



# Annual Report 2017



Community Care Options acknowledge and pay our respects to the Gumbayngirr, Dunghutti, Worimi and Biripi nations, the Traditional owners of this beautiful Mid North Coast land on which we live and work.

## Community Care Options

Community Care Options (CCO) has been a not-for-profit Incorporated Association since 23.4.1996. We became a Company Limited by Guarantee on 28.6.2017 and are governed by a volunteer community based Board of Management.

In 2017, CCO is the largest provider of home care packages for the aged as well as the largest provider of disability services on the Coffs Coast.

We -

- receive 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.
- support a diverse client group , including people with a disability, frail older people and their carers, those being discharged from hospital and those who may be experiencing financial hardship. We can provide support to anyone requiring community care on a short or longer term basis with a fee for service arrangement.
- provide a range of community care services to people of all ages, cultures and abilities.
- provide 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 Coffs Coast.



**We Care**

# **CHAIRPERSON'S REPORT 2017**

## ***on behalf of the CCO Board***

As the Chair, of Community Care Options Board of Management I am pleased to present this, the 21<sup>st</sup> Annual Report in 2017. It provides an overview of our activities throughout 2016/17.

Our Strategic and Business Plans 2014 – 2017 have been focused on continuous improvement, ensuring our systems and practices have kept pace with changing business and client needs. CCO has met all identified performance targets, and maintained quality, value added service delivery to our clients, within our financial resources. We have continued to work with our partners and stakeholders to ensure collaboration, best practice and innovation in achieving high quality outcomes for our clients and their families. Our achievements and success during this period have laid the foundation for the development of our Strategic Plan 2018 – 2020.

As a not for profit service we are accountable to many stakeholders – clients and their families, staff, funding bodies and others. This report provides information about the organisation's activities and financial performance, and should inspire confidence in the quality of our service offerings and achievements. The Board is very proud of the outcomes achieved over the past year, CCO has gone from strength to strength, exceeding performance targets and achieving significant recognition for our efforts.

I am proud to have been associated with Community Care Options as a Board Member since 1996, and sadly advise that I will be stepping down from the Board this year. I have certainly enjoyed my time as part of this great organisation, but will continue to monitor its success into the future. I am confident that CCO is well equipped and in good hands in terms of its governance and leadership going forward.

### **Current Context of Service Delivery**

There is a saying that 'the only things certain in life are death and taxes', we would add 'and change'. Aged care reforms have been constant since 2015 with the introduction of Consumer Directed Care and the disability sector has been in a state of flux since the trial and rollout of the National Disability Insurance Scheme (NDIS).

Reforms have been driven by the increased demand of an ageing population and changing client expectations. The broad impact of reforms is a systematic shift from a focus on outputs to outcomes; from welfare to social investment; from command and control to innovation and collaboration; from standardisation to personalisation and customisation. Community Care is being challenged by an increased need for flexibility; increased competition; and a greater emphasis on customer choice and entitlement.

The Community Care Options Board and Management have worked hard to understand the key reforms affecting our sector; the impact of these reforms on the organisation; and key risk and opportunity considerations. Business Planning has allowed us to consider and address the following issues –

- The rationalisation or expansion of our service offerings
- The impact on revenue streams
- Marketing considerations
- The impact on our workforce
- The delivery of tailored services and supports for each person, including costs and methods
- The impact of new entrants to the market, including for profits
- The systems and processes that will be required.

Community Care Options is well positioned, and has sought to maximise the opportunities available within the current environment with a Business Plan focused on –

- Ethical leadership and strategy
- Governance and decision making
- Clients and market diversity
- Financial sustainability
- People, culture and capability
- Information and knowledge management
- Quality measurement and improvement.

CCO has had an extremely busy and successful year. The recognition of our innovation, ethics, quality and workforce through a number of awards over the past year has been amazing. These have certainly enhanced our teamwork and contributed to a workforce culture of pride and value.

Our key goal however is always the development and maintenance of client satisfaction and loyalty. CCO has achieved this through its many valued added programs. We value our clients highly. We hope to continue to serve you well into the future. Our goal is to work collaboratively with you to achieve the best outcomes in a changing sector environment.

I would like to acknowledge the great job that our CEO Deb Ryan has done in this her 10th year at Community Care Options. She provides fantastic leadership, which has seen recognition for CCO across the sector and business.

‘We Care’ is not just a slogan. It is what we do.

Community Care Options supports the view that every citizen is entitled to receive the best possible supports to live a better life in an inclusive community.

*Mike Summerill*

**CCO Board Chair**



# Appreciation and Recognition

Community Care Options 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.

The following stakeholders have collaborated to make Community Care Options the success that it is - Thank You to –

**Our Valued 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. You have demonstrated responsiveness and professionalism in all aspects of service delivery – from planning, to coordinating, to attending to client needs in their homes and communities. Your commitment to teamwork is applauded. Congratulations on a job well done.

**Support Planners** – your client focus, teamwork and ongoing commitment to quality client outcomes through effective assessment and planning is to be commended. 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, it is complex and often frustrating. You offer support to clients, support workers, support planners, 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.

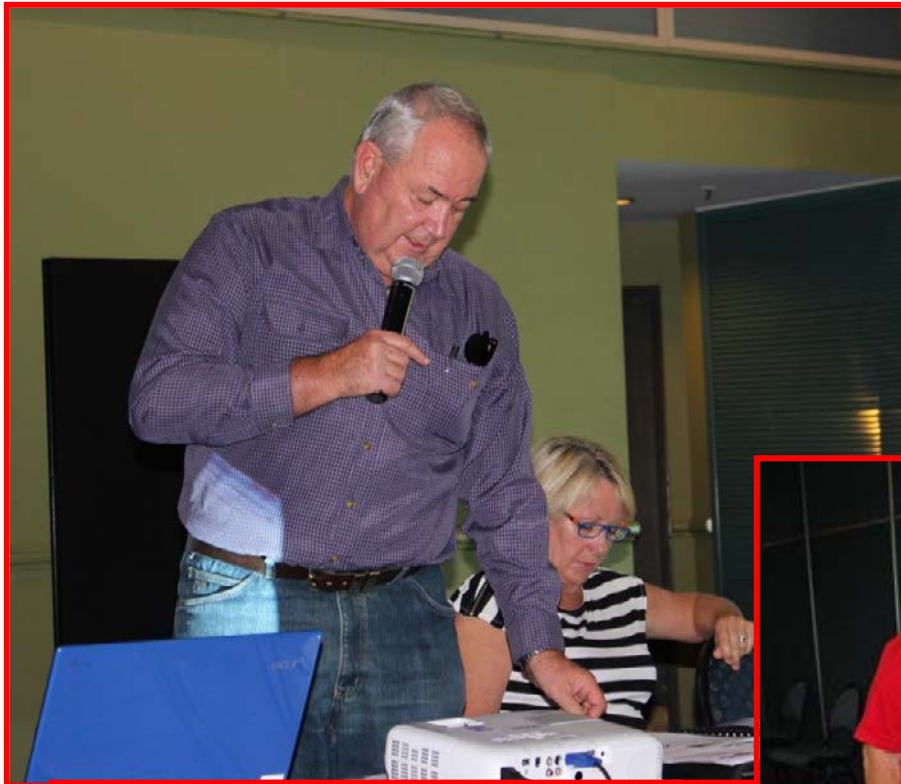
**Support Workers** – our front line, the face of who we are. Each and every one of you makes a connection to or with and provides something of value to a client every day. The organisation receives excellent feedback about your skills, commitment and kindness to our clients.

Our **Management Team** – Deb, Liz, Jodie/Lee and Laura/Lorraine 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 Federal Department of Health, 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.



*Sincere appreciation & recognition to Mike Summerill outgoing CCO Board Chair. Thank you for 21 years Service.*

**OUR VISION** – creating a better future for our community through **leadership and innovation**.



**OUR MISSION** – to support and facilitate **improved quality of life and independence** for people living within our community.





## OUR VALUES —

Creativity and initiative  
 Honesty and transparency  
 Options  
 Independence and professionalism  
 Community, connection, cooperation and 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** and **honest** 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

# 2016/17 - Our Year in Review

## Coffs Harbour Business of the Year

CCO took home 7 of the 20 awards on offer at the Coffs Harbour Chamber of Commerce Sunny's Business Awards on 6<sup>th</sup> August 2016 –

- Special Judges Award - Young Business Executive – Liz Anscombe
- Business Leader of the Year (Age 36+) – Deb Ryan
- Excellence in Business Ethics (2<sup>nd</sup> consecutive year)
- Employer of Choice (2<sup>nd</sup> consecutive year)
- Community Services Award
- Achieve Anything
- Business of the Year 2016



CCO was also a finalist in the following categories –

- Excellence in Innovation
- Marketing and Advertising
- Professional Development and Staff Training
- Excellence in Business.





## Living Well Expo

CCO was proud to be a Sponsor of and Member of the Living Well Expo organising committee. The focus for 2016 was Aged Care. The theme – Independence, Choice and Ageing – 17<sup>th</sup> August 2016.

## Friends of CCO 24<sup>th</sup> August 2016. Attended by **134** clients.





## State Winner – Leadership Excellence

CEO Deb Ryan was nominated as a Finalist in the Australian Institute of Management (AIM) NSW Leadership Excellence Awards. She attended an interview panel in Sydney on 6<sup>th</sup> September 2016 as part of the judging for this award. CCO was extremely proud of her winning the NSW State Not for Profit Leader of the Year Award 2016.

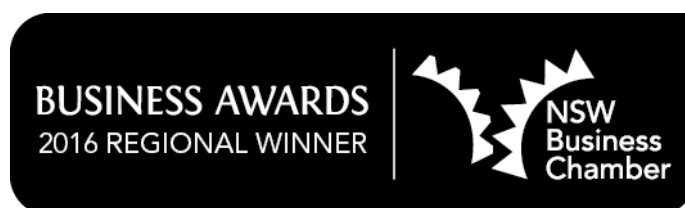


## Regional Award Winner

Community Care Options won **Employer of Choice** for the 2<sup>nd</sup> consecutive year at the MNC Regional NSW Business Chamber Business Awards held in Port Macquarie on 16<sup>th</sup> September 2016.

We were also Finalists in the following categories –

- Young Business Executive – Liz Anscombe
- Excellence in Business
- Business Leader – Deb Ryan
- Excellence in Innovation
- Excellence in Business Ethics







## WE CARE DAY

Held on Saturday 8<sup>th</sup> October 2016 at Brelsford Park Coffs Harbour. This Inclusive community festival provided entertainment, information, food and market stalls, and an opportunity for celebration for over 4,000 people of different ages, cultures, and abilities.

CCO building community capacity.



**WE CARE DAY**  
COFFS COAST'S INCLUSIVE COMMUNITY FESTIVAL  
SATURDAY 8<sup>th</sup> OCTOBER 2016  
9am to 3pm - Brelsford Park - Coffs Harbour  
**Food, fun and entertainment for everyone**

• Matt McLaren • Victoria Avenue • The Toads  
• D'Boyzos • plus Local Performers  
• Wheelchair Sports • Celebrity Wheel Off  
• Arts Hub • ETC Youth Zone  
• Markets Stalls • C.ex Children's Zone • Food Stalls  
plus so much more!

find us on facebook [wecareday.com.au](http://wecareday.com.au)

EVENT FOUNDER: Community Care Options  
PRIME SPONSORS: support services, TCA, ETC, coateshire  
SUPPORTERS: Coffs Harbour City Council, Coffs Harbour Community Centre, Coffs Harbour Community Services, Coffs Harbour Community Services, Coffs Harbour Community Services  
MEDIA PARTNERS: Coffs Harbour News, Coffs Harbour News, Coffs Harbour News

## National Finalist

As the winner of the NSW Not for Profit Leader of the Year Award CEO Deb Ryan competed as a Finalist at the National AIM Leadership Excellence Awards held in Brisbane on 19<sup>th</sup> October 2017, in the Not for Profit Leader category. Though not a winner, it was an incredible honour for our CEO to be recognized in this way.

## AGM

CCO AGM was held on 25<sup>th</sup> October 2016. As part of Board succession planning CCO welcomed 4 new Members to the Board.



## Employer of Choice – State Finalist

As the winner of a MNC Regional Business Award, CCO was consequentially a finalist in the NSW Business Chamber Awards for Employer of Choice held on 25<sup>th</sup> November 2016 at Luna Park Sydney.



Clowning around at Luna Park

Glamorous CCO Team



**BUSINESS AWARDS**  
2016 STATE FINALIST





# International Disability Day Bellingen

CCO's CEO was the guest speaker at the Bellingin International Disability Day celebrations held in Bellingin on 2<sup>nd</sup> December 2016. She spoke about CCO's community engagement activities and projects such as connectABLE and We Care Day, which earnt CCO the NSW Disability Industry Innovation Award in 2015. The focus of her presentation was about inclusion and access for people with a disability in our community.



## New TV Commercial

With the help of some very enthusiastic and talented clients and staff CCO produced a new TV Commercial to assist us in promoting what we do. It was a fun but tiring day. A big thank you to those who generously gave their time to participate.



# Client Xmas Party

CCO hosted its annual client Xmas Party at CEX Coffs on 7<sup>th</sup> December 2016. These events get bigger every year and we are pleased to be able to value and support our clients in this way. Attended by

**201** clients.







19<sup>th</sup> January 2017 CCO sponsored Screenwave – Access All Areas



Supporting an inclusive & accessible community



## Client Education

CCO hosted a number of workshops in February 2017 for our clients under the age of 65 years to assist them to understand the changes being implemented by Government with regard to the National Disability Insurance Scheme (NDIS) rollout. Workshops were held in Nambucca Heads, Coffs Harbour and Woolgoolga and were well attended. Feedback from clients was positive with regard to the content and usefulness of the workshops.



## CEO – Finalist

Deb Ryan CEO, one of four finalists in 2017 Coffs Harbour  
Woman of the Year Awards. March 2017





# NSW Seniors Festival 2017

No longer a week, it's a Festival – 3<sup>rd</sup> – 12<sup>th</sup> March 2017

This year's theme – Let's do more together. CCO helped our clients celebrate Seniors Festival with lunches in Nambucca Heads, Coffs Harbour and Woolgoolga.



Clients had some fun in the photo booth.



# Community Education

CCO hosted 3 workshops for interested community members with regard to the National Disability Insurance Scheme (NDIS). Again these were well attended by people with a disability and family members wanting to find out how the NDIS will work and how they could maximize their preparation for rollout from 1.7.2017.

## Exceeding Standards – external quality review

As part of current contracts with the State Government – Department of Family and Community Services Ageing Disability and Homecare and in preparation for transition to the NDIS CCO underwent an external review or Third Party Verification (TPV) to assess our compliance with the [NSW Disability Service Standards](#).



This review was undertaken by BSI Group Australia and was conducted with a site visit on 23<sup>rd</sup> and 24<sup>th</sup> March 2017, which included a review of all CCO documentation eg policies and procedures, strategic and business plans, client files etc as well as interviews with staff and clients. This was the second time this review team have assessed CCO's services and they commented on the growth in client confidence and the maintenance of our high standards. They stated that clients couldn't speak more highly about the supports they receive. Feedback from reviewers - "CCO is doing over and above anyone else in the industry and exceeding all industry benchmarks with regard to service delivery. We see a lot of services bigger than this and some smaller but not any better. Your systems are comprehensive, you set high standards and quite clearly the client is the focus of your business". CCO was assessed as meeting all of the Standards and received our certificate of verification. Reviewers also commented that we do so much for and in our community that is good, have extensive evidence of what we achieve, and have robust quality systems and processes. We should all be proud of our achievements.

## Friends of CCO 24<sup>th</sup> May 2017. Attended by **117** clients.





# CEO's REPORT 2017



2016/17 was another busy year for Community Care Options. A changing sector environment is a constant challenge, requiring ongoing review of our systems and processes. Clients also are expected/required to adapt to changes and I would like to take this opportunity to thank our loyal clients for their patience and understanding as we have progressed reforms and required time to develop effective and efficient processes.

My passion for what CCO is and achieves, and my appreciation and admiration for the great people who make it a reality, never wanes. I have however certainly felt the challenges that all leaders face – to be respected and to be liked; balancing the needs of the organisation and the needs of people; staying motivated; and maintaining focus - acutely over the last 12 months.

Community Care Options has been responsive to new community issues and expectations, has reviewed its programs and support structures, embraced new models of care, increased our partnerships and developed new relationships to ensure greater choice and flexibility for clients.

## Our Achievements in 2016/17

Credit for our successes and achievements goes to the great team of individuals that make up this organisation - who demonstrate hard work, commitment and passion for what they do – care for people in our community. Change can be difficult. Thank you all for stepping up. Together, we do make a difference for others.

Our most important achievement in the 2016/17 financial year was the provision of services to some 2,071 clients across all of its programs. We provided in excess of 265,542 hrs of service to clients living in the Nambucca Heads, Bellingen and Coffs Harbour local government areas. An increase of 95,310 hours from last year. Services that are equivalent to 30.31 years of time. Assisting people to live a better quality of life, have great independence and improved life outcomes is at the core of our existence.

We continued to focus on empowering lifestyle choices; being person centred and consumer directed; encouraging independence; promoting wellness and healthy ageing; preserving dignity; and working in partnership with our clients and others to achieve outcomes that meet their goals and aspirations.

Our significant achievements in 2016/17 have been in accordance with and as determined by the outcomes identified in our 2014 – 2017 Strategic Plan.

## Quality Client Services

- CCO undertook a Client Satisfaction Survey and implemented strategies to address areas of concern eg improved client communication through Support Planners, improved client review practices.

## Sound Financial Management and Governance

- Transitioned from a Incorporated Association to a Company Limited by Guarantee. This was in response to growing income that put us over the threshold set by Dept. of Fair Trading for this type of governance structure.
- Recruited new CCO Board Members with appropriate skills and expertise.

## Improved Operational Systems and Processes

- We have continued to refine and upgrade our client management system and our accounting systems to ensure more effective and accurate reconciliation of client accounts.
- We have trialed Mobile Time and Attendance with Support Workers to explore options to provide real time rosters for staff and real time timesheets and communications, which will reduce administrative time for payroll. We are still experiencing some connectivity issues so have not yet achieved full roll out.
- We have upgraded our client database to accommodate reporting under the National Disability Insurance Scheme (NDIS).
- Reviewed and updated policies and procedures, forms eg Feedback/Complaints

## Effective Stakeholder Engagement

### Clients

- We hosted our biggest ever client Christmas Party in December 2016 with 201 clients attending.
- We hosted a range of events and entertainment for our clients in Nambucca Heads, Coffs Harbour and Woolgoolga for Seniors Week in March 2017.
- We continued to offer value added support to our clients including our Friends of CCO meetings held in August 2016 and May 2017; our MATES group and our ladies group. We commenced a new project in conjunction with Anglicare – the Women's Circle. Older CCO clients joining with younger migrant women to share life stories, meals and company. These are important mechanisms to inform and consult with our clients, and to promote social inclusion and value.
- We hosted workshops for the clients about the National Disability Insurance Scheme and developed a template to assist clients with thinking about and planning for their NDIS assessment.

### Staff

- We have once again provided significant training and development opportunities to our staff at all levels. The training and development of our staff is essential in ensuring that clients receive the kind of service they expect and are happy to receive and that skills keep pace with expectations and needs.
- Promoted and developed a culture of value, pride and achievement.
- CCO undertook a Staff Satisfaction Survey and implemented strategies such as improved communication systems – CCO Intranet, SW email addresses, increased staff social functions/ events, increased client focus meetings and revised support and supervision arrangements to address areas of concern.
- Recognised staff commitment and loyalty through reward, recognition and incentive programs.

## Community

- We took a lead role on the working party planning for the Living Well Expo – ‘Independence, Choices and Ageing’ which was held in August 2016, and focused on services, choices and supports for older people.
- Our fourth We Care Day was held on 8<sup>th</sup> October 2016 at Brelsford Park. The event was well attended and the weather was great. Over 4,000 people turned out to have fun, be entertained and CARE.
  - We continued to develop and maintain significant partnerships with other community care organisations – Bellingen Neighbourhood Centre, Loaves and Fishes, Riverside Care to ensure the effective delivery of our Emergency Relief Program across 5 outlets.

## Awards

If our success was measured by awards in one year, we were successful. CCO were awarded the following recognitions from business, industry and community over the last 12 months.

### Coffs Harbour Chamber of Commerce Sunny's Business Awards

- Special Judges Award - Young Business Executive – Liz Anscombe
- Business Leader of the Year (Age 36+) – Deb Ryan
- Excellence in Business Ethics (2<sup>nd</sup> consecutive year)
- Employer of Choice (2<sup>nd</sup> consecutive year)
- Community Services Award
- Achieve Anything
- Business of the Year 2016

### Australian Institute of Management Leadership Excellence Awards

NSW Not for Profit Leader of the Year 2016 – AIM Leadership Excellence Awards

### NSW Business Chamber MNC Regional Business Awards

Employer of Choice

The awards themselves are not important, it is what they represent, recognize and reward that are. We are an organisation that strives for excellence and to show leadership and innovation in our field. We have achieved this with happy and satisfied clients, and with competent professional staff who are proud of where they work and what they achieve; and with a range of value added programs and services that focus on community development and building community capacity.

These awards represent the hard work and dedication of staff, our culture of innovation, collaboration and teamwork. They recognize and reward our ethical leadership and practice and will inspire the confidence of our stakeholders – clients, staff and others.

I take this opportunity to celebrate the dedicated and hard working staff of Community Care Options. Thank you for the skills, ideas and diversity that you contribute. My job is made so much easier because of the value you place on yours.

I also want to pay tribute to –

#### Support Worker Michelle Borrell

Michelle commenced at CCO on the 8<sup>th</sup> September 2008.

Michelle was a great Support Worker. She would always step up, go the extra mile, prioritise her clients. She also offered valuable perspectives, insights and suggestions for service improvement. Nothing was ever too hard. She was a can do person. She volunteered on all CCO committees and contributed to the success of the organisation in every way she could. Michelle was positive. She was empathetic. She was professional. She was fair and honest and loyal. She overcame obstacles (dyslexia), she problem solved issues, she communicated what she thought. Michelle was all the things I like in a human and far exceeded my expectations as an employee. Michelle faced all the challenges in her life, including her last one, head on, with strength, determination and grace. Michelle left CCO due to illness in August 2016 but remained a strong support, advocate and part of CCO. Sadly, Michelle passed away on 5<sup>th</sup> September 2017. Even in her death her thoughts were for CCO – her family donating funds at her request in lieu of flowers at her memorial. Michelle left her mark on hundreds of CCO clients, their lives were made better because of her unfailing commitment to care. CCO will use funds donated to establish a Michelle Borrell staff sponsorship program.



#### Board Chair Mike Summerill

Mike has finally retired from the CCO Board. Mike first joined the Board in 1996. He brought significant skills and experience in leadership and management as a Team leader with NSW Dept. of Housing. He has provided an incredible 21 years of support and service to this organisation. When he commenced CCO had 3 employees. He has supported and steered its growth over this time and should feel proud of what has been achieved through his commitment. Despite retiring from the public sector a number of years ago Mike has never wavered in his support for CCO and what it achieves for its clients and community. I would like to thank Mike for his support to me personally in my role as CEO during this time and wish him all the best in his new retirement.

#### Board Member Ron Davis



Ron has provided valuable contribution and insights from both business and carer perspectives, since joining the CCO Board in October 2005. Ron turned 91 years young in October 2017 and due to declining health and ongoing carer responsibilities has stepped down from the CCO Board. I have the utmost admiration and respect for Ron and what he continues to achieve. Thank you so much for your reasoned insights, your personal investment of time, resources, and care, and your unfailing loyalty and support. You have lived an incredible life and are an amazing man. Congratulations to you and Elsie, who are celebrating 70 years of marriage this year. Another amazing achievement. It's time to focus on your needs for a while. I hope we can and have given as much to you as you have to your role as a CCO Board Member. Thank you.

Amazing people, doing amazing things.

**Deb Ryan**  
CEO



# 2016/2017 Program Performance

Program	Funded by	Number of packages	Number of clients	Number of Hours
Community Support Program (CSP)	FACS – ADHC	32	32	28,474
Personal Support Program (PSP) YPIRAC	FACS – ADHC	1	1	3,294
PSP – Supported Living Fund (SLF)	FACS – ADHC	3	3	2,440
PSP - Individual Accommodation Support Package (IASP)	FACS – ADHC	6	6	6,336
PSP – Extended Family Support (EFS)	FACS – ADHC	1	1	445
PSP – Day Programs - Life Choices, Active Ageing, YPIRAC	FACS – ADHC	14	14	5,027
PSP – Employment Enablement Packages (EEP)	FACS – ADHC	3	3	496
PSP – Young Person Leaving Care (YPLC) IASP	FACS – ADHC	2	2	867
PSP – Flexible Respite Program	FACS – ADHC	7	7	791
Community Options Program - CCSP	FACS – ADHC		216	16,580 hrs
Connect	FACS – ADHC		15	763 hrs
		<b>Total</b>	<b>300</b>	<b>65,513 hrs</b>
HCP Level 2	DHS	146	203	53,749
HCP Level 3	DHS		19	762
HCP Level 4	DHS	18	39	15,881
CHSP	DHS		313	10,838 hrs
Respite	DHS		92	8,392 hrs
Transitional Aged Care Service (TACS)	LHD		89	2,450 hrs
		<b>Total</b>	<b>755</b>	<b>173,302 hrs</b>
Compacts	Ministry of Health		664	11,749 hrs
Emergency Relief	DSS		259	843 hrs
Private			92	5,193
Military Services	Veterans		1	8,942 hrs
		<b>TOTAL</b>	<b>2,071</b>	<b>265,542 hrs</b>

CCO provided direct services and supports to **2,071** people within our community.  
A decrease of 255 from last year.

CCO in provided in excess of **265,542 hrs** of service.  
An increase of 95,310 hours from last year. Equivalent to 30.31 years.



# GOVERNANCE

## Chairperson – Mike Summerill

Mike has extensive experience in the public sector with Housing NSW as well as experience on many government & non government committees. Mike has been a CCO Board Member since 1996.



## Vice Chairperson – Warren Hughes

Warren brings extensive banking & finance experience from his role as Manager of Bendigo Bank Coffs Harbour & a commitment to supporting the local community. Warren has been a CCO Board Member for 10 years.



## Secretary – Mark Palmer

Mark brings significant skills & expertise to the Board in accounting, auditing, banking & finance. Mark has been a CCO Board Member for 15 years.



## Treasurer – Peter O'Brien

Peter joined the CCO Board in 2012. A Qualified Accountant with 28 years experience & has also been the owner of small to medium business in Coffs.



## Board Members

Ron Davis – has a strong business background. He has been a CCO Board Member for 9 years and represents the perspectives of carers.



Katherine Emerton – has a degree in Economics and personal experience caring for family members with disabilities. Katherine joined the CCO Board in October 2016.



Melanie Zander – is a practicing Accountant who joined the CCO Board in October 2016 and is the founder of MJA Business Solutions.



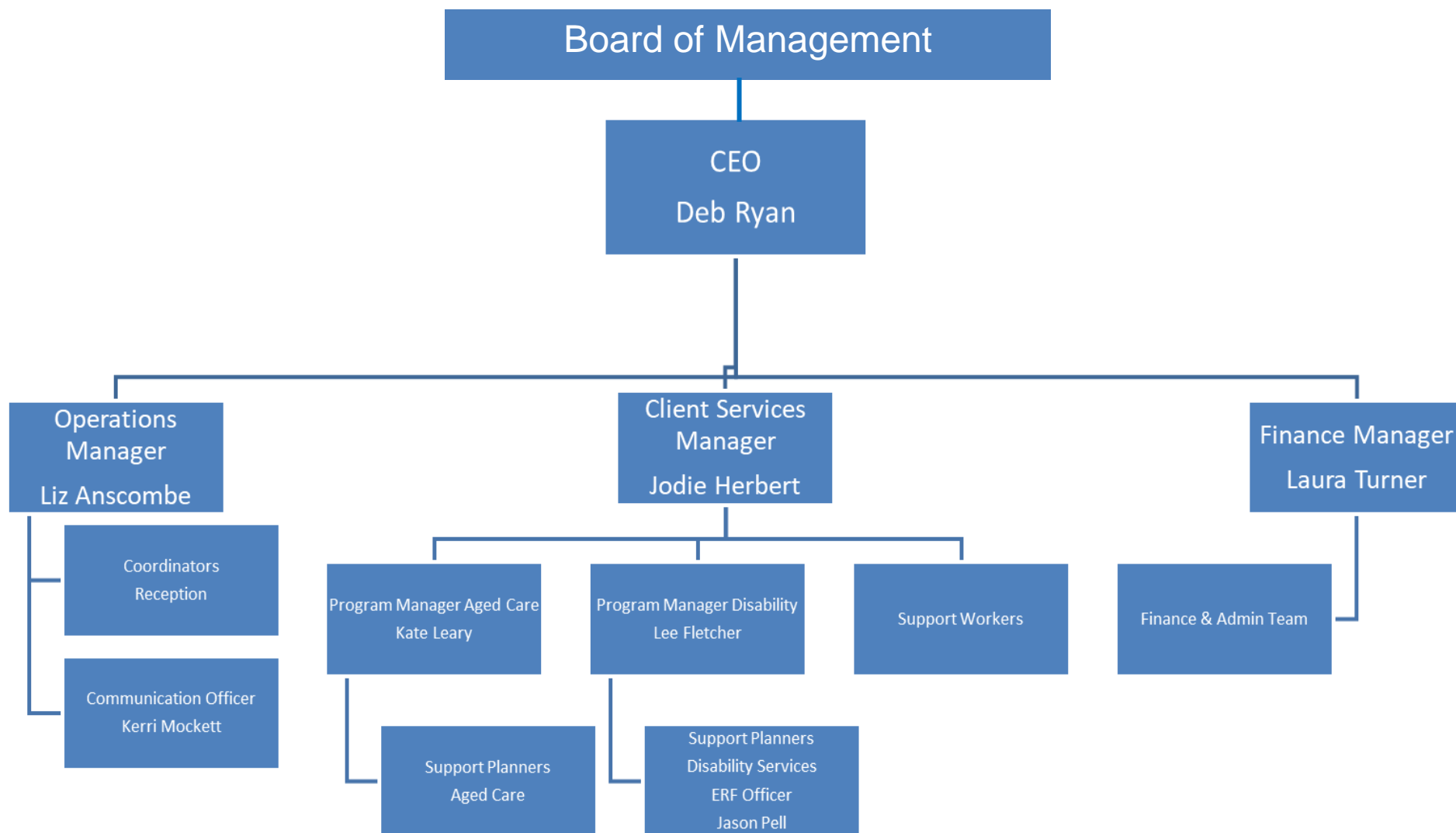
Marc Percival – joined the CCO Board in October 2016. Marc is a TAFE teacher who has worked extensively with people with disabilities and is committed to advocating to advance the needs of disadvantaged community members.



Julie McCabe – has been a primary school teacher for over 30 years. She also has personal experience of the challenges facing people with a disability and their carers.



Thank you all for your expertise and contribution to CCO and its objectives.





## Local Government Areas of –

- Coffs Harbour
- Bellingen
- Nambucca Heads



## Locations

### COFFS HARBOUR OFFICE

20 Curacoa Street,  
COFFS HARBOUR NSW 2450  
Telephone: (02) 6650 2000  
Fax: (02) 66514362  
Email: [admin@cco.net.au](mailto:admin@cco.net.au)  
Website – [www.cco.net.au](http://www.cco.net.au)



### URUNGA OFFICE

Shop 3-5, Morris Arcade,  
8 Bowra St, URUNGA NSW 2455  
Telephone: (02) 6655 7717  
Fax: (02) 6655 5275

### WOOLGOOLGA OFFICE

Senior Citizens Centre  
6 Boundary St,  
WOOLGOOLGA NSW 2456  
Telephone: (02) 6654 0044  
Fax: (02) 6654 0088





# OUR PEOPLE - Our greatest asset.



**All Staff Meeting**



**Santa Hats**



**May the Fourth be with you**



## Support Workers – the face of CCO

Urunga	Coffs Harbour		Woolgoolga
Alicia	Alaysha	Aliesha	Carolina
Amanda	Beejay	Ben	Del
Anne L	Birgit	Carol C	Geoff
Brett	Caryl	Catherine O	Hiromi
Cindy	Cathie R	Chelsea	Jennifer E
Danielle R	Chris A	Christine B	Jennifer Z
Debra C	Colleen	Dawn	John K
Denise	Debbie F	Debra B	Kim
Donna Mc	Deborah S	Dennis	Kumi
Elvira	Denys	Dion	Marlene
Geoff L	Elene	Gaylene	Melissa
Heather	Genelle	Genette	Michael S
Jill	Guilliana	Jackie	Samantha
John (Rusty)	Jacob	Janette L	Sarah
Judith	James	Jasmine	Stuart
Karen	Janelle	Jennifer A	Sue U
Marcelle	Jennifer Mc	Jillian	Susan
Maree H	Joanne	John D	Tyler
Mark H	Josh	Kate K	Vikki
Monique	Kathleen	Kathie M	
Narda	Katie	Kerrie	
Patricia	Liam	Libbey	
Rosalie A	Louise	Luiza	
Savannah	Lydia	Lynette	
Stephen	Maree G	Mark S	
Tammy	Martin	Megan	
Terri	Michael B	Michael M	
Terry	Michelle B	Michelle R	
Tina M	Naomi	Pamela	
Wendy S	Peter	Rachel	
	Rebecca	Rob	
	Robert S	Robyn W	
	Rosalie W	Ruth	
	Samantha	Samuel	
	Sarah S	Selemon	
	Shane	Sharon F	
	Sharon M	Susanne	Code
	Tania	Tanya	Pink – female
	Tiffany	Toni	Blue – male
	Tonique	Tori	
	Vanessa		
			Orange – have now left CCO
30	81	19	



Pink Ribbon Day

Melbourne Cup



Movember

## Operations Manager - Liz Anscombe



The role of Operations Manager is quite diverse and covers some complex areas of our business. Liz is responsible in her role for Human Resources – recruitment, induction, training and development, support and supervision, return to work coordination; as well as, compliance with industrial relations and work health and safety legislation. Essentially Liz is responsible for all things workforce, ensuring that we have a workforce with the right skills, knowledge and values to deliver high quality and well coordinated services for clients. She also oversees communication – including IT, community engagement and marketing functions for CCO.



## Communications Officer - Kerri Mockett

Communication is critical. Kerri ensures that people are kept informed through client and staff newsletters, CCO Intranet, and maintains CCO communication systems and records management. She also does a superb job in planning and coordinating the success of CCO events and activities such as Friends of CCO, Seniors Week etc. Not an easy task.



## Marketing & Community Engagement Manager

Paula was instrumental once again in the success of our fourth We Care Day in 2016. Paula was responsible for the development and completion of marketing activities as well as providing a lead role in the success of 2016's Living Well Expo. Paula left CCO in December 2016.

## Receptionist - Irena Brook

The smiling face that greets our customers, staff and others as they visit CCO's Curacoa St office, and the cheery voice that answers untold calls each week, Irena is a vital link in the communication exchange at CCO. She provides reception, informational and administrative support to CCO operations. Irena is also an Australian Champion Ballroom Dancer, of whom we are very proud.





## Coordinators

This team works with incredible skill to weave together the needs of over 700 clients into a framework for over 120 staff to deliver. Ensuring compliance with award, work health and safety, client preference, and other considerations ie cost, time, skills. They do so with incredible (if somewhat noisy) communication and exemplary teamwork. CCO Coordinators roster over 3,000 services per week.



Charmaïne



Yasmin



Kerry



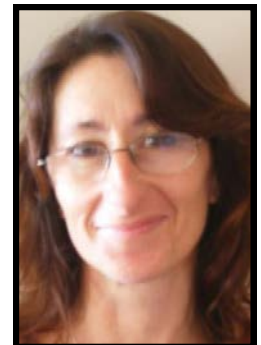
Grace



Janice



Ligaya



Margaret



Belinda



Allison



Lynn



Kate



Linda

## Finance and Admin Team

The management of CCO's financial administrative systems is no small task. An ever increasing number of individualised funding packages has seen an increase in financial accountability, funds tracking and record keeping. This team has been gracious in accommodating changed business activity, accounting and reporting and taking on additional duties, tasks and responsibilities. Their patience, professionalism and politeness is much appreciated by all. The Admin Team do an amazing job in managing the financial information, supplier payments, payroll, salary sacrificing, superannuation, records management, BAS, and the other myriad of financial and accounting compliance activities by which we are bound. As a result of increased administrative tasks we have seen growth in this team in 2016/17.



Laura Turner  
Finance Manager



Rose Law  
Admin Officer



Jess Farugia  
Admin Officer



Aimee Hendy  
Admin Officer



Karen King  
Admin Officer



Kyrrah Sheather-Dean  
Admin Officer

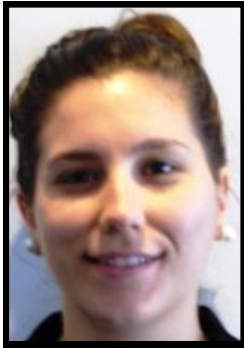


**Lorraine Chowdhury** - a big thank you to Lorraine for providing her financial management expertise and assistance to this team over the last year during Laura's Maternity Leave. She has ensured continuity of systems and processes and valuable input where new processes have been required.

## Client Services Team

### Jodie Herbert – Client Services Manager

Jodie has been on Maternity Leave since December 2016. We look forward to her return in January 2018.



### Lee Fletcher – Acting Client Services Manager

Lee has been responsible for ensuring quality service delivery to our clients and their carers through our funded programs. Providing leadership and support to CCO's Support Planners – aged care and complex care - in planning and implementing quality client services; ensuring compliance with guidelines and contracts. Lee has done an excellent job, providing stability to the client services team during another period of reform implementation.

### Kate Leary – Program Manager – Aged Care

Kate looks after intake functions for CCO's aged care programs, ensuring packages are filled, monitored, and compliant with both legislation and client expectations. Kate completes reporting and claiming processes and has played a key role in embedding systems that support aged care sector reforms at CCO.



### Htay Matete – Acting Program Manager – Disability Services

Htay provides support to both the Compacts and Disability services programs at CCO. She deals with client referrals and intake, monitoring, reporting, community liaison functions and is assisting with implementation of systems and processes to support and monitor individualised funding and transition to the NDIS.

Client Service delivery occurs currently within a complex change environment. CCO has had to respond to changed legislation, standards, funding and expectations from government; learn and adopt new skill sets eg individualised client budget management; deal with increased competition and changing client expectations.

Despite this the Client Services Team has done a fantastic job over the last 12 months with a continued focus on quality client services, effective stakeholder engagement, sound financial management and governance, and improved operational systems and processes.

It has been an extremely busy time - staff and clients have been incredibly patient with the changes that have taken place.



# AGED CARE PROGRAMS

Community Care Options is funded by the Australian Government's Department of Health for the delivery of a range of programs for older Australians.

## HOME CARE PACKAGES (HCP)

The Australian Government funds 4 levels of home care packages –

Home Care Package Levels
Level 1 – basic care needs
Level 2 – low level care needs
Level 3 – intermediate care needs
Level 4 – high care needs



A Home Care Package provides a co-ordinated package of services tailored to meet client specific care needs to help them to stay in their own home as they get older and give them choice and flexibility in the way their care and services are provided to them at home.

The services that are provided under a Home Care Package are specific to individual client needs. CCO works with clients to determine what these needs are, and how their supports will be delivered. Services may include -

- Personal services – such as help with showering or bathing, dressing and mobility.
- Support services – such as help with washing, ironing, house cleaning, gardening, basic home maintenance, home modifications, and transport and support for shopping, to visit the doctor or attend social activities.
- Clinical care – such as nursing and other health support including physiotherapy (exercise, mobility, strength and balance), services of a dietician (nutrition assessment, food and nutrition advice, dietary changes) and hearing and vision services.

CCO has been delivering some Consumer Directed Care models in line with government requirements since 2010. Consumer Directed Care offers greater choice and control about the types of aged care and services that clients can access and the delivery of those services, including who will deliver the services and when. The introduction of an individualised budget through CDC provides greater transparency to client's about what funding is available under their package, and how those funds are spent. Home Care Packages became portable in February 2017, meaning that packages are now allocated to clients not providers, and can transition with the client if they wish to change providers. This created some uncertainty for providers, although CCO has seen growth in client's choosing our service since this time. Many of our Level 2 client's have been upgraded to Level 3 & 4 packages this year.

A total of **261** clients were supported with Home Care Packages in the 2016/17 financial year, with 70,392 hours of direct services provided.

## Life Outcomes

The objective of all CCO Home Care Packages is the improved quality of life for all clients. Under CDC models client's can identify what is important to them and what supports and services will add value to their lifestyle and health outcomes.

**Enid** - CCO was able to support Enid to maintain her interest in gardening through the installation of raised garden beds at her home. This improvement allowed Enid to continue to grow her own fresh food and have regular exercise. Sadly Enid passed away in June 2017. She was a CCO client since 2010.



**Keith** – has also been a CCO client since 2010. Since transitioning to a Home Care Package in January 2016 and with the assistance of case management support Keith has had incredible success. For many years Keith lived in squalor and displayed hoarding behaviours (that threatened his tenancy), had a history of multiple hospitalisations and major social isolation. Keith would not answer the phone and was resistive to services and supports. Case management support has assisted Keith to relocate and to declutter and clean up his home environment. Keith will now ring if he requires assistance, accepts supports most days, his mental outlook is good, he is happy within himself and has taken pride in purchasing new furniture and allowed the broken furnishings in his home to be removed. The other residents where Keith lives have assisted him to plant a garden. Keith has now taken to caring for his neighbour (another CCO client). He checks on him daily, makes baked dinners and does a daily shop run for him. Keith is happier and healthier than he has been for many years. He has recently arranged for he and his neighbour to go on a helicopter flight around Coffs.



## COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

The Commonwealth Home Support Program is the entry level point for the aged care system.

CCO is funded for service delivery under the two sub programs –

Community and Home Support  
Care Relationships and Carer Support.

Under this program we provide the following services - domestic assistance, personal care, social support, transport, meals/food services, minor home modifications, home maintenance, goods, equipment and assistive technology and flexible respite – both in home and community.

Our services are person centred, with our focus on empowerment, building on strengths and supporting the client with decision making and planning processes.

Access to the Commonwealth Home support Program is via referral to My Aged Care. My Aged Care will refer eligible people to the Regional Assessment Service (RAS) for a face to face assessment. Referrals are then made to a service provider. Clients may identify which service provider they would like their referral sent to.

Clients referred for this program are not assessed as requiring case management. Although CCO allocates each client a Support Planner, CCO provides only a service coordination and service delivery role.

The Commonwealth Home Support Program supported a total of **405** people.

Community and Home Support - 313  
Care Relationships and Carer Support – 92

### Life Outcomes

**Ross** – 88 years old, lives alone at Emerald Beach. Has been a client since July 2016. Ross' wife passed away last year, his mobility has been declining, he requires some assistance. He receives 1.5hr service twice weekly – PC, Meal Preparation and Social Support. Ross regularly attends CCO Mens Group, FOCCO Lunch, Seniors Week Lunch and Christmas Lunch – Ross looks forward to interacting with the SW's whom provide the service and also enjoys CCO Events as these are his primary social outings. Ross feels socially isolated and lonely since his wife passed away and some of his friends no longer maintain contact. Ross finds he is also restricted in getting out due to his mobility. Ross finds the service makes a big difference to his wellbeing and remaining at home.

Every client has a story that is unique to them. CCO is proud to support our clients achieve their goals and aspirations and to maintain the quality of life they require. Even a small number of hours offered under the Commonwealth Home Support Program and Flexible Respite options can make the world of difference to older people and carers.



## TRANSITIONAL AGED CARE (TACS)

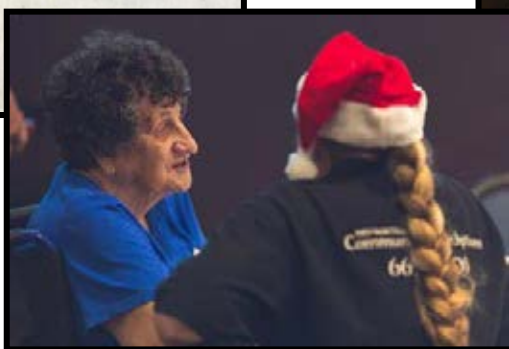
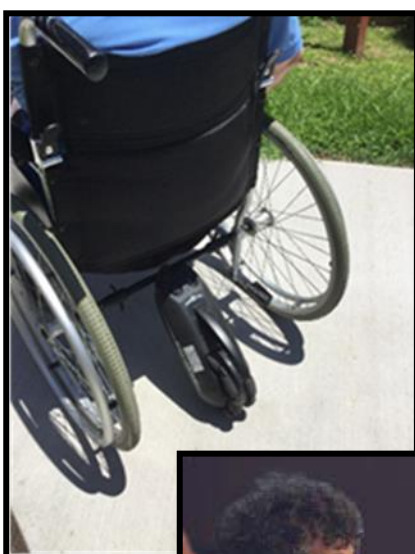
Community Care Options has a contract with the Local Health District (LHD) to provide direct support services for aged clients leaving hospital who require support for up to 12 weeks post discharge.

We have provided support to **89** clients on this program this financial year.



## Life Outcomes

**Alan** – has been able to utilise his Aged Care Funding to assist the completion of work around his home so that he has access to his backyard. Paving has been completed from the back side door all the way around to the front. This has given Alan much greater freedom in his own home. Alan's son in law has now built some raised garden beds for Alan to get back to some gardening which he has not done for an number of years. Alan has also been able to purchase a Smart Drive attachment for his wheelchair so that he can be independent when accessing the community. Alan's wife Dawn also benefits from the wheelchair attachment as it was quite difficult for her with the wheelchair in the community eg gutters/kerbs.



**Viola** – Viola originally came to CCO as a client in June 2012 after discharge from hospital on to our Compacts program. She transitioned to a Home Care Package in July of 2012. Viola reluctantly agreed to join the Ladies Group, even though she was quite socially isolated. After a slow transition Viola loved attending the 'knitting group' whenever her health allowed. Sadly Viola passed away on 18<sup>th</sup> May 2017. Viola's daughter advised that she was happy since she joined this group and was happy to die with friends. Community Care is not just about providing funded services. Our value added program such as Friends of CCO, Ladies Group etc help to connect people and build their social networks/relationships.



Lorraine, Ruth & Viola March 2017

## OUR AGED CARE TEAM

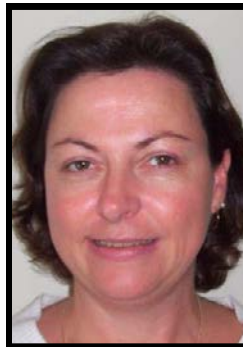
Support Planners do a fantastic job in supporting our clients to navigate the service system to achieve the best possible outcomes from their funding, through planning and coordination.



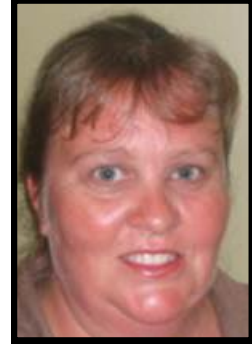
Donna



Nancy



Liz



Joanne



Tanya



Leanne



Wendy



Ann



Rosemary - RN



Kay - RN



# DISABILITY SUPPORT PROGRAMS

## COMMUNITY OPTIONS PROGRAM (COP)

Funded under the Community Care Support Program (CCSP), we have supported **216** clients on the COP program throughout the financial year. The COP 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. CCO provided **11,026** hrs of case management support.

Some brokerage funds allow us to provide or purchase the services needed until longer term options can be sourced. CCO provided a total of **5,554** hrs of direct services on this program in 2016/17.

## COMMUNITY SUPPORT PROGRAM (CSP)

Community Care Options commenced support of clients under the Attendant Care Program in 2010.

In the 2016/2017 financial year we supported **32** clients under this program. The Community Support Program (CSP) provides portable, flexible and individualised support for people -

- with a physical disability and/or
- who need personal help to complete activities of daily living.

Total hours direct support provided under the Community Support Program was **28,474** hours.

## CONNECT

Connect is a short term case management program. Community Care Options supported **15** clients and provided **763** hours case management on the Connect Program in this financial year.



## 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 as we transition towards the full roll out of the National Disability Insurance Scheme (NDIS), which allow clients greater flexibility in directing and receiving care and support.

Community Care Options supported clients with funding provided by the Department of Family and Community Services (FACS) Ageing Disability and Home Care (ADHC), on the following programs of support -

- Individual Accommodation support (IASP)
- Flexible Respite
- Day Programs – Life Choices, Active Ageing and Community Participation
- Employment Enablement Packages (EEP)
- Extended Family Support (EFS)
- Supported Living Fund (SLF)
- Young Person Leaving Care Program
- Young Person in Residential Aged Care Program

CCO is registered with the NSW Office of the Children's Guardian as a Voluntary Out of Home Care provider to support younger people as needed.

CCO is approved, competent and experienced in providing high level individualised and person centred support. We ensure through effective clinical support and specialised training that our clients receive a professional and high quality individual experience.

We supported a total of **37** clients on the personalised support program, providing **19,696** hrs of service.



## Life Outcomes

**Prebby** – has been a client of CCO since November 2007. She currently receives individualised funding to assist her to live independently. CCO has been part of Prebby's journey to independence, assisting her with accommodation, accessing funding, developing new skills. One of Prebby's goals has been to develop her interest in jewellery and beading into a source of income. In the last year Prebby has, with support, held a number of market stalls at local Coffs Harbour markets and CCO events. She has undertaken a number of beading workshops and classes where she learnt new techniques that have assisted her to develop her style and range of jewellery. She has also undertaken a number of IT courses over the last two years. As well as this she works two days per week at the Chill Out Café, and has assumed a greater role in supporting the care for her elderly father. We have seen Prebby's confidence and self advocacy blossom over the last year.



**Greg** – at 62, has been able to regain some core strength and improved health through regular access to hydrotherapy with Support Workers. This has greatly assisted with movement and mobility issues. Individualised funding has allowed Greg to explore options that he had not previously been able to.



## Our Disability Support Team

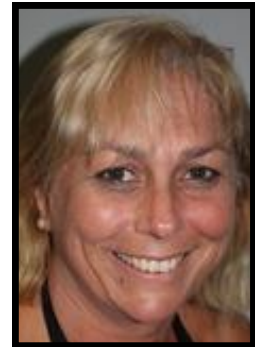
Support Planners do a fantastic job in supporting our clients to navigate the service system to achieve the best possible outcomes from their funding, through planning and coordination.



Stephanie



Steve



Leonníe



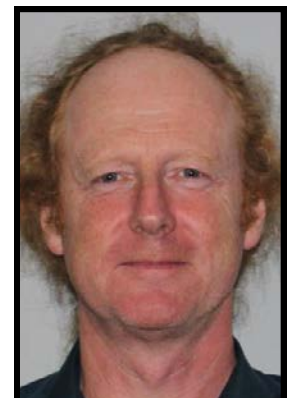
Roxanne



Joseph



Cathy



Donal

## COMPACKS

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

Some **664** people were supported through this program this financial year.

Funding reflects different levels (Bands) of care and was delivered as follows –

- 35 people received assessment only and no direct support
- 83 people were supported within Band 1 – low level support
- 531 people were supported within Band 2 – moderate level of support
- 15 people were supported within Band 3 – higher level of support.

CCO also received an additional 183 referrals which did not proceed for a variety of reasons, ie readmission to hospital, not required by person referred.

The program accepts referrals from a range of public hospitals.

## Our Compacks Support Planners



Lauchlan



Doug



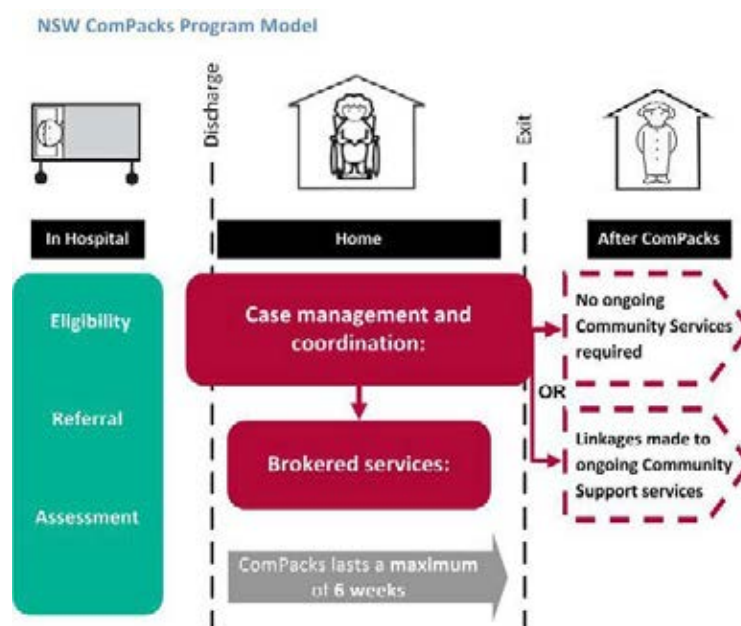
# Life Outcomes

Compacts is a short term restorative program that aims to assist people to reclaim and retain skills and independence after a stay in hospital. Recovery after an illness can be a complex time for people, case management can assist in determining what adjustments might be required and the best way to access them. Not all clients regain total independence within the 6 week period of a Compacts, so our Support Planners assist clients with identifying alternative service options, making referrals and advocating for their needs.

**Anthony** – 46 years of age - referred under a Compacts. Had no supports in place. Has multiple chronic health conditions. CCO was able to assist Anthony to transition to the Community Care Support Program to access longer term case management to assist with accommodation, supports, and direct services. Supported client to reengage with local informal supports. Anthony has just been assessed for transition to the NDIS and is maintaining his independence.

**Irene** – 92 years of age, living with husband. Both palliative due to cancer. Client and her husband being cared for by daughter. Following Compacts referral to My Aged Care for ongoing assistance, family able to access much needed respite support through the Commonwealth Home Support Program.

**Gus** – 87 years of age, living with his wife. Client has multiple chronic health conditions – on home oxygen and a falls risk. Successful referral and advocacy to My Aged Care. Gus now accessing personal care support through the Commonwealth Home Support Program. This is taking the pressure off for Gus and his wife.





## 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.

We have existing service agreements with a range of agencies.

**92** private clients were supported.

## EMERGENCY RELIEF

CCO was successful in applying for new funding from the Dept. of Social Services and commenced our Emergency Relief program in March 2015. This program provides assistance through the provision of financial or material aid to people in times of financial crisis. We provide a hand up not a hand out. Some clients will access emergency relief funds to help them navigate a one off crisis or emergency, whereas others will require ongoing assistance to help deal with issues related to being financially disadvantaged. Outlets established in Bellingen, Urunga, Coffs, Woolgoolga and Grafton and delivered in partnership with other not for profit organisations.

CCO was able to assist **259** new people requiring support on this program throughout the year. The number of homeless people requesting assistance has been particularly surprising.



### ERF Officer – Jason Pell

Jason was instrumental in establishing the systems, processes and relationships to support our take up of Emergency Relief funding in 2015. He is responsible for delivery, monitoring and reporting functions of this program. He is also CCO's Fire Warden, facilitates our Work Health and Safety Meetings and processes, and looks after fleet management.



## Life Outcomes

Stacey is a 22 year old woman who attended our Coffs office to seek assistance. She had been in a relationship with her partner for some time and two of their children had been removed from their care due to drug use and domestic violence. Stacey advised that during her relationship breakup there were a couple of situations that occurred that resulted in her being charged with assault, her car being smashed up and her insurer declining to cover it. She consequently lost her driver's licence and was also fined. She was caught driving unlicensed a further 5 times in the following months.



Stacey admitted to having issues with the drug ICE and advised that she was to attend court for her driving offences in the near future. She also advised that she was now 3 months pregnant to her ex-partner. Through the Emergency Relief program Community Care Options supported Stacey with financial aid for food, but mostly advocacy and referrals to assist her to get her life back on track.

When her court date fell due Stacey came to CCO requesting assistance to leave town on the train. She was adamant that she was to flee proceedings as she feared going to jail. CCO refused to assist her with leaving the area but discussed with her the benefits of facing her charges. She was consequently arrested and sent to jail for 3 months.

Following her release Stacey again attended CCO to express gratitude for the positive advice given to her in the lead up to her arrest. She advised that as result of her incarceration she has managed to stay off drugs and has some clarity in her life. She advised that the court had been lenient on her and all of her charges were now dealt with and she has an opportunity for a fresh start.

Stacey advised that she had to comply with orders from FACS so that she could keep custody of her unborn child and potentially have her other children returned to her care. CCO was able to assist Stacey to find a rehab placement for 3 months and encouraged her to maintain her abstinence until that placement was available.

Stacey enrolled in her rehab placement and is on track to repairing her life. She is no longer in a violent relationship and has reconciled with her extended family network and they are now supportive of her recovery efforts.

Stacey has now had her child and maintains custody and is on track to have her other children returned to her care. She continues her abstinence from the use of illicit drugs and alcohol and wishes to study to become a drug and alcohol councillor and use her experiences as a positive example to others in our community. She is now an ambassador for Women of the World and is sharing her story.

Stacey often calls in to CCO to advise how well she is progressing and how grateful she is for the assistance that CCO provided to her in her time of need. CCO is pleased to not only be able to provide financial assistance but assist people to work through their issues to get their lives back on track.

# Client Feedback

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.

Some of the positive feedback received 2016/17 about what we do well includes –

- SW was prompt, polite, used her time wisely. SW was able to read the situation & step in & work accordingly. What a beautiful soul to have helping in our home at such a precious time in our family life.
- Care, your workers especially. The Case workers/Managers really care & work hard to help improve quality of life. I would have been lost without your support services.
- Identify & assist in meeting the individual needs of the client. All support has been received with great appreciation. Excellent in every way.
- Excellent crew of staff. With CCO's support I now know everything is OK & I will & am managing fine.
- Listen to the person, judge very well how & what to assist on a daily basis. Friendly service & help with a smile & very good attitude.
- The service you gave me was unbeatable. I could not fault any of it.
- Field staff great, clean, happy & friendly. Organisation excellent.
- My needs were met. No complaints about anything. Your staff are extremely polite & friendly, it is a pleasure having them in my home.
- Care for people.
- Select staff.
- Choose staff to compliment the work & connect with clients.
- Bring cheer & efficiency into my home.
- Everything to me was remarkable & I'd refer the help to anyone. All the girls were great – lovely personalities & thorough re their help.
- Selecting staff of a very caring nature.
- Select appropriate & friendly staff.
- Can't go past that friendly smile all field staff displayed to me at all times.
- Reliable, punctual, employ the right people.
- More than I expected.
- Friendly, great customer service. Excellent client communication.
- Respect your clients & their homes & family. Make us feel worthy of the help given. Communication is outstanding. Understand our needs. Take time to socially interact. Staff have high standards & care for clients needs.
- All staff were caring – efficient & a pleasure to meet all. All carers assistance was first rate.
- Gentleness & caring. It's a great service.
- I could not fault any of my service as it met my needs and more, with loving and caring attention.
- Care, communicate, case manage, personalise the service to client and family needs.

**Thank you for the feedback. It has been our honour to serve you.**



# PERFORMANCE MEASURES

## Feedback/Complaints

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

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

In the 2016/17 financial year –

We received **7 formal complaints** (down 8 from previous year)

We received **67 negative feedback** forms (up 22 from previous year)

We received **27 unsolicited positive feedback** forms/cards/letters.



## Work Health and Safety

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

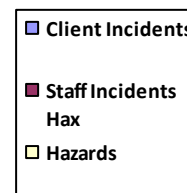
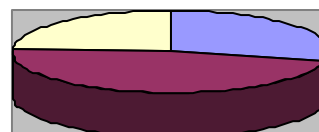
CCO is committed to ensuring that potential risks to the health and safety of staff and clients are identified and addressed in a timely manner.

A total of **187** incident reports were received –

**54** Client Incident reports – 28.9%

**45** Hazard reports – 24.1%

**88** Staff Incident reports – 47%



# Projects

In support of our vision – creating a better future for our community through leadership and innovation - CCO has continued to deliver a number of projects that we believe enhance and add value to the services that our clients receive, above and beyond what we are funded to provide. All projects have been designed to promote client consultation, social integration and inclusion, community development and engagement, partnerships and collaboration. We are pleased to be able to focus resources and effort on programs that add value for our clients and our community.

**MATES** – the men's group meet on the 4<sup>th</sup> Tuesday of each month. The objective mateship and growth - this is an opportunity for men of any age to come together to meet, greet and eat.



Our Mate Dave (at 93) is not yet old enough he says to need CCO services. He has however had a long term relationship with CCO as a carer & is one of the core members of the Men's Group. He made the news, proudly marching in Sydney on Anzac Day 2016.



## Ladies Group – not to be outdone by the men, CCO ladies have their own group.

Meeting fortnightly on the 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month they get together to have a chat, share stories, drink tea, eat cake and generally socialize. A great way to form some new friendships. They are also doing their good deeds.



**Women's Circle** – this was a new project undertaken this year in partnership with Anglicare, who support women refugees as part of their Settlement Services Program. Connecting women, sharing life experience.







## We Care Day 2016







We Care Day – 2016 was held at Brelsford Park on Saturday 8<sup>th</sup> October 2016. Attended by over 4,000 people, the day was a great success.





## Friends of CCO

Friends of CCO meetings were held on –

24<sup>th</sup> August 2016 – at CEX Coffs Harbour

25<sup>th</sup> May 2017 – at CEX Coffs Harbour

For circumstances beyond our control only two Friends of CCO Meetings were held this year. Usually held quarterly these meetings are a great opportunity for building customer relationships. Clients enjoy a meal, and socialising with others, with many forming new friendships and social networks. The meetings also provide CCO the opportunity to seek feedback, inform and consult with clients about sector and organisational changes and the things that are important to them. Clients get to raise issues directly with the CEO and Management Team who really value this opportunity to get to know and interact with clients and their families. These functions are not costed to a client's funding but provided at organisational expense. Thank you to clients for attending, those staff that provide support, the Coordinators and Kerri Mockett, Communications Officer for the superb effort in coordinating these ever growing events.





# JUST FOR FUN







# TREASURER'S REPORT

The year ending 30<sup>th</sup> June 2017 was another successful one for Community Care Options.

CCO has been impacted by sector reforms in both aged and disability services.

A move to more individualised budgets/funding consequently requires more complex accounting and reporting requirements. Our systems and processes have required streamlining and adjustment as reforms have been implemented. Reforms have determined the need for even greater prudential financial management in the achievement of strategic goals, financial sustainability and a financial surplus.

Funding was received from the Federal and State Governments in grants amounting to \$9,543,688.44 for the financial year 2016/17.

Funds provided were for the following programs -

Program	Funding
Home Care Packages	Federal Dept of Health
Commonwealth Home Support Program	Federal Dept of Health
Community Support Program	NSW Dept of Family & Community Services ADHC
Community Care Support Program	NSW Dept of Family & Community Services ADHC
Connect	NSW Dept of Family & Community Services ADHC
Personal Support Program - Individual Funding	NSW Dept of Family & Community Services ADHC
Compacts	NSW Ministry of Health

CCO also received income from non grants programs –

Transitional Aged Care	LHD Brokerage
Military Services	Brokerage
Private Services	Fee for service
Client Contributions	\$357,745.56
Total Income	\$10,413,649.56

I am pleased to advise that Community Care Options achieved a surplus of \$78,265.07 this financial year.

Our financial results are testimony to the great team at Community Care Options.

Robust financial management systems, responsible decision making, effective leadership, and effective management, administrative and finance teams have been significant factors in this achievement. I understand that all staff contribute to these systems, but commend the small but efficient Finance and Admin Team - Laura, Lorraine, Jess, Rose, Karen, Aimee, Kyrah on a job well done.

CCO is no longer a small not for profit but an ever growing social enterprise. Surplus funds raised in any area of our business are returned to our business and support additional service delivery and value added programs such as Friends of CCO.



Current contracts are changing with the introduction of the National Disability Insurance Scheme. Future business will be about client choice not block funding. Since funding portability has been implemented in the aged care sector CCO has seen growth in funding – client's are choosing us because of our reputation, quality and success. Community Care Options is positioned well for the future.

I am very pleased to be involved with, and part of such a professional organisation, contributing to and supporting our local communities. The organisation is financially sound, and with the present governance and leadership, I am confident it will continue to provide much needed and valuable essential services for the people within our community.

Peter O'Brien  
Treasurer



# 2017

THANK YOU to McGrath and Associates for the conduct of our audit.



**Community Care Options  
Board's Report**

**Proceedings on Behalf of the Association**

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 Association for all or any part of those proceedings. The Association was not party to any such proceedings during the year.

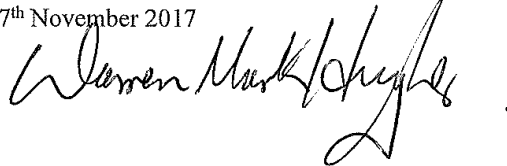
**Auditors Independence Declaration**

A copy of the Auditors Independence Declaration as required under Section 307C of the Corporations Act 2001 has been included.

Signed in accordance with a resolution of the Board.

Dated – 7<sup>th</sup> November 2017

Signed -

A handwritten signature in black ink, appearing to read "Warren Mark Hughes", followed by a period.





**McGrath & Associates**  
QUALITY ACCOUNTANTS

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## Community Care Options

**Financial Statements**  
**For the year ended 30 June 2017**

**Westlawn Business Services (Coffs) Pty Ltd**

T/as McGrath & Associates Quality Accountants  
PO BOX 4198  
COFFS HARBOUR JETTY 2450

Phone: (02) 6652 7003 Fax: (02) 6652 9970  
Email: [info@maqa.com.au](mailto:info@maqa.com.au)

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A Division of Westlawn Business Services (Coffs) Pty Ltd



246a Harbour Drive  
Coffs Harbour  
NSW 2450

PO Box 4198  
Coffs Harbour Jetty  
NSW 2450

P: 02 6652 7003  
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E: [info@maqa.com.au](mailto:info@maqa.com.au)

[www.maqa.com.au](http://www.maqa.com.au)  
ABN 45 081 493 263



Liability limited by a scheme  
approved under Professional  
Standard Legislation

## Community Care Options

### Contents

Members Report	
Detailed Profit and Loss Statement	
Detailed Balance Sheet	
Depreciation Schedule	
Notes to the Financial Statements	
Members' Declaration	
Independent Auditor's Report	

## Community Care Options Directors' Report

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Your director presents this report on the company for the financial year ended 30 June 2017.

### Members

The names of the members in office at any time during or since the end of the year are:

Fiona Thwaites  
Garry Matthews- Resigned October 2016  
Julie McCabe- Joined October 2016  
Katherine Emerton- Joined October 2016  
Marc Percival- Joined October 2016  
Mark Palmer  
Melanie Zander- Joined October 2016  
Mike Summerhill  
Peter O'Brien  
Ron Davis  
Warren Hughes

The members 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 company for the financial year after providing for income tax amounted to:

Year ended	Year ended
30 June 2017	30 June 2016
\$	\$
78,265.07	131,283.50

### Principal Activities

The principal activities of the company during the course of the year were Community Care Association.  
No significant change in the nature of these activities occurred during the year.

### Significant Changes in the State of Affairs

No significant changes in the association's 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.

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The accompanying notes form part of these financial statements.



## Community Care Options Directors' Report

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### Environmental Issues

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

### Members Benefits

No member has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the association or related body corporate with a member, a firm which a director is a member or an entity in which a director has a substantial financial interest.

### 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 Association

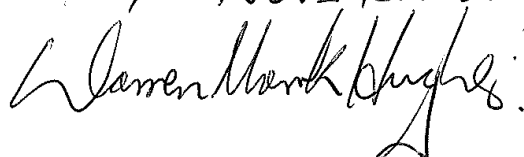
No person has applied for leave of Court to bring proceedings on behalf of the association or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the association for all or any part of those proceedings. The association was not a party to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

### Auditors Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 has been included.

Signed in accordance with a resolution of the director:

Dated:

7<sup>th</sup> NOVEMBER 2017  


---

The accompanying notes form part of these financial statements.

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

---

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been :

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

Westlawn Business Services (Coffs) Pty Ltd  
Kylie Marle, CPA 2169926  
246A Harbour Drive Coffs Harbour NSW 2450

  
18th September 2017

---

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2017**

	2017	2016
	\$	\$
<b>Income</b>		
Grant Funds Received	9,543,688.44	8,580,703.72
Client Contributions	357,745.56	350,057.07
Income General	416,155.26	424,901.60
Annual Membership	210.00	.
Interest received	95,850.30	78,040.85
Total income	<u>10,413,649.56</u>	<u>9,433,703.24</u>
<b>Expenses</b>		
Labour Costs - Salaries	6,850,398.57	6,304,630.04
Superannuation Costs	539,410.23	554,998.52
Accommodation Costs	193,258.55	167,238.83
Administration Costs - Other	546,001.63	575,087.89
Admin. costs - Insurance Workers Comp.	241,612.01	193,280.30
IT Support	59,040.63	60,060.41
Admin. costs - Telephone/Internet/Fax	38,458.43	26,630.28
Staff Training - Total	28,346.92	28,656.08
Depreciation - Other	57,436.24	54,444.08
Client Costs - Other	865,817.07	575,581.89
Client costs - Transport Direct	162,613.40	138,448.27
Client costs - Transport between bulk	424,755.01	377,527.06
Client costs - Equipment Purchase	328,235.80	245,128.45
Client costs - Personal care		707.64
Total expenses	<u>10,335,384.49</u>	<u>9,302,419.74</u>
Profit from ordinary activities before income tax	<u>78,265.07</u>	<u>131,283.50</u>
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	<u>78,265.07</u>	<u>131,283.50</u>
<b>Items recognised directly in equity:</b>		
Net increase in Asset Revaluation Reserve		
Increase (decrease) in retained profits due to:		
Prior Year Undeclared Funding Adjustment	409,666.90	
Total revenues, expenses and valuation adjustments attributable to the association and recognised directly in equity	<u>409,666.90</u>	
Total changes in equity of the association	<u>487,931.97</u>	<u>131,283.50</u>

The accompanying notes form part of these financial statements.



**Community Care Options**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2017**

	2017	2016
	\$	\$
Opening retained profits	1,218,158.71	1,086,875.21
Net profit attributable to the association	78,265.07	131,283.50
Adjustments:		
Prior Year Undeclared Funding Adjustment	<u>409,666.90</u>	
Closing retained profits	<u><u>1,706,090.68</u></u>	<u><u>1,218,158.71</u></u>

---

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Current Assets</b>			
<b>Cash Assets</b>			
BCU S11 Cheque Account		553,093.73	541,546.93
Westpac - Salary Sac Account		4,291.27	4,457.60
Bonus Share Dividends		150.00	150.00
BCU Visa Account		1,502.89	385.79
Bendigo Bank term deposit		2,579,776.60	2,521,505.51
WBC Cheque Account		641,490.31	97,244.99
BCU Gift Account		100.08	100.08
WBC Visa Account		8,213.14	
Petty Cash on Hand		1,500.00	1,700.00
Pre Payments - General		7,350.00	
		<u>3,797,468.02</u>	<u>3,167,090.90</u>
<b>Receivables</b>			
Accounts Receivables		307,862.03	157,016.31
		<u>307,862.03</u>	<u>157,016.31</u>
<b>Other Financial Assets</b>			
Share Account - 1		5.00	5.00
Share Account - 2		5.00	5.00
		<u>10.00</u>	<u>10.00</u>
<b>Total Current Assets</b>		<u><b>4,105,340.05</b></u>	<u><b>3,324,117.21</b></u>

The accompanying notes form part of these financial statements.

**Community Care Options**  
Detailed Balance Sheet as at 30 June 2017

	Note	2017 \$	2016 \$
<b>Non-Current Assets</b>			
<b>Property, Plant and Equipment</b>			
Buildings - at cost		444,544.37	444,544.37
Building - Bowra St.		299,108.93	299,108.93
Less: Accumulated depreciation		(213,115.38)	(200,552.38)
Office equipment CCP - at cost		135,413.07	132,862.16
Less: Accumulated depreciation		(90,070.62)	(77,975.74)
Motor vehicles - at cost		328,633.43	328,633.43
Less: Accumulated depreciation		(200,909.00)	(168,130.64)
		<u>703,604.80</u>	<u>758,490.13</u>
<b>Other</b>			
Coffs Coast Community College		60,374.75	74,947.98
		<u>60,374.75</u>	<u>74,947.98</u>
<b>Total Non-Current Assets</b>		<u><b>763,979.55</b></u>	<u><b>833,438.11</b></u>
<b>Total Assets</b>		<u><b>4,869,319.60</b></u>	<u><b>4,157,555.32</b></u>
<b>Current Liabilities</b>			
<b>Payables</b>			
<b>Unsecured:</b>			
Accrued Creditors		159,179.23	197,164.20
Accruals		220,481.27	89,187.25
Accruals - Wages		229,252.85	110,370.84
Grants Received in Advance		655,145.84	136,046.14
Grants Recieved P/Y			409,666.90
Grants Rec'd Acquittal Return			51,129.56
Funds Held- Level 2		228,865.67	292,477.76
Funds Held- Level 4		27,400.89	51,588.32
Funds Held- Level 3		(6,504.47)	
PAYG withholding Tax		83,854.00	84,613.00
Superannuation Holding Account		47,416.99	54,639.15
		<u>1,645,092.27</u>	<u>1,476,883.12</u>

The accompanying notes form part of these financial statements.



**Community Care Options**  
**Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Financial Liabilities</b>			
<b>Secured:</b>			
Westpac Visa			2,661.83
			<u>2,661.83</u>
<b>Current Tax Liabilities</b>			
GST payable control account		183,413.71	194,143.08
Input tax credit control account		<u>(73,799.15)</u>	<u>(52,753.94)</u>
		109,614.56	141,389.14
<b>Provisions</b>			
Provision for Annual Leave		624,335.00	573,394.00
Provision for Long Service Leave		<u>127,582.15</u>	<u>173,160.00</u>
		751,917.15	746,554.00
<b>Other</b>			
Advance payments - We Care Day			10,000.00
Endeavour Found - Connectable			-1,159.06
Funds Rec'd - Maclean		21,535.22	31,808.04
Client Funds Held - Berry		449.07	1,456.87
Client Funds Held - Graham			216.28
Client Funds Held - Baker			0.51
Client Funds Held - Good			1,790.49
Client Funds Held - Stanley			1,049.27
Client Funds Held RRP- Woods		1,551.00	
Client Funds Held RR Pak- Lindsay		(375.20)	
Client Funds Held RR Pak- Preo		(403.60)	
Client Funds Held RR Pak- Piper		(126.40)	
Client Funds Held RR Pak- Lindsay B		(486.00)	
Client Funds Held RR Pak- Rance		1,211.00	
Client Funds Held RR Pak- Raymond		<u>(2,000.00)</u>	
		21,355.09	47,480.52
<b>Total Current Liabilities</b>		<u><b>2,527,979.07</b></u>	<u><b>2,414,968.61</b></u>

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Non-Current Liabilities</b>			
<b>Provisions</b>			
Provision for Building Maintenance		100,000.00	100,000.00
Provision for Long Service Leave		535,249.85	424,428.00
		<u>635,249.85</u>	<u>524,428.00</u>
<b>Total Non-Current Liabilities</b>		<u>635,249.85</u>	<u>524,428.00</u>
<b>Total Liabilities</b>		<u>3,163,228.92</u>	<u>2,939,396.61</u>
<b>Net Assets</b>		<u>1,706,090.68</u>	<u>1,218,158.71</u>
<b>Members' Funds</b>			
Accumulated surplus (deficit)		1,706,090.68	1,218,158.71
<b>Total Members' Funds</b>		<u>1,706,090.68</u>	<u>1,218,158.71</u>

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2017**

---

**Note 1: Summary of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association Incorporations Act of New South Wales. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**(a) Property, Plant and Equipment (PPE)**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

**(b) Impairment of Assets**

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

**(c) Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reasonably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**(d) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

**(e) Revenue and Other Income**

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).



**Community Care Options**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2017**

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**(f) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the assets and liabilities statement are shown inclusive of GST.

**(g) Investments**

Investments held are originally recognised at cost, which includes transaction costs. They are subsequently measured at fair value which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

**(h) Trade and Other Payables**

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

## Community Care Options Directors' Declaration

---

The director of the association declares that:

1. the financial statements and notes are in accordance with the Corporations Act 2001 and:
  - (a) comply with Accounting Standards and the Corporations Regulations; and
  - (b) give a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year ended on that date;
2. in the director's opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.

The director is responsible for the reliability, accuracy and completeness of the accounting records and the disclosure of all material and relevant information.

This declaration is made in accordance with a resolution of the director.

Dated:

7<sup>th</sup> NOVEMBER 2017  
*William Mark Hughes*

## **Community Care Options Independent Auditor's Report**

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### **Report on the Audit of the Financial Report**

#### **Opinion**

We have audited the financial report of Community Care Options (the association), which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Community Care Options is in accordance with the Association Incorporations Act including:

- (a) giving a true and fair view of the association's financial position as at 30 June 2017 and of its performance for the year then ended; and
- (b) that the financial records kept by the association are such as to enable financial statements to be prepared in accordance with Australian Accounting Standards.

#### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

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

#### **Information Other than the Financial Report and Auditor's Report Thereon**

The committee of the association is responsible for the other information. The other information comprises the information included in the association's annual report for the year ended 30 June 2017, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### **Responsibilities of the Committee for the Financial Report**

The committee of the company is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and New South Wales under the Corporations Act 2001 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.



## Community Care Options Independent Auditor's Report

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### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on : 18 September 2017



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