

MIDNORTHCOAST

Community Care Options



Annual Report 2012



Our Vision



Leadership and innovation in the provision of high quality community care services on the Mid North Coast.



CHAIRPERSON'S REPORT on behalf of CCO Board 2012

This has been my first year as CommunityCare Options Chairperson, although I have been a Member of the CCO Board for many years. I am proud to present this the organisation's 16th Annual Report and it is with pleasure that I report that the organisation has had another successful year. We met the performance targets in our Strategic and Business Plans and also operated within our financial resources whilst meeting the needs of an increasing number of people seeking support and assistance, to remain living at home. We continue to be a robust, progressive and community focused entity. We are moving forward from a position of strength with our sights clearly set on continuous improvement and value added service delivery to our clients.

CommunityCare Options operates within an environment that is rapidly changing. There is a constant need to respond to new community issues and expectations. The manner in which governments interact with the sector and provide funding for programs is also changing. In response, CommunityCare Options constantly reviews its programs and support structures in order to maximise the delivery of high quality services when needed. We are entering an era of significant change and reform within the aged and disability sectors as we prepare for an unprecedented community care demographic.

These changes will bring new challenges—increased competition, changed funding models, increased demand, increased client choices and need for greater flexibility. There are opportunities for new models of care, increased partnerships, new relationships, and innovation. Feedback from clients and prospective clients across the sector is that increasingly people want to have the choice to stay living at home in the community for as long as possible.

We need to continue to enact our vision—**leadership and innovation** by-

- embracing each opportunity;
- harnessing our strengths;
- accepting the challenges; and
- leading the way forward

in the provision of high quality community care to achieve our mission—the support of an improved quality of life and independence for people living in our community.

Mid North Coast CommunityCare Options is not just a service provider; nor do we work in isolation. We are an inherent part of our community, valuing its people, their quality of life and their independence. We work with others to achieve a place where people feel valued, safe, secure and have a sense of belonging. We care about the outcomes that we achieve with and for others.

Community is a place for all

Our Achievements

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

In achieving the aims of our strategic plan over the last 12 months we have focussed on the following areas-

- Quality and safety – implemented comprehensive quality systems and reviewed Work Health & Safety policies, procedures and practice;
- Flexibility, choice and empowerment for clients and carers;
- Culturally appropriate services;
- Partnership and collaboration – improved integration with other community services;
- Transparency and accountability – maintained our focus on risk management and safety; and maintained sustainability and growth;
- Learning and improvement – achieved a more skilled and well supported workforce and continuously improved our systems, practice and processes in all areas;
- Innovation and professionalism – consolidated our sound reputation for the delivery of high quality services to people in need on the MNC;
- Teamwork;
- Community Engagement.

Recognition

Our Clients – to all of our valued clients – thank you 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 and we will continue to seek your feedback and participation in providing quality services to meet your needs.

I wish to acknowledge our funding bodies – the Federal Department of Health and Ageing, 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.

In recognising Community Care Options achievement over the last 12 months, I commend the dedication, professionalism, resilience and commitment of our staff and Board of Management.

I extend my thanks to all that make up the community that is Community Care Options. Those people who strive to make a positive impact on the lives of others and who make a strong, viable, client focused community organisation. As a human services organisation our primary strength lies with our people.

I wish to acknowledge the following people who make Community Care Options what it is.

Our Staff – the Board acknowledges and thanks you for the commitment you make to our clients, putting their care foremost. Community care can be challenging due to the range of complex environments and client needs. Your commitment in bringing issues to the attention of

management, to teamwork, and your professionalism, is applauded. It allows us to ensure a well planned and coordinated range of options for our clients.

CCO Management Team—the Management Team (Deb, Lorraine, Liz and Robyn) 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 in the provision of high quality client services. Strong leadership is critical to achieving our vision. The management team goes above and beyond to ensure that the organisation meets its performance targets.

Our Board of Management—The Board's governance role requires the Board to 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 would like to thank all members of the Board of Management for their outstanding efforts over the last 12 months.

Community Care Options supports a place for all.

Jan Newland

CCO Board Chair



Judy, Elizabeth & Gian enjoying Seniors Week at Woolgoolga

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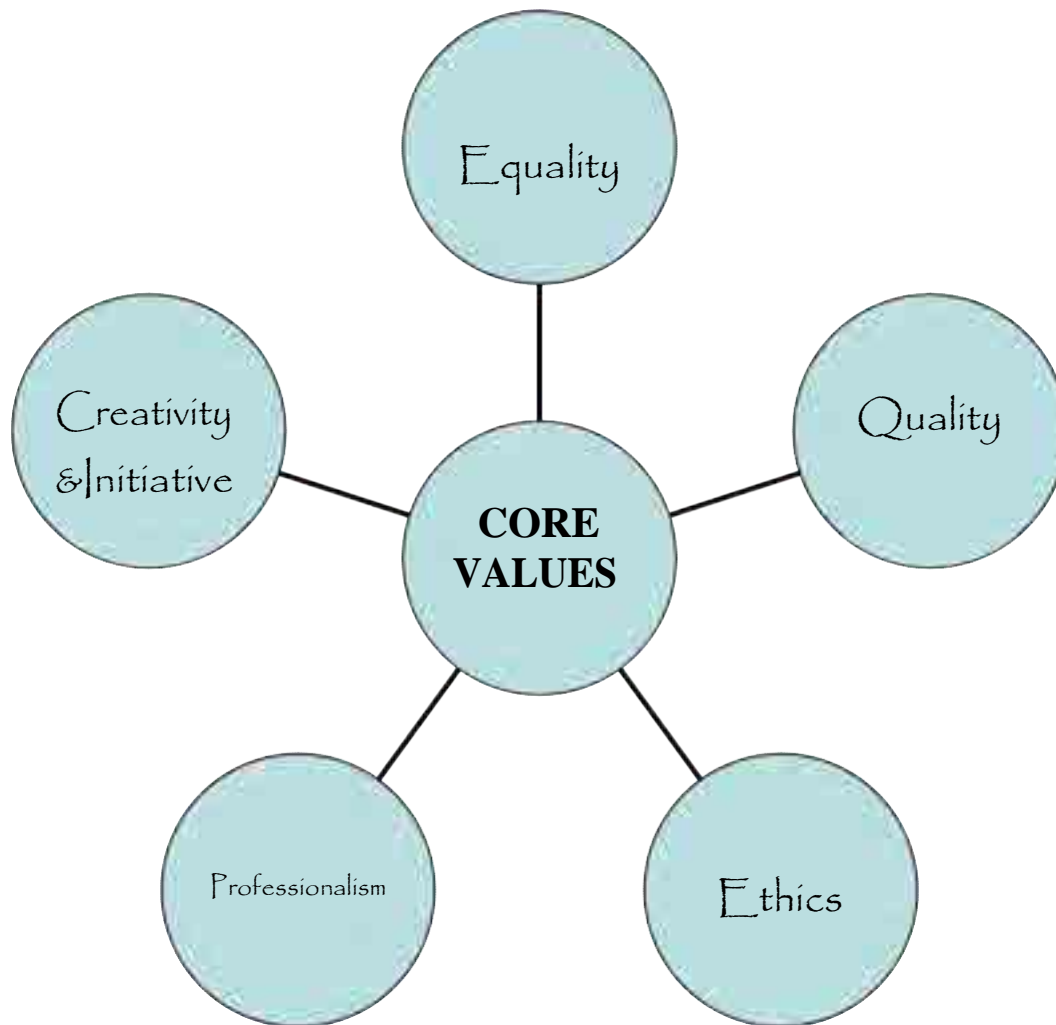
Mission Statement



To support an improved quality of life and independence for people living in the community on the Mid North Coast.



OUR VALUES



We value all people, including clients, carers and staff equally

This means we:

- Treat people with **respect** and **dignity**
- Respect people's individual way of life, beliefs, 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

We value a high quality of life for clients and carers

This means we:

- 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

We value acting ethically

This means we:

- Act **honestly** and with **integrity**
- Are **open** in our **communications** and share ideas
- **Accept responsibility** and admit mistakes
- Show **trust** and behave in a trustworthy manner
- Share **confidential** information only where needed and with the permission of the person whose information it is
- Protect and keep safe people's private information

We value professionalism

This means we:

- 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**

We value creativity & initiative

This means we:

- Encourage **innovative** and dynamic **ideas**
- Promote **visionary thinking**
- Behave in a **positive** and **friendly** manner
- Provide **inspiration** and **encouragement**

GENERAL MANAGER'S REPORT 2012

The years go by so quickly it is sometimes difficult to stop and reflect upon what we have achieved. September 2012 marks my 5th anniversary as the General Manager of MidNorth Coast Community Care Options. I have held many positions over my working career but none that has given me as much satisfaction, pride and sense of achievement as being the leader of this strong, viable organisation.

2011–2012 has been another successful year, with an increased number of clients supported and more services delivered. We are an organisation that strives for excellence and to be a leader 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.

We operate in a changing and competitive industry, however continue to grow and prosper and to maintain our reputation for the provision of high quality community care. We continue to focus on continuous improvement, best practice and professionalism as the key to our success.

Our success is inherently about people.

The people to whom we provide a service—their quality of life and their achievements.

The people—our staff—who on a daily basis demonstrate dedication, skills and motivation to make a difference to the outcomes we achieve.

What sets us apart from other providers?

- We are not just a provider we are a community and part of our wider community
- We value quality and flexibility over profit
- The quality of our staff—both their skills and training and their values and commitment
- Assessing the competencies of our staff, keeping up to date with best practice
- Innovation and leadership—other providers come to us for our assistance, ideas and information. We are happy to share our knowledge and expertise.
- Understanding the needs of our clients and providing more than just standard services, we provide value added care.

The big difference between CCO and other providers is that 'WeCare'.

We care about individuals, we care about families, we care about carers, and we care about the impact that we have in our community. We care about outcomes.



Achievements in 2011/12

In the 2011/12 financial year Community Care Options provided services to some 1,624 clients across all of its programs. We provided approximately 91,754 hours of direct service to clients living in the Nambucca, Bellingen and Coffs Harbour local government areas as well as in excess of 40,000 hours of case management and service coordination.

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 to achieve outcomes that meet their goals and aspirations. We continue to provide **personalised** services.

We have continued to maximise our funding to ensure the most effective level of care and support is delivered to our clients.

We have maintained high occupancy rates on all programs and made system improvements which more efficiently and effectively focus our staff and other resources towards high quality service delivery.

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.

We reviewed all of our staff position descriptions to ensure that they are current and reflective of services provided and skills required.

We reviewed all of our organisational policies and procedures and aligned them with the new Community Care Common Standards.

We reviewed all of our Work Health & Safety policies and procedures to ensure alignment with changes in Work Health & Safety legislation that came into effect on 1.1.2012.

We implemented a new Safe Care Manual and trained staff in new policies and procedures.

We implemented structural changes with the creation of the Manager Support and Coordination position – to more effectively support and coordinate direct care staff and efficient rostering practices.

We introduced competency assessment and skills observation processes for direct care staff.

We successfully participated in a cross government (joint) Quality Review process assessing our service delivery against the new Community Care Common Standards. I am pleased to announce that we successfully met the standards with no required service improvements.

We undertook a staff survey to gauge culture and gain feedback for service improvement.

We undertook a client survey to assess satisfaction and gain feedback for service improvement.

We continued to offer value added support to our clients including-

Seniors Week events in Nambucca Heads, Sawtell, Coffs Harbour and Woolgoolga. These were well attended and thoroughly enjoyed by all. They provided an opportunity for clients of the organisation who may for whatever reason be socially isolated to come together to meet new people and enjoy some social interaction.

We held two all staff meetings as a mechanism for communicating about organisational changes, policy development and issues raised by staff. It also affords a mechanism for staff to come together and celebrate their connectedness and achievements.

We re-established our client consultative mechanism with Friends of CCO meetings occurring and well attended.

We are poised on the precipice of an exciting period in community care. Although one, not without uncertainty. An ageing Australian population will mean increased demand in the aged care sector and in particular the community care sector. Government reforms aimed at addressing increased demands will be implemented over the next few years. These will include a new front end or gateway to aged care; a separation of disability and aged funding under the HACC program (1.7.2012); a possible move away from packaged care as it is currently funded and delivered. The disability sector also is trialing new models of support through individualised funding packages and the new National Disability Insurance Scheme. Community Care will be challenged by an increased need for flexibility; increased competition; and a greater emphasis on customer choice and entitlement. MNCC Community Care Options is well positioned to maximise opportunities.

We request feedback from our clients regularly about their experience with CCO. Overall feedback is very positive and clients value the support that they receive from CCO and the quality of our staff. We will continue to maintain mechanisms to record feedback and we utilise positive and negative feedback and complaints to confirm what we do well and to inform areas for improvement.

I take this opportunity to celebrate the dedicated and hard working staff of Community Care Options.

I would like to thank each and everyone of you for your commitment to our clients, to the management team and to the organisation. We work with each other and clients as a team to fulfill the organisation's mission and vision. Each part of that team is critical to its success. Thank you for the skills, ideas and diversity that you contribute.

Support Workers – the face of our organisation – who daily interact with clients and help them to remain independent;

Coordinators who match organisational and client needs through rostering and coordination of support;

CaseManagers who assist clients to assess theirstrengthsandoptions andmake decisions about theirsupport;

The Support & Development Officer -whomentors,encourages and supportsour direct care staffthrough training&development;

Administrative supportstaffwhoareessentialtotheflowof businessat CommunityCare Options;

The ManagementTeam—we welcomed RobynWhalen toCCO in 2011andLizto a management role. Abigthank you to Robyn,Lizand Lorraine- your leadership, vision and hard work are muchappreciated.

Thank you to our Board ofManagementwhogiveup there timeandoffer their significant and diverse skills and experience tosupportandgive strategic direction to theorganisation.

The whole CCOTeamis tobe congratulatedon their efforts.Myjobis made somucheasier because of the valueyou place on yours.

DebRyan
General Manager



Together WeAre a Community

WHO WE ARE

MNCC Community Care Options-

- Is a not-for-profit Incorporated Association governed by a volunteer community based Board of Management.
- Receives funding from the Federal and New South Wales Governments to provide case management, support coordination and direct services to a range of people living in the community, including people with a disability, frail older people and their carers, and those being discharged from hospital.
- Provides services to members of the community who live in the Coffs Harbour, Bellingen and Nambucca Local Government Areas.



OUR HISTORY

In 1990, Coffs Harbour City Council was funded by the Federal Government to establish and operate a Community Options Project for the Coffs Harbour, Bellingen and Nambucca Local Government Areas. The project provided support coordination and brokered service provision for up to 40 frail aged people and younger people with disabilities and their carers.

In 1996, the Council appointed an advisory Committee—a volunteer Board of Management and this Committee became an Incorporated Association taking over the legal responsibilities of auspicing the project. The new organisation was named Mid North Coast Community Care Options.

The newly incorporated organisation was successful in its application to operate 30 Community Aged Care Packages. The Department of Health and Ageing approved additional packages over the next few years bringing the total number of Packages in 2005 to 96.

In 2000 the Organisation was selected to operate a 4-year pilot project to provide respite to carers of people who have challenging behaviour due to dementia under the Federal Government's National Respite for Carers Program (NRCP).

In January 2000 the Organisation started employing their own field staff in the Coffs Harbour and Bellingen Local Government areas, and in the Nambucca LGA in 2004, ensuring our clients receive the highest standard of support from well-trained and resourced staff.

In 2002 we received expansion funding for carers of people with Dementia. The program allowed for 2 clients at any one time. The original 2000-2004 funding was extended and CCO now operate 2 respite programs funded under NRCP.

In 2002 we also received funding from the NSW Department of Ageing, Disabilities and Home Care to provide intensive support coordination/case management to younger adults with a disability, particularly to people with acquired Brain Injuries.

In 2003/2004 we were successful in two Aged Care Rounds and were approved to provide a total of 15 EACH packages. As this program has a strong nursing/allied health content, we formed an alliance with Mid North Coast Area Health Services and pioneered an agreement to contract nursing and allied health staff from them.

In February 2004, we moved into our own purpose built, fully wheelchair accessible new premises at 20 Curacoa St Coffs Harbour. This was made possible through partnership with Coffs Harbour City Council who leased us Crown Land and long term prudent.

In 2005 we opened an office in Urunga to better service Bellingen and Nambucca clients and support the local staff better.

In 2007 we opened our office located in the Seniors Centre in Woolgoolga.

WHERE WE ARE



COFFSHARBOUROFFICE

20 Curacoa Street,
COFFS HARBOUR NSW 2450
Telephone: (02) 6650 2000
Fax: (02) 6651 4362
Email: admin@cco.net.au
Website: 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



ARE A of Service Provision

Local Government Areas of–

- Coffs Harbour
- Bellingen
- Nambucca Heads



BOARD OF MANAGEMENT



Chairperson
Jan Newland

Vice Chairperson
Mark Palmer



Secretary
Garry Matthews

Treasurer
Warren Hughes

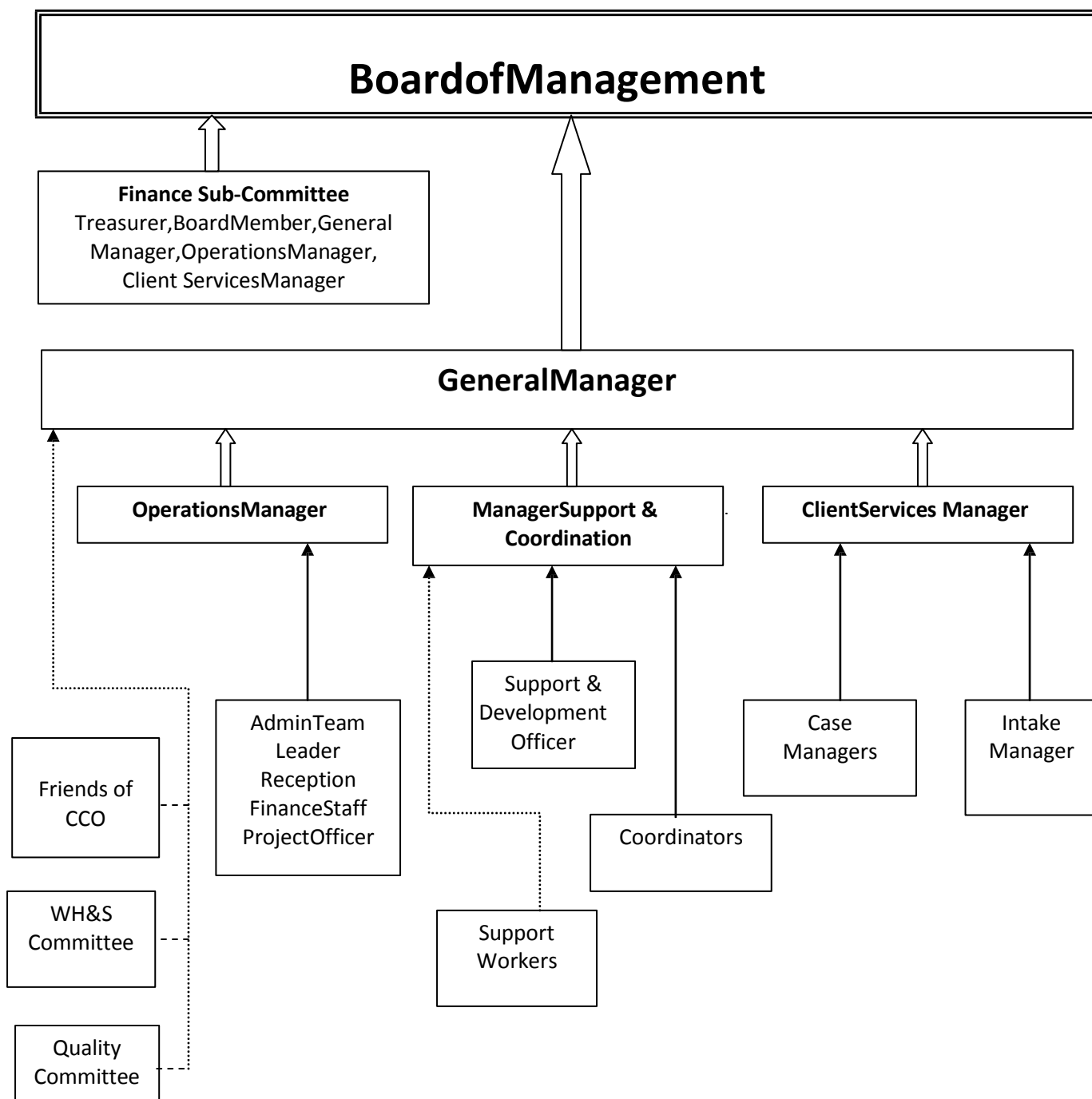


Board Members

Mike Summerill
Ron Davis
Terry Edwards
Louisa Salmon
Peter O'Brien

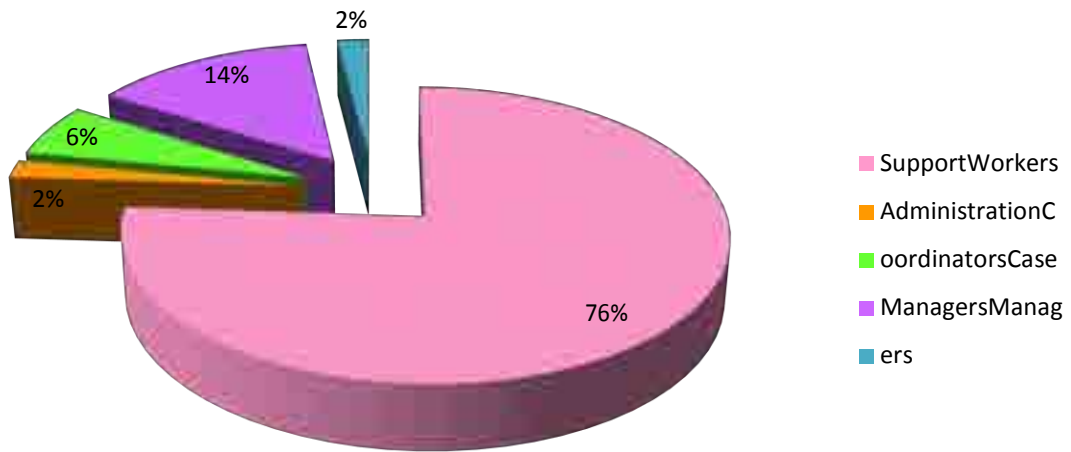


ORGANISATIONAL STRUCTURE

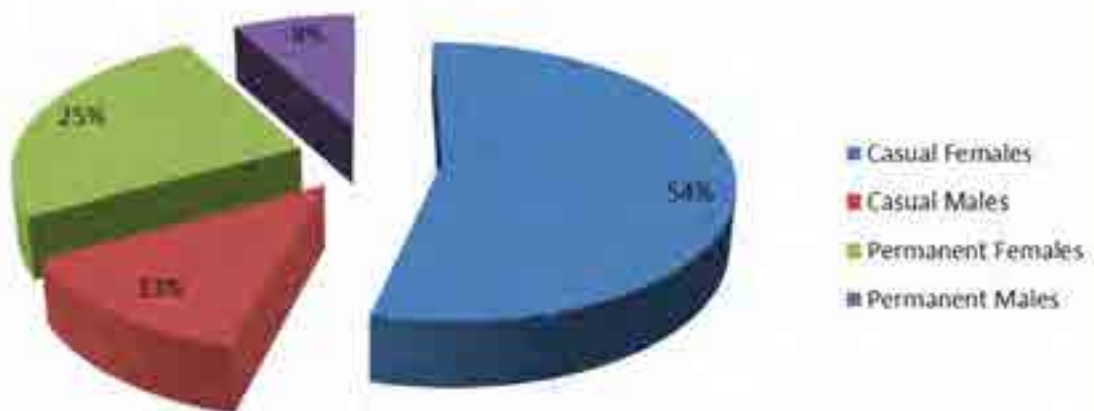


Staff Demographics

CCO Staffing Y/E 2011



Support Workers



FUNDING

CommunityCare Options receives funding from a number of sources—

The Department of Human Services—Family and Community Services Ageing, Disability and Home Care (ADHC) funds CCO under a number of programs

- The Community Options Program (COP) is a joint initiative between the NSW and the Australian Governments under the Home and Community Care (HACC) Program.
- The Disability Services Program (DSP) for the Connect program's case management.
- The Attendant Care Program for a number of individuals with very high support needs.
- Young People In Residential Aged Care (YPIRAC) Program.
- Emergency Response Interim Funding (ERIF).

The Australian Government's Department of Health and Ageing funds the Community Aged Care Packages (CACP) and the Extended Aged Care at Home (EACH) Packages under its Flexible Care program.

CCO receives two allocations for funding under the National Respite for Carers Program (NRCP) for our Dementia Respite Service (DRS) and our Community Respite Service (CRS).

CCO has been engaged in the Consumer Directed Care (CDC) pilot program.

The NSW Ministry of Health provides funding for our Compacts programs as well as the Transitional Aged Care Service.



PROGRAMS

ATTENDANT CARE PROGRAM (ACP)

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

In the 2011/2012 financial year we supported 9 clients under this program.

The Attendant Care Program (ACP) provides portable, flexible and individualised support for people-

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

The Service includes-

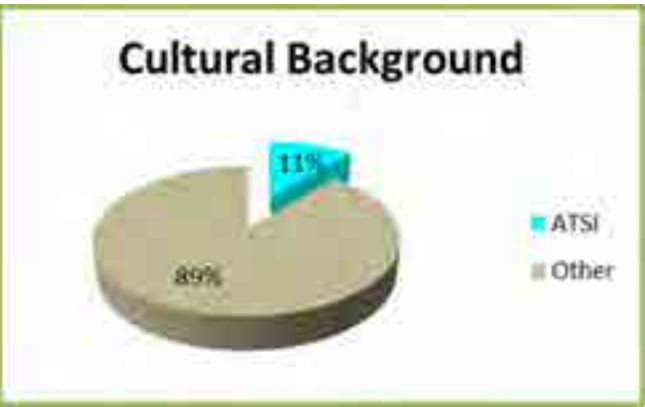
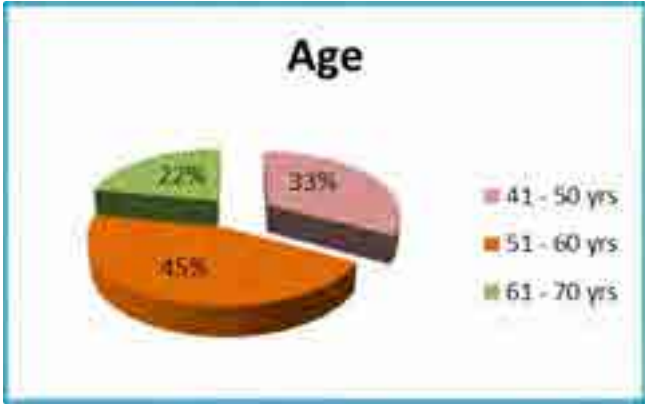
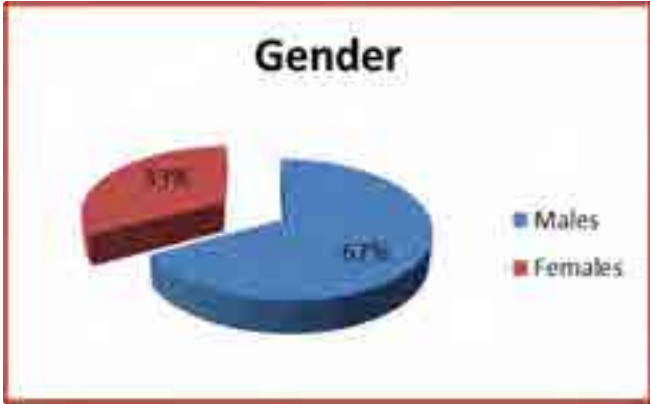
- support planning and coordination
- the provision of direct support services particularly personal care and assistance with other activities of daily living
- ongoing monitoring and review of changing needs.

Attendant Care Program clients are-

- between 16 and 65 years old
- living in their own accommodation
- able to live in the community with a capped number of personal assistance service hours per week and access community support
- people with a physical disability whose needs can be met with personal care support and who can be involved in managing their care; or
- people with an Acquired Brain Injury (ABI) and a physical disability (or who need physical assistance to complete tasks of daily living); or
- people with a neurological degenerative condition.

Clients are assessed by ADHC to determine eligibility for this program. Support hours are generally between 25 and 50 hrs per week.

Total hours direct support provided under the Attendant Care Program was 10,749 hours.



Mark



COMMUNITY AGED CARE PACKAGES (CACP)

CCO receives funding currently for 141 CACP packages. These packages of support are for clients who have been assessed as having a low level of support needs.

203 clients were supported through the CACP program during the year, with 31,320 hours of direct services provided.

The Service includes–

- support planning and coordination
- referrals to other community and health services
- direct services—including personal care, domestic assistance, social support, transport, meal preparation
- help with equipment.

Community Aged Care Package Clients–

- are frail older people
- have complex care needs
- have been assessed by the Aged Care Assessment Team (ACAT) as qualifying for Low Band Level of Care
- prefer to continue living in their own home.

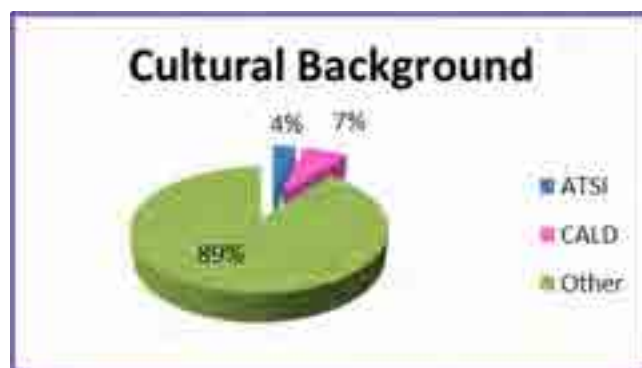
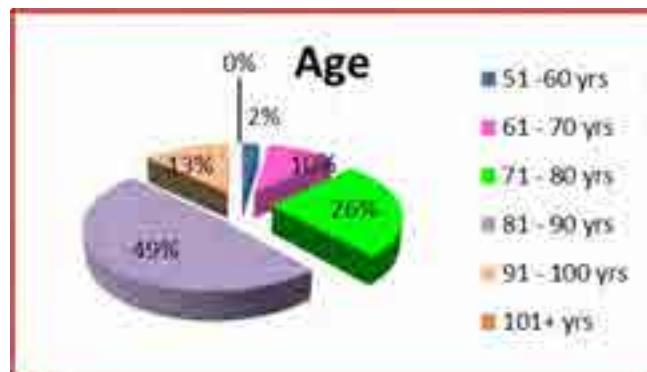
We give particular priority to people who–

- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are financially disadvantaged
- are from a culturally and linguistically diverse background (CALD)
- have dementia.

All our Clients have–

- complex care needs arising from interacting physical/medical, social and emotional needs;
- a need for a skilled assessment and comprehensive management of service delivery;
- a preference to remain living at home with appropriate and reliable supports;
- a need for ongoing monitoring and review of changing care needs.

The waitinglist for this service is very high and indicative of a need for more services within the area.



Jean & Pat enjoying Seniors Week at Nambucca Heads

COMMUNITY OPTIONS PROGRAM (COP)

The Community Options Program is CCO's first and longest running program. Commencing in 1990, it has been operating for 22 years. It is funded under the Home and Community Care (HACC) program.

We have supported 413 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.

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

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

The Service includes-

- comprehensive assessment of needs and strengths
- risk assessment
- goal identification
- support planning and coordination
- referrals and linking to community and health services
- advocacy
- some direct services—support with personal care, domestic assistance, social support, respite, transport, meal preparation,
- help with equipment, home maintenance and modification.

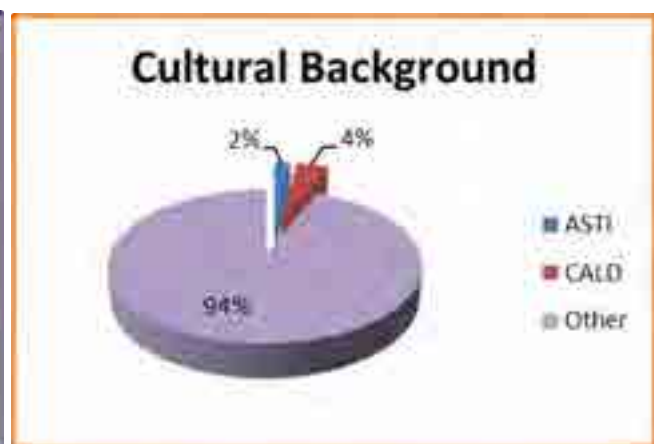
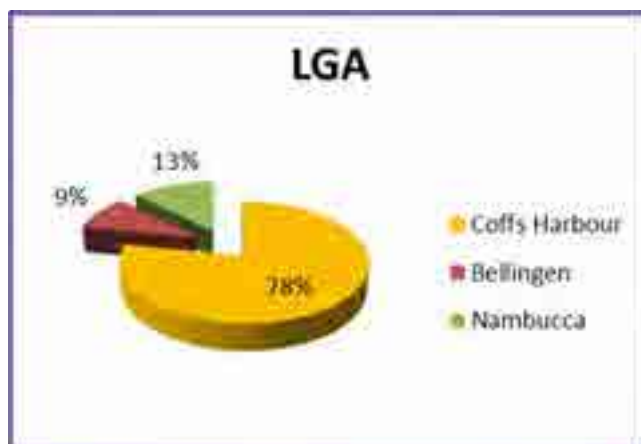
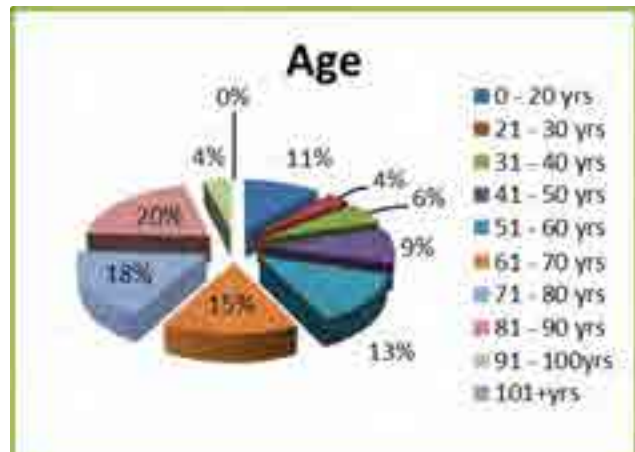
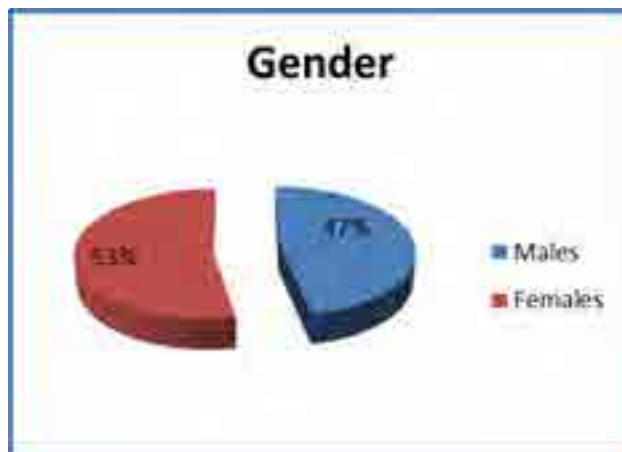
COP Clients are people who-

- have a disability
- are frail because of their age
- are carers of such a person
- have complex support needs
- cannot be adequately supported by other services, their family or the community
- have changing needs which may require flexible responses

- require ongoing monitoring
- prefer to remain living in the community rather than entering residential care.

We give particular priority to people who-

- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are from a culturally and linguistically diverse background (CALD)
- are financially disadvantaged
- have dementia.



Marion & Helen



COMMUNITY RESPITE SERVICE (CRS)

Funded through the National Respite for Carers Program, this service provides respite to carers of both people with dementia and aged people with high care needs. A total of 3,111 hours of respite was delivered to a total of 34 carers in this financial year, 103.15% compliance with contract requirements.

Services provided under this program includes-

- comprehensive assessment of carer's and recipient's needs
- regular planned and unscheduled respite
- support planning and coordination
- referrals to other community services
- information and support.

Clients are-

- carers of people with dementia
- aged people with high care needs
- we allocate some places to working carers who are employed outside the home.

We give particular priority to people who-

- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are financially disadvantaged
- are from a culturally and linguistically diverse background (CALD).

Some Carers are-

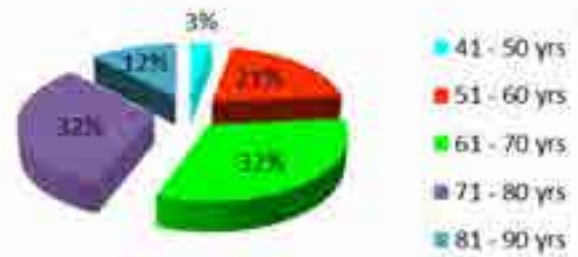
- sole carers with limited support networks
- frail, ill, stressed, have a disability or are getting little sleep
- have extensive other commitments
- are socially, culturally or geographically isolated
- are financially disadvantaged
- experiencing strain in their relationship with the person for whom they are caring or with other significant people.



Gender



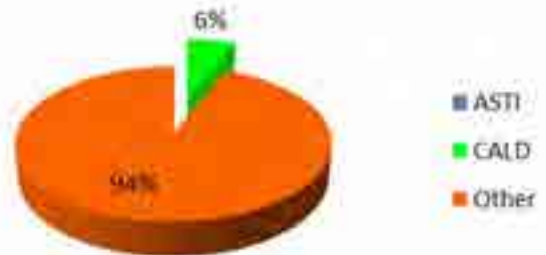
Age



LGA



Cultural Background



WENDYANDDORIS

COMPACKS

The Compacts program operates through a partnership with NSW 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.

We have continued to experience growth in the number of Compact places and have further developed our existing collaborative relationship with the North Coast Area Health Service.

Some 782 people were supported through this program this financial year. Funding reflects different levels (Bands) of care and was delivered as follows –

- 92 people received assessment only and no direct support
- 144 people were supported within Band 1 – low level support
- 445 people were supported within Band 2 – moderate level of support
- 101 people were supported within Band 3 – higher level of support.

The program accepts referrals from a range of public hospitals.

The Service includes-

- comprehensive assessment
- help with tasks of daily living, like personal care, housekeeping and transport – up to 6 weeks after a person leaves hospital
- short term case management
- referrals and linking to ongoing community and health services for people with longer term support needs.

Compacts Clients are-

- people who have been admitted to hospital
- who cannot be discharged home without short term community support
- need assistance with identifying support needs and linkages into the community and health services network
- at risk of extended hospital stay or readmission without community support.



COMPACTSATAGLANCE

Gender



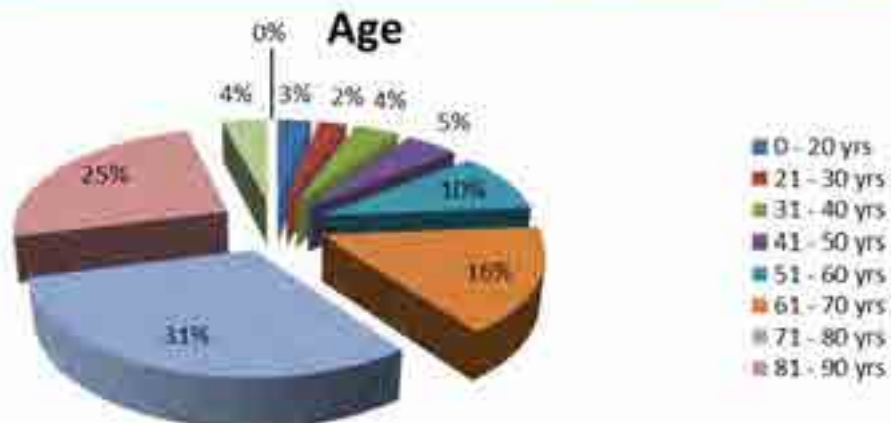
LGA



Cultural Background



Age



CONNECT

Connect is a short term casemanagement program. CommunityCare Options supported 13 clients on the Connect Program in this financial year.

The Service includes–

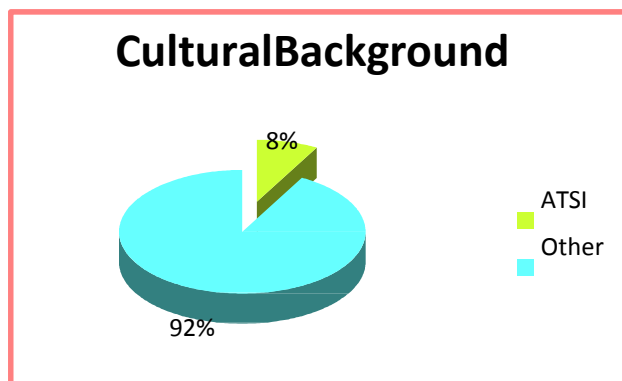
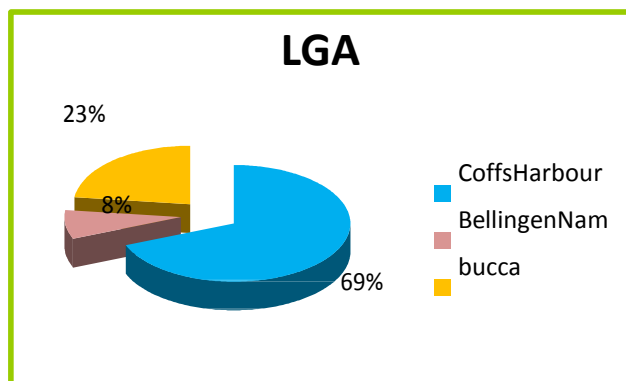
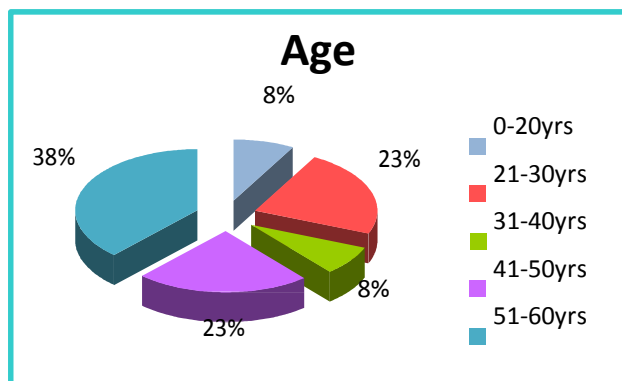
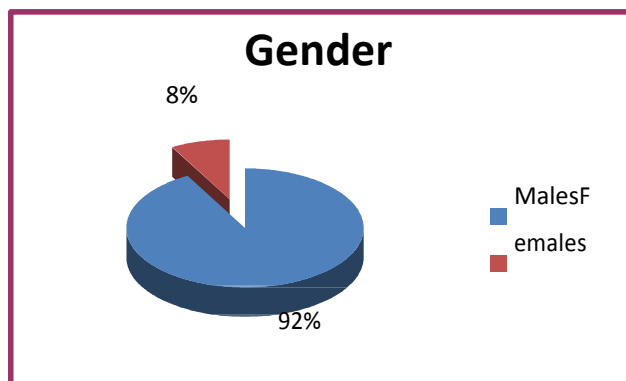
- comprehensive assessment of needs and strengths
- short term intervention and intensive support coordination
- goal setting
- identifying resources
- planning support
- referrals and linkages into other community services.

Connect Clients are–

- people aged between 18 and 65
- who have a disability and complex support needs.

We give particular priority to people who–

- have an acquired brain injury
- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are financially disadvantaged
- are from a culturally and linguistically diverse background (CALD).



CONSUMER DIRECTED CARE (CDC)

In 2010 the Department of Health and Ageing tendered for the delivery of Consumer Directed Care models of aged care support. CCO was successful in receiving an allocation of 8 packages in the first round of a two year pilot program. 8 clients have been supported on this program in this financial year. CCO has been participating on the CDCTaskforce and in the evaluation process undertaken by the Department. The pilot program has now come to an end and these packages have transitioned to mainstream aged care packages, but will however still be offered on a CDC basis.

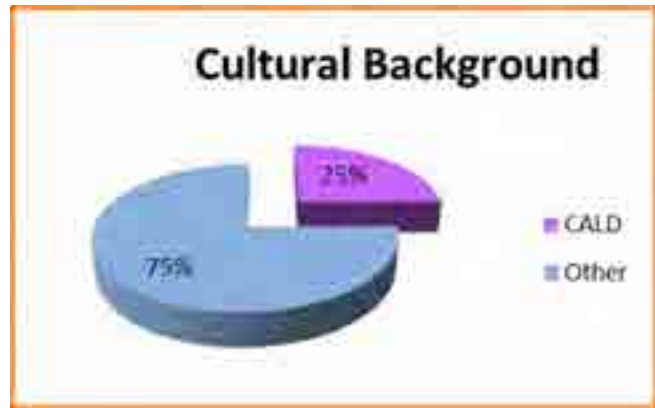
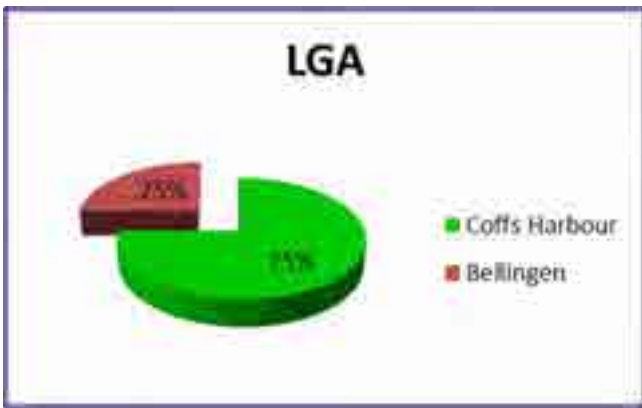
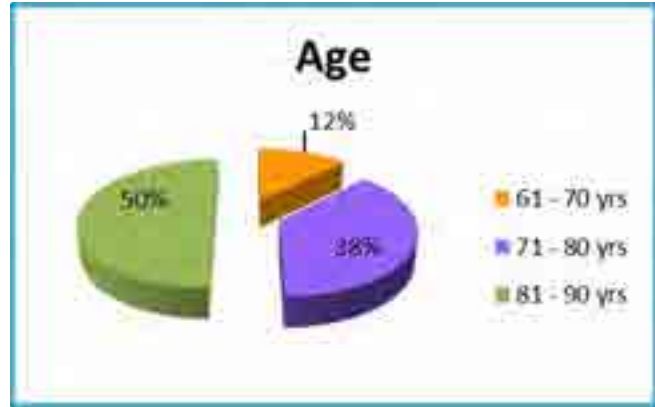
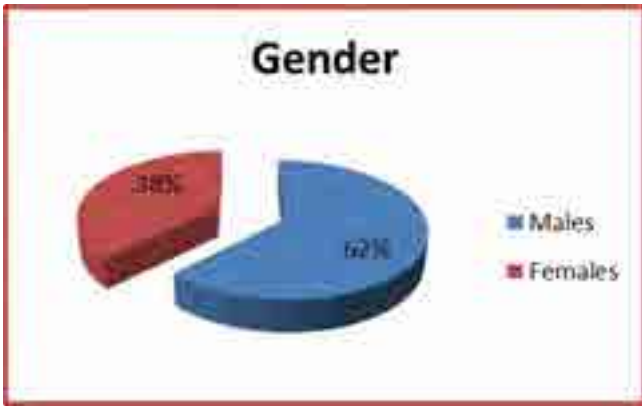
Consumer (or self) directed care (CDC) is designed to give older people a greater say and more control over the design and delivery of community care services provided to them and their carers. The program allows older people and their carers to make choices about the types of care services they access and the delivery of those services, including who will deliver the services and when. Expected outcomes of the programs for both care recipients and carers include, a better quality of life due to increased independence and empowerment over the services they are receiving.

There are three levels of subsidy for Consumer Directed Packaged Care places depending on the assessed level of care to be provided. These three levels broadly align with the existing subsidy levels of the current Packaged Care programs, namely:

CDC Low Care-This level of care is similar to a CACP in that it provides care services to people living in the community who have low level complex care needs. It provides services such as personal care, social support, transport to appointments, home help, meal preparation and gardening.

CDC High Care-This level is similar to an EACH package in that it provides care services to people living in the community who have high level complex care needs. It provides services such as nursing, domestic assistance, in-home respite, personal care, transport to appointments, and social support.

CCO has 5 Low Care and 3 High Care CDC packages. We are currently not in receipt of packages at the third level being High Care Dementia.



Jaya and Chin Enjoying Seniors Week Lunch

DEMENTIA RESPITE SERVICE (DRS)

The Dementia Respite Service is funded through the National Respite for Carers Program (NRCP). In 2011/12 financial year CCO delivered 4,864 hours of respite to 29 carers of someone who has dementia living in the Bellinger, Nambucca Heads and Coffs Harbour Local Government Areas. This represents 100.58% compliance with contract requirements for this program.

Services provided under this program includes-

- comprehensive assessment of carer's and recipient's needs
- regular planned and unscheduled respite
- support planning and coordination
- referrals to other community services
- information and support.

Clients are-

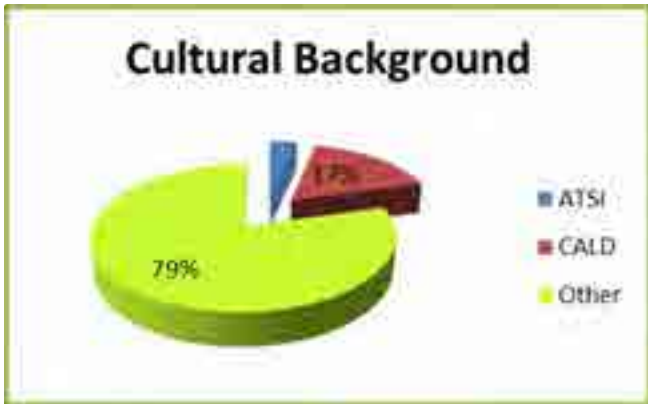
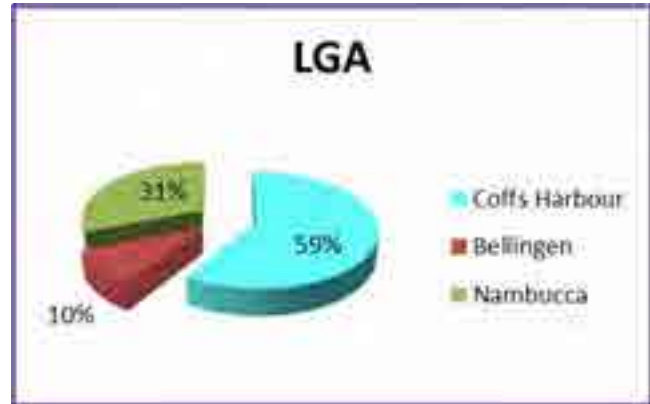
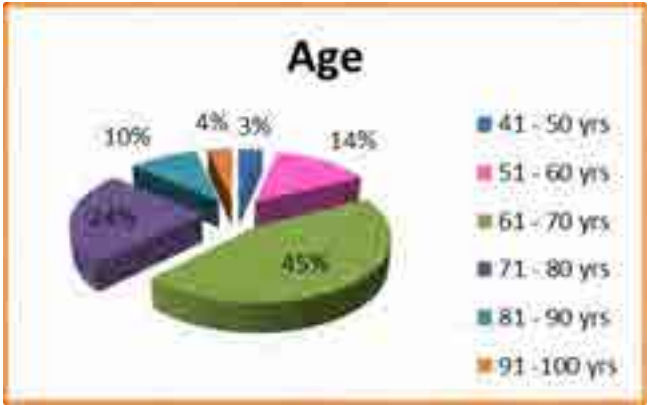
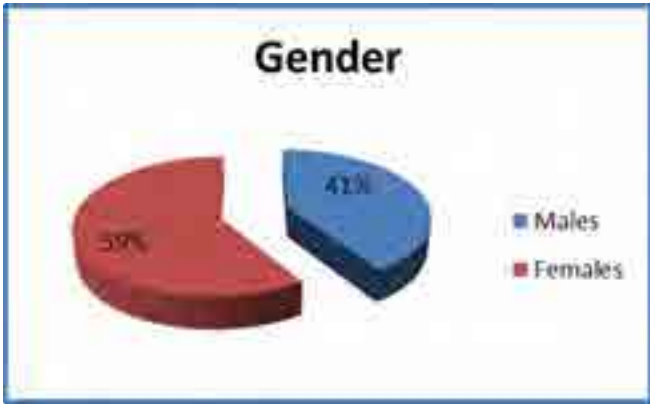
- carers of people with dementia
- we allocate some places to working carers who are employed outside the home.

We give particular priority to people who-

- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are financially disadvantaged
- are from a culturally and linguistically diverse background (CALD).

Some Carers are-

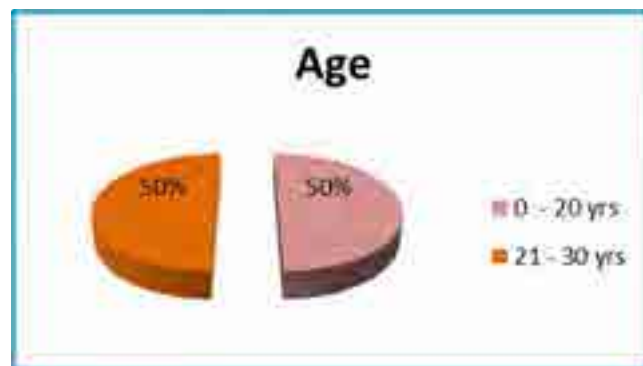
- sole carers with limited support networks
- frail, ill, stressed, have a disability or are getting little sleep
- have extensive other commitments
- are socially, culturally or geographically isolated
- are financially disadvantaged
- experiencing strain in their relationship with the person for whom they are caring or with other significant people.



Ken and Eileen at Nambucca Seniors Week Lunch

EMERGENCY RESPONSE INTERIM FUNDING (ERIF)

As a Case Management service we often come into contact with clients whose circumstances change rapidly and are in need of emergency assistance, or whose needs are not being met through their current supports. At times we do write submissions for funding for such individuals. We received funding for two clients from Dept Family & Community Services Ageing Disability & Home Care in 2011/2012. We are pleased to have been able to assist these clients to access appropriate funding for their needs. This funding is not recurrent and is applied for, for a 3 month period only.



EXTENDED AGED CARE AT HOME (EACH)

Community Care Options is funded for 15 EACH packages.

31 clients were supported on this program in 2011–2012, with 12,397 hours of direct support provided.

Waiting lists indicate there is still high demand for this program.

The Service includes-

- support planning and coordination
- referrals
- direct services, including nursing and allied health services
- help with equipment

EACH Package Clients-

- are older people with high and complex support needs
- have been assessed by the Aged Care Assessment team as requiring high band level of care

We give particular priority to people who-

- are geographically or socially isolated
- are from Aboriginal or Torres Strait Island descent (ATSI)
- are financially disadvantaged
- are from a culturally and linguistically diverse background (CALD)
- have dementia

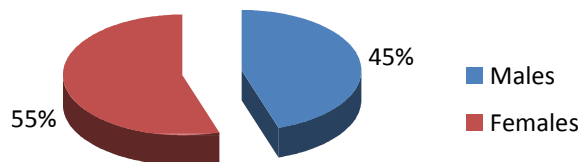
All our Clients have-

- complex care needs arising from interacting physical/medical, social and emotional needs;
- specific nursing or allied health care needs
- a need for a skilled assessment and comprehensive management of service delivery
- a preference to remain living at home with appropriate and reliable supports;
- a need for ongoing monitoring and review of changing care needs

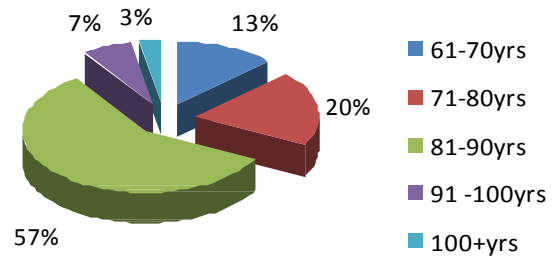
The nursing component of our service is brokered through the Coffs Harbour Health Campus ACTIP –community nursing program. We thank them for their professional support of our clients.

EXTENDED AGED CARE AT HOME (EACH) ASNAAPSHOT

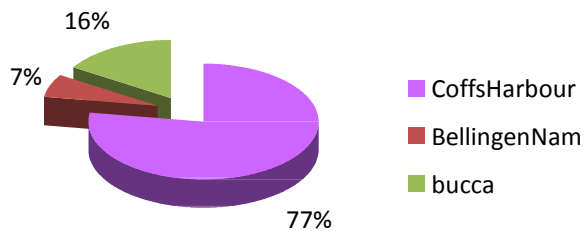
Gender



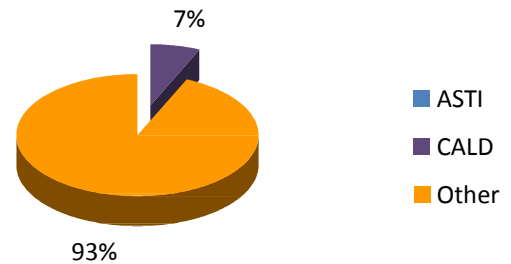
Age



LGA



Cultural Background



Doris celebrating her 103rd Birthday

INDIVIDUALISED SUPPORT PROGRAM (ISP)

In 2010/2011 CommunityCare Options was successful in tendering for two individual funding packages under the YPIRAC program.

The Young People in Residential Aged Care Program (YPIRAC) funded by Ageing Disability and Home Care, recognizes the inappropriateness of placing younger people with a disability into residential aged care facilities and seeks to ensure an improved quality of life for these individuals within a community care setting.

We were supporting two younger people with physical disabilities establish themselves back into their local communities and reestablish links with their families following exit from inappropriate residential care. One of these clients sadly passed away in 2011.

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

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

We currently have 1 client on an individualised support program.

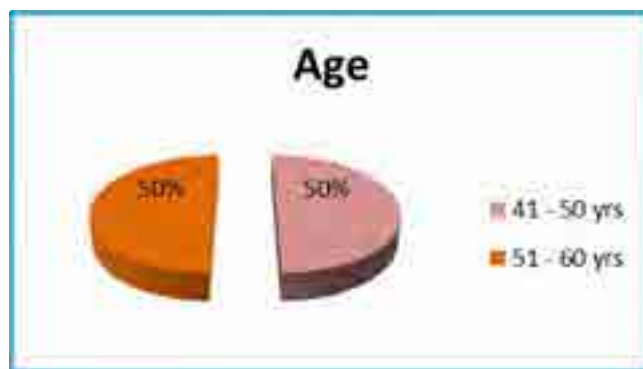
Female Age—43 years

She has significant health and medical support needs. Support hours funded—78 hours per week

Support hours provided in 2011/12—3,296 hrs.

CCO has also received funding to provide day program support to this client (24 hrs per week), ensuring engagement in meaningful and valued activities both within and outside of the home.



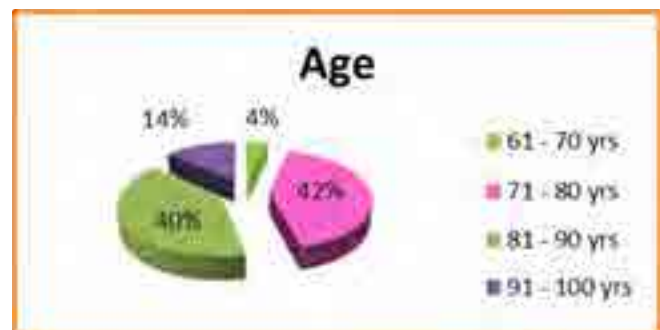
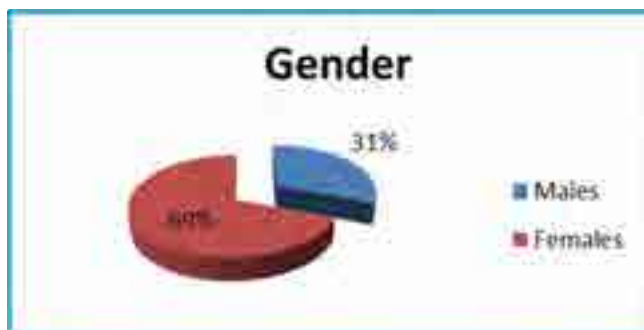


Donna leaving hospital with her amazing mother Lorraine

TRANSITIONAL AGED CARE (TACS)

CommunityCare Options has a contract with the North Coast Area Health Service 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 52 clients on this program this financial year.

Thank you to the North Coast Area Health Service for its valuable partnership and for continuing to use CCO's services to effectively support their clients.



PRIVATE SERVICES

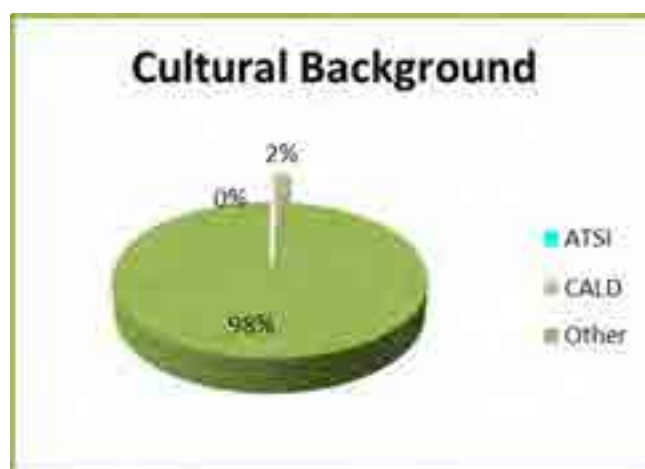
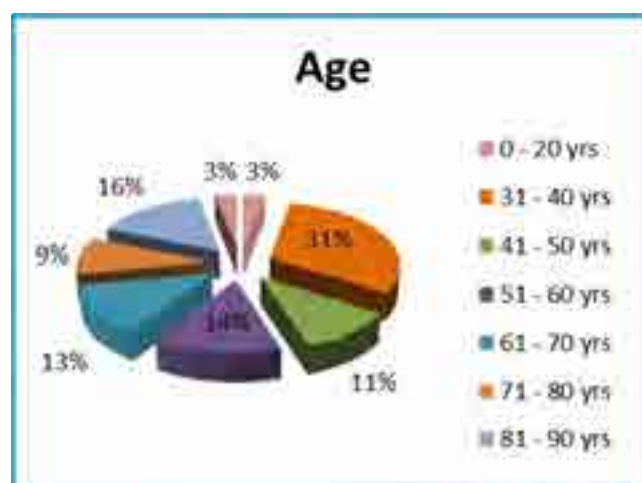
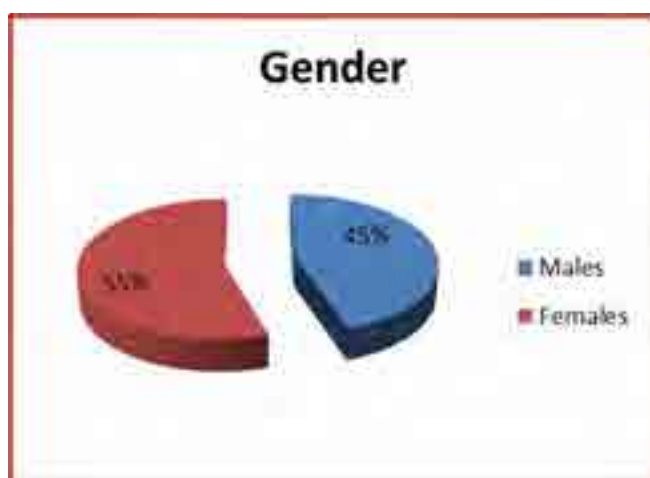
CommunityCare Options provides a range of services to private clients where needed.

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. 46 private clients were supported.

CCCO currently has brokerage agreements with—

Australian Home Care Service
NSW Home Care
Life Without Barriers
The Home Nursing Group

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



SERVICES

CommunityCare Options provides the following services—



Eligibility and priority for CCO programs is determined by program contract guidelines.



COMPREHENSIVE ASSESSMENT
SUPPORT & SERVICE COORDINATION
MONITORING
PERSON CENTRED PLANNING
CASE CONFERENCES
ADVOCACY
CONSULTATION-CLIENTS & CARERS
REFERRAL TO OTHER SERVICES
PROVISION OF A SUPPORT PLAN
INFORMATION
CARER EDUCATION
HELP WITH BUDGETING

PERSONAL CARE
MEAL PREPARATION/COOKING
DOCTORS APPOINTMENTS
SUPERVISION OF MEDICATION
MAKE APPOINTMENTS
LEISURE ACTIVITIES
PROVISION OF EQUIPMENT
CLEANING
PET CARE
TRANSPORT
SHOPPING
LAUNDRY
ARRANGE TO PAY BILLS
RESPIRE
OUTINGS



We can arrange access to-

LINEN SERVICES

HOME MAINTENANCE

PODIATRY

LAWN MOWING

HYDROTHERAPY

PHYSIOTHERAPY

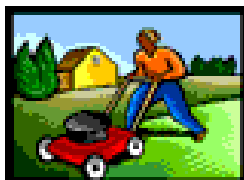
COUNSELLING

GARDENING

NURSING SERVICES

ALLIED HEALTH SERVICES

24 HR ALARM SUPPORT & MONITORING



Annette and Bill enjoying a social outing.

REFERRALS

Requests for assistance come from a variety of sources.

CCO has a dedicated Intake Coordinator who deals with enquiries, processes referrals, collects initial intake information, provides information about our programs and assists linking people to community resources. This position also manages program occupancy and our waiting lists.

Clients seeking aged care packages must have been assessed and referred by the Aged Care Assessment Team (ACAT).

Compact referrals are generated through Hospital Discharge Planners, Social Workers and other clinical staff from referring public hospitals.

Referrals for other programs are received from the following—

- Aged Care Transitional Intervention Program (ACTIP)

- Community Nurses

- The person wanting the service or their carer

- General Practitioners/Women's Health Centre Home

- Care

- Other HACC services

- Government Departments such as Centrelink, Department of Family & Community Services,

- Department of Housing, Protective Commissioner

- Head Injuries Service

- Disability Services

- Other organisations

Thank you for all your referrals and assistance.

OUR CLIENTS

CCO remains committed to ensuring we receive meaningful feedback that tells us what we are doing right and where we can improve.

CommunityCare 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 about what we do well includes -

Wonderful attitude by staff. Cheerful, friendly, good boundaries, professionalism. Valuable help to relieve the full-time carer of some of the work. Having another person come into the home & share the situation is great for both client & carer.

SW were always prompt, patient and arrived with a smile. Package was fantastic! Thank you for it!

Listening, communication, helping at home, caring & compassion. Regular service is excellent. These comments are reflective of the workers that visited my home.

You really care about your clients and treat them with respect. It's nice to see someone care especially when you are sick.

Good service & pleasant workers.

Provide efficiency & courtesy at all times.

Excellent support, very good.

Showing genuine respect and care.

If all the care workers in Australia followed your example the world would be a better place. I

was very impressed with the care and help I received. I felt that whatever needs I required your organisation would accommodate them. SW's

were hardworking & sensitive.

Everything! I found the service excellent I couldn't have managed without it. I am sincerely grateful. Love and thanks to all of you.

The way I was spoken to & treated during services was completely professional. Staff also showed empathy by remembering that this was a worrying & stressful time for me & my children. Thank you to all who spoke with &/or assisted me. I appreciate it more than you will know.

Communication, friendliness, helpfulness. CCO helped me through a very tough time & now I'm stronger & able to cope on my own.

The service you provide is excellent.

It's a great service. The ladies who visited my mother were always bright & cheery. Always good company & always performed their duties very well.

The whole lot could not be faulted. Thanks a million. You

help in any way & are an excellent organisation.

Individual planning. Excellent staff. Respite. Carers & activities planned. Teaching life skills. Confidence building. Encouraging healthy lifestyle & exercise. (Co'ord) supported family in I.E.P. plans & with Guardianship Tribunal. Helen Fry (Co'ord) was excellent took on the "too hard" jobs & helped my son into an independent living arrangement.

Fantastic support.

The personal touch, a chat & a cuppa go along way. Plus the quality of the housework done was excellent!!

All staff were most pleasant & helpful & treated us as friends not customers. Personal attention was very good.

It was the whole package - from case managers to carers that understood my circumstances.

Your always professional SW's are sensational - keep up the good work girls!

We could not have been more pleased with the service given to us.

I think overall this service deserves top marks as everyone concerned was very helpful & caring. This helps people regain their independence & dignity. Well done to the whole team & thank you.

Your organisation exceeded all my expectations - well done!

You gave us assurance & confidence because we knew help was only a phone call away.

The communication & care were very good.

I think that apart from the tasks required & carried out so well, your staff make themselves at home & have a very real rapport with the clients. They are outstanding in every way.

You take good care of clients. I couldn't ask for better care.

Offer a service that makes a real difference to people who would otherwise struggle.

I can't find fault. All seemed prepared to find an outcome for all problems. That eased my mind, making my life easier & making me feel much more secure.

Provide a good service - Have a good contact/feedback service. The service is friendly, efficient, prompt, flexible. From beginning to end I felt very grateful to have the service & found it incredibly helpful.

You are an excellent community resource for those with disabilities and their families. I

couldn't fault your service in any way. As far as I am concerned it was top service.

Everyone concerned was polite, compassionate, giving & understanding.

"If it ain't broke don't fix it". Seriously, we think the service is excellent.

Carers were all fantastic in all ways - very well organised service in general.



TRIBUTETOOURCLIENTS

Wepaytributetothose that we have assisted and hopethat we have madeadifference to theirlives.Our services are about thesepeople.



Lynn & Patricia



Barbara & Sylvia



Phyllis & Eva



Don & Eunice



Eileen & Katie



Kerrie with Lorraine



Elaine, Melinda & Yvonne



Trudy & Linda



Vida, Carmen & Ruth



Guy & Jill at Friends of CCO



Bill, Laurie & Colin

QUALITY COMMITTEE

The CCO Quality Committee meets bimonthly on the first Tuesday to discuss issues of concern to employees of the organisation and acts as a mechanism for staff consultation. Work group representatives provide feedback from staff and identify matters that require review or consideration. The working party also provides input into policy and procedure development.

Achievements of the Quality Committee over the last 12 months have been—

- Quality Improvement suggestions to be an agenda item for all work group meetings
- New Code of Conduct and Ethics developed and distributed to all staff
- Consideration of issues such as changes to awards and impact on staff and organisation; blocking of Support Workers following client feedback—to be explored fully with client and SW before being blocked from service;
- Support for Social Support groups and clients social events
- Reviewed procedures re contacting On Call, use of Task Lists and insufficient risk information re TACS clients
- Reviewed feedback from Quality Review
- Reviewed feedback from staff survey
- Reviewed feedback from clients survey
- Reviewed feedback from client annual evaluations



Thank you to the representatives of this working party for their constructive feedback and commitment to service improvement.

Quality Committee Representatives—

Deb Ryan (Management)—Employer Rep Steve

Bullock (Case Manager) -Employee Rep

Kerry Marsh (Coordinator)-Employee Rep

Kathleen Dobell (Support Worker Coffs) - Employee Rep Roger

McGuigan (Support Worker Urunga)-Employee Rep Sue Unwin

(Support Worker-Woolgoolga)-Employee Rep



STAFF TRAINING & DEVELOPMENT

CommunityCare Options is committed to ensuring that staff are well skilled and qualified to undertake their duties and that they have access to ongoing training and development opportunities. The following represents some of the training attended and undertaken by CCO staff during the year –

Management

Leadership Management Australia (LMA) course
CommunityCare Standards Workshop
Strategic Communication Workshop

Work Health & Safety

NDS workshop on Work Health and Safety Act OH&S
Conference
WH&S Train the Trainer Part 1 & 2
All Staff meeting – reviewed changes to WH&S legislation and CommunityCare Common Standards.
All work groups – workshops in changes to WH&S legislation, review of policies and procedures

Case Managers/Coordinators

Cultural Competency Training
Head Space Mental Health workshop.
Spinal Outreach Clinic education workshop
Falls Prevention workshop
Better Aged Care Professionals Ask Better Questions Professional Boundaries
Mental Health First Aid Training
Dementia Care Workshop
Presentation by Aged Care Rights Service
Coordinators Team Building Day
Case Management Workshops – Strengths based practice 1 & 2
Enabling and Restorative Approaches
Goal Setting
Person Centred Goals
Case Conferencing Workshop ONI

Support Workers

Ventilator Training

First Aid Training
 Dementia Training
 Diabetes Education
 Universal Infection Control/Infectious Diseases
 Stroke Recognition and Initial Treatment Regional
 Support Worker Conference—NDS



A number of staff members (SW's and Coordinator's) experienced professional development and support through the opportunity to act in higher positions and learn new skills.

On the job competency assessments commenced for SW's.

Internal workshops were held to re-rostering issues and to discuss award changes.

Community Care Options operates as part of a wider community and is committed to ensuring engagement, networking and professional relationships with a wider range of other stakeholders in order to optimize the outcomes and opportunities for our clients. To this end we participate in a wider range of forums within our local community and the broader community, aged and disability sector—

Regional EACH forums
 Case Management Project
 Regional NRCP forums
 Extended Aged Care forums
 Community Care forums
 National Disability Services (NDS) Regional meetings
 Local and Area Respite Coordination Groups (RCG)
 Consumer Directed Care (CDC) Taskforce
 Disability Expo Working Party



2012 Program Performance

Program	Funded by	Number of packages	Number of clients	Number of Hours	ATSI	CALD
Attendant Care	ADHC	9	9	10,925.5	1	
YPIRAC	ADHC	2	2	3,295.75 direct 407.25 CM		
COP	ADHC		413	8,263.5 direct 16,093 CM	9	17
Connect			13	1007.25 CM	1	
ERIF	ADHC	2	2	1,307.25		
EACH	DoHA	15	31	12,397.25		2
CACP	DoHA	141	203	31,320.75	7	14
CDC	DoHA	8	8	3,893.25		2
CRS–NRCP	DoHA		34	3,110.75		2
DRS–NRCP	DoHA		29	4,863.75	1	5
				79,377.75		
Compacks	Health	856	782	8,528 direct 4,814.5 CM	18	37
TACS	Health		52	1,209.25		
Private			46	2,639.5		1
Total			1,624	91,754.5 – direct 42,410 CM	37	80

