

MID NORTH COAST

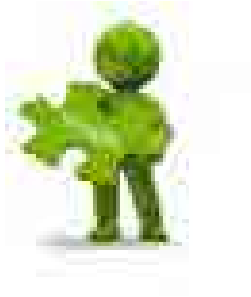
Community Care Options



ANNUAL REPORT 2014



Creating a better future for our community through



leadership
leadership

and

innovation
innovation



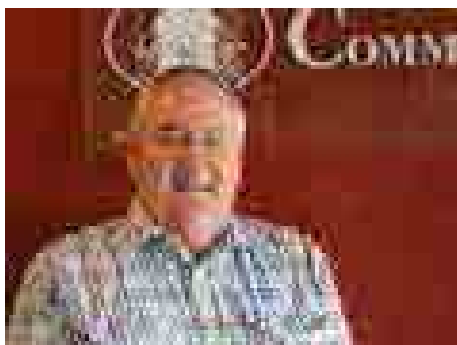
Table of Contents

Board Chairperson's Report	1
Chief Executive Officer's Report	5
Who We Are	10
Our Mission	11
Our Values	12
Area of Service Provision	14
Our Governance	15
Organisational Structure	16
Summary of Achievements 2013-14	17 – 29
Client Feedback	18
Aged Care Programs Report	30
Disability Support Programs Report	33
Report re Support & Coordination	36
Finance & Admin Report	39
Our Funding	40
Treasurers Report	41
Auditors Report	42



CHAIRPERSON's REPORT 2014

on behalf of CCO Board



An annual report is a comprehensive report on a company/organisation's activities throughout the preceding year. Annual reports are intended to give stakeholders – you our clients, staff, funding bodies and other interested people, information about the organisation's activities and financial performance.

We are accountable to you.

I am proud to present Community Care Options 18th Annual Report 2014, and to advise that the organisation has once again met its performance targets within our financial resources.

Having been the Board Chair for a number of years and a Board Member since 1998 I have seen the organisation grow and develop significantly over this time, with an expanded range of services, and an ever increasing number of clients. The organisation continues to be robust, progressive and community focused.

We have entered an exciting period in community care, although one, not without uncertainty. An ageing Australian population means increased demand in the aged care sector and in particular the community care sector. Government reforms aimed at addressing increased demands are currently being rolled out. These include - a new front end or gateway to aged care; a move away from packaged care as it is currently funded and delivered. The disability sector also is trialing new models of support through individualised funding packages and the new National Disability Insurance Scheme (NDIS). Community care will be challenged by an increased need for flexibility; increased competition; and a greater emphasis on customer choice and entitlement.

Community Care Options is well positioned to maximise these opportunities.

Appreciation

Our success is inherently about people. The people to whom we provide a service – their quality of life and their achievements. The people - our staff - who on a daily basis demonstrate dedication, skills and motivation to make a difference to the outcomes we achieve. Thank you to -

Our Clients – for choosing us as your service provider and for trusting us with your care and support. Community care can only be achieved in partnership and with trust. We will continue to seek your feedback and participation in ensuring that our services are of a high quality and meet your needs.

Our Staff – the Board acknowledges and thanks you for the commitment you make to our clients, and for putting their care foremost. Community care can be challenging due to the range of complex environments and client needs. Your commitment in bringing issues to the attention of management, to team work, and your professionalism, is applauded. It allows us to ensure we have planned, coordinated and delivered a range of quality service options for our clients.

Case Managers – your client focus, teamwork and ongoing commitment to quality client outcomes through effective assessment and planning is to be commended. I understand that you work with people under stress and adversity for health, age and other reasons to assist them to identify and consider options that will enhance their independence and their quality of life. A role that requires a high level of skill and compassion. Thank you for the outcomes that you achieve.

Coordinators – the glue that holds it all together. Thank you for the positive approach that you take to your work, I know that it is complex and often frustrating. You offer support to clients, support workers, case managers, management and do a fantastic job in juggling often competing demands and expectations.

Admin & Finance Team – the quiet achievers. For a small team you do a great job in managing the back of house activities that need to occur in keeping our business afloat. Your efficiency and attention to detail is excellent and ensures that administratively and financially we are well resourced.

Support Workers – our front line, the face of who we are. Each and every one of you makes a connection to or with and provides something of value to a client every day. The organisation receives excellent feedback about your skills, commitment and kindness to our clients.

Our Management Team – Deb, Lorraine, Liz, Samantha and Jodie are to be congratulated on their efforts in supporting staff, in ensuring effective systems and processes are in place, and in the encouragement of growth and change as the service system evolves. Strong leadership is critical to achieving our vision. The management team goes above and beyond to ensure that the organisation meets its performance targets and delivers the outcomes that our stakeholders require.

Our Board of Management - provide leadership, safeguard the organisation's interests, ensure accountability and long-term viability. Board Members volunteer their time to take on these roles and we are fortunate to have a wealth of experience and skills as well as the ongoing commitment from the members of Community Care Options Board.

I wish to acknowledge our funding bodies – the Federal Department of Social Services, the NSW Department of Family and Community Services - Ageing Disability and Home Care and the NSW Department of Health for their ongoing funding and support to ensure our viability in the provision of services to the people of the Coffs Harbour, Bellingen and Nambucca Local Government Areas.

Our Achievements

We have continued to work with our partners and stakeholders over the last 12 months to ensure collaboration, best practice and innovation to achieve high quality outcomes for our clients and their families.

We delivered, across all of our programs, services to 1,994 people with 144,024 hours of supports and services provided.

We were successful in our tender for additional Commonwealth HACC funding with additional funding of \$808,845 received to support people aged over 65 until 30.6.2015.

We hosted a range of workshops for clients and community members – 14th-15th October 2013.

The organisation hosted its first community care conference – Real People Real Choices Real Solutions. Held on 16th – 18th October 2013 at Opal Cove Resort it was a resounding success, delivering timely, informative and inspiring presentations to our local community from a range of fantastic speakers and experts in their field.

Community Care Options held its inaugural We Care Day Festival on Saturday 19th October 2014. Its aim to bring the community together, to celebrate what we have, who we are and where we live. It was a celebration of the diversity in our community and what we can achieve together if we care. Again an overwhelming success that will be held again in 2014.

In light of sector reforms the organisation reviewed and developed a new Strategic Plan and is in the process of completing a new business plan and workforce development plan.

Refurbishment of the Urunga office was undertaken.

With an ever increasing need for space we relocated our meeting rooms from Little St to a larger premises at West High Street and moved our admin and finance team off site.

We held 4 Friends of CCO Meetings giving us the opportunity to update our clients about changes in the sector and changes within the organisation as well as seeking their feedback and consultation about issues affecting them that could assist us improving care and outcomes.

We hosted a well attended client Christmas Party.

We celebrated Seniors Week in March 2014 with client events and activities in Nambucca Heads, Coffs Harbour and Woolgoolga.

The organisation upgraded its client database to ensure readiness for changes being rolled out through Consumer Directed Care, the National Disability Insurance Scheme and individualised funding.

The management team completed unit costing processes to ensure that our prices are competitive, offer the best value for money for clients and are sustainable within funding allocations.

We held workshops for clients affected by changes to the Attendant Care Program to understand the changes and develop new budgets and support plans.

Organisational staff were supported to undertake training and development opportunities to ensure their continued skill and competency in supporting changing client and sector needs and expectations.

We commenced and developed our community engagement project – Connectables, aimed at improving understanding by community groups of our client needs and supporting improved access and inclusion of our clients in community groups, activities and events. We were awarded a \$20,000 grant to support and develop this program and have seen a number of partners come on board.

We commenced a number of projects to support client social support and capacity building including the Men's and Women's support groups.

Overall Community Care Options had a busy but successful year, challenging ourselves in many areas. We remain focused on social inclusion, community engagement, collaboration and partnerships. We maximise opportunities for value added experiences for our clients and the broader community.

In recognising Community Care Options achievements over the last 12 months, I extend my thanks to all involved for supporting us to be a strong, viable, client focussed community organisation.

We will continue to support an inclusive and supportive community for all.

Mike Summerill
CCO Board Chair



Chief Executive Officer's REPORT 2014

I hope you don't mind but this year I really wanted to share my experience personally rather than professionally. It is often hard to separate the two. CCO is a part of who I am and what I really value, and I am a part of it, as you all are.

2013 – 2014 allowed me to experience the highest highs and the lowest lows of my career. It has been a bit of a rollercoaster.

July & August 2013

I had the best and most needed holiday of my life.

In January 2013 I sent my daughter (15) on an overseas exchange to Canada for 12 months. That was one of the hardest things I have ever done, to let her go to the other side of the world and not be in control of her care on a daily basis. My partner and I missed her terribly, but grew closer through the shared experience of missing her. It is true that you don't really value what you have until you don't have it.

July we went to Canada and Denmark - had the best experiences and met some wonderful people, and of course got to spend 10 days with our beautiful daughter. The love and care that total strangers gave our daughter was astounding.

September 2013

After having the most relaxing 7 weeks of my life I came back to a frenzy of activity as we prepared for the final 7 weeks lead up to our conference 'Real People Real Choices Real Solutions', and our community development event 'We Care Day'. I had a very busy and stressful start back into work and felt a little disconnected. It was hard to get back into control.

Liz Anscombe and the management and marketing team did an awesome job in my absence completing all the essential groundwork and preparation for these events. Events never before attempted by our organisation. I wasn't sure that I could step back in and bring it all together. I had a big fear of failure. Lizzie did such a great job as General Manager and I felt a little insecure in my own abilities.

I spent a lot of time promoting events, doing interviews and other negotiations and tasks that put me out of my comfort zone and challenged me enormously. We ran TV commercials, radio campaigns, print promotional material. Things I knew little about but really valued the experience of. I got to have phone conversations with Ray Martin and Paul McDermott.

24th September we held our Annual General Meeting (AGM). It was by far the best attended yet by our clients. I felt that they had a greater connection to the organisation through the range of events that we were running and involving them in.

25th September we had another successful Friends of CCO Meeting. These are great events. They give me the opportunity to meet lots of clients and make even a little personal connection with them. The number of attendees continues to grow. There is great value in people coming together and sharing experiences and getting to know each other.

October 2013

14th and 15th October we ran a number of client/community workshops. These were not as well attended as I had hoped but the feedback from those that did attend was very positive. They received valued information and activities that met their needs. Workshops covered areas such as falls prevention, Centrelink entitlements, medication management, fire safety, energy saving, tai chi, grief and loss, palliative care.

16th, 17th & 18th October 2013 we delivered a quality conference experience in Coffs Harbour. Again the value of people and what they want and believe in. These events put enormous pressure on our organisation and all of our staff. And all of them stepped up to the challenge. Our staff were inspired and pulled together through the chaos of not having management available, of being asked to do extra things, of sometimes poor organisation and poor communication by me, and made it happen.

A huge thank you to all of you for believing that we could do it, for going above and beyond in maintaining current service delivery and taking on extra tasks and responsibilities. I have never been so proud as to stand up to close the conference and know that we had delivered something good. It was the highlight of my professional experience to date.

I think that life is about challenge and experience. It is not the destination but the journey that it is important. I was so proud of our staff, our clients, our organisation, our passion. Proud to be part of such a great organisation and what we do and can achieve. Again attendance was not as great as I would have hoped, but now our community knows what we can deliver. The feedback from our funding bodies, our clients, our staff, the presenters and other conference attendees was extremely positive.

Conference highlights – there were so many great speakers and informative, fun and inspiring presentations. I think pictures speak a thousand words so I have included some great photos from the conference later in this report. The Disability Minister - John Ajaka's attendance was most appreciated.

19th October – We Care Day Festival was held at the Jetty Foreshores. We experienced torrential rain the day before and all through the night, which saw me get little sleep and experience much anxiety about the success of this event. Again another activity that we had not achieved before. The gods smiled upon us and the rain held off as we set up and got under way. What a fantastic day it was. I think over 3,000 people attended, which is pretty good for an inaugural event. We Care Day far exceeded my expectations. It was only possible again through the efforts of staff and clients who volunteered their time and their many and varied talents to contribute and attend. At the end of a very tiring day I was bursting with pride. Together and with our community we are awesome.

For a few weeks following the above events I had a real sense of the day after Christmas, an anti-climax. The conference and we care day however did promote who we are and what we do within our community. It has led to new partnerships and relationships with other organisations and new opportunities that we continue to pursue.

Our focus is where it needs to be on building community capacity, ensuring current and prospective clients can consider us a preferred service provider and diversifying our skills and experiences.

November 2013

I had a change in title from General Manager to Chief Executive Officer.

December 2013

I love the end of the year. Things slow down a little and there is the opportunity to reflect on what has been achieved and what there is still to do. We held a well attended Christmas event for our clients.

January 2014

My daughter came home safe from Canada.

15th January 2014 we started the year off with a strategic planning day. In light of the current sector reforms it was important for the organisation to review its performance, current position and current strategy to ensure that it aligns with future requirements. Current reforms around the National Disability Insurance Scheme (NDIS) are the biggest that have ever been undertaken in our countries history. The Australian demographic has never before experienced the proportion of members aged over 65 years that it currently has. This proportion will continue to grow and has forced the government to review existing aged care funding and arrangements to prepare for future demand. The focus of all reforms is human rights, people's choice, value for money, and individualisation. This means deregulation, greater competition in the market, changed expectations, rationalisation of resources.

As part of developing a new Strategic Plan 2014 – 2017 we reviewed and rewrote our Vision, Mission, and Values. Our focus is on Quality Client Services, Effective Stakeholder Engagement, Sound Financial Management & Governance and Improved Operational Systems & Processes.

February 2014

We undertook quite a lot of recruitment of staff to take up additional service provision afforded by new Commonwealth HACC funding.

The management team also spent a lot of time planning, working on budgets and unit costings, and reviewing tools that can assist us prepare for the management of sector reforms such as individualised budgets for clients.

We have continued to focus on developing partnerships and relationships that enhance our service offering and competitiveness including new promotional material, new advertising, rebranding. We continue to provide valued added services to our clients and the community through activities such as the Men's and Women's Groups, Friends of CCO Meetings and our Connectables Program – developing community capacity and understanding of our client needs.

March 2014

We held Seniors Week (17th – 23rd March) activities for our clients in Nambucca, Coffs and Woolgoolga. These are always well attended and enjoyed by clients and staff alike.

April 2014

I had a professional crisis. I found a CCO client deceased. Standing on his front lawn for 20mins waiting for the police and ambulance to arrive, knowing he was lost but hoping he wasn't, was very challenging. Throughout my nursing and other caring roles over 34 years I have never "lost" a client personally. It did feel personal and I was not OK. I felt helpless, sad, angry, responsible for not doing enough somehow. It made me question what it is that I do and how that I do it and what the point of it is.

This man was somebody's son, brother, nephew, cousin, uncle, neighbor, friend and client. Yet he died unexpectedly, alone at home, aged 43 years.

I was proud to provide a eulogy at his farewell. He was our client for 12 years. I take comfort in the fact that CCO was there for this person throughout the last 12 years of his life. CCO was his family. He felt safe and comfortable with us, allowed us to help him when he needed help and shared who he was with us. It is people like Anthony that make us appreciate what we have, who teach us humility, respect and empathy, and the value of every human life. The people in our community are the reason our organisation exists.

In a world where things have become so depersonalised and technology based, our sector is attempting to reconnect and rehumanise what we do with real people. New reforms are about client choice for the things that they want and value (whether or not these are what we would want or value for them). We cannot change or fix people's lives, we cannot be all the things that they do not have or need or want. We need to continue to care and make connections in ways that are respectful, that support and honour people's human rights, choices, and dignity.

We will continue to utilise our values as the framework for reference in what we do. We will continue to consult with clients about what they want and need from our service delivery. It is what we give as a service and of ourselves to others and the connection that we make with them that makes a difference.

May & June 2014

It is hard to reconcile where the first 6 months of this year have gone. The management team has been working on business plans, workforce development plans, technology upgrades, promotional plans and strategies, and planning for the implementation of organisational changes that will position us well for the future. These include education and training in new service models for staff and clients, new organisational information and again new partnerships and opportunities.

In a world of much uncertainty and change we must be sure of our purpose, and keep our vision and direction. We cannot be complacent. Those that stand still will get left behind.

In review and in light of where we are and where we need to be the title's we chose for our events mentioned above were exactly right. We do work with real people, they do want real choices and we can offer them real solutions. We do care.

I would like to take this opportunity to acknowledge and thank all those that make CCO what it is today – a thriving, evolving, robust organisation with a solid history and reputation and a great future.

The Board of Management – for their time, wisdom, experience, and support. CCO is lucky to have such a stable, committed and skilled group of community members who offer their guidance and governance to the organisation and to myself and the management team.

The Management Team – what can I say. Liz, Lorraine, Samantha and Jodie demonstrate excellent leadership and support to their teams. I have the utmost respect for all of you and the commitment that you make to the organisation, its clients, its staff and for the support that you give to me.

I would like to acknowledge the great loss to our organisation through the resignation of Operations Manager Lorraine Chowdhury. Lorraine has worked tirelessly for CCO since her engagement in 2008. I have the utmost admiration for her drive, her passion, her wisdom, and for all that she has achieved in her time with us. CCO certainly would not be where it is today without the assistance, skill and commitment that she has invested. She has been the most wonderful support to me both professionally and personally.

Effective marketing and promotion has been one of the keys to our success over the last 12 months. Thank you Paula for your focused talents in this area.

It has for me been a year of ups and downs, highs and lows, it has been short but also very long. It has been one that has made me really focus on and appreciate the value of the people in my life and the value of me in theirs. I appreciate and value all of you who invest in this organisation.

Deb Ryan
CEO



Together We Are a Community

Connection is the energy that is created between people when they feel seen, heard, and valued; when they can give and receive without judgement.



TRIBUTE TO CLIENTS

Community Care Options said farewell to a number of long term clients this year. Our lives, and hopefully theirs, were enriched in the time they shared with us.

Who We Are

MNC Community Care Options -

- Is a not-for-profit Incorporated Association governed by a volunteer community based Board of Management.
- Receives funding from the Federal and New South Wales Governments to provide case management, support coordination and direct services to a range of people living in the community, including people with a disability, frail older people and their carers, and those being discharged from hospital. We can provide support to anyone requiring community care on a short or longer term basis with a fee for service arrangement.
- Provides services to members of the community who live in the Coffs Harbour, Bellingen and Nambucca Local Government Areas.
- Are the community care provider of choice on the Mid North Coast.
- Are culturally competent.
- Are people bringing skills and enthusiasm for supporting others.



Our Mission

To support and facilitate improved
quality of life
and
independence
for people living within our community.



We Value



Creativity & initiative

Honesty and transparency

Options

Independence and professionalism

Community, connection, cooperation & collaboration

Equality



This means we:

- Encourage **innovative** and dynamic **ideas**
- Promote **visionary thinking**
- Behave in a **positive** and **friendly** manner
- Provide **inspiration** and **encouragement**
- Act **ethically** and with **integrity**
- Are **open** in our **communications** and share ideas
- **Accept responsibility** and admit mistakes
- Show **trust** and behave in a trustworthy manner
- Share **confidential** information only where needed and with the permission of the person whose information it is
- Protect and keep safe people's private information
- Set **achievable goals** and work towards them
- **Continually improve** our **performance** in all areas of operations, striving for **excellence**
- Show **leadership**
- **Reflect** on our **work practices** and systematically improve them
- Promote a learning culture and are **willing to learn**
- Support and promote **professional development**
- **Observe** collective and individual **boundaries**
- **Account for** our **actions**
- Provide a high **quality of services** which **improve** clients' and carers' quality of life
- Promote clients' **independence**
- Centre the service on clients' individual **choices**
- Support and **empower** people in their **decision making**
- Observe our **duty of care**
- Strive for **continuity** and **consistency** in service provision
- Treat people with **respect** and **dignity**
- Respect people's individual way of life, belief systems, culture and views
- Welcome **diversity** and behave in a **culturally sensitive** way
- Treat people **fairly**
- Uphold people's **rights** and support them to fulfill their responsibilities
- **Celebrate achievements**
- **Consult** people on issues concerning them



AREA of Service Provision

Local Government Areas of –

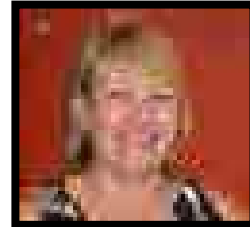
- Coffs Harbour
- Bellingen
- Nambucca Heads



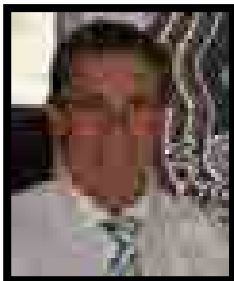
Our Governance



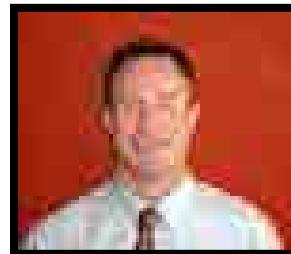
Chairperson
Mike Summerill



Vice Chairperson
Jan Newland

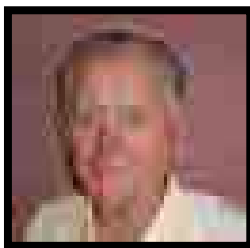


Secretary
Garry Matthews



Treasurer
Warren Hughes

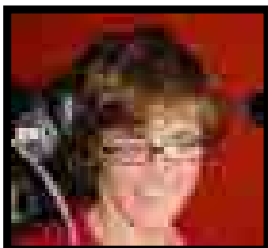
Board Members



Ron Davis



Mark Palmer



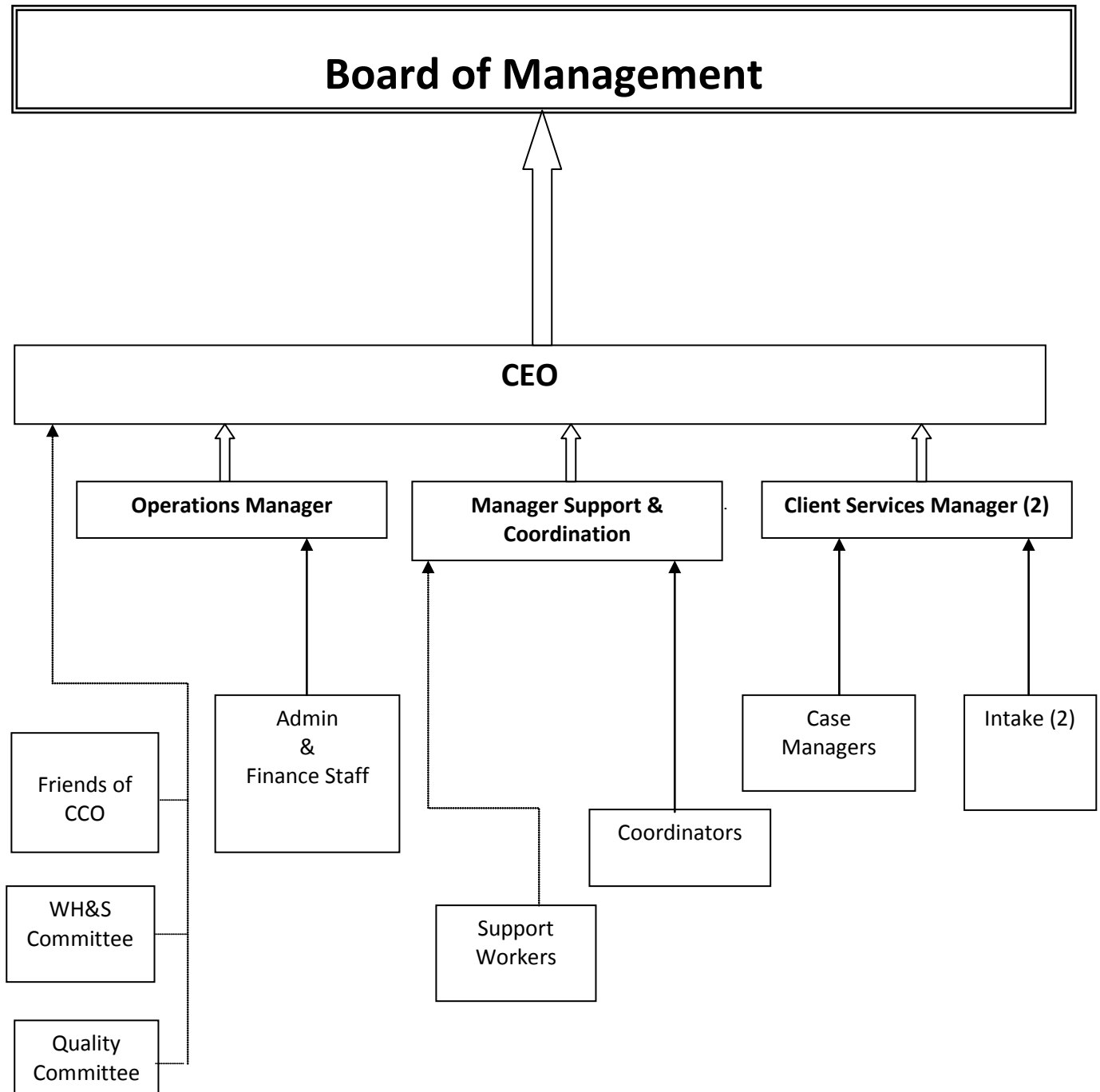
Louisa Salmon



Peter O'Brien

Organisational Structure

Organisational Structure



Summary of Achievements 2013/14

2013 - 2014 Program Performance

Please note that many programs and Departments have had a change of name during 2014. New and previous names are shown below.

Home Care Package Level 2 (HCPL2) – previously Community Aged Care Package (CACP)

Home Care Package Level 4(HCPL4) – previously Extended Aged Care at Home (EACH)

Department of Social Services (DSS) – previously Dept. of Health & Ageing (DoHA)

Department of Family & Community Services (FACS) – previously Dept. Ageing Disability & Homecare

Program	Funded by	Number of packages	Number of clients	Number of Hours
HCP Level 2	DSS	146	197	39,187
HCP Level 4	DSS	18	35	15,242
COP Aged	DSS	Block funding	575	13,845
CRS – NRCP	DSS	Block funding	64	7,732
TACS	Health	Brokered	58	2,027
Attendant Care	FACS	14	14	18,484
COP	FACS	Block funding	238	18,411
Connect	FACS	Block funding	29	730 CM
Compacts	Community Options Aust	712	722	15,540
PSP	FACS	5	5	8,555
Private			57	4,271
Total			1,994	144,024 hrs



OUR CLIENTS

Community Care Options receives much praise and thanks from clients. They identify that we assist them in remaining as active and independent as possible to continue to live within the community with maximum quality of life. The ultimate indicator of success lies in the experience that our clients have. At the end of the day, it is they who determine the quality and value of what is received.

Some of the positive feedback received about what we do well includes –

The kindness, care & understanding by the staff (each & everyone) was impressive. Way beyond their professional duty to one so frail. With sincere thanks.

Standards were always high & respectful. You communicate always.

From case managers, office staff & field workers all have been very professional in their work. They have given wonderful help & support which I have appreciated.

Thankyou so much for the kindness & dedicated, caring attitude of the co-ordinator, service workers & office/telephone staff. I will always mention CCO as a group to advise people needing assistance in their homes. The staff should be proud of the positive difference they are making to the lives of the elderly & disabled in our community.

Polite, courteous, efficient, helpful, timely, responsive and very friendly.

I was extremely impressed with Case manager, care workers & office staff. I would have stayed with CCO for a full home care package had the funding been available. Thank you for assisting.

Shane found it difficult to ask for or accept help but your workers always respected Shane & developed good relations & communications with him. Shane was very grateful for the workers, case manger & staff. Thank you for all the time & attention you gave Shane.

Everything was done to the highest standard.

The service has saved many hours of pain & discomfort & restored me a good deal because I was stress free. You relieve stress, anxiety and aching bodies - & with friendly smiles & understanding.

I cannot think how to improve the quality & reliability that I enjoyed.

For me your service was A1, can't think of anything you need to improve.

Unbelievably good service, we were shocked at how good.

Compassionate, engaged, interested staff worked with Dad and this made him feel valued and cared for. He loved the company and was touched by all they did for him, as do we, the family.

All your assistants arrived on time. They are efficient with their jobs. They are always friendly and caring. Thank you for the assistance I received. Until my surgery I did not know this wonderful service was available.

Absolutely first class service.

Across all areas, fantastic service. Was extremely impressed, helped me and my family out so much. A big thank you.

I think your service is excellent, caring and listening without judgement.

All in all I was impressed with your all round efficiency & particularly the caring approach by your staff.

Real People Real Choices Real Solutions – community care conference

Real People Real Choices Real Solutions

Opal Cove Resort, Central Harbour NSW
October 16-18 2013



Community Care Options
inaugural
conference
2013
"We Care"

Key Speakers

 find us on facebook

 Paul McIlwain Executive CEO	 Paul Rennie President Hospice House	 Suzanne Buckley General Operations President	 Ken Jylke President HCC Member for Country Newcastle
 Heather Brown Ambulance Manager	 Peter Kempster CEO of HCC	 Adam Paul Bell General Manager Hospice House	 Pauline Atkinson HCC General Manager Hospice House
 Paul Spence CEO Opal Cove Resort	 Ryley Bell President	 Ray Martin General Manager Hospice House	 Tony O'Connor CEO Hospice House General Manager

REGISTER NOW!

Call 02 6650 2000 email admin@cco.net.au or visit www.cco.net.au

Funded by



Government of NSW
Department of Health



hacc
Health Action Community Care



Red Cross
Community Services

Supported by



Opal Cove
Resort



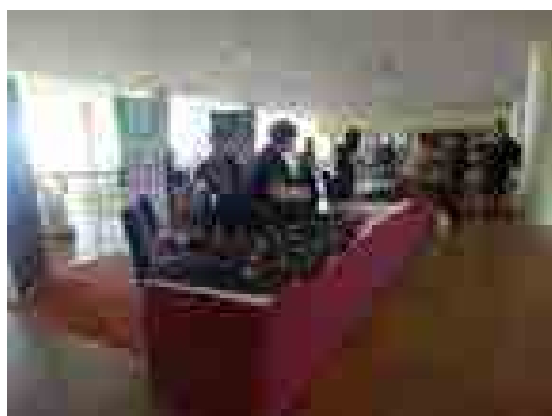


Noelene Brown – Ambassador for Ageing,
Paul McDermott – Conference MC
Aunty Beau Ballangary – Welcome to Country

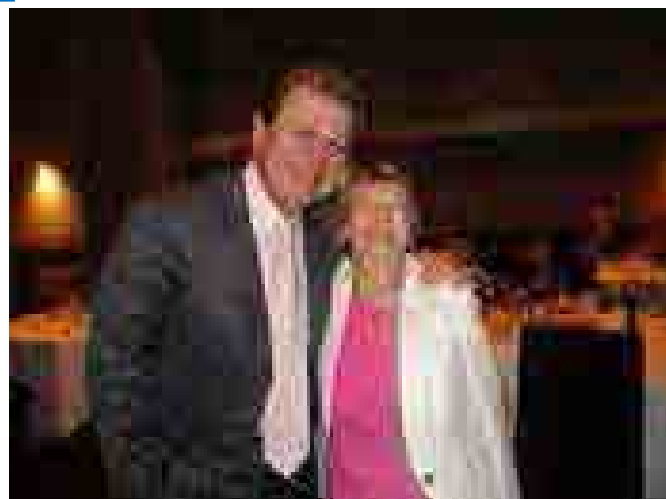


Emma Hoad –
Coffs Harbour
City Council

Ryley Batt –
Gold Medal
Winner
Wheelchair
Rugby



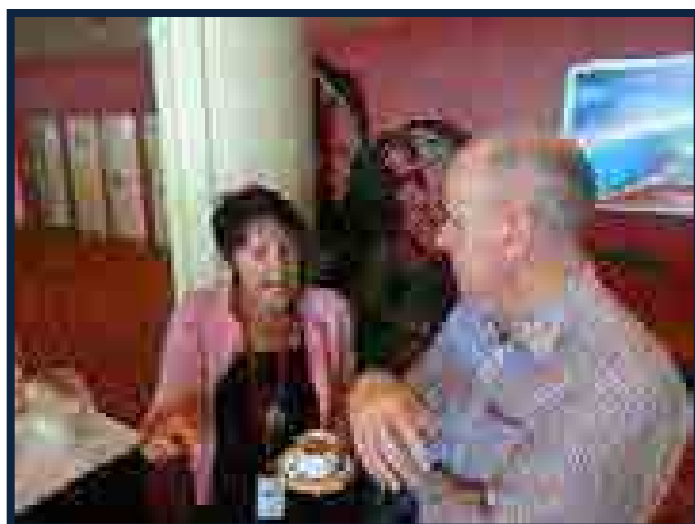
Registration Ready – CCO staff at work



Ray Martin was popular



Panel Discussion – service users, presenters, service providers following presentations by Pat Sparrow re aged care reform and Pauline Stanley after reviewing the NDS landscape and future directions for NGOs



Paul Higgins - Emergent Futures Presenter with delegate Viv

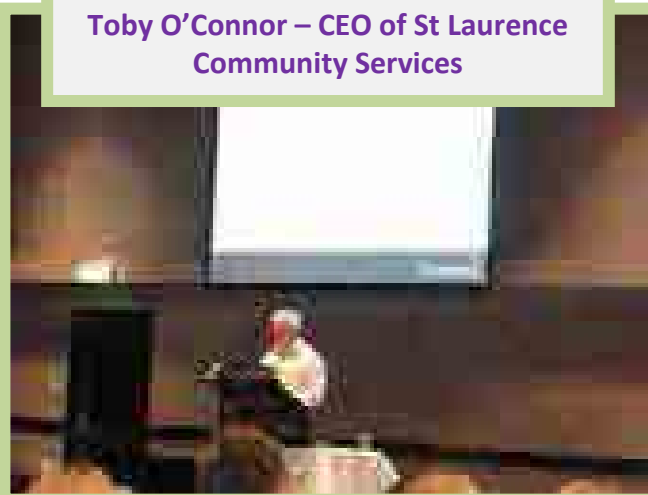


Peter Kenyon, who delivered a talk on Asset Based Community Development, was inspiring



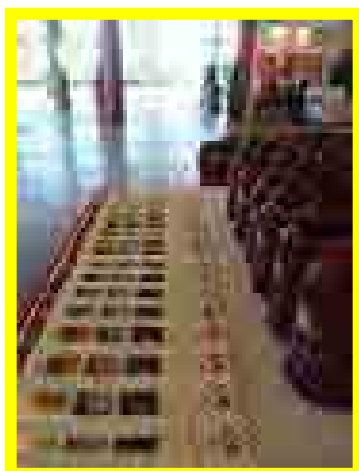
The Hon. John Ajaka – Minister for Disability Services – introduced our client story session. He identified that this gave him a much greater understanding of issues for our clients.

Toby O'Connor – CEO of St Laurence Community Services



Clown Doctor - Jean-Paul Bell

Delegates entertained by the Choices Band



Conference Brochures...all in a row





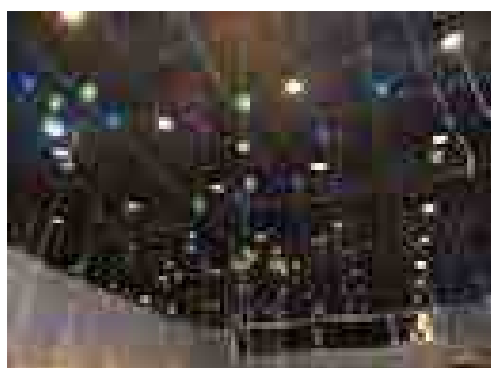
Delegates enjoying lunch



Client Elgwen with her photo



A well attended session



WE CARE DAY

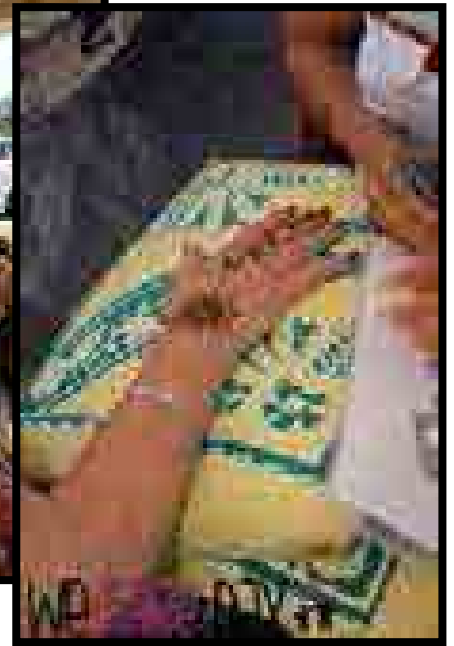


Above: People enjoying the day

Left: African drumming was popular

Below: Dancing the Day away – Belly Dancing Ladies and a flash mob





Something for everyone!



Client Christmas Party



*Clients enjoying
lunch at our Client
Christmas Party at
C.ex Coffs
3rd December 2013*



Complaints

Community Care Options utilises the feedback it receives from clients, families and other service providers to review and improve the services provided.

Feedback can take a number of forms and be received in a number of ways –

Complaints from clients – both verbally and written;

Feedback from clients directly to Support Workers or Case Managers;

Service evaluations – these are given to clients upon exit from the service and annually;

Client Service Reviews – conducted regularly by Case Managers with clients to gauge their satisfaction with service delivery and the degree to which services are meeting their needs;

Client surveys.

Community Care Options has a number of registers for reporting client feedback. We record formal complaints, negative and positive feedback and exit feedback.

We received 7 formal complaints for the 2013/14 financial year, less than half those received the previous year.

All complaints were followed up on and were dealt with by addressing staff training and development needs or through performance management. Systems were reviewed and improved where this was indicated through a complaint or negative feedback.

Negative Feedback – 53 instances of negative feedback were recorded and responded to.

Community Care Options recorded more than 30 instances of positive feedback independently from clients as well as positive feedback through client exit surveys.

Thank you to all client's who provided us with feedback. We welcome your input to service delivery and its improvement.

Work Health & Safety

The health and safety of clients and staff is of paramount importance to Community Care Options as well as a compliance requirement.

CCO is committed to ensuring that potential risks to the health and safety of staff and clients are identified and addressed in a timely manner. CCO implements an extensive risk management process.

All hazard/incident reports are reviewed by the Management Team weekly and the Work Health and Safety Committee who meet bi monthly. Control measures are put in place to manage identified hazards and to respond to incidents when they occur. All staff are responsible for ensuring their own health and safety and that of others.

WH&S is a shared responsibility.

A total of 151 WH&S reports were received.



Rebranding



CCO has updated our brand and colours to a more contemporary look.

Promotion and Advertising

Thank you to our clients who assisted us with the making of a new TV commercial in 2014.



Partnerships

Thank you to the Local Health District for its valuable partnership and for continuing to use CCO's services to effectively support their clients. We have entered into a number of other partnerships including - CHC Medical and CHC Pharmacy to ensure cost effective access to supports and services for both our staff and clients; Coffs Coast Community College to ensure more effective access to staff training and development and community education, and numerous community clubs and groups who have engaged around our ConnectABLES Project.

Unit Costing

The Management Team has spent considerable time analysing financial information and working on establishing robust unit costs for service delivery as we enter a period of increased accountability to clients for their individualised budgets. Unit costs have been established that are competitive, provide value for money for clients and which will ensure financial sustainability for the organisation as grant allocation processes change.

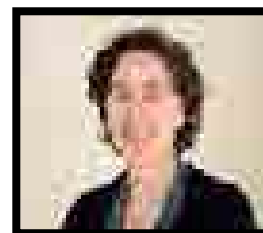
Planning

Effective planning in the current environment is critical. CCO has spent much time on reviewing and developing our Strategic Plan, Business Plan, Workforce Development Plan and Continuous Quality Improvement Plans. Environmental scanning, risk management and forecasting future needs have been important areas of focus.



AGED CARE PROGRAMS

Report - Client Services Manager - Samantha Stewart



Our funding and Service Delivery 2013-14

HOME CARE PACKAGES

CCO receives funding currently for 146 Level 2 Home Care packages. These packages of support are for clients who have been assessed as having a low level of support needs.

197 clients were supported through this program during the year, with 39,187 hours of services provided.

Community Care Options is funded for 18 Home Care Level 4 packages. 35 clients were supported on this program in 2013 – 2014, with 15,242 hours of support provided.

COP AGED CARE

This program is funded under the Commonwealth Home and Community Care (HACC) program. We have supported 575 clients on the COP Aged program throughout the financial year.

The COP Aged Care program is a case management service. Case management includes undertaking a comprehensive assessment of client need; developing an individual support plan with the client; sourcing information; and referral to appropriate services within the community.

Support Planners assist clients to access the services they need within the community to maintain their independence. Our services are person centred, with our focus on empowerment, building on strengths and supporting the client with decision making and planning processes.

Some brokerage funds allow us to provide or purchase the services needed until longer term options can be sourced.

COMMUNITY RESPITE SERVICE (CRS)

The Community Respite Service receives funding to support carers of both people with dementia and aged people with high care needs. A total of 7,732 hours of respite was delivered to a total of 64 carers in this financial year.

TRANSITIONAL AGED CARE (TACS)

Community Care Options has a contract with the Local Health District (LHD) to provide direct support services for aged clients leaving hospital who require support for up to 12 weeks post discharge. We have provided support to 58 clients on this program this financial year.

Our capacity to deliver this level of support to people in our community is attributable to the commitment and dedication of our workforce.

Meet the Aged Care Team Support Planners

Ann Mackerras	Bianca Critten (RN)	Denise Hughston	Donna Capewell	Doug White	Elizabeth Sale
Joanne Rice	Judith Smorti	Kate Leary	Kylie Piper	Steve Bullock	Theo Gard
Tracey Shannon	Vicky Shaw				

Growth and Change

The 2013 – 2014 financial year has been a period of growth and change for the Aged Care team. Some of the key milestones that have contributed to the change and growth include -

- The commencement of the Living Longer, Living Better aged care reforms by the Commonwealth Government – the pledge is to introduce consumer choice to all package care recipients.
- We have been improving our internal processes and practice to ensure the team is prepared for the new consumer directed care models of individualised budgeting. This model of care ensures choice and independence for our clients and carers.
- During the year we also tendered for additional Commonwealth HACC (Home and Community Care) funds so that we could address the growing demands for services and supports for people over 65 years that were reflected in our large waiting lists. Community Care Options was successful in this tender and were provided with an additional \$808,000 for case management and direct service delivery. This additional funding has enabled the delivery of case management and direct support to an additional 150 people who would otherwise still be waiting for assistance.
- Department of Social Services released tenders for new Home Care Packages for financial year 2014 – 2015. We have submitted a tender; our particular focus in the tender was for Home Care level 1 & 3 packages. We are optimistic that we will receive additional packages to improve opportunities for clients to transition through the four levels of care as needs and health changes.
- We introduced a Registered Nurse, to our aged care team to oversee the clinical care and coordination of recipients in receipt of the Home Care level 4 packages. We have received very positive feedback about our decision to recruit a Registered Nurse.
- The Department of Social Services also announced the introduction of the Commonwealth Home Support Programme (CHSP) from July 2015. This new programme will replace the existing Commonwealth HACC program. The emphasis will shift from a predominantly Case Management service to direct care support. It is proposed that assessment and case management will be managed by My Aged Care and regional assessment centres. Proposed guidelines have been made available and CCO, along with other national providers, have been able to engage in

the consultation process. It is expected that tenders will be made available to providers who wish to become Regional Assessment Centres.

Plans and preparation for 2014 – 2015

Growth and change still focus highly in the work plans and preparations for this financial year. By July 2015 all Home Care package care places must transition fully to the consumer directed care model of individualised funding. Training and information workshops will be delivered to clients and carers before June 2015 to ensure individuals are provided with transparent information relating to their available funds and costs of service.

We wait in anticipation for the results of the Home Care Package tender that I referred to earlier in this report. Currently, there are no Home Care level 1 & 3 packages available to people in the Coffs Harbour LGA. If we are successful, then these allocated packages will be delivered as consumer directed care packages – offering full participation to clients and carers in the negotiating of services in line with their available funds.

This year our team is working on developing more robust assessment systems so that we are in a position to tender for new (CHSP) regional assessment centre and direct service delivery. Community Care Options has been the principle provider of Case Management services across the three Local Government Areas.



Our aged care team is prepared for the journey ahead.

DISABILITY SUPPORT PROGRAMS



Report - Acting Client Services Manager - Complex Care - Jodie Herbert

The Team

Our Client Services Team for Disability and post hospital support programs currently comprises of 10 dynamic Support Planners and a talented Intake Coordinator. Our Support Planners and Intake Coordinator have a wide range of experience, qualifications and are passionate about what they do. The team has demonstrated high quality case management skills, supporting CCO to maintain a reputation of leading the way in quality case management and delivering positive outcomes for people in our community. CCO is also pleased to announce that these Support Planners have been provided with the opportunity to gain Certification in Case Management Practice. They have already started the Certification by completing the first stage of training and we are looking forward to congratulating each Planner as they complete this process.

As Acting Client Services Manager for the Complex Care Team, I would like to take the opportunity to thank the team for their tireless efforts in going above and beyond to support the organisation, their colleagues and service users. I would also like to congratulate those that have reached employment milestones, become permanent employees and completed studies. Well done to you all.

Sector Reforms

As most people are aware the Disability Sector is embarking on some significant changes that will diversify how we support people and deliver services. Historically, disability funding models have been block funded, however the changes now use an individual funding model, focusing on principles of individual rights and dignity, choice and competition. It allows individual service users to be more in control of funds and choice about how disability services and supports are provided.

CCO prides itself on being a leading NGO and have already begun information sessions for employees and service users about the impact of these changes. We have held an information session about the changes to the newly named Community Support Program (previously known as the Attendant Care Program) and have been able to support both staff and service users with the transition from block funding to individualised funding budgets.

As further changes and information is released with regards to the National Disability Insurance Scheme, we will endeavor to ensure that people are kept up to date with accurate details.

Program updates

COMPACKS

The Compacts program operates through a partnership with Community Options Australia and NSW Health. The aim of the program is to support people leaving hospital for a period of up to 6 weeks, to optimise their recover and transition home and hopefully prevent readmission to hospital.

Some 722 people were supported through this program this financial year.

COMMUNITY OPTIONS PROGRAM (COP)

The Community Options Program is funded under the Home and Community Care (HACC) program. We have supported 238 clients on the COP program throughout the financial year.

Over time, the concept of how case management is delivered has changed significantly. CCO has invested in providing the most up to date training for our Support Planners, priding ourselves on being the leading organisation to deliver high quality case management services to the community. Support Planners provide a holistic, transparent, individualised and strengths based approach to case management support for service users. In the last financial year our COP Support Planners delivered over 11, 500 hours of case management support.

CONNECT

Connect is a short term intensive style of case management. This financial year we have provided over 730 hours of intensive case management support to 29 people, achieving some fantastic results for clients accessing permanent accommodation and transitioning to direct care support services.

ATTENDANT CARE PROGRAM (ACP)

In the 2013/2014 financial year we supported 14 clients under this program.

This program provides portable, flexible and individualised support. Clients are assessed by ADHC to determine eligibility for this program. Support hours are generally between 25 and 50 hrs per week.

Total hours direct support provided under the Attendant Care Program was 18,484 hours.

PERSONALISED SUPPORT PROGRAM (PSP)

The Personalised Support Program is about supporting clients with individual funding by tailoring support specifically to meet their needs. New models of funding are emerging which allow clients greater flexibility in directing and receiving care and support.

Community Care Options is an approved Accommodation panel provider for Dept Family & Community Services, is registered with the Voluntary Out of Home Care program to support younger people as needed; and is approved, competent and experienced in providing high level individualised and person centred support. eg Consumer Directed Care and Attendant Care programs. We ensure through effective clinical support and specialised training that our clients receive a professional and high quality individual experience.

We currently have 5 clients on the personalised support program.

The Support Planners assist with developing lifestyle support plans, budgeting, achieving goals and supporting the teams of direct care staff. Support Planners have assisted those with individualised funding to stay informed about changes in the Disability Sector and support with making choices about how to manage their budgets.

PRIVATE SERVICES

Community Care Options provides a range of services to private clients where needed.

At times the organisation is brokered by other agencies to provide services to their client's or to provide additional support to existing CCO clients. 62 private clients were supported.

CCO currently has brokerage agreements with –

NSW Home Care
Life Without Barriers
The Home Nursing Group

We thank you for utilising our expertise to support your clients.



Again I would like to thank the members of the Complex Care Team for providing support of the highest quality to our community and acknowledge their genuine empathy and passion for the work that they do every day.

Support & Coordination



Report - Manager Support & Coordination – Liz Anscombe

As Manager Support and Coordination, I have the opportunity to work with and for some truly awesome individuals. My role is often a precarious balance between frustration and elation and in truth, there are times I am so overwhelmed by the enormity of the tasks we are responsible for that I'm just not sure we can achieve it, but time after time, we pull rabbits out of hats and get results. The magicians in my responsible teams are comprised of three separate groups being the Coordinator's Team, the Support Worker's Team and Reception.

It is the traits of our team and the outcomes we achieve despite the numerous and varying challenges we face that makes us the effective teams we are. Having said that, the past year has been our most difficult and has truly challenged the way we think and the manner in which we work.

Changes within the aged care and disability sectors have had a significant and ongoing impact on our teams. The need to be able to quickly increase and decrease our staff base to reflect changing client needs has been an issue we've struggled with in terms of the Award and in terms of our own ethics. This coupled with the implementation of the SCHADS Award which conflicts with the sector reforms has meant we've had the difficult task of balancing the needs of clients with the needs of staff, whilst complying with legislation that conflicts with client choice. To date we have managed to juggle this as best as possible but as we grow, this will become a more complex and challenging issue.

I am proud to say that at a time when other employers are casualising their work force, we have taken a different stance. In recognition of the commitment staff make to us and our clients, this year we formalised our commitment to staff by offering permanency across the board. 60% of our Support Worker team are now permanent with 97% of those staff working full time hours. This has had a number of positive impacts being - greater consistency for clients; improved ability to forward plan; an enhanced sense of loyalty and consequentially, improved retention rates; a greater quality of life for our staff in terms of guaranteed income, the ability to access loans etc; improved opportunities to contract staff to specific spans of hours giving greater work/life balance and the ability to provide more consistent and workable rosters for staff.

I am also proud to say that at a time of significant growth which has seen Case Management teams grow significantly and client numbers grow exponentially, we have actually consolidated our workforce. In July 2013 we averaged 4,600 services per fortnight. Today, we average 5,400 services per fortnight. This is despite a reduction in the Support Worker team from 110 staff to 105 and a reduction in the Coordination team from 9 staff to 8. This has been achieved only through sheer determination and the ongoing work of Coordinators. In doing so, we have been successful in filling split shifts, reducing our travel related expenses, maximising our available resources and being able to negotiate more consistent and appealing rosters for Support Workers.

Our most important achievement by far this year has been the consistent and reliable provision of services to our client group. Our services are client focused, client driven, timely and responsive. This has been achieved despite a growing number of Community Support Program recipients choosing our organisation with their very large and specific

service needs, the introduction of our first client requiring 24 hour support and our increasing and daily changing HACC Aged and Compack recipients. Our ability to be responsive to clients requesting our support, to implement consistent services quickly and with highly skilled staff, and to do so with absolute professionalism is what will see us survive in to the future.

Second to this has been the changed relationship dynamics within the Coordinators and Support Workers teams which have resulted in us working more cohesively. We recognised the need to build the relationships between our two groups to ensure all members felt equally valued. We have worked hard to foster inclusiveness and equity among teams, individuals and roles. The respect we have for each other despite our different but equal positions is now evident in our interactions and I believe this has enabled all staff to have a greater connectedness to the organisation we work for.

In the past 12 months we have radically changed our recruitment processes to ensure we have the right people in the right job. Client representatives are now included in our Support Worker and Coordinator selection panels, new applicants are tested by willing clients prior to proceeding to Induction and all commencing staff undergo a post-employment workshop to identify gaps in knowledge or skill sets. We have also undertaken asset mapping for existing and commencing staff to identify their unique interests and attributes that can be matched to those of clients. These improvements have seen us experience a significantly greater retention rate, more appropriately matched staff to clients and a greater commitment by new staff to the organisation.

Despite our significant workloads, our teams have been active contributors to the many Community Care Options events being held additional to our workload. This has included volunteering at 'We Care Day', canvassing local businesses when fundraising, working at our locally held conference, donating own personal goods to raffle etc. It is remarkable to me that people that give so much of themselves on a daily basis are the first to volunteer to give again.

To the Coordinators Team – Toni, Sally, Kerry, Margaret, Yasmin, Ligaya, Rowan, Lynn, Linda and our newest addition Janice, thank you for your resilience, your patience, your enthusiasm, your honesty; your genuine care for both clients and staff; your humour; your comradery and your support of me. I could not wish for a better (or funnier) team and am so grateful for each of you.

To the Support Worker Team, I apologise that our team is too numerous to list every one individually in this context. Please know that you are much valued and a real asset of this organisation. I know how challenging the work you do can be and equally how rewarding. I am grateful for the commitment each of you have made to upholding the rights of clients and the values of our organisation. Thank you for the exceptionally high standard of work you have provided, your incredible flexibility and again, your willingness to put clients needs above your own when needed. It is your commitment and your actions that makes us the organisation of choice and I am so proud to be part of your team.

To Irena, thank you for your unflagging energy, your kindness towards all stakeholders, your efficiency and the early morning smile that greets each of us. Your positivity is contagious and we all thank you.

I am constantly in awe of the commitment, generosity and loyalty of our teams and am humbled to work with each of you. The year ahead is a scary prospect and likely to be far more challenging than the last, but we will fall on our feet – we always do.



FINANCE & ADMIN



Report – Operations Manager – Lorraine Chowdhury

I would like to commend the finance team on an outstanding effort again this year. To deliver exceptional outcomes requires dedication and commitment from the whole team.

Income for the period was \$7,399,302 with wages being 78%, accommodation costs 2%, administration costs 9%, and client expenses 10%.

The members of the finance team consist of Lorraine Chowdhury - Operations Manager, Laura Turner – Finance Officer, Rose Law – Accounts Officer, Jess Farrugia – Accounts clerk.

Daily Activities

For the period 1 July 2013 to 30 June 2014 the following took place by the finance team:-

Customer Invoices generated	5,141
Purchases Orders Generated	1,418
Payroll transactions processed	162,800
General Ledger transactions	3,900
Bank transaction uploads	410
Payments received processed	17,600
Group certificates generated	150
Salary Sacrifice Transactions	3,600
Leave Requests processed	600

Change This Financial Year

One of the major changes for the 2013–2014 financial year was the large increase in the amount of individually funded programs by government. This change has a great impact on workloads as each client package requires its own financial statements and own audit to government.

The chart of accounts has been redesigned to accommodate this change now and into the future.

The finance team has also been preparing for the added change to Consumer Directed Care packages taking place from July 2014 and preparing for the major change in July 2015 where all client packages will require their own individual financial statements and audits.

Improvements to financial processes have been made to ensure income and expenses are recorded accurately against packages.

Changes to Working with Children Checks on employees (previously done once only) now required to be completed every 5 years. All CCO employees needed to be rechecked before 30.6.14.

I greatly appreciate the support from the finance team who work tirelessly for the organisation and provide me personally with support that produces results.

Our Funding

Community Care Options receives funding from a number of sources –

The Department of Family and Community Services

Ageing, Disability and Home Care (ADHC) funds CCO under a number of programs

- The Community Options Program (COP) - under the Home and Community Care (HACC) Program for people with a disability under the age of 65 and carers.
- The Disability Services Program (DSP) for the Connect program's case management.
- The Attendant Care Program (ACP) for a number of individuals with very high support needs.
- Young People In Residential Aged Care (YPIRAC) Program.
- Individual Accommodation Support Packages (IASP)

The Australian Government's Department of Social Services, funds –

- the Home Care Packages program.
- CCO receives an allocation of funding under the National Respite for Carers Program (NRCP) for our Community Respite Service (CRS).
- The Commonwealth HACC program provides funding for our COP Aged Care program.

Community Options Australia INC - provides funding for our Compacts program on behalf of the Ministry Of Health.

We are from time to time brokered by other services to deliver supports to their clients.

We provide private fee for service for those people wishing to purchase additional supports or who may be ineligible for other options.



TREASURER'S REPORT

I am pleased to present this Treasurers Report for the year ended 30th June 2014. It has been another successful year, in numerous ways. Along with the continued expansion of programs and services provided to people within our community, CCO has invested in raising its profile through rebranding and marketing. This is to ensure that prospective clients know that they can choose us with confidence. We have entered into a number of partnership arrangements with like-minded organisations who want to ensure the best range of options and supports for our community. We have focused on community development through a conference, We Care Day and our community engagement project. All sound investments in our future.

This is my sixth year as Treasurer. I am pleased to again report the achievement of a modest surplus of \$33,035.78. This is an impressive result within the context of current sector reforms and testimony to the effective and excellent business decisions by the Board and Management Team, a skilled and dedicated financial and administrative team, and the systems working well in all parts of the business. A special mention and thank you to Deb and Lorraine. We are in a sound financial position demonstrating prudent financial management.

The total in grants funding received by Community Care Options from the Federal and State Governments for the financial year was \$6,833,970.80, an increase on last year.

These funds were for various programs & packages of support including -

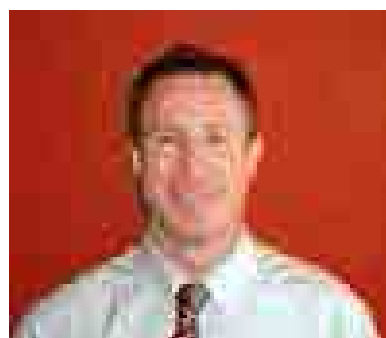
Attendant Care Program
Community Options Program - Disability
Connect
Personal Support Program – SLF, YPIRAC, IASP

Home Care Packages – Levels 2 & 4
National Respite for Carers Program
Compacts
Community Options Program – Aged Care

Retained profits held, along with our considerable grant portfolio and current contracts positions Community Care Options well for the future.

I am very pleased to have been involved with such a good organisation, contributing and supporting Mid North Coast Communities. The organisation is progressing well with the present leadership. I am confident it will continue to provide excellent and valuable services for the people living on the Mid North Coast.

Warren Hughes
Treasurer
September 2014



AUDITORS REPORT

2014



MNC Community Care Options

Financial Statements
For the year ended 30 June 2014

Westlawn Business Services (Coffs) Pty Ltd
The McGrath & Associates Quality Accountants
PO BOX 4198
COFFS HARBOUR JETTY 2450

Phone: (02) 6652 7083 Fax: (02) 6652 9970
Email: info@mcga.com.au



366a Harbour Esplanade
Coffs Harbour
NSW 2450

PO Box 4198
Coffs Harbour Jetty
NSW 2450

P: 02 6652 7083
F: 02 6652 9970
E: info@mcga.com.au

www.mcga.com.au
ABN 82 004 006 126



MNC Community Care Options

Contents

Board's Report

Auditor's Independence Declaration

Profit & Loss and Balance Sheet

Statement of Cash Flows

Notes to the Financial Statements

Independent Auditor's Report

Compilation Report

MNC Community Care Options Chairperson's Report

Your Chairperson presents this report on the Association for the financial year ended 30 June 2014.

Board

The Board has been in office since the start of the financial year to the date of this report unless otherwise stated.

Operating Result

The profit of the association for the financial year after providing for income not accounted for:

Year ended	Year ended
30 June 2014	30 June 2013
£	£
33,850.78	53,885.65

Principal Activities

The principal activities of the association during the course of the year were Community Care Services.
No significant changes in the nature of these activities occurred during the year.

Significant Changes in the State of Affairs

No significant changes in the association state of affairs occurred during the financial year.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in subsequent financial years.

Future Developments

The association expects to maintain the present status and level of operations and hence there are no likely developments in the operations in future financial years.

Environmental Issues

The association operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Indemnifying Officer or Auditor

No indemnities have been given or agreed to be given or insurance premiums paid or agreed to be paid, during or since the end of the financial year, to any person who is or has been an officer or auditor of the association.

Proceedings on Behalf of Company

No person has applied for leave of Court to bring proceedings on behalf of the association or intervene in any proceedings to which the association is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The association was not a party to any such proceedings during the year.

The accompanying notes form part of these financial statements.

**MNC Community Care Options
Chairperson's Report**

Auditors Independence Declaration

A copy of the auditor's independence declaration as required under section 303C of the Corporations Act 2001 has been included.

Signed in accordance with a resolution of the Board

Board:

The accompanying notes form part of these financial statements.

**MNC Community Care Options
Auditor's Independence Declaration**

**UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
To THE DIRECTORS OF: MNC Community Care Options**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2014 there have been:

- (a) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

McGrath & Associates Quality Accountants
Kylie Mudge, CPA 31440004
256A Harbour Drive Coffs Harbour NSW 2450



THE accompanying notes form part of these financial statements.

