excepting that the Council authorises the release of the Council resolution to those parties identified in the substantive resolution relating to this Agenda Item to enable enactment of the resolution and that pursuant to Section 91(9)(c) of the *Local Government Act 1999* the Council delegates to the Chief Executive Officer the review and power to revoke this Order;

and

That Council resolves to end its confidential deliberations pursuant to Section 90(2) of the *Local Government Act 1999* and re-admit the public.

Summary

Administration are in receipt of an application dated 12 January 2023, included as Attachment A to this report, for a discretionary rates rebate from ECH Inc. for properties owned and rated in the Town of Walkerville (Attachment B.) The applicant has submitted the request on the basis that the land is being used to provide accommodation for the aged or disabled and have indicated that the rebate will assist in passing savings along to residents. By the nature and virtue of the land and the provisions of the *Local Government Act 1999*, the owner has submitted a discretionary rates rebate application seeking a rebate of 10%, equating to a total rebate amount of \$2,622.39 noting that discretionary rebates are not applied to any Regional Landscape Levy charges.

With this in mind, should Council endorse the recommendation of this report, the applicable rates charge will be adjusted as follows:

Current Charge		Requested Rebate (10%)		Adjusted Charge
\$26,223.90	-	\$2,622.39	=	\$23,601.51

Background

Per Clause 5 of the Rate Rebate Application Form, the applicant has included additional information to support the request for a discretionary rates rebate and this information is included as Attachment C to this report.

At its Ordinary Meeting of 20 February 2023 Council resolved the following:

CNC213/22-23

That item 19.1 Discretionary Rates Rebate Application (ECH Inc.) 2022-23 be deferred until the March 2023 Council Meeting after investigation of historical rates rebates.

The following information is provided regarding historical Discretionary Rate Rebates (non-contiguous) received and considered by Council.

At its Ordinary Meeting of 15 August 2016 Council resolved the following:

CNC73/16-17

That the Council accepts the 'Allity Pty Limited' request for a discretionary rebate for the financial year ending 30 June 2017 for an amount of 10%.

The dollar value of the rebate processed was \$6,382.58.

At its Ordinary Meeting of 17 August 2015 Council resolved the following:

CNC91/15-16

1. *That Council declines Allity Pty Ltd.'s request for a 50% discretionary rate rebate.*
2. *That Council grants Allity Pty Ltd a discretionary rate rebate of 10%, acknowledging that prima facie it meets the requirements of Section 166 (1)(i) of the Local Government Act 1999.*

The dollar value of the rebate processed was \$6,232.63.

Please note that there is no record of the applicant to which this report relates - ECH Inc. having previously applied for a Discretionary Rates Rebate with the Town of Walkerville in any previous financial year.

Discussion/Issues for Consideration

Local Government Act 1999 – Discretionary Rebate of Rates

Pursuant to section 166 of the *Local Government Act 1999*, Council may grant a rebate of rates or service charges in certain circumstances including:

- *Where the land is being used to provide accommodation for the aged or disabled*¹
- *Where the land is being used for a residential aged care facility that is approved for Commonwealth funding under the Aged Care Act 1997 (Cwlth) or a day therapy centre*²
- *Where the land is being used by an organisation which, in the opinion of the council, provides a benefit or service to the local community*³

Rating Policy.

Section 12.2 of Council's adopted Rating Policy included as Attachment D to this report, provides for instances when Council should consider granting a discretionary rebate.

The policy states that Council has the discretion to rebate any percentage of Rates for a number of purposes including "*accommodation for the aged or persons with disability.*"

Each rebate granted either A) reduces Council's revenue (and hence its capacity to provide services), or B) increases the amount that must be collected from other ratepayers. Decisions on these applications must be carefully considered and upon receipt of an application for a discretionary rebate, Council will take into account:

- *Why there is a need for financial assistance through a rebate;*
- *The level of rebate being sought;*
- *The extent of financial assistance, if any, being provided in respect of the land by Commonwealth or State agencies;*
- *Whether, and if so to what extent, a ratepayer is a public sector body, a private not for profit body or a private or profit body;*
- *The nature and extent of Council services provided in respect of the land in comparison to services elsewhere in the Council's area;*
- *The community need, if any, that is being met by activities carried out on the land;*

¹ *Local Government Act 1999 (SA) s.166 1 (h)*

² *Local Government Act 1999 (SA) s.166 1 (i)*

³ *Local Government Act 1999 (SA) s.166 1 (j)*

- *The extent to which activities at the land provide assistance or relief to disadvantaged persons;*
- *The desirability of granting a rebate for more than one year;*
- *Consideration of the full financial consequences of the rebate for the Council;*
- *The time the application is received;*
- *Whether the ratepayer may be eligible for a Council community grant;*
- *Any other matter and policies of the Council, which the Council considers relevant*

After considering these matters, Council may grant a rebate subject to specific conditions or refuse to grant any rebate of rates.

Council does have the power to grant rebates for periods of up to three years, however consideration should be given to potential changes in ownership and budget impacts before doing so. It is on this basis, that Administration has consistently recommended that discretionary rate rebates be considered on an annual basis.

Options for Consideration

Option 1

That Council accepts ECH Inc.'s request for a discretionary rates rebate of 10%, equating to a total rebate amount of \$2,622.39 for the 2022-23 financial year.

Option 2

That Council agrees to grant a different discretionary rebate in the amount of \$XXX.

Option 3

That Council rejects the request to grant a discretionary rate rebate.

Analysis of Options

Options 1 is in line with Division 5 – Rates and Charges of the *Local Government Act 1999* and Council's adopted Rating Policy.

Financial and Governance Implications

Generally, the granting of a discretionary rebate will decrease rate revenue received by the Council. However, the budget for the financial year 2022-23 incorporates some provision for the granting of discretionary rebates which sufficiently covers this amount.

Preferred Option & Reasoning

Option 1 is the preferred option as it is consistent with Council's Rating Policy and the *Local Government Act 1999*.

Attachments

Attachment A	Rate Rebate Application Form – ECH Inc.
Attachment B	ECH Inc. Properties Included in the Rate Rebate Application
Attachment C	Rate Rebate Application – Supporting Documentation – ECH Inc.
Attachment D	Rating Policy

RATE REBATE APPLICATION FORM

Civic and Community Centre
66 Walkerville Terrace, Gilberton
PO Box 55, Walkerville SA 5081
Tel (08) 8342 7100 Fax (08) 8269 7820
walkerville@walkerville.sa.gov.au
www.walkerville.sa.gov.au

1. Details of applicant

Name ECH Inc (please print)

Address [REDACTED]

Telephone [REDACTED] Mobile [REDACTED] Facsimile [REDACTED]

If the applicant is not a natural person, please provide details of a contact person for the applicant.

Name John Hall

Address [REDACTED]

Telephone [REDACTED] Mobile [REDACTED] Facsimile [REDACTED]

Email [REDACTED]

2. Details of land

Assessment no/s See attached spreadsheet

Certificate of Title Various

Address See attached spreadsheet

Owner of land (if not you) ECH Inc

3. Categories of rebate

Please tick the category of rebate under which you are seeking a rebate:

3.1 Mandatory rate rebate

- 3.1.1 **Health services (100%)** – Land being predominantly used for service delivery or administration by a hospital or health centre incorporated under the *South Australia Health Commission Act 1976*;
- 3.1.2 **Religious purposes (100%)** – Land containing a church or other building used for public worship (and any grounds), or land solely used for religious purposes;
- 3.1.3 **Public cemeteries (100%)** – Land being used for the purposes of a public cemetery;
- 3.1.4 **Royal Zoological Society of SA (100%)** – Land (other than land used as domestic premises) owned by, or under the care, control and management of, the Royal Zoological Society of South Australia Incorporated.
- 3.1.5 **Community services (75%)** – Land being predominantly used for service delivery and administration by a community services organisation.

Does your organisation satisfy the following:

- a) is incorporated on a not for profit basis for the benefit of the public; and
- b) provides community services without charge or for a charge that is below the cost to the body of providing the services; and
- c) does not restrict its services to persons who are members of the body.

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If you have ticked (a), (b) and (c), which of the following services does your organisation provide:

- emergency accommodation
- food or clothing for disadvantaged persons (i.e., persons who are disadvantaged by reason of poverty, illness, frailty, or mental, intellectual or physical disability)
- supported accommodation (i.e., residential care facilities in receipt of Commonwealth funding or accommodation for persons with mental health, intellectual, physical or other difficulties who require support in order to live an independent life)
- essential services, or employment support, for persons with mental health disabilities, or with intellectual or physical disabilities
- legal services for disadvantaged persons
- drug or alcohol rehabilitation services; and/or
- research into, or community education about, diseases or illnesses, or palliative care to persons who suffer from diseases or illnesses
- other: please specify _____

3.1.6 Educational purposes (75%)

Which of the following criteria apply:

- land occupied by a government school under a lease or licence and being used for educational purposes **OR**
- land occupied by a non-government school registered under Part 5 of the *Education Act 1972* and being used for educational purposes **OR**
- land being used by a University or University College to provide accommodation and other forms of support for students on a not for profit basis.

3.2 Discretionary rate rebate

Council may at its discretion grant a rebate of rates or service charges in any of the following cases.

Please indicate which of the following is applicable to your application:

- the rebate is desirable for the purpose of securing the proper development of the area (or a part of the area)
- the rebate is desirable for the purpose of assisting or supporting a business in its area
- the rebate will be conducive to the preservation of buildings or places of historic significance
- the land is being used for educational purposes
- the land is being used for agricultural, horticultural or floricultural exhibitions
- the land is being used for a hospital or health centre
- the land is being used to provide facilities or services for children or young persons
- the land is being used to provide accommodation for the aged or disabled
- the land is being used for a residential aged care facility that is approved for Commonwealth funding under the *Aged Care Act 1997 (Commonwealth)* or a day therapy centre
- the land is being used by an organisation which provides a benefit or service to the local community
- the rebate relates to common property or land vested in a community corporation under the *Community Titles Act 1996* over which the public has a free and unrestricted right of access and enjoyment
- the rebate is appropriate to provide relief against what would otherwise amount to a substantial change in rates payable by a rate payer due to a change in the basis of valuation used for the purposes of rating, rapid changes in valuations, or anomalies in valuations.

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4. Amount of rebate

4.1 If you are seeking a mandatory rate rebate under Clause 3.1.5 or 3.1.6 (which allows for a 75% rebate) are you also applying to the Council to increase that rebate?

YES NO

If yes, please specify the amount of rebate that you are applying for: \$ _____

4.2 If you are applying for a discretionary rate rebate under Clause 3.2 of this Application, please specify the rebate amount you are applying for.

10%

Please specify why you (or your organisation) need financial assistance through a rebate and why the amount of rebate you have applied for is appropriate.

Under the Retirement Villages Act ECH is given exemption to operate our 110 retirement villages as "one village". This enables us to share any costs and savings across all residents by either not increasing or reducing the weekly maintenance fees payable. Making application for these rebates will assist us in the process of passing savings along to residents.

5. Additional information required

Council requires you to attach the following additional information to this application:

5.1 Where you are seeking a mandatory rebate under Clause 3.1.5 of this application – community services:

- 5.1.1 evidence that the land is being used for service delivery and/or administration
- 5.1.2 a copy of the organisation's constitution and/or other documentation establishing that it is incorporated on a not-for-profit basis
- 5.1.3 a copy of the organisation's latest Annual Report (including most recent financial statements)
- 5.1.4 evidence that the organisation provides services free of charge or below cost
- 5.1.5 evidence that the organisation provides services to persons other than members.

5.2 Where you are seeking a discretionary rebate in Clause 3.2:

- 5.2.1 evidence that the land is being used for the purpose for which the rebate is being sought
- 5.2.2 information as to whether, and if so to what extent, you (or your organisation) will be providing a service within the Council area
- 5.2.3 whether you have made or intend to make an application to another Council
- 5.2.4 the extent of financial assistance (if any) being provided by Commonwealth or State agencies
- 5.2.5 whether you are in receipt of a community grant or money from Council's Community Fund
- 5.2.6 any other information that you believe is relevant in support of this application.



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6. Application forms

Application forms and all additional information must be submitted to the Council as soon as possible. A failure to submit application forms or to provide the additional information required by Council to assess the application by the due date may result in Council refusing to consider the application.

IMPORTANT INFORMATION

It is an offence for a person or body to make a false or misleading statement or representation in an application or to provide false or misleading information or evidence in support of an application made (or purporting to be made) under the Act. The maximum penalty for this offence is \$5,000.00 (*Section 159 (2) of the Local Government Act 1999*).

Council may grant a rebate of rates or charges on such conditions as Council thinks fit.

If a person or body has the benefit of a rebate of rates and the grounds on which the rebate has been granted cease to exist, the person or body must immediately inform Council of that fact and (whether or not Council is so informed) the entitlement to a rebate ceases. If a person or body fails to notify Council that person or body is guilty of an offence and liable to a maximum penalty of \$5,000.00. (*Section 159 (7) (8) of the Local Government Act 1999*).

Council may, for proper cause, determine that an entitlement to a rebate of rates under the Act no longer applies.

Where an entitlement to a rebate of rates ceases or no longer applies during the course of a financial year, the Council is entitled to recover rates, or rates at the increased level (as the case may be), proportionate to the remaining part of the financial year.

I declare that the information I have provided on this application form is true.

I declare that I have attached the additional information required under Clause 5.

DATED the 12th day of January year 2023

Signed

Name (please print) John Hall

Assess	Suburb	Current	Proposed
A3635	WALKERVILLE	\$ 349.45	\$ 314.51
A1360	WALKERVILLE	\$ 440.80	\$ 396.72
A1361	WALKERVILLE	\$ 440.80	\$ 396.72
A1363	WALKERVILLE	\$ 260.45	\$ 234.41
A1364	WALKERVILLE	\$ 263.95	\$ 237.56
A1366	WALKERVILLE	\$ 341.25	\$ 307.13
A1368	WALKERVILLE	\$ 341.25	\$ 307.13
A1369	WALKERVILLE	\$ 263.95	\$ 237.56
A3637	WALKERVILLE	\$ 363.50	\$ 327.15
A1374	WALKERVILLE	\$ 363.50	\$ 327.15
A1375	WALKERVILLE	\$ 363.50	\$ 327.15
A1376	WALKERVILLE	\$ 389.25	\$ 350.33
A1378	WALKERVILLE	\$ 389.25	\$ 350.33
A1379	WALKERVILLE	\$ 368.20	\$ 331.38
A1385	WALKERVILLE	\$ 320.15	\$ 288.14
A1386	WALKERVILLE	\$ 315.45	\$ 283.91
A1387	WALKERVILLE	\$ 367.00	\$ 330.30
A1388	WALKERVILLE	\$ 311.95	\$ 280.76
A1389	WALKERVILLE	\$ 311.95	\$ 280.76
A4791	WALKERVILLE	\$ 564.50	\$ 508.05
A1392	WALKERVILLE	\$ 363.50	\$ 327.15
A1395	WALKERVILLE	\$ 383.65	\$ 345.29
A3442	WALKERVILLE	\$ 403.65	\$ 363.29
A1589	WALKERVILLE	\$ 525.55	\$ 473.00
A1590	WALKERVILLE	\$ 401.30	\$ 361.17
A1591	WALKERVILLE	\$ 401.30	\$ 361.17
A1592	WALKERVILLE	\$ 399.00	\$ 359.10
A1593	WALKERVILLE	\$ 520.90	\$ 468.81
A1594	WALKERVILLE	\$ 520.90	\$ 468.81
A1595	WALKERVILLE	\$ 520.90	\$ 468.81
A1727	WALKERVILLE	\$ 796.75	\$ 717.08
A1731	WALKERVILLE	\$ 601.45	\$ 541.31
A1733	WALKERVILLE	\$ 755.20	\$ 679.68
A1736	WALKERVILLE	\$ 755.20	\$ 679.68
A3354	WALKERVILLE	\$ 535.30	\$ 481.77
A3355	WALKERVILLE	\$ 535.30	\$ 481.77
A3356	WALKERVILLE	\$ 535.30	\$ 481.77
A3357	WALKERVILLE	\$ 535.30	\$ 481.77
A3268	VALE PARK	\$ 631.15	\$ 568.04
A3282	VALE PARK	\$ 631.15	\$ 568.04
A3269	VALE PARK	\$ 631.15	\$ 568.04
A3281	VALE PARK	\$ 626.00	\$ 563.40
A3270	VALE PARK	\$ 626.00	\$ 563.40
A3280	VALE PARK	\$ 683.40	\$ 615.06
A3271	VALE PARK	\$ 631.15	\$ 568.04
A3279	VALE PARK	\$ 631.15	\$ 568.04
A3272	VALE PARK	\$ 631.15	\$ 568.04
A3278	VALE PARK	\$ 683.35	\$ 615.02
A3273	VALE PARK	\$ 631.15	\$ 568.04
A3274	VALE PARK	\$ 626.00	\$ 563.40
A3275	VALE PARK	\$ 626.00	\$ 563.40
A3276	VALE PARK	\$ 631.15	\$ 568.04
A3277	VALE PARK	\$ 683.40	\$ 615.06

Totals	\$ 26,223.90	\$ 23,601.51
Difference	\$ 2,622.39	



ENABLING CONFIDENCE AT HOME

ECH is a leading not-for-profit provider of retirement living accommodation as well as services that promote self-determination, and enables people to have the best life possible as they age.

OUR PROMISES

You can count on ECH:

- to be reliable
- to care about you
- to treat you as an individual
- to be easy to deal with, and
- to always look for new ways to help you.

DIVERSITY

ECH is highly committed to being inclusive of clients and staff with differing backgrounds.

ECH is constantly tailoring its services to reach diverse social groups, such as culturally and linguistically diverse (CALD), lesbian, gay, bisexual, transgender and intersex (LGBTI), Aboriginal and Torres Strait Islander communities and people living with a disability.

ECH is proudly South Australia's first Rainbow Tick accredited aged care provider.

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MESSAGE FROM

THE CHAIR OF THE BOARD AND CHIEF EXECUTIVE

The last 12 months have been both challenging and extremely rewarding. Operationally we have continued to navigate our way through the pandemic and find new ways of working. While at the same time we have undergone a Royal Commission into Aged Care, which finally came to a close in April 2021.

We are proud to say that we were involved in several of the Royal Commission's public hearings which gave us an opportunity to talk about what needs to change. The Commission resulted in 148 recommendations many of which are still being worked through however it was fantastic to hear that \$17.7bn will be invested into Aged Care over the next five years.

Plus, the Government also announced the introduction of additional 80,000 Home Care Packages, 40,000 this financial year and 40,000 next financial year. We are already starting to see the benefits of the additional packages with many new clients choosing to come to ECH as well as many of our existing clients now receiving a higher level package than previously.

In November 2020 we were extremely proud to be announced as the winner of the national Outstanding Organisation Award in the aged care category at HESTA Excellence Awards. The award

recognised our extraordinary work and support for older people through innovative and inclusive models of care and service delivery, community based interdisciplinary care, affordable housing, investment in technology and support for the LGBTI community.

The award is testament to the work the entire ECH team, from the Board down, does to deliver on our promise to provide the very best care possible and ensure that older South Australians have the best possible life as they age.

In the last year we've continued to enable a huge number of South Australians to live independently at home as they age and for some, to have a good and respectful death at home. As a community it's important we are open to talking about death and dying as that is the only way we can ensure someone's wishes are fulfilled. Having a good death is a fundamental part of having a good life and where possible we want to ensure we support our clients to the very end.

We continued our celebrations this year with the first birthday of our new site at College Grove. Over the last 12 months we have seen more clients come and enjoy the gym and exercise classes plus attend allied health appointments.

We have also expanded the services available at this site as our day program successfully moved from Walkerville to College Grove in June 2021. We now also have a coffee cart on site which will longer term become a full community café.

Further developments at College Grove also included the opening of Dandelion, our new Care Hotel. The Care Hotel opened at the end of June and currently offers 16 suites providing a mix of short stay accommodation and integrated respite care. At this stage this is a proof of concept until June 2022.

While the pandemic has created social challenges, it has also had a huge impact on the economy and with that in mind affordable housing continues to be a key focus for us. The development of our new vertical village, Encore Apartments in Modbury is due for completion in October 2021 and once complete this will increase our retirement living footprint by a further 77 apartments.

The finalisation of this development also fuels our ability to continue to offer affordable rental units to those most in need in the community – our rental portfolio has remained stable at 27% of our current housing stock.



This year we also continued with our digital transformation with the launch of a new finance system along with further exploration of how we can use technology to deliver a truly connected client and employee experience. This has led to a detailed 3-year roadmap with several planned improvements including a client app which should launch next year.

This year we also announced new partnerships with The Hospital Research Foundation Group (THRF) and Active Ageing Australia. We are now the official philanthropic partner for THRF in the aged care sector. Working together our focus will be on raising vital funds for trialling new and innovative technologies, piloting innovative models of care and investing in research projects that will translate into better quality of life and care for older people.

Our partnership with Active Ageing Australia solidifies our belief that to live well and age well its critically important to remain active and engaged. To help with this we have continued to expand the number and variety of social activities we have on offer including walking groups, community cafes, community gardens, pen pal programs and Wednesdays at the Cumberland Park community centre where we run a number of interactive sessions.

This year we have also continued our reconciliation journey through the launch of our second Reconciliation Action Plan - Innovate.

We're also proud to say that ECH was re-awarded with the Rainbow Tick Accreditation for a further 3 years with auditors praising us for exceeding many of the standards.

While the last 12 months have been uncertain at times what we are certain of is that as an organisation we have an amazing team of staff who we know truly want to do their best by our clients and residents to enable them to live the best possible life as they age – through to a good and respectful death at home if that is their choice.

Rosina Hislop
Chair of the Board

David Panter
Chief Executive

GOVERNANCE

BOARD OF DIRECTORS



ROSINA HISLOP

Chair of the Board

- Fellow of the Australian Institute of Company Directors (FAICD)
- Fellow of the Institute of Chartered Accountants (FCA)
- BSc (Hons) Ec and Politics

Ms Rosina Hislop is an experienced board director and national facilitator with the Australian Institute of Company Directors (AICD). She serves on the boards of enterprises across health, education and aged care.

Rosina is passionate about the role of corporate governance and strategy to contribute to a better society. She assisted in the development of the AICD's professional board training Governing to Protect Vulnerable People and is regularly engaged by boards in the human services sector to advise and guide them in improving their line of sight to the quality and safety of client services and improving board performance.

Rosina's current board roles include independent director at Dr Jones & Partners Medical Imaging and chair of the risk and performance committee at the Department for Child Protection. Rosina's board experience includes chair of the governing council for the Southern Adelaide Local Health Network, chair of Seymour College and director of GPEX.



CAMERON BRYSON

Deputy Chair of the Board
Chair Audit & Risk Management Committee

- MBA, B Build Proj Man
- Graduate of the Australian Institute of Company Directors (GAICD)

Mr Cameron Bryson is an owner and director of Oryx Property.

He has experience in providing strategic property development advice, facilitating affordable housing, infrastructure investment, financial modelling, risk analysis and project management.

He holds a degree in Building and Project Management and a Masters in Business Administration.



PETER SIEBELS

Chair Investment Committee

- B Ec Syd Uni (Economics)
- Fellow of the Institute of Chartered Accountants (FCA)
- Fellow of the Australian Institute of Company Directors (FAICD)

Mr Peter Siebels is a chartered accountant and former partner at KPMG.

He has extensive local and international experience including property and construction, mergers and acquisitions, and is the Director of specialist advisory firm 4D Advisory Pty Ltd.

Peter is currently serving as a non-Executive Director on a number of boards including President of the RAA of SA Inc and Chair of RAA Insurance Pty Ltd, Chair of the Electricity Industry Superannuation Scheme, Chair of Robern Menz and Independent Chair of Hood Sweeney.



STEPHEN CHRISTLEY

Chair Clinical Quality

- MB.BS (Hons)
- DPH
- Grad Dip Paeds
- Graduate of Institute of Company Directors (GAICD)

Dr Stephen Christley is a medical graduate and has held a number of senior roles within the Australian Health Sector including as CEO in three NSW Area Health Services, and Chief Public Health Officer and interim Mental Health Commissioner in South Australia.

He has a strong background in clinical governance and safety and quality.

Stephen holds a number of advisory and board positions including Board Member of Flinders Reproductive Medicine, Board Member of Women's & Children's Health Network, Deputy Presiding Member of the EPA and an external member of SA Health Statewide Clinical Support Services RMAC.



LOEWN STEEL

Chair Technology & Innovation Committee

- Graduate of the Australian Institute of Company Directors (GAICD)

Ms Loewn Steel is the Principal / Director of Challenging Thinking Pty Ltd and has significant expertise in corporate governance, business diversification, strategy, digital transformation and change management.

Loewn is a graduate of the Australian Institute of Company Directors and is a Board Member of Business SA and Adelaide Central Market Authority.



MARC MAKRID

Board Member

- B.Bus (Marketing)

Mr Marc Makrid has expert knowledge in business strategy, marketing, business development and organisational culture.

Marc holds a degree in Business with a Major in Marketing and is the Managing Director of Marc Makrid & Associates, a leading strategic business advisory consultancy. He is retained by a wide and diverse group of clients in key advisory and coaching roles, across multiple industry sectors.

Marc is currently the Chair of Champion Education, FPAG, Green Hat Marketing, Isoton Software, Lifestyle Bakery, Neutrog Fertilisers, UFIG and Wintulichs. Marc is a Director of Seeley International, Cold Logic, Humanihut, Guide Dogs SA & NT and a Board Member of Tristar Electrical & Automation and SA Heart.



SUE VARDON AO

Former Chair of the Board
(resigned November 2020)

Ms Sue Vardon has an extensive background in community services and social care. Sue has previously held executive positions in NSW, ACT and SA including CEO of the Office of Public Sector Reform, Commissioner for Public Employment and Chief Executive of the Department of Correctional Services as well as the role of inaugural CEO responsible for the establishment of Centrelink.

Ms Vardon AO completed two successful terms in her role as Chair of the Board at ECH and has played an integral part in steering the organisation through a sustained period of transformation.

Thank you Sue for your leadership, commitment and dedication over the last few years.

GOVERNANCE

CEO AND EXECUTIVE TEAM



DAVID PANTER

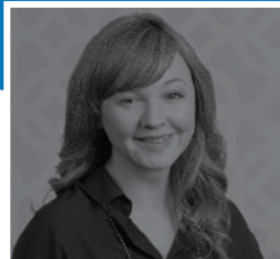
Chief Executive Officer

- PhD (Developmental Psychology)
- BSc (Hons) Ili (Experimental Psychology)

Dr David Panter is passionate about championing the rights of older people to self-determine how and where they live including the right to a good and respectful death at home.

David has worked in health and social care services for almost 40 years and has operated at Chief Executive level for 26 years. David's previous experience included roles in both the UK and South Australia.

David is currently the Chair of the SA Council of Social Service, a Director of SACOSS, a Director of Leading Age Services Australia and a member of the Every Age Counts coalition steering group.



HANNAH MURPHY

General Manager Corporate Services

- BComm, CPA, MBA, Dip Mgt

Hannah has worked within aged care services for almost 20 years in South Australia. During her time at ECH she was involved in the process that divested ECH's residential care business to focus entirely on helping people to stay at home.

As the General Manager of Corporate Services, Hannah is passionate about supporting ECH to continue to transform through the strategic use of technology and an uplift in workforce capability.

Hannah has a CPA with a Masters of Business Administration and Bachelor of Commerce from the University of South Australia.



DOROTHY NYCZ

Chief Operating Officer

- B Building (Hons), GradDip Construction Law

Dorothy has over 20 years' experience in the delivery of complex operations, social infrastructure projects and leading major organisational transformations.

With a wealth of experience in the construction, Government and not-for-profit sectors, Dorothy is passionate about continuous learning to build a good and kind South Australia for all South Australians.

As Chief Operating Officer Dorothy is responsible for building and maintaining all ECH retirement villages, and the delivery of all home and centre based care, respite and allied health services.



ROBIN MURT

Deputy Chief Finance Officer

- Bachelor of Arts (Accountancy)
- Fellow of the CPA

Robin has a wealth of experience in SA's vocational education and training (VET) and health sectors and has led senior teams responsible for major strategic initiatives within TAFE SA and South Australian Government departments.

Robin spent more than 10 years working in the health sector, culminating in his appointment to the role of Chief Operating Officer for the Central Adelaide Local Health Network.

Passionate about making a difference, Robin commenced with ECH in early 2019 as Deputy Chief Finance Officer with responsibilities for the Finance Department, Procurement and Contract Management functions.



MATT MULVIHILL

General Manager People & Culture

- Master's Degree in Leadership

Matt brings significant experience to the People and Culture space having held senior positions in the South Australian Public Sector for more than 15 years.

Matt has previously held a variety of specialist roles across five Government agencies including Education, TAFE, Child Protection, Treasury and the Department for Planning Transport and Infrastructure.

As the General Manager for People and Culture, Matt is passionate about strategic and operational leadership and helping to engage ECH staff to work towards the shared goal of supporting people to continue living independently at home as they age.

GOVERNANCE

EXECUTIVE TEAM



SCOTT MCMULLEN

General Manager Innovation and Business Development

GAICD, AFCHSM, CHM, MHSM, BSOCWK & BA

Passionate about the Health and the Human Services sectors, Scott believes innovating and partnering will improve client services. He is particularly passionate about aged and dementia care having had experience as a carer for his grandparents and now his father.

Scott has worked in Health and Human Service sectors for over 25 years and operated at an Executive Level for the past 15 years, most recently as Chief Operating Officer, Northern Adelaide Health Network. He has also held honorary academic appointments with Universities and sat on several Charity Boards.

As General Manager, Innovation and Business Development, Scott is excited to be focusing on designing and implementing new innovative initiatives as well as fostering partnerships that align with ECH's visionary strategic plan.



CHRIS DURY

Chief Information Officer (CIO)

- Diploma of Multimedia & Interactive Design

Chris brings a wealth of experience in the technology space having owned and managed his own successful tech start up, Traversity. His company focused on building technologies to assist a range of health professionals.

Having previously worked for a locally based technology consulting firm, Chris has significant experience working with several South Australian based ageing care organisations on their technology strategies and the implementation of their transformation programmes.



RELEASE

Full Time Equivalent	Nr of Execs/Board Members	Salary \$'000	Total Package \$'000
EXECUTIVE			
Band 1 - (Chief Executive)	1	> 250	> 270
Band 2 - (Deputy Chief Executives - one Corporate, one Operational)	2	210 - 230	237 - 260
Band 3 - (Executives with responsibility for specific technical areas)	5	180 - 190	204 - 215
BOARD			
Band 1 - (Chair of Board)	1	71 - 90	77 - 99
Band 2 - (Deputy Chair, Sub-Committees Chairs)	4	51 - 70	55 - 77
Band 3 - (Members with technical expertise in specific business areas)	2	30 - 50	32 - 55

YEAR IN REVIEW

At a glance, see how ECH has performed during the 2020-2021 financial year and grew its community.



Social Connections

- 7 active walking groups with 83 members
- 27 people active in the Pen Pal Program
- 5 Conversation Cafes attended by 58 people
- 10 people/week at Halifax Cafe
- 6 people/week at Henley Beach Community Garden

50 people/week attended Cumberland Park Community Centre Programs



Home Services

- 195 clients achieved a good or respectful death at home
- 146 Billy users

Personalised care to 2,093 At-Home clients



People & Culture

- 674 employees
- 155 newly onboarded
- 9 staff with 25+ years of service
- 32 staff with 15-24 years of service
- 73 staff with 10-14 years of service

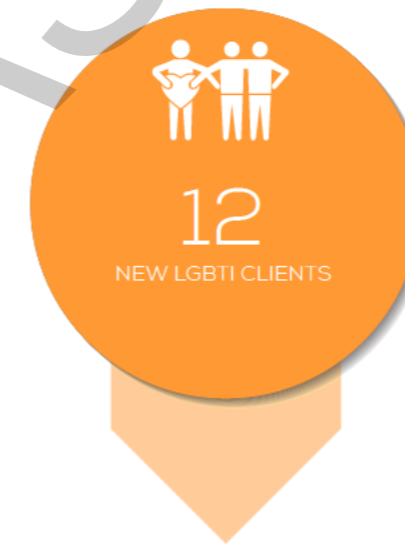
124 volunteers completed an amazing 5,923 hours



Property & Retirement Living

- 29% of existing units are rentals
- 2,001 total ECH residents
- 136 new residents

14,398 maintenance requests fulfilled



Diversity

- 12 new LGBTI clients onboarded
- Fortnightly calls to 270 LGBTI people during COVID lockdown

252 LGBTI people active in the Rainbow Social Connection Program



Respite

- 604 clients equated to 16,671 attendances at Day Programs

119 clients equated to 1,574 attendances in Short Stay



Wellness

- 4,918 clients equated to 99,049 attendances at individual and group sessions

183 clients attended 666 bus trips

YEAR IN REVIEW

PROPERTY AND RETIREMENT LIVING



ENCORE APARTMENTS READY FOR NEW RESIDENTS

During the 2020-21 financial year fantastic progress was made on Encore Apartments, our newest vertical retirement village at Modbury.

While challenging, the COVID environment did not delay the build with completion tracking as scheduled for early October 2021. To help prospective residents get a feel for the new apartments a bespoke display suite was opened in January at ECH Head Office in Parkside.

By the end of the year over 50% of the apartments were under contract, a great achievement by the team, with new residents set to move in from October 2021.

RESIDENT SUPPORT DURING COVID

Over the last 12 months the Independent Living Services Team have been busy providing additional support to residents who needed assistance during COVID lockdowns. The team made several welfare calls to residents and assistance was available for those who needed help with shopping. Weekly telephone calls were also established between residents and volunteers with many new friendships flourishing.



CRICHTON COURT REFURBISHMENT

The Crichton Court ECH Assisted Living village received an upgrade to their communal facilities including the dining room, kitchen and laundry.

The renovations included an expanded dining area, a larger kitchen with greater storage and a new cleaners' room.

Crichton Court's longest serving resident Mary together with staff member Sue cut the ribbon at the grand opening, with everyone excited to be able to enjoy coming together for meals and socialising in the new dining room.

The residents lounge is next for refurbishment with plans in place for an improved layout, lighter, brighter colour scheme and new furniture. This is expected to be completed before Christmas 2021.

NEW RESIDENT HANDBOOK

During the second half of the year the ECH resident handbook received a radical refresh. The content and visuals were updated with an improved layout designed to make the booklet easier for residents to read and locate important information. The new handbook has now been delivered to all ECH residents.



2,001
Total Residents

136
New Residents

14,398
Resident Maintenance Requests



HOME SERVICES

INCREASED CLIENT SATISFACTION

This year has seen further embedding of the neighbourhood service delivery model and the GP Practice Program into our Home Care delivery.

This approach to delivering targeted, integrated care management in a community setting has enabled us to show that it is possible to support an older person to live at home until death if that is their choice.

A GOOD LIFE TO THE END

Over the last 12 months our ECH GP has been further exploring the potential to embed processes and services that integrate 'ageing well and dying well'.

The results have seen 195 ECH clients avoid hospital and at the end-of-life have palliative care delivered at home in accordance with their wishes.

CLIENT EXPERIENCE

Technology continued to be a focus over the last 12 months with the launch of the connected client experience project.

The project began with information gathering from across the whole organisation to identify gaps and opportunities. This led to the development of a three-year road map which includes numerous technology and service improvements for both clients and staff.

BILLY TECHNOLOGY

We have also continued to invest in our Billy software technology as this continues to be offered to our Home Care Package clients.

With 146 clients now using Billy it's helping to provide more peace of mind to families as well as supporting people to remain living independently for longer.



156,859
At-Home Visits

2,093
Personal Care Visits to Clients

192
Clients Supported to Have a Good and Respectful Death at Home

YEAR IN REVIEW

PEOPLE AND CULTURE



OUR GREATEST ASSET

Our people are truly our greatest asset and this year we celebrated this in our new TV ad entitled Teams. The ad featured Home Care clients Maureen and Tom along with their real life ECH team.

CARE FRIENDS APP

Over the last 12 months the HR team expanded our employee referral program with the roll out of the Care Friends Employee Referral App.

The Care Friends App offers a range of 'gamified' incentives to ECH staff to refer vacancies to family and friends.

The App is based on strong research indicating that candidates referred by existing staff are of a higher calibre, are more values aligned and are likely stay with the organisation longer than candidates sourced through traditional recruitment means.

Since the roll out we have successfully appointed several new staff who have been referred via the app.



RECRUITMENT VIDEOS

We also filmed 20 short videos featuring an array of our staff talking about their roles and why they enjoy working at ECH. These videos have been published on the ECH website and social media pages.

GROWTH CULTURE PROGRAM

Over the last 12 months ECH piloted a Growth Culture program, working with key operational teams. The pilot program focused on creating shared perspectives, improving self-awareness, and increasing psychological safety.

The pilot was a tremendous success, demonstrating measurable improvements in collaboration, candour and listening skills which have ultimately led to improved care and services to our clients.

We have continued to invest in our people over the last 12 months with other leadership development activities including a Connecting Our Leaders peer support program and a 360 Degree feedback program.

Plus, there have been several opportunities provided for ECH staff to receive support with mentoring and coaching.

CONTINUED FOCUS ON LEARNING

Over the last 12 months ECH has had a strong focus on lifting the clinical and practice skills of our frontline staff.

The Learning and Capability Team worked closely with internal subject matter experts and external partners to design and deliver programs targeting a range of key learning areas including intensive programs around dementia and palliative care.

In addition to this our new online learning platform 'Evolve' went live, the new system means we are now able to offer a range of more flexible training and development options for staff.

PARTNERING FOR TRAINING

This year we rolled out a traineeship program to enable fourteen ECH staff to gain the Certificate III in Individual Support in partnership with the Australian Nursing & Midwifery Education Centre.

All employees who commenced the program completed the qualification with a number going on to additional study. A second group have now started the program and are due to complete their qualification by the end of 2021.

674

Employees With 155 New Staff Onboarded in The Last Financial Year

5,923

Volunteer Hours Completed by 124 Volunteers

8,091

Different Learning Opportunities Offered to Staff



INCLUSIVITY AND DIVERSITY



FOCUS ON ENGAGEMENT

Throughout 2020/21 ECH successfully completed all the actions documented in the Innovate Reconciliation Action Plan (RAP). These included:

- The establishment of the RAP Working Group
- The development of relationships with Aboriginal and Torres Strait Islander communities, organisations, and individuals
- Created an increased understanding of Aboriginal and Torres Strait Islander cultures and protocols through education and celebration of key dates such as National Reconciliation Week and NAIDOC Week

We have now commenced the next stage of our reconciliation journey, the Reflect RAP, which aims to continue to build upon the actions already completed.



RAINBOW TICK ACCREDITATION

During the last 12 months we underwent re-accreditation for the Rainbow Tick. Following an in-depth review in October 2020 we were proud to be re-awarded the Rainbow Tick accreditation for a further 3 years.

The auditors that assessed ECH in the Rainbow Tick standards praised the organisation for being leaders in diversity and inclusion in Australia and encouraged us to continue to support other organisations to develop inclusion strategies.

The impact of our diversity initiatives for LGBTI clients has been profound, with one client saying that they have never been happier or healthier than since they've been involved with ECH and LGBTI Connect.

“

MESSAGE TO ME

If I could write a message to myself
so young I didn't know who I was
or what
what could I say
to smooth the road

could I say
be who you are
and never fear the blood
and the twisted lance
when others laugh and point
at you
dressed as you
on the other side of light

could I say
it's worth the struggle
to dream
conjure the spirits of the night
supplicate to a higher being
for the you inside

to fledge from the cage
with just a nod
a wink of recognition
that courage shines brightest
when distilled

but I know
this looking back advice is wrong
wrong to even think it
to contemplate another road
less pain
more love
answers I never can possess
without the blood-let sacrifice
of the loves I've embraced
the children who giggled on my knee
and all the works I've chiselled from the
stone
to get here
now
looking back on what could never be

Poem submitted by Stephanie Russell for the 2020 LGBTI Poetry Slam.

”

12

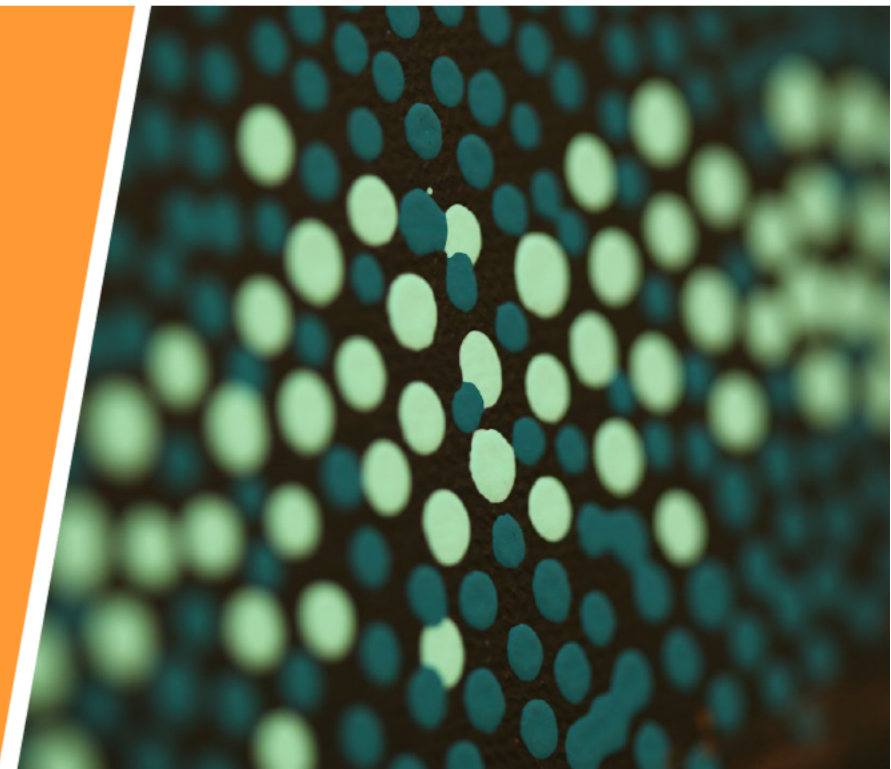
New LGBTI Clients Onboarded
In The Last Financial Year

252

LGBTI Clients Participated
in the Rainbow Social Program

270

LGBTI Clients Received Fortnightly
Calls Throughout COVID Lockdowns



YEAR IN REVIEW

MARKETING AND ADVOCACY

DEATH AND DYING RESEARCH

Mid 2020 we commissioned a piece of research to identify attitudes towards death and dying and the willingness of people to talk about this topic. The research included ECH clients and residents as well as non-ECH clients.

The results were overwhelming in that the majority of people were comfortable talking about death and dying with many welcoming the encouragement to help start conversations with family members about it.

DANDELION TV CAMPAIGN

This research led to the creation of our Dandelion TV ad which went on air from February 2021. The TV ad focuses on Helen, as the camera follows her as she walks down her hallway filled with photographs depicting significant life events.

These include getting married, having children, growing older and eventually the death of her husband. The aim of the ad was to show how ECH can be there to walk alongside you, providing support at times in your life when you need it through to a good and respectful death at home if that is your choice.

TEAMS TV CAMPAIGN

We also filmed a second TV ad called My Team featuring ECH Home Care Package clients Tom and Maureen, with their ECH Care Coordinator Taryn and their Home Services Team.

The aim of this ad was to demonstrate and celebrate how our staff have meaningful relationships with our clients and how we spend the time truly getting to know and understand our clients needs so that we can support them to stay in control and independent at home for longer.

149

Media Articles Published

140,596

Website Visitors

470,663

Website Page Views

2,560

Facebook Followers

2,389

LinkedIn Followers

54%

Brand Consideration



PREVIEW



YEAR IN REVIEW

WELLNESS SERVICES



ACTIVE AGEING AUSTRALIA

Continuing to build on our commitment to encouraging older people to stay fit and healthy in May 2021 we announced a new partnership with Active Ageing Australia. Working together we intend to develop and enhance the work Active Ageing already does in promoting the importance of maintaining an active and healthy lifestyle.

The Active Ageing Team are now permanently housed in the ECH Office in Parkside enabling us to collaboratively work through the many potential opportunities this exciting partnership now brings.

IMPROVEMENTS AT VICTOR HARBOR

This year we effectively combined our two wellness sites in Victor Harbor into one newly refurbished centre.

By merging the two sites we now have a more prominent presence enabling us to offer our clients easier access and an improved customer experience.



COLLEGE GROVE TURNS 1!

We also celebrated the first birthday of our new wellness site at College Grove. Over the last 12 months we have continued to grow our client numbers at this site as well as expand the services we offer with the successful move of the Walkerville Day Program taking place in June 2021.

The new Day program site offers a larger, brighter space with additional interactive technology such as virtual reality headsets, a new sensory room with special galaxy sensory lights and an interactive OBIE games console which aids cognitive ability.

Feedback from staff and attendees has been extremely positive with everyone enjoying the new location.



4,918

Wellness Clients Received Services

99,049

Exercise Class Attendances

666

Bus Trip Attendances

COMMUNITY ENGAGEMENT

Continuous COVID restrictions over the last 12 months has meant that many events had to be cancelled. However, despite the challenges we remain as committed as ever to providing opportunities for our clients and residents to remain socially connected.

CUMBERLAND PARK COMMUNITY CENTRE

Every Wednesday ECH offers a day of interactive activities at Cumberland Park Community Centre. Affectionately now known as the 'Cumby Crew' the group now have around 50 people who attend each week.

The Community Engagement Team are now looking at opportunities to offer this program at other venues across Adelaide.

INTERNATIONAL PEN PAL PROGRAM

The Pen Pal program has now extended and includes international pen friends from the UK and New York as well as offering increased intergenerational connections through Treetops Early Learning Centre and Mitcham Primary School.

COMMUNITY CAFES AND GARDENS

Community cafes and community gardens have also grown over the last few months with new sites now available offering further opportunities to connect.

Cafes now include Halifax Café in the CBD as well as Annex café and Organik café in Glenelg. Our community gardens are located in Henley Beach and the ECH Fairfield Lodge Retirement Village.

VOLUNTEERING

Our volunteers continue to provide great support to the ECH operational teams and our clients. Over the 2020-21 Financial year our volunteer numbers increased to 124, resulting in 5,923 hours of volunteer time. We are truly grateful to our fantastic volunteers who give their time so generously.



151

Walkers Participated in Seven Active Walking Groups

58

People Participated in Five Conversation Cafes

27

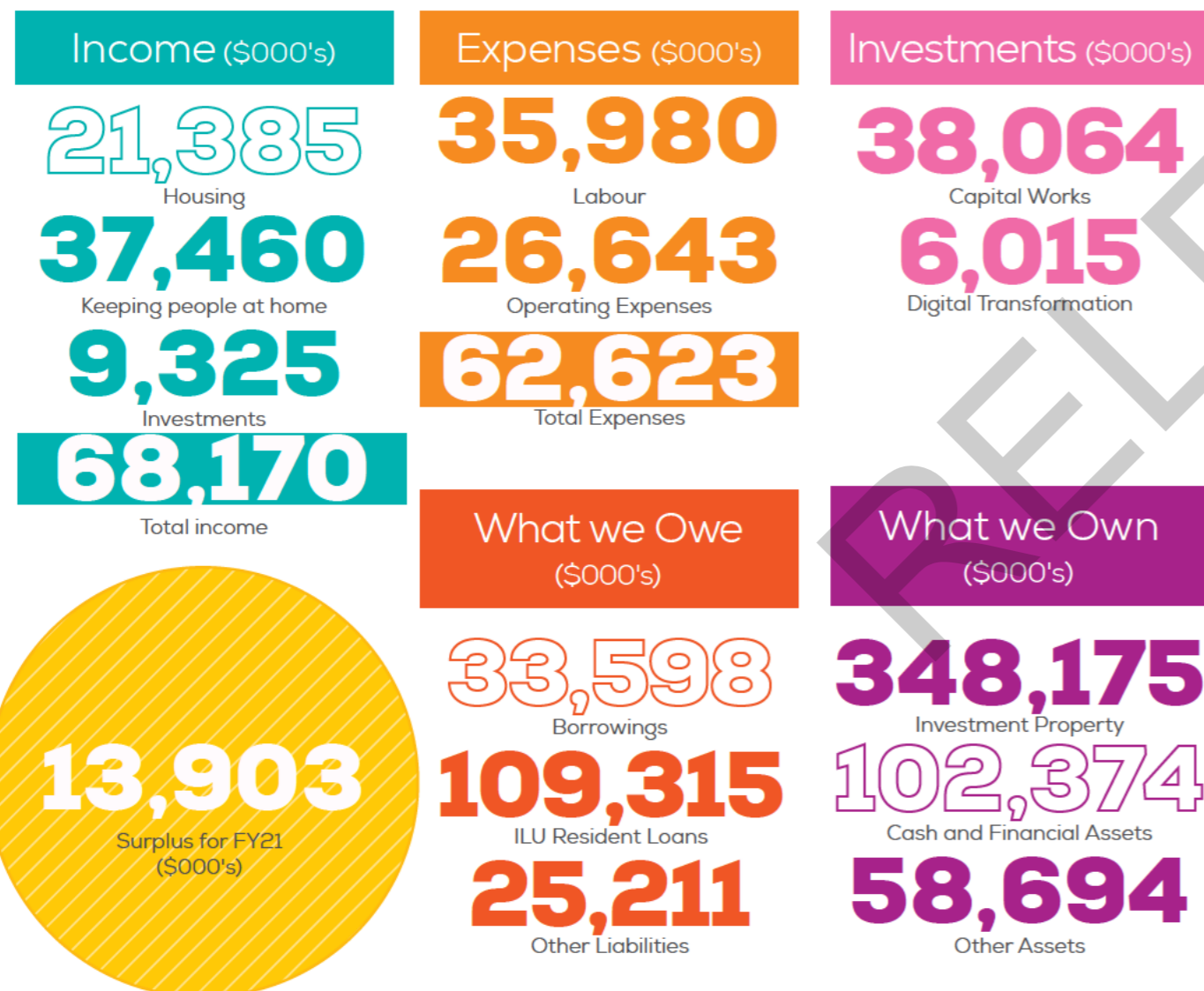
People Participated in the Pen Pal Program



FY20/21

FINANCIAL REPORT

A full version of our detailed audited financial statements for the year ended 30 June 2021 are available at www.acnc.gov.au



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ECH INC.

Report on the Summarised Financial Report

We have audited the accompanying summarised financial report of ECH Inc. ("the association"), which comprises the summarised statement of financial position as at 30 June 2021 and the summarised statement of profit or loss and other comprehensive income which was derived from the financial report of ECH Inc. for the year ended 30 June 2021. We have expressed an unmodified auditor's opinion on that financial report in our independent auditor's report dated 25 November 2021.

The Board of Director's Responsibility for the Summarised Financial Report

The Board of Directors of the association are responsible for the preparation of the summarised financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the Board of Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the summarised financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the summarised financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the summarised financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the summarised financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the summarised financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion, the accompanying summarised financial report of ECH Inc. is consistent, in all material respects with the financial report from which it was derived. For a better understanding of the scope of our audit, this auditor's report should be read in conjunction with our auditor's report on the financial report of ECH Inc. for the year ended 30 June 2021.

William Buck (SA)
 ABN: 38 280 203 274

G.W. Martinella
 Partner

Dated this 25th day of November, 2021.

ACCOUNTANTS & ADVISORS
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 Adelaide SA 5000
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 Adelaide SA 5001
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William Buck is an association of firms, each trading under the name of William Buck across Australia and New Zealand with affiliated offices worldwide.
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 (WB016_2007)

ECH LOCATIONS

ASK ECH 1300 274 324 - ECH.ASN.AU

ECH SERVICES

Retirement Living and Property Services	8159 4700
Home Maintenance Services	8159 4710

WELLNESS CENTRES

College Grove 18 North East Road, Walkerville 5081	Morphett Vale 126 Pimpala Road, Morphett Vale 5162
Henley Beach 168a Cudmore Terrace, Henley Beach 5022	Victor Harbor 33 Cornhill Road, Victor Harbor 5211

DAY PROGRAMS

Henley Beach 11 Laidlaw Street, Henley Beach 5022	Smithfield 1a Warooka Drive, Smithfield 5114
Happy Valley Cnr Jade Cres/Hay St, Happy Valley 5159	Walkerville 18 North East Road, Walkerville 5081

SHORT STAY

Dandelion, an ECH Care Hotel
18 North East Road,
Walkerville 5081

ECH HEAD OFFICE

174 Greenhill Road, Parkside 5061



To discover more about ECH Services,
visit ech.asn.au or call **1300 275 324**.



174 Greenhill Rd,
Parkside SA 5063
ask@ech.asn.au

ECH is a leading not-for-profit provider of retirement living accommodation as well as services that promote self-determination, and enables people to have the best life possible as they age.



ABN 32 930 142 652 | AECH0981



ECH INC

RULES

1. **Name**

The name of the incorporated association is **ECH Inc**.

2. **Definitions and Interpretation**

2.1 In these Rules, unless an alternate intention appears:

"Act" means the *Associations Incorporation Act, 1985*;

"Association" means ECH Inc;

"Board" means the Board of Directors of the Association, which constitutes the committee of management for the purposes of the Act;

"Chief Executive" means the person engaged as the senior executive of the Association;

"Director" means a member of the Board;

"Disqualified Individual" means a person who is disqualified from holding, or otherwise not permitted to hold, office as a Director by the Act, the *Aged Care Act 1997 (Cth)* or the *Corporations Act 2001 (Cth)*;

"ECH Resident" means a person who is a resident of accommodation provided by the Association;

"Special Majority Vote" means a vote or resolution passed:

- (a) in the case of Rules 5.4(b), 5.6(a)(ii), 5.6(a)(iv), 5.7 and 5.10(b), by not less than three quarters of the Directors (excluding the Director who is the subject of the vote or resolution); and
- (b) in any other case, by not less than three quarters of the Directors who, being entitled to do so, attend and vote at the meeting at which the vote or resolution is put;

"Tax Act" means the *Income Tax Assessment Act 1997 (Cth)*.

2.2 In these Rules, a reference to any legislation or any provision of any legislation includes all regulations, orders and instruments issued under the legislation or provision, and any modification, consolidation, amendment, re-enactment, replacement or codification of such legislation or provision.

2.3 The Board will be the sole authority for the interpretation of these Rules. The decision of the Board on any question of interpretation or any matter affecting the Association and not provided for by these Rules will be final.

3. Objectives and Powers

3.1 The objectives of the Association are:

- (a) to establish and operate facilities to provide care for people who, because of their age, ill health or disability, are unable to adequately care for themselves;
- (b) to deliver a range of care and support services which address the needs of aged, frail or disabled people, or otherwise support or enhance their lifestyle;
- (c) to provide a range of accommodation and services which assist older people to live independently and maintain community involvement and connection.

3.2 For the purpose of carrying out its objectives, the Association:

- (a) will have all the powers conferred by the Act;
- (b) without limiting Rule 3.2(a), will have power to give any indemnity and any security for any such indemnity over all or any part of the assets of the Association; and
- (c) can do anything else that may be conducive to achieving the objectives.

4. Membership

There will be no members of the Association.

5. Board of Directors

5.1 The Board:

- (a) will direct and control the business and affairs of the Association;
- (b) may, subject to these Rules and the Act, exercise all powers and functions that the Association can exercise; and
- (c) subject to these Rules and the Act, has the power to perform all acts and things that appear to be necessary or desirable for the proper management of the affairs of the Association.

5.2 The Board will be made up of at least 5, but not more than 9, Directors.

5.3 Subject to Rules 5.4, 5.6 and 7, a Director will hold office for a period not exceeding 4 years, as the Board determines at the date of that Director's appointment (**Initial Term**).

5.4 If, at or before the expiry of the Initial Term:

- (a) a Director offers to continue in office as a Director; and
- (b) the Board, by Special Majority Vote, approves that Director continuing in office,

then that Director will continue to hold office, subject to Rule 5.6, for a further period (from the expiry of the Initial Term) as the Board determines at that time, but not exceeding 4 years.

5.5 For clarity, a person will not be entitled to hold office as a Director for a continuous period of more than 8 years.

5.6 The office of a Director becomes vacant if:

- (a) in any case, the Director:
 - (i) resigns from office as a Director by written notice given to the Chairperson;
 - (ii) is removed from office by a Special Majority Vote;
 - (iii) becomes a Disqualified Individual; or
 - (iv) without the prior approval of the Board, is absent from, or does not participate in accordance with Rule 6.7 in 3 consecutive meetings of the Board (unless the Board resolves to the contrary by Special Majority Vote);
- (b) in the case of a Director who was not at the time of appointment an ECH Resident, but who subsequently becomes an ECH Resident, on the date of becoming an ECH Resident if there are already 2 ECH Residents in office as Directors at that date.

5.7 On:

- (a) the expiry of the term of office of a Director; or
- (b) the office of a Director becoming vacant under Rule 5.6,

the Board, by Special Majority Vote:

- (c) must, where the Board would then comprise less than 5 Directors; and
- (d) may, where the Board would then comprise 5 or more, but less than 9, Directors,

appoint a new Director.

5.8 If, at any time, the Board has less than 9 Directors, it may, by Special Majority Vote, appoint additional Directors provided the maximum number of Directors referred to in Rule 5.2 is not exceeded.

5.9 The Board will appoint a Chairperson from amongst its number.

5.10 The position of Chairperson will become vacant if the relevant Director:

- (a) resigns from that position by written notice given to the Board;
- (b) is removed from that position by a Special Majority Vote; or
- (c) ceases to be a Director.

6. **Proceedings of the Board**

6.1 The Board will meet to conduct its business at least 10 times in each calendar year and, subject to these Rules, will determine its own procedures.

6.2 The Chairperson or any 3 Directors may call a meeting of the Board at any time.

6.3 All Directors are to receive written notice of all Board meetings specifying the general nature of the business to be conducted at the meeting.

6.4 Notice of Board meetings may be:

- (a) personally delivered to the Director;
- (b) sent by pre-paid post to the Director's usual business or home address;
- (c) sent by facsimile to the number notified for that purpose by the Director; or
- (d) sent by email to the email address notified for that purpose by the Director,

at least 5 days before the date of the proposed meeting.

6.5 A quorum of the Board will be a majority of the Directors present in person. If within half an hour after the time set for the meeting a quorum is not present, the meeting will be adjourned to a time determined by the Directors.

6.6 Meetings of the Board will be chaired by the Chairperson. If the Chairperson is absent from any meeting of the Board, the Deputy Chairperson (if one has been appointed), or in the absence of the Deputy Chairperson a Director appointed by the Directors then present, will occupy the chair.

- 6.7 A Board meeting may be held by the Directors communicating with each other by any technological means by which they are able simultaneously to hear each other and to participate in discussion. The Directors do not need to be physically present for a meeting to be held. A Director who participates in a meeting in this manner is taken to be present and entitled to vote at the meeting.
- 6.8 At all meetings of the Board, each Director present will have one vote on all motions submitted, except that the chairperson of the meeting will, in the case of equal votes, have a second or casting vote.
- 6.9 If all the Directors who are eligible to vote on a resolution have signed a document containing a statement that they are in favour of, or opposed to, or abstain from, a resolution in terms set out in the document, and a majority of those Directors (as required by these Rules) indicate they are in favour of that resolution, then the resolution will be taken to have been passed at a Board meeting held on the day that the document was last signed by a Director. For the purposes of this Rule 6.9, two or more identical documents, each of which is signed by one or more Directors, together constitute one document signed by those Directors on the days on which they signed the separate documents. Any document referred to in this Rule 6.9 may be in the form of a facsimile transmission.
- 6.10 To the extent permitted by law, all actions undertaken at a Board meeting or by a person acting as a Director will, even if it is subsequently found:
- (a) that there had been an error made in the appointment of any Director; or
 - (b) that a Director had become a Disqualified Individual at that time,
- be as valid as if every person was duly appointed and holding office.
- 6.11 Provided there is a quorum, the Board may act to fulfil its obligations under Rule 5.7(c), regardless of any vacancy in the office of Director.
- 6.12 The Board may, by resolution, co-opt any person to the Board but that person will not be entitled to vote at the meetings.
- 6.13 Minutes of the business conducted at any meeting of the Board will be:
- (a) entered in a Minute Book within 1 month after the relevant meeting;
 - (b) confirmed at the next meeting and signed by the chairperson of that meeting; and
 - (c) when so confirmed, conclusive evidence of the matters set out in those minutes.

7. **Chief Executive**

- 7.1 The Chief Executive will be appointed by the Board and, subject to the provisions of any contract between the Chief Executive and the Association, will hold that position:
- (a) in accordance with the terms and conditions set by the Board; or
 - (b) until removed from that position by a Special Majority Vote of the Board (excluding the Chief Executive if the person is a Director).
- 7.2 The Chief Executive will have the overall responsibility for the executive operation of the Association in accordance with the policies set by the Board.
- 7.3 All employees of the Association will be under the control of the Chief Executive.
- 7.4 If the Chief Executive holds office as a Director, then Rules 5.3, 5.4 and 5.5 will not apply to the Chief Executive whilst that person continues to be the Chief Executive.
- 7.5 Subject to any contract provisions between the Chief Executive and the Association, the Chief Executive, in that person's capacity as a Director, will be subject to the same resignation and removal provisions as the other Directors.

8. **Other Officers**

- 8.1 The Board may appoint a Deputy Chairperson and any other officers it thinks are necessary, and may rescind such appointments and set the duties of any officers.
- 8.2 The Board must appoint a Public Officer as required by the Act.
- 8.3 If the Association has a Chief Executive, then that person may be appointed as the Public Officer (or as the Secretary if the Board decides to appoint a Secretary).

9. **Finance**

- 9.1 The income and property of the Association will be used to conduct the affairs of the Association, to carry out its objectives and purposes, and to execute its rights and privileges according to these Rules.
- 9.2 None of the income or assets of the Association may be transferred, either directly or indirectly, to any Director except by way of payment for bona fide services provided to, or expenses incurred on behalf of, the Association.
- 9.3 The funds of the Association must not be spent except as authorised by the Board.

9.4 Accounts must be kept and prepared of all funds received and spent by the Association, in a manner that complies with the Act.

9.5 The financial year of the Association will end on 30 June in every year.

10. **Audit**

10.1 An auditor will be appointed by the Board.

10.2 Any auditor so appointed will hold office for such period as the Board determines.

10.3 An auditor has the rights and duties prescribed by the Act.

11. **Delegation of Power**

The Board may delegate all or any of its powers to a committee or committees consisting of such number of Directors and other people as it thinks fit, and may revoke all or any of the powers delegated. Any such committee must, in executing its delegated powers, conform to any requirements imposed on it by the Board.

12. **Seal**

The Association will have a common seal on which its corporate name will appear in legible characters. The seal must not be used without the authority of the Board, and every document to which the common seal is applied must be signed by a Director and be countersigned by another Director or an employee of the Association appointed by the Board for that purpose.

13. **Winding Up**

The Association may be wound up in the manner provided for in the Act.

14. **Application of Surplus Assets**

If, on the winding up of the Association and after the payment and discharge of all its debts and liabilities, there remains any surplus assets (as defined in the Act), those assets will be paid to one or more funds, authorities or institutions, gifts to which can deducted under Division 30 of the Tax Act, as determined by the Board.

15. **Indemnity and Insurance**

15.1 Each past, present and future Director and any other past, present and future officer of the Association will be indemnified out of the assets of the Association against any liability incurred by them in their capacity as a Director or other officer, in defending any proceedings, whether civil or criminal, in which judgment is given in their favour or in which they are acquitted.

15.2 The Association may take out and maintain a directors and officers insurance policy for the benefit of past, present and future Directors and any other past, present and future officers of the Association, and pay the premiums associated with that policy.

16. **Alteration of Rules**

These Rules may be amended, rescinded or added to at any time by the Board by a Special Majority Vote.

RELEASED



Australian Government
Department of Social Services

Dear [REDACTED],

RE: National Rental Affordability Scheme (NRAS) – Commonwealth NRAS incentives for the 2021-22 NRAS Year

I am writing to inform you that the Department of Social Services (the department) has processed 20 statements of compliance for the 2021-22 NRAS Year for ECH Incorporated.

A full list of the NRAS Commonwealth incentive details ECH Incorporated is entitled to receive are detailed at **Attachment A**.

Commonwealth contribution

The Commonwealth cash incentive contribution of \$84,756.24 for 20 claims has now been deposited into your nominated bank account. You may have already received the remittance advice.

State/Territory contribution

The state/territory incentive contribution will be provided to ECH Incorporated as per ECH Incorporated's agreement with the relevant state/territory Government. Please contact your relevant government agency for more information.

If you disagree with your assessment

If you wish to seek an internal review under subsection 51(6) of the National Rental Affordability Scheme Regulations 2020 (NRAS Regulations) on any decision listed in the attached table, ECH Incorporated is required to do so within **60 days** of the date of this letter pursuant to subsection 51(7) of the NRAS Regulations.

[REDACTED]

Kayla Manikis
Director
National Rental Affordability Scheme
18 May 2022

[REDACTED]

NRAS 2021-22 Incentive Claims to be paid – Summary

Attachment A

Dwelling Id	Activity Id	Commonwealth Incentive Type	Incentive Claim Amount
	1-5N77DT	Cash	\$571.44
	1-5N77DT	Cash	\$914.31
	1-5N77DT	Cash	\$2,125.76
	1-5N77DT	Cash	\$2,262.91
	1-5N77DT	Cash	\$2,262.91
	1-5N77DT	Cash	\$2,902.92
	1-5N77DT	Cash	\$2,948.64
	1-5N77DT	Cash	\$3,154.36
	1-5N77DT	Cash	\$3,291.50
	1-5N77DT	Cash	\$3,314.36
	1-5N77DT	Cash	\$3,748.66
	1-5N77DT	Cash	\$4,114.38
	1-5N77DT	Cash	\$4,228.67
	1-5N77DT	Cash	\$4,594.39
	1-5N77DT	Cash	\$5,348.70
	1-5N77DT	Cash	\$7,040.16
	1-5N77DT	Cash	\$7,565.89
	1-5N77DT	Cash	\$7,680.18
	1-5N77DT	Cash	\$8,343.05
	1-5N77DT	Cash	\$8,343.05
			Total = \$84,756.24



ABN: 83605426759

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RECIPIENT CREATED TAX INVOICE

Vendor ECH Incorporated ECH Corporate Office 174 Greenhill Road PARKSIDE SA 5063 ABN: 32930142652	Date Cleared: 10.02.2022 <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div> <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>
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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBXV11--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Other Food Services - Community and Home Support</i>	2,324.36	232.44	2,556.80
Total Amount			\$2,556.80

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

Both parties to this supply agree that they are parties to an RCTI agreement. The supplier agrees to notify the recipient if the supplier does not wish to accept the proposed agreement within 21 days of



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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBLP03--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Flexible Respite - Care Relationships and Carer Support</i>	31,461.07	3,146.11	34,607.18
Total Amount			\$34,607.18

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBXVIS--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Personal Care - Community and Home Support</i>	37,077.39	3,707.74	40,785.13
Total Amount			\$40,785.13

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WG <i>Commonwealth Home Support Programme-Activity 4-7WGCA82--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Social Support - Individual - Community and Home Support</i>	97,476.67	9,747.67	107,224.34
Total Amount			\$107,224.34

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBPN06--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Home Modifications - Community and Home Support</i>	3,357.36	335.74	3,693.10
Total Amount			\$3,693.10

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBPMQA--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Home Maintenance - Community and Home Support</i>	57,549.09	5,754.91	63,304.00
Total Amount			\$63,304.00

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WB LORV--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Domestic Assistance - Community and Home Support</i>	211,394.25	21,139.43	232,533.68
Total Amount			\$232,533.68

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WG <i>Commonwealth Home Support Programme-Activity 4-7WG9WH8--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Social Support - Group - Community and Home Support</i>	523,786.20	52,378.62	576,164.82
Total Amount			\$576,164.82

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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<p>Vendor ECH Incorporated ECH Corporate Office 174 Greenhill Road PARKSIDE SA 5063</p> <p>ABN: 32930142652</p>	<p>Date Cleared: 10.02.2022</p> <p>██████████ ██████████ ██████████ ██████████</p>
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DESCRIPTION	AMOUNT	GST	TOTAL AMT
<p>Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBHFGD--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Allied Health and Therapy Services - Community and Home Support</i></p>	673,807.21	67,380.72	741,187.93
Total Amount			\$741,187.93

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-G1 Commonwealth Home Support Programme-Activity 4-G1V <i>Commonwealth Home Support Programme-Activity 4-G1V8HON--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Cottage Respite - Care Relationships and Carer Support</i>	52,244.25	5,224.43	57,468.68
Total Amount			\$57,468.68

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBHFP--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Centre Based Respite - Care Relationships and Carer Support</i>	193,474.90	19,347.49	212,822.39
Total Amount			\$212,822.39

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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DESCRIPTION	AMOUNT	GST	TOTAL AMT
Commonwealth Home Support Programme-Activity 4-7W Commonwealth Home Support Programme-Activity 4-7WB <i>Commonwealth Home Support Programme-Activity 4-7WBPMHV--Payment for the period 1 April 2022 - 30 June 2022 for the Activity described in Item B. Grant Activity-Goods Equipment and Assistive Technology - Community and Home Support</i>	913.10	91.31	1,004.41
Total Amount			\$1,004.41

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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RECIPIENT CREATED TAX INVOICE

Vendor ECH Incorporated ECH Corporate Office 174 Greenhill Road PARKSIDE SA 5063 ABN: 32930142652	Date Cleared: 28.06.2022 <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div>
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DESCRIPTION	AMOUNT	GST	TOTAL AMT
COVID-19 Aged Care Industry Support-Activity 4-HA COVID-19 Aged Care Industry Support-Activity 4-HAT <i>COVID-19 Aged Care Industry Support-Activity 4-HATJR9E--PAYMENT of 2020-21 COVID 19 Emergency Support - Commonwealth Home Support Programme (CHSP)-CHSP Emergency Support for COVID-19</i>	228,209.63	22,820.96	251,030.59
Total Amount			\$251,030.59

The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered for GST. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement.

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Rating Policy



Policy

Rating Policy

Approval Date	18 July 2022		
Classification	Council Policy		
Responsible Officer Relevant	Group Manager Corporate Services		
Legislation	Local Government Act 1999 Local Government (General) Regulations 2013		
Related Policies	Budget Management Policy Treasury Management Policy Financial Internal Controls Policy		
Record Number	POL202253924		
Council Resolution Number	CNC07/22-23		
Last Reviewed	17 May 2021	Next Review	June 2023

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Rating Policy

1. Introduction

- 1.1. Section 123 of the *Local Government Act 1999* requires Council to have a rating policy that which is both prepared and adopted as part of Annual Business Plan each financial year in conjunction with the declaration of rates.
- 1.2. This policy sets out the Town of Walkerville's terms of reference and mechanisms for setting and collecting rates from its community in order to meet the requirements of section 123 of the *Local Government Act 1999*.

2. Scope

- 2.1. This policy is limited to the requirements of the *Local Government Act 1999* (SA) but is applicable to all rateable properties within the Township.

3. Definition

Act	Means to the <i>Local Government Act 1999</i> (SA).
Capital value	Refers to the valuation methodology used in determining the value of land as defined in the <i>Valuation of Land Act 1971</i> (SA).
Differential Rate	Variations within the community's capacity to pay Council rates based on the use of the property.
General Rate	Refers to the rate in the dollar that applies to properties in the calculation of the general rate payable by way of Council Rates.
Minimum rate	Refers to the minimum rate levied against the whole of an allotment.
Postponed rates	Refers to any Rates postponed under Section 182 or 182A of the Act
Rating	Refers to the overall process of raising revenue by way of levying rates and charges.
Rebates	Refers to an amount that a Rate may be reduced in accordance with Chapter 10, Division 5 of the Act.
Remissions	Refers to any reduction in amount payable granted in accordance with Section 182 of the Act.
Residential rate cap rebate	Refers to the rate cap applied to properties with a residential land use, subject to specific criteria which is applied under the provisions of Section 153(3) of the Act.

4. Policy Statement

4.1. Policy Objectives

- 4.1.1. Chapter 10 of the *Local Government Act 1999* outlines Council's

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powers to raise Rates. The Act provides the framework within which Council must operate, but also leaves room for Council's to determine and apply a range of policy positions.

- 4.1.2. This document includes reference to compulsory features of the rating system, as well as the policy positions that Council has determined to impose and administer the collection of Rates.
- 4.1.3. All land within a Council area, except for land specifically exempt (e.g. Crown Land, Council occupied land and a few other limited categories) is rateable.
- 4.1.4. For the avoidance of doubt, Rates are not classified as fees for services. They constitute a system of taxation for Local Government purposes as defined by the Act.
- 4.1.5. In addition to rates, Council also raises some revenue through Fees & Charges.

5. Valuation of Land

- 5.1. Council has determined to use capital value as the basis for valuing land within the Township. Council considers that this method provides the fairest method of distributing the rate burden across all ratepayers, as property value is representative of the property owners' wealth.
- 5.2. Council has chosen to adopt the valuations made by the Valuer-General as provided to the Council each year

6. Objection to Valuation

- 6.1. Any ratepayer dissatisfied with the valuation applied by the Valuer-General can raise an objection to the valuation. Information pertaining to the relevant dispute mechanism are provided on individual rate notices.
- 6.2. It should be noted that:
 - 6.2.1. The Council has no role in this dispute resolution process; and
 - 6.2.2. The lodgement of an objection does not change the due date for the payment of rates.
- 6.3. Where a person (including a Council) is dissatisfied with a decision made by the Valuer-General, they may seek a review of the decision by SACAT www.sacat.sa.gov.au.

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7. Components of Rates

7.1 A Rate in the Dollar

- 7.1.1 The largest component of Rates is the component that is calculated by reference to the value of land. Council will officially “declare” the Rate in the dollar before 31 August of each year. Council can impose Rates that differ (i.e. higher or lower) based on the locality and/or use of the land (residential, commercial, primary production, industrial, vacant, etc.).
- 7.1.2 To ensure an equitable distribution of the Rate burden and to account for the variations within the community’s capacity to pay, Council will continue to apply differential rates based on use of the property.
- 7.1.3 For the purposes of sections 156 and 167 of the Act, the following categories of land use(s) are declared as permissible differentiating factors:
- (a) Residential comprising the use of land for a detached dwelling, group dwelling, multiple dwelling, residential flat building, row dwelling or semi-detached dwelling within the meaning of the Development Regulations;
 - (b) Commercial—Shop comprising the use of land for a shop within the meaning of the Development Regulations;
 - (c) Commercial—Office comprising the use of land for an office within the meaning of the Development Regulations;
 - (d) Commercial—Other comprising any other commercial use of land not referred to in the categories specified in paragraph (b) or (c);
 - (e) Industry—Light comprising the use of land for a light industry within the meaning of the Development Regulations;
 - (f) Industry—Other comprising any other industrial use of land not referred to in the category specified in paragraph (e);
 - (g) Primary Production comprising—
 - i. farming within the meaning of the Development Regulations; and
 - ii. horticulture within the meaning of the Development Regulations; and
 - iii. the use of land for horse keeping or intensive animal keeping within the meaning of the Development Regulations; and
 - iv. in respect of a dairy situated on a farm—the use of land for a dairy within the meaning of the Development Regulations; and
 - v. commercial forestry;
 - (h) Vacant land comprising the non-use of vacant land;
 - (i) Other comprising any other use of land not referred to in a previous category.

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8. Differential General Rates

- 8.1. Land use is a factor to levy differential rates. If a ratepayer believes that a particular property has been wrongly classified by the Council as to its land use, then the ratepayer may object to that land use in writing to the Council within 60 days of being notified.
- 8.2. The objection must set out the basis for the objection and details of the land use that, in the opinion of the ratepayer, should be attributed to that property. Council may then decide the objection as it sees fit and notify the ratepayer.
- 8.3. A ratepayer also has the right to appeal against the Council's decision to the Land and Valuation Court.

9. Fixed or Minimum Rate

Council can apply either:

- a fixed charge (applying equally to all rateable properties);
- or
- a minimum rate (to lower-value properties);
- (or neither) but cannot use both of these mechanisms.

9.1 Minimum rate

- 9.1.1 Pursuant to section 158 of the Act, Council imposes a minimum rate, where it considers it appropriate, that all rateable properties make a base level contribution to the cost of administering the Council's activities and creating and maintaining the physical infrastructure that supports each property.
- 9.1.2 The minimum rate is levied against the whole of an allotment (including land under separate lease or licence) and only one (1) minimum rate is levied against two (2) or more pieces of adjoining land owned and occupied by the same ratepayer.
- 9.1.3 Section 158 (2) of the Act provides direction on which properties will be exempt from the minimum Rate. No more than 35% of the total number of properties in the Township subject to the separate assessment of Rates may be affected by the minimum rate.
- 9.1.4 Council will assess and determine the maximum percentage of properties on minimum Rate as part of the Annual Business Plan process, and will report on that maximum percentage in the Annual Business Plan.

10. Regional Landscape Levy

Previously known as the NRM Levy, Council is required under the *Landscape South Australia Act 2019 (SA)* to make a specified contribution to the Green Adelaide Board.

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It does so by imposing a separate Rate charges against all rateable properties. This separate Rate is effectively a State Government tax that Councils are required to collect, and return to a State Government agency.

11. Help with Rates

11.1. Concessions

11.1.1 From 1 July 2015, the State Government funded concessions on Council rates. These concessions were formerly available to the holders of pensioner concession cards, veterans, low-income earners, unemployed, students, and self-funded retirees. These concessions were all abolished by the State Government with effect from 30 June 2015. From 1 July 2015, the State Government has elected to replace these concessions with a single "cost-of-living payment" provided directly to those entitled. This payment may be used for any purpose, including offsetting Council rates. Note that not all former recipients of rates concessions will be entitled to the new payment.

11.2. Remission of Rates

11.2.1 The Council can partially or wholly remit (waive) Rates on the basis of hardship. Ratepayers experiencing financial hardship can contact the Council's Rates Officer to discuss the matter. Such inquiries are treated confidentially, and any application will be considered on its merits. While arrangements for extended payments of rates are negotiable, remission of rates in whole, or in part, is rarely approved. Access to the relevant hardship application form can be obtained from Council's website.

11.3. Postponement of Rates for Seniors

11.3.1 Ratepayers who hold a State Seniors Card (or who are eligible to hold a State Seniors Card and have applied for one) are able to apply to Council to postpone payment of Rates on their principal place of residence. Postponed Rates remain as a charge on the land and are not required to be repaid until the property is sold or disposed of.

Further information regarding the postponement of rates and an application form are available from the Council's website:

http://www.walkerville.sa.gov.au/webdata/resources/files/Postponement_of_Rates_Seniors_Information.pdf

http://www.walkerville.sa.gov.au/webdata/resources/files/Postponement_of_Rates_Seniors_Application_Form.pdf

12. Rebate of Rates

Pursuant to section 159 of the Act, false claims of eligibility for rebates and/or failing

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to notify the Council when eligibility no longer applies will result in the imposition of fines.

12.1 Mandatory rebates

Councils are required to rebate (discount) the rates payable on some land. A 100% rebate must be applied to land used for:

- health services;
- religious purposes;
- public cemeteries; and
- Royal Zoological Society of South Australia.

A mandatory rebate of at least 75% (or more, at the Council's discretion) must be applied to land used by:

- community service organisations; and
- schools and universities.

12.2 Discretionary Rebates

In addition, Council has the discretion to rebate any percentage of Rates for a number of other purposes, such as:

- securing proper development of an area;
- assisting or supporting a business;
- preservation of historically significant places;
- facilities or services for children or young persons; or
- accommodation for the aged or persons with disability; or
- other purposes.

Persons or bodies who seek a discretionary rebate will be required to submit an application to the Council and provide to the Council such information as stipulated on the application form as well as any other subsequent information that Council may reasonably request.

Each rebate granted either A) reduces Council's revenue (and hence its capacity to provide services), or B) increases the amount that must be collected from other ratepayers. Decisions on these applications must be carefully considered and upon receipt of an application for a discretionary rebate, Council will take into account:

- why there is a need for financial assistance through a rebate;
- the level of rebate being sought;
- the extent of financial assistance, if any, being provided in respect of the land by Commonwealth or State agencies;
- whether, and if so to what extent, a ratepayer is providing a service within the Council area;
- whether the ratepayer is a public sector body, a private not for profit body or a private or profit body;
- the nature and extent of Council services provided in respect of the land,

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- in comparison to services provided elsewhere in the Council's area;
- the community need, if any, that is being met by activities carried out on the land;
- the extent to which activities at the land provide assistance or relief to disadvantaged persons;
- the desirability of granting a rebate for more than one year;
- consideration of the full financial consequences of the rebate for the Council;
- the time the application is received;
- whether you may be eligible for a Council community grant;
- any other matters and policies of the Council, which the Council considers relevant.

After considering these matters, Council may grant a rebate subject to specific conditions or refuse to grant any rebate of rates.

Council may grant a Discretionary Rebate where two non-contiguous titles form a single residential. In those circumstances, Council may grant a rebate subject to further conditions. For example, in consideration for the grant of such a rebate and to avoid two non-contiguous titles from being sold independently, an applicant may be required to grant Council a caveatable interest over the relevant title (or titles). Any such conditions will be at the discretion of Council.

13 Payment of Rates

13.1 Rates are declared annually, and may be paid in one lump sum, or in quarterly installments that fall in four equal or approximately equal installments payable in the months of September, December, March and June of the financial year for which the rates are declared. Council will determine the exact date that rates fall due, no later than 31 August of each year. Various options for paying rates will be clearly indicated on the rates notice. Ratepayers who have (or are likely to have) difficulty meeting these payments, should contact the Council's Rates Officer to discuss alternative payment arrangements. Such inquiries are treated confidentially.

13.2 Currently Rates can be paid through:

- BPay Service;
- Telephone 1300 276 468 using MasterCard or Visa Card;
- Council's website using MasterCard or Visa Card;
- in person at Council offices;
- cheque, money order, cash, EFTPOS, MasterCard or Visa Card facilities are available for payments (American Express and Diners Club cards are not acceptable);
- post addressed to the Town of Walkerville, PO Box 55, WALKERVILLE SA 5081;
- Australia Post.

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14 Late Payment

- 14.1 Council will impose a penalty of a 2% fine on any late payment for rates in accordance with section 181(8) of the Act.
- 14.2 A payment that continues to be late is then charged an interest rate for each month it continues to be in arrears, including the amount of any previous unpaid fine and including interest from any previous month.
- 14.3 Ratepayers who do not pay rates by the due date will receive a reminder notice within six business days after the due date for payment. Ratepayers can pay the rates within five business days from the date of the reminder notice without incurring a fine.
- 14.4 Should rates remain unpaid after the reminder notice period has expired, Council will issue the final notice of overdue rates with late payment fines. If the rates remain unpaid for two quarters, debt collection will commence. The debt collection agency will charge collection fees that are recoverable from the ratepayer.
- 14.5 When Council receives a partial payment of overdue rates, the Council must apply the money as follows:
- 14.5.1 firstly – in payment of any costs awarded to, or recoverable by, the Council in any court proceedings undertaken by the Council for the recovery of rates
 - 14.5.2 secondly – in satisfaction of any liability for interest
 - 14.5.3 thirdly – in payment of any fines imposed;
 - 14.5.4 fourthly – in satisfaction of liabilities for rates in the order in which those liabilities arose.

15 Fine Waiver

- 15.1 Council is prepared to waive fines for late payment of rates for a limited range of circumstances, including:
- Financial difficulties due to unemployment or sickness of the principal income earner
 - Accidents, sudden hospitalisation or serious illness
 - Financial hardship
- Fines and interest will only be remitted once the arrears have been paid in full
- 15.2 The following reasons are considered as not acceptable:
- Loss of cheques for payment of rates in the post;
 - Late remittances for payments made by Financial Institutions on the clients behalf;
 - Absenteeism from the area due to business or pleasure purposes;
 - Intentional late payment as an objection for alleged non-receipt of expected services;
 - Simple oversight and no other explanation given;
 - Non receipt of rate notices as a result of change in postal address and not communicated to Council Administration.

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15.3 Fines may be waived by Administration as per Council delegation as restricted to:

Request	Frequency	Fine	Accounts Officer	Finance Manager	CEO
In writing	Twice in last 24 Months	< = \$50	Yes		
In writing	> Twice in last 24 Months	>\$50 <= \$100		Yes	
In writing	> Twice in last 24 Months	>\$100 <= \$500			Yes

Any fine waiver requests must be received in writing and will be recorded against the respective assessment file in Councils record management system.

16 Sale of Land for Non-Payment of Rates

Council may sell any property where the rates have been in arrears for three years or more, in accordance with the provisions of the *Local Government Act 1999*. Council is required to notify the owner of the land of its intention to sell the land, provide the owner with details of the outstanding amounts, and advise the owner of its intention to sell the land if payment of the outstanding amount is not received within one month.

17 Contacting the Council Rates Officer

For further information, queries, or to lodge an application for rate postponement or remission, contact should be made with the Council's Rates Officer on:

Phone: +61 8 8342 7100

Fax: +61 8 8269 7820

E-mail: walkerville@walkerville.sa.gov.au

Post: PO Box 55, Walkerville 5081

In person at 66 Walkerville Terrace, Gilberton SA 5081

18 Availability of Policy

18.1 This Policy will be available for inspection at Council's principal office during ordinary business hours and on Council's website www.walkerville.sa.gov.au

18.2 Copies will also be provided to interested members of the community upon request and payment of associated fees in accordance with Council's schedule of fees and charges.

19 Review

19.1 This policy will be reviewed every year or otherwise as required.

19.2 Any queries or questions regarding this Policy should be directed to the Group Manager Corporate Services or by emailing walkerville@walkerville.sa.gov.au

19.3 Council may deviate from his policy by way of Council resolution

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- 19.4 Any complaints regarding a decision made in accordance with this policy may be directed to Council or to the Chief Executive Officer in accordance with section 270 of the *Local Government Act 1999*. The complaint will be considered under the Internal Review of Council's Decision Policy.

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