

Community Care Options

Annual Report 2015



Community
Care Options

Community Care Options -

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



In 1990, Coffs Harbour City Council was funded 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, Mid North Coast Community Care Options became an Incorporated Association with a volunteer Board of Management taking over the legal responsibilities of auspice. The newly incorporated organisation was successful in its application to operate community aged care packages. In 2000 the organisation was successful in gaining funding 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 February 2004, we moved into our own purpose built, fully wheelchair accessible new premises at 20 Curacoa St Coffs Harbour. 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.

In 2004 CCO became a Compacts provider, supporting people exiting hospital.

In 2015, CCO is the largest provider of home care packages for the aged, supports the highest number of people with a disability, supports a diverse client group of over 700 people needing support following a hospital admission, provides a range of community care services to people of all ages, cultures, abilities. We are one of the largest employers in our local area. We have firmly cemented ourselves as a provider of choice.

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

CHAIRPERSON'S REPORT 2015

I am pleased to present Community Care Option's 19th Annual Report. CCO is well positioned in its market and its community. The organisation continues to experience growth; is robust, responsive, professional and progressive.

Over the last 12 months 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 Strategic and Business Plans have been focused on continuous improvement, ensuring our systems and practices are keeping 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.

The past 12 months have been about preparation for a changing and uncertain community care environment.

An ageing Australian population means increased demand in the aged care sector and in particular the community care sector. Government reforms aimed at addressing increased demands have been rolled out. These include - a new front end or gateway to aged care; a move away from packaged care in the way that it has traditionally been delivered, to Consumer Directed models.

The disability sector also is trialing new models of support through individualised funding packages and the new National Disability Insurance Scheme.

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 will be challenged by an increased need for flexibility; increased competition; and a greater emphasis on customer choice and entitlement.

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.

Achievements

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

- Quality Client Services
- Effective Stakeholder Engagement
- Sound Financial Management and Governance
- Improved Operational Systems and Processes

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

- Leadership and strategy
- Governance
- Clients and market
- Financial sustainability
- People and capability
- Information and knowledge management
- Quality measurement and improvement.

We have continued to enact our vision – **leadership** and **innovation** by -

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

In the 2014/15 financial year Community Care Options provided services to some 2,047 clients across all of its programs. We provided in excess of 157,952 hours (the equivalent to over 18 years) of service to clients living in the Nambucca, Bellingen and Coffs Harbour local government areas.

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.

In recognising Community Care Options achievements over the last 12 months, I extend my thanks to all involved. Collaborative effort has been the key.

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

Our Valued Clients – community care can only be achieved in partnership and with trust. We will continue to seek your feedback and participation in providing quality services to meet your needs. Thank you for trusting us with your care and support.

Our Staff – the Board acknowledges that community care can be challenging due to the range of complex environments and client needs. Thank you all for the commitment you make to our clients by putting their needs and preferences foremost. 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. Congratulations on a job well done.

Our Management Team – strong leadership is critical to achieving our vision. I congratulate Deb, Liz, Jodie, Samantha and Laura on their efforts in supporting staff; in ensuring effective systems and processes are in place; and in the encouragement of growth and change.

Our Board of Management - provides leadership, strategic direction, and safeguards the organisation's interests, ensuring accountability and long-term viability. 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.

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

'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

TREASURER'S REPORT

This year ended 30th June 2015, I am delighted to report another successful year. Along with the continued expansion of programs and services provided by Community Care Options, the organisation achieved a surplus of \$139,183.24.

The achievement of strategic goals, financial sustainability and a financial surplus is impressive in view of the continued increase in turnover & expenditure. Sector reforms which have seen a move to individualised budgets has determined an even greater need for prudential financial management.

These 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.

Funding was received from the Federal and State Governments in grants amounting to \$8,777,323.86 for the financial year 2014/15. This was an increase of approx. 28.4% on last year.

Funds provided were for the following programs -

Home Care Packages – Level 2 & Level 4
National Respite for Carers Program - CRS
Commonwealth HACC Program – COP Aged Care
Community Support Program
Community Options Program
Connect
Personal Support Program - Individual Funding
Compacks

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

I am very pleased to be involved with, and part of such a professional organisation, contributing and supporting Mid North Coast Communities. The organisation is financially sound, and with the present 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



BOARD OF MANAGEMENT

Chairperson – Mike Summerill

Mike has worked in the public sector with Housing NSW for 35 years. He has extensive experience on many government and non government committees. Mike has been a CCO Board Member for 17 years. Mike also fulfills the role of Public Officer for the organisation.

Vice Chairperson – Jan Newland

Jan has been a CCO Board Member for 15 years. She is a Member of the Australian Institute of Company Directors, and Graduate and Member AICD. She has a strong employment history with health policy through the position of CEO General Practice NSW.

Secretary – Garry Matthews

Garry is the CEO of Coffs Harbour Aboriginal Family Community Care Centre. He brings high level management skills, experience in the not for profit sector and culturally relevant perspectives to our Board. Garry has been a CCO Board Member for 6 years.

Treasurer – Peter O'Brien

Peter joined the CCO Board in 2012. He is a Qualified Accountant with 27 years experience and has also been the owner of small to medium business in Coffs in the Industrial Machinery Business.

Board Members

Ron Davis – has been a CCO Board Member for 7 years and represents the perspectives of carers.

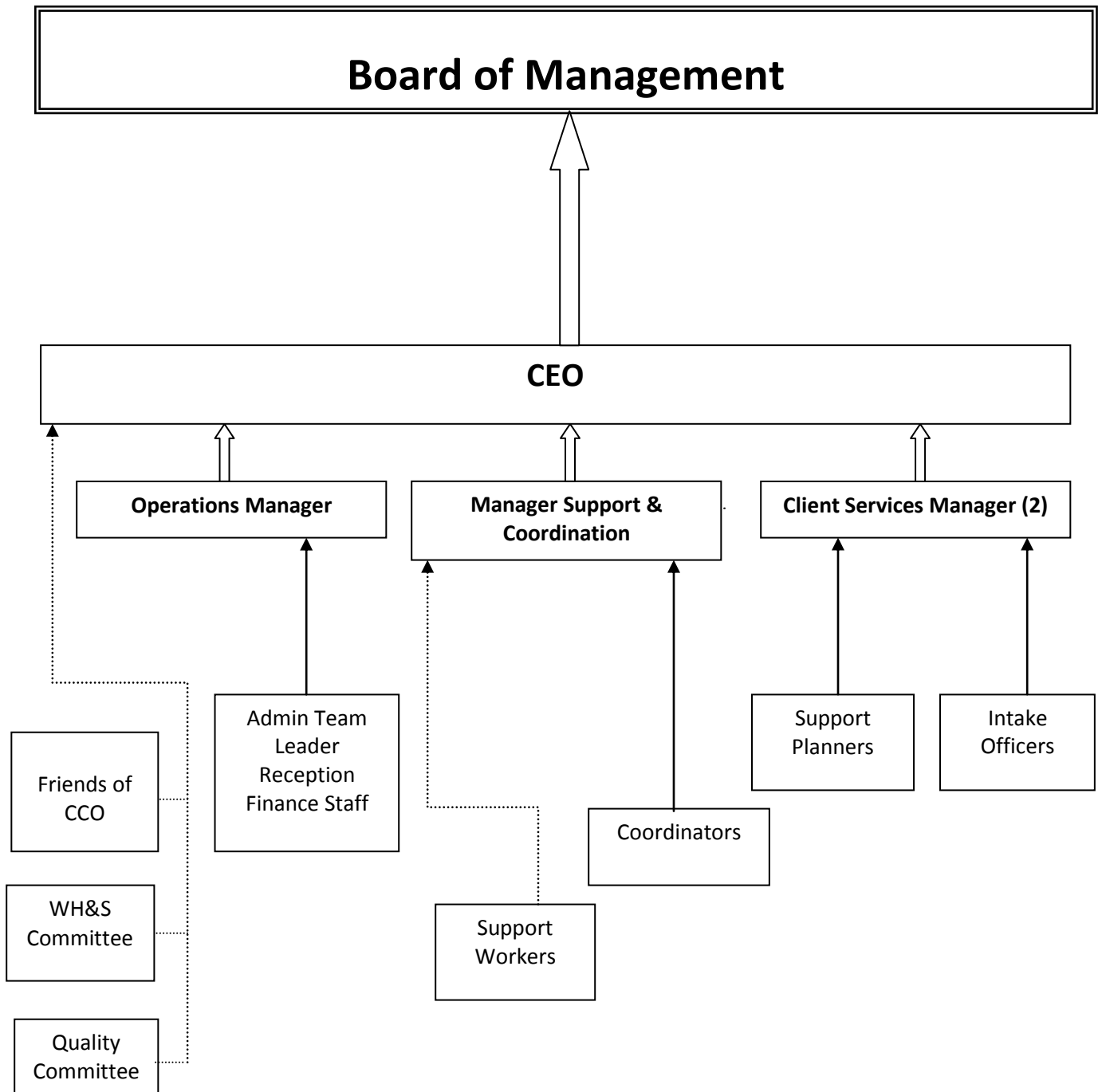
Louisa Salmon – has been a CCO Board Member for 9 years. As a person living with a disability she brings unique client perspectives to the governance of the organisation.

Warren Hughes – As the Manager of the local Bendigo Bank, Warren brings extensive banking and finance experience and a commitment to supporting the local community. Warren has been a CCO Board Member for 8 years.

Mark Palmer – is a Chartered Accountant and brings significant skills and expertise to the Board in accounting, auditing, banking and finance. Mark has been a CCO Board Member for 13 years.

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

Community Care Options Structure



AREA of Service Provision

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
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



CEO'S REPORT 2015

September 2015 marks my 8th anniversary as CEO of Community Care Options.

2014/15 has been another rewarding year for me personally as the leader of this great organization, and a successful one for the organisation.

There are four essential 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. I have certainly felt these challenges acutely over the last 12 months as we have faced significant changes imposed through sector reforms.

A great man once said 'everyone can rise above their circumstances and achieve success if they are dedicated to and passionate about what they do' (Nelson Mandela). CCO has achieved success. Credit for this goes to the great team of people that make up this organisation - who demonstrate hard work, commitment and passion for what they do – care for people in our community, support our clients to achieve greater independence and maintain better quality lives. As an organisation we experience change every year, but none more so than in the last 12 months. It has at times been a rough road. Thank you all for stepping up – we made a choice – face everything and rise. We did not let fear become - forget everything and run.

As always I am incredibly proud of CCO and its people, and the difference that together we make for others. As an organisation we do not follow where the path may lead, we go instead where there is no path and leave a trail. 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.

Sector reforms have been forecast for some time. The aged care Living Longer Living Better reforms and the National Disability Insurance Scheme (NDIS) were both under development back in 2012 under the Gillard government. The detail of these reforms have been rolled out gradually since that time. In preparation for the widespread rollout of these reforms in 2015, Community Care Options undertook a comprehensive strategic planning process in early 2014. A SWOT analysis occurred as part of this process to ensure that we had a good understanding of our strengths and weaknesses as well as the opportunities and threats afforded through changes in the aged care and disability sectors. As part of developing a new Strategic Plan 2014 – 2017 we reviewed and reworded our Vision, Mission, and Values. Our focus is on Quality Client Services, Effective Stakeholder Engagement, Sound Financial Management & Governance, and Improved Operational Systems & Processes. The focus of all reforms is human rights, people's choice, value for money, and individualisation. This means deregulation, greater competition in the market, changed expectations, rationalisation of resources.

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. We stand strong and ready for increased competition, and increased demand.

Achievements in in 2014/15

Our significant achievements in 2014/2015 have been –

- We completed work regarding our unit costs and financial systems development for individual funding models.
- We updated our corporate logo and refreshed our brand, with new corporate colours.
- The Attendant Care Program (ACP) became the Community Support Program (CSP) on 1.7.2014 with clients transitioning to individual budgets from this date.
- We submitted 12 grant applications for new funding through the Department of Social Services grants round.
- Successful grant from Endeavour Foundation of \$20,000 for our connectABLE community engagement and social inclusion project.
- With the aid of our clients - the development of a new TV commercial.
- Development of new CCO brochures – Your Choice.
- Development of a formal MOU with the Coffs Coast Community College in August 2014.
- Successful grant from NSW Dept of Sport and Recreation for our connectABLE community engagement and social inclusion project.
- We changed our name from Mid North Coast Community Care Options to Community Care Options Inc. in September 2014.
- Collaboration with a number of other providers to produce Life after Licenses Resources which were launched in September 2014.
- The connectABLE project hosted a number of community conversations about building inclusion in the Bellingen and Coffs Harbour LGA's in September 2014.
- We updated our IT systems and purchased new computers.
- We were invited to participate on the North Coast Ageing Strategy Taskforce.
- We undertook a significant workforce planning process – including analysis of existing workforce, forecasting future workforce needs, training and development needs, better alignment of workforce with business needs
- We submitted a tender to the Department of Education and Communities for the Community College for the delivery of the Links to Learning program. This tender was successful and the College commenced delivery of this program in January 2015 - supporting young girls at risk of disengaging from the education system with an alternative education program.
- Finalist – Sunny's Business Awards – Community Services in October 2014.
- Our second We Care Day was held on 1st November 2014.
- We took a lead role on the working party planning for the Living Well Expo – 'Get Linked into Life' which was held in August 2015.
- We hosted our biggest ever client Christmas Party in December 2014 with approximately 120 clients attending.
- Nomination for Community Event of the Year – We Care Day – Coffs Harbour City Council Australia Day Awards in January 2015.
- In February 2015 we undertook 3rd Party Verification by British Standards Institution (BSI Group Australia) who assessed our compliance with the NSW Disability Services Standards. They confirmed that we comply with all standards and were impressed with our systems, processes and innovative practices. They confirmed that we demonstrate best practice in our service delivery.

- Successful grant from the Department of Social Services for Emergency Relief. We commenced this program in March 2015 and can now assist people in our community experiencing financial hardship.
- We were recognised for our innovation and experience with consumer directed care models through an invitation to present at a conference in Brisbane and share our knowledge and experiences with other providers.
- We hosted a range of lunches for our clients in Nambucca Heads, Coffs Harbour and Woolgoolga for Seniors Week in March 2015.
- Our services were reviewed by the Australia Aged Care Quality Agency in March 2015 to assess our compliance with the Home Care Standards. We successfully demonstrated that we meet all 18 expected outcomes. The Reviewers commented on the sophistication of our systems and processes and also that our value added client programs demonstrate best practice.
- The connectABLE project hosted a workshop for community partners on Demystifying Disability in April 2015.
- We submitted an EOI for the delivery of Employment Enablement Packages funded through ADHC and were approved as a provider for this program.
- We hosted 10 workshops for home care package clients in May and June 2015 to support their understanding of consumer directed care models and transition to individualised budgets as well as 2 community workshops in June to educate the community about aged care sector reforms.
- We have 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 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 continued to offer value added support to our clients including our Friends of CCO meetings held in August 2014 and February 2015; our MATES group and our ladies group. These are important mechanisms to inform and consult with our clients, to promote social inclusion and value.

I take this opportunity to celebrate the dedicated and hard working staff of Community Care Options. The whole CCO Team is to be congratulated on their efforts. My job is made so much easier because of the value you place on yours.

I would like to thank each and every one of you for your commitment to our clients, to the management team, to the organisation and to your community. 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.

Thank you to our Board of Management who give up their time and offer their significant and diverse skills and experience to support and give strategic direction to the organisation.

The Management Team – a big thank you to Liz, Samantha, Jodie and Laura - your hard work and leadership is much appreciated. Your support to me personally has also been invaluable.

Support Planners - who listen actively to client's stories and assist them to assess their strengths and options and to make choices about their support - your empathy and commitment is outstanding.

Coordinators who match organisational and client needs through rostering and coordination of support. What a fantastic job you do.

Support Workers – the faces of our organisation - who daily interact with clients and help them to remain independent - you have the most important role of all and fulfill it supremely.

Last but by no means least – the Administrative support staff who are essential to the flow of business at Community Care Options - Rose, Jess, Kerri – Executive Assistance, Paula – Marketing and Kate – Community Engagement. Thank you all for your wonderful efforts.

'A leader takes people where they want to go, a great leader takes people where they don't want to go, but where they ought to be' (Rosalynn Carter). I hope that I have been a great leader. I believe that we are where we ought to be – a growing entity and the provider of choice in our community.

Remember - 'If we're growing, we're always going to be out of our comfort zone' (John Maxwell).



Deb Ryan
CEO



OUR PEOPLE



The success of Community Care Options is largely due to its people – our staff.

Support Workers – the face of CCO

Urunga	Coffs Harbour		Woolgoolga
Rosalie A	Elene	Jennifer A	Marlene
Karen	Vanessa	Chris A	Rick
Karyn	Christine	Birgit	Cathleen
Denise	Debra	Michelle	Sarah
Wendy B	Michael	Susanne	Jennifer
Marcelle	Sheryl	Liam	Ceri
Theo	Jillian	Racheal	Helen G
Debra	Janet	Carol C	Susan
Rusty	Colleen C	Aliesha	Stuart
Janine	Donna D	Kathleen	John
Brett	Lester	Robyn E	Tracey
Judith	Sharon	Maree G	Helen P
Christine	Katie	Peter	Kim
Patricia G	Emilee	Maree H	Steven
Simone	Caryl	Genelle	Kumindi
Mark	Kate K	Dennis	Michael
Heather	Janette	Michael M	Sue
Patricia I	Gaylene	Jennifer	Samantha
Anne	Jasmine	Rebecca	Jamie
Geoff	Kathie	Ruth	Louise
Tina	Dawn	Catherine	Carolina
Ruth	Judy	Dallas	
Danielle M	Pamela	Jackie	
Donna	Cathie	Nicholas	
Stephen	Beejay	Christopher S	
Cindy	Louise	Laurence	
Rhonda	Mark	Robert	
Dannielle R	Deborah	Kerrie	
Amanda	Rosalie W	Joanne	
Elvira	Robyn W		
Wendy S			
Elvira			
Narda			
Raylene S			
Samari			
35	59		21
115			



All Staff Meeting – November 2014



Manager Support & Coordination - Liz Anscombe



As the Manager Support and Coordination, Liz has been responsible for providing support and supervision to 115 direct care staff and our rostering team. Liz has ensured the delivery of high quality and well co-ordinated services for clients through her role. Fortunately Liz loves a challenge and thrives on problem solving.



Coordinators



Kerry



Margaret



Lynn



Ligaya



Yasmin



Grace



Janice



Linda



Toni



Irena



This team brings it all together with positive energy and teamwork.





Client Services Manager - Aged Care - Samantha Stewart

Samantha was responsible for ensuring quality service delivery to our clients and their carers through our Aged Care Programs. Ensuring support to Support Planners in planning and implementing client services, and compliance with aged care guidelines. Sam left CCO in early 2015.



Intake Coordinator



Kate

Registered Nurse



Chris

Aged Care Team Support Planners



Jo



Donna



Doug



Liz



Vicky



Ann



Karen



Tracey



Denise



Theo



Bec



Kylie



Judith



Client Services Manager – Disability - Jodie Herbert

Jodie has provided leadership to the Complex Care Team, overseeing service delivery for our disability support programs and Compacts. Jodie has ensured the implementation of person centred planning and individualised budgets in accordance with Disability Standards.



Intake Coordinator



Lee

Complex Care Team Support Planners



Khinhtay-yee



Nancy



Jason



Steve



Leonnice



Kathy



Cathy



Helen



Joseph



Hats were popular this year it seems!!!

Marketing Manager



Paula

Community Engagement Officer



Kate

Executive Assistant



Kerri

Administration Staff



Laura



Rose



Jess



AGED CARE PROGRAMS



Community Care Options is funded by the Australian Government's Department of Social Services 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	CCO Allocation
Level 1 – basic care needs	
Level 2 – low level care needs	146
Level 3 – intermediate care needs	
Level 4 – high care needs	18
Total	164

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. All Home Care Packages will be offered on a CDC basis from 1.7.2015. 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.

A total of 230 clients were supported with Home Care Packages in the 2014/15 financial year, with 40,972 hours of direct services provided.



COMMUNITY RESPITE SERVICE (CRS)

CCO receives an allocation of funding under the National Respite for Carers Program (NRCP) for our Community Respite Service (CRS). Our Community Respite Service provides respite to carers of both people with dementia and aged people with high care needs. Services include 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.

We received funding to support 8,002 hours of respite care. A total of 8,201 hours of respite was delivered to a total of 49 carers in this financial year. 102.48% compliance with contract requirements.

This program will amalgamate with a number of others including the Commonwealth HACC program below to become the Commonwealth Home Support Program from 1.7.2015.

COMMUNITY OPTIONS PROGRAM (COP AGED)

Funded under the Commonwealth Home and Community Care Program (HACC) the COP Aged Care Program has assisted 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. As a Case Management program the service has included comprehensive assessment of client needs; development of individual support plans with clients; resourcing them with information; and referral to appropriate services within the community. Our brokerage funds have allowed us to provide or purchase the services needs until longer term options can be sourced.

The COP Aged Care program supported 474 people.

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 79 clients on this program this financial year.



DISABILITY SUPPORT PROGRAMS



COMMUNITY OPTIONS PROGRAM (COP)

Funded under the Home and Community Care (HACC) program, we have supported 231 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.

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

COMMUNITY SUPPORT PROGRAM (CSP)

Community Care Options commenced support of clients under the Attendant Care Program in 2010. In the 2014/2015 financial year we supported 15 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 11,510 hours.

CONNECT

Connect is a short term case management program. Community Care Options supported 20 clients (875 hours) 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 which allow clients greater flexibility in directing and receiving care and support.



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

We currently have 10 clients on the personalised support program.

COMPACKS

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

Some 803 people were supported through this program this financial year. Funding reflects different levels (Bands) of care and was delivered as follows –

- 72 people received assessment only and no direct support
- 167 people were supported within Band 1 – low level support
- 516 people were supported within Band 2 – moderate level of support
- 48 people were supported within Band 3 – higher level of support.

The program accepts referrals from a range of public hospitals.



PRIVATE SERVICES

Community Care Options provides a range of services to private clients where needed. At times the organisation is brokered by other agencies to provide services to their client's or to provide additional support to existing CCO clients. 62 private clients were supported.

CCO currently has brokerage agreements with –
NSW Home Care
The Home Nursing Group
Lifetime Connect



EMERGENCY RELIEF

CCO was successful in applying for new funding from the Dept. 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. 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 Urunga, Coffs, Woolgoolga and Bellingen and delivered in partnership with other not for profit organisations.

CCO was able to assist 73 people requiring support on this program as at 30.6.2015.

SERVICES



Community Care 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
REFERRALS TO OTHER SERVICES
PROVISION OF A SUPPORT PLAN
INFORMATION
CARER EDUCATION
HELP WITH BUDGETING



We can arrange access to -

LAWN MOWING
LINEN SERVICES
HOME MAINTENANCE
PODIATRY
PHYSIOTHERAPY
HYDROTHERAPY
COUNSELLING
GARDENING
ALLIED HEALTH SERVICES
24 HR ALARM SUPPORT & MONITORING



NURSING SERVICES
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
RESPITE
OUTINGS
FINANCIAL & MATERIAL AID



Client Christmas Party 2014



Client Feedback

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

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 about what we do well includes –

The whole organisation was very impressive & most helpful.

Service to me was a complete surprise & absolutely great.

What a great service. It helped me stay independent in my home & was empowering in my overall recovery. I felt in control in keeping my home in order, not having to rely on friends or neighbours to help clean – allowed them to assist in other ways.

Caring & listening. Planning services that I benefited from at an amazingly low cost. Wonderful friendly staff who seem to genuinely care about my recovery.

Your service fitted the contract perfectly, maintaining a standard that was so good it surprised me.

Staff selection – it seemed you have attracted the genuinely nicest folk to your organisation, rare indeed.

Your communication is first class from management to operational staff.

This service was amazing as it added to a feeling of independence when the difficult/physical tasks at home could be done.

Your professionalism, kindness & thoughtfulness from the very beginning made me feel very comfortable with the service.

Client focussed care planning, supportive, respectful communication. Punctual visits.

The assistance I received was not like a friend it was like family. The vision that you are working with is high work & I can't pay you back. So it is hard for me to describe what the community care has given me.

Excellent consideration given to my needs.

Selection of staff, all had excellent people skills, were respectful & willing to assist.

First contact was excellent & then the services provided were all well done & all the service providers were friendly, cooperative, helpful. Service A1.

I was very happy with all aspects of the service/care. All staff were courteous & friendly & professional in their work. Case Manager & office staff organised everything very well. Service gave me peace of mind.

Your staff have been well chosen.

Your on the ground people are wonderful at their job. Congratulations to all.

Like having a friend come to visit. Encouraging of independence.

Thank you is not enough for the caring I got.

Thank you for being so good at your work. Staff capable & excellent, an absolute treasure.

Everything – from the contact, the information, the confirmation & the high standard. Lovely staff.

Service was fantastic & very helpful.

Fantastic, amazing, great service.



TRIBUTE TO OUR CLIENTS

We pay tribute to those that we have assisted and hope that we have made a difference to their lives.
Our services are about these people.

Bradley and Belinda



Dan



Peter and Dave

Elaine and Ray



Robert



Audrey, Norman and Sandy



Elizabeth and Betty



Patricia



Annette

Catherine



Pat and Wally



Norah and Philip



Raelene and Anthony



Viola



Richard and Pat

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 4th 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 wonderful men!!



Occasionally they allow visitors



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

Meeting fortnightly on the 2nd and 4th 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 – knitting blankets for nursing homes and orphanages overseas. They even received a mention in the Muswellbrook Public School Newsletter for their donation of two beautiful rugs for their sick bay. Well done ladies.



Ruth and Lorraine

We Care Day – 2014 was held at the Jetty Foreshores on Saturday 1st November 2014. Despite the not so good weather there was a good turn out to celebrate our inclusive community event.





The Red Hots were a great crowd pleaser.

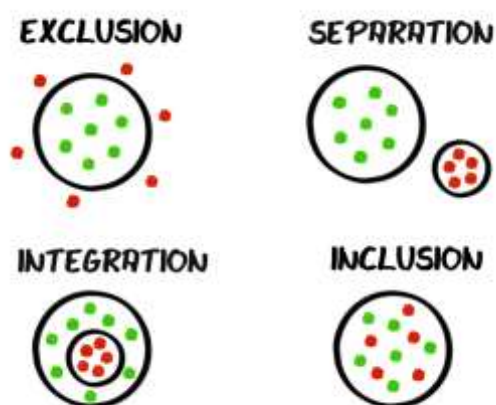




connectABLE - is a social inclusion project established by CCO in 2013 to help build our regions capacity to include people of all abilities in every aspect of community life. We visited local sporting and recreational groups to start a conversation about inclusion and the benefits to clubs in making their activities accessible to people of all abilities. In 2014 we were awarded grants from the Endeavor Foundation Endowment Challenge Fund and the NSW Office of Sport that has allowed us to develop a series of community education initiatives as well as a film documentary series about connectABLE which will be launched later in 2015.

Through a series of World Café events last year our members identified topics they wanted more information about. Our first workshop “Demystifying Disability” was held on 22 April 2015, with further activities planned and to be delivered by December 2015.

To date the project has achieved the following outcomes – World Café Conversations about inclusion, the development of a community partner directory and resources. The project now has over 50 community partners who are now themselves applying for and being successful in attracting funding to make their clubs more accessible and inclusive.



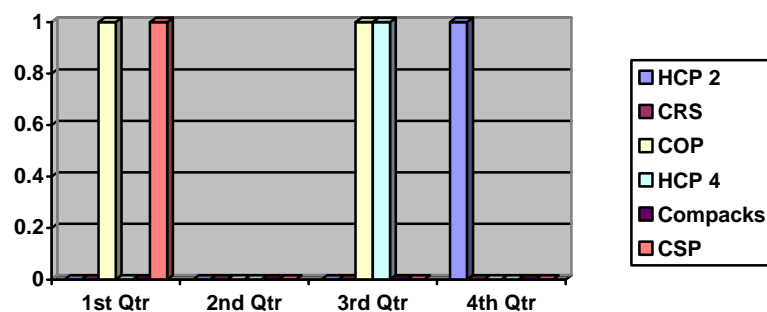
Complaints

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.

We received 5 formal complaints for the 2014/15 financial year. The table below indicates the spread of these complaints across programs.

2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
HCP 2											1		1
HCP 4							1						1
CRS													
COP D			1				1						2
Cop Aged													
Connect													
Compack													
Private													
TACS													
CDC													
CSP		1											1
Waiting													
Other							2	0	0	0	1	0	
TOTAL	0	1	1	0	0	0	2	0	0	0	1	0	5

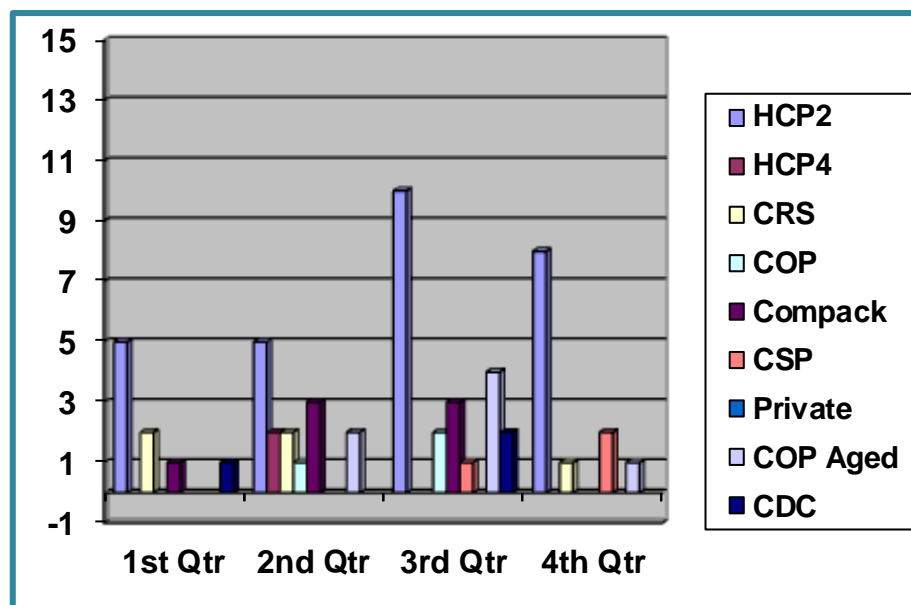


All complaints were followed up on and were dealt with by addressing staff training and development needs or through performance management. Systems were reviewed and improved where this was indicated through a complaint or negative feedback.



Negative feedback by program for Financial Year 2014/15 -

2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
HCPL2		2	3	1	3	1	1	1	8	2	5	1	28
HCPL4						2							2
CRS	1		1	2						1			5
COP D					1				2				3
COP A					1	1	2	2		1			7
Connect													
Compack	1			2	1		1		2				7
TACS													
CDC	1							2					3
CSP							1			1		1	3
Private													
Other													
Unknown													
TOTAL	3	2	4	5	6	4	5	5	12	5	5	2	58



A large percentage of negative feedback related to staff not attending to provide rostered service, and clients being unhappy with the standard of service provided. In all instances this feedback was addressed with individual staff and systems reviewed to prevent recurrence. Due to large volume of high needs client's staff are sometimes delayed through circumstances beyond their control.

Community Care Options recorded more than 40 instances of positive feedback independently from clients as well as positive feedback through client exit surveys.

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

Work Health & Safety

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

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

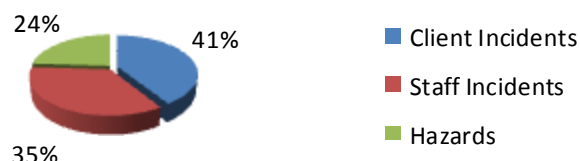
A total of 169 incident reports were received –

70 Client Incident reports – 41%

40 Hazard reports – 24%

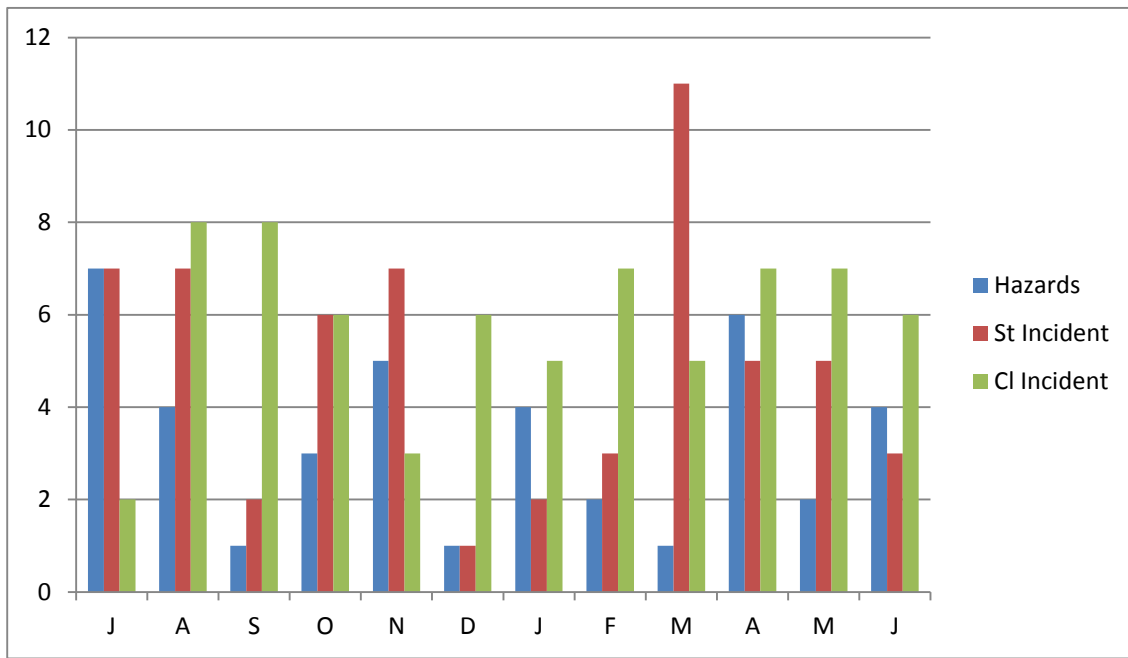
59 Staff Incident reports – 35%

WHS - Reports

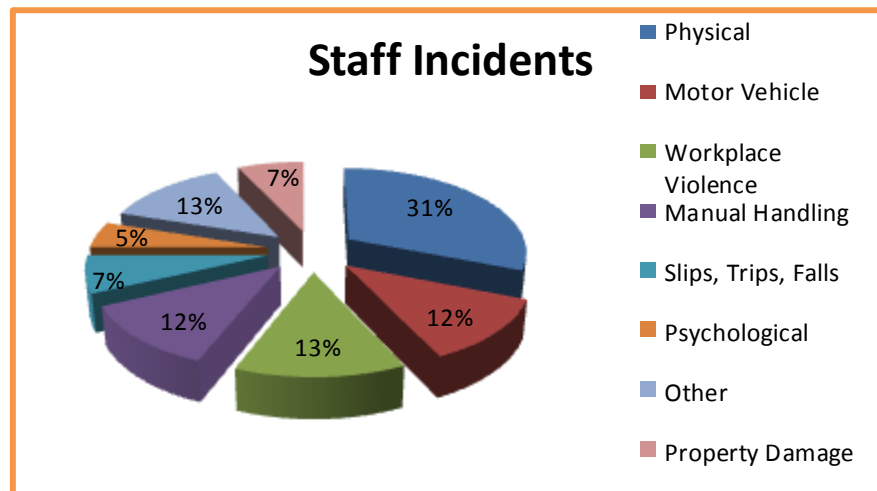
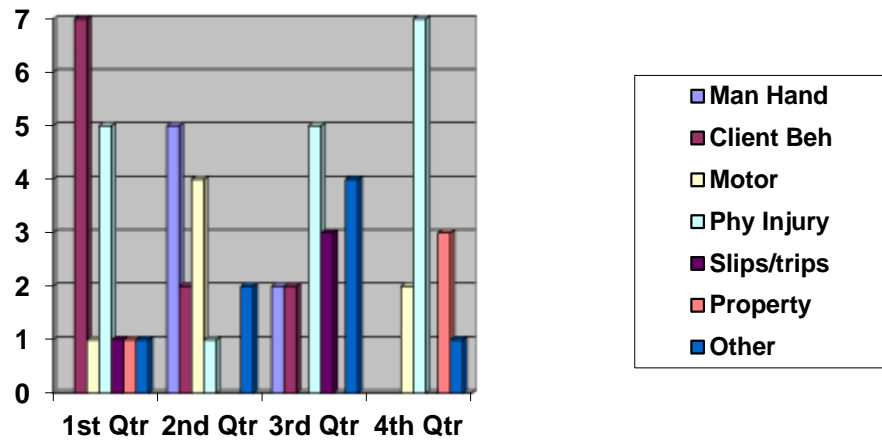


2014/2015	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Client incident	2	8	8	6	3	6	5	7	5	7	7	6	70
Hazard	7	4	1	3	5	1	4	2	1	6	2	4	40
Manual Handling				1	3	1		2					7
Slips/trips			1				1		2				4
Falls from a height													
Psychological injury					1			1	1				3
Vehicle/transport accident	1			3	1						1	1	7
Workplace violence	3	4		1									8
Physical Injury	2	2	1		1				5	3	2	2	18
Major incident physical													
Major incident mental													
Fatality													
Property Damage		1								1	2		4
Other	1			1	1		1		3	1			8
TOTAL	16	19	11	15	15	8	11	12	17	18	14	13	169





Staff Incident Analysis 2014/15



JUST FOR FUN



Red Queen



Flares are back

Fire Chief



Mr & Mrs Green



AUDITORS REPORT

2015





McGrath & Associates
QUALITY ACCOUNTANTS

Community Care Options

Financial Statements
For the year ended 30 June 2015

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
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A Division of Westlawn Business Services (Coffs) Pty Ltd



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NSW 2450

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ABN 45 081 493 263



Liability limited by a scheme
approved under Professional
Standard Legislation

Community Care Options

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Community Care Options Boards' Report

Your director presents this report on the company for the financial year ended 30 June 2015.

Board

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

Operating Result

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

Year ended	Year ended
30 June 2015	30 June 2014
\$	\$
139,183.24	33,035.78

Principal Activities

The principal activities of the association during the course of the year were Community Care Services.
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.

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.

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 company.

The accompanying notes form part of these financial statements.

Community Care Options Boards' Report

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 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 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 board:

Dated:

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 2015 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



The accompanying notes form part of these financial statements.

Community Care Options
Balance Sheet as at 30 June 2015

	Note	2015 \$	2014 \$
Assets			
Current Assets			
Cash assets	3	1,908,855.46	1,229,783.71
Receivables	4	551,365.37	335,245.36
Other financial assets	5	10.00	10.00
Other	6	4,144.82	3,920.00
Total Current Assets		2,464,375.65	1,568,959.07
Non-Current Assets			
Property, plant and equipment	7	805,578.54	830,575.20
Total Non-Current Assets		805,578.54	830,575.20
Total Assets		3,269,954.19	2,399,534.27
Liabilities			
Current Liabilities			
Payables	8	896,241.36	338,066.53
Financial liabilities	9	4,871.01	4,610.15
Current tax liabilities		181,511.88	111,279.13
Provisions	10	1,029,212.00	914,705.00
Other	11	71,242.73	83,181.49
Total Current Liabilities		2,183,078.98	1,451,842.30
Total Liabilities		2,183,078.98	1,451,842.30
Net Assets		1,086,875.21	947,691.97
Equity			
Retained profits		1,086,875.21	947,691.97
Total Equity		1,086,875.21	947,691.97

The accompanying notes form part of these financial statements.

Community Care Options
Detailed Profit and Loss Statement
For the year ended 30 June 2015

	2015	2014
	\$	\$
Income		
Grant Funds Received	8,777,323.86	6,833,970.80
Client Contributions	341,277.70	202,073.79
Income General	197,226.77	288,516.29
Annual Membership		5.00
Sponsorship		8,934.00
Gala Dinner		2,095.46
Conference		17,347.73
Interest received	67,466.34	46,365.16
Total income	<u>9,383,294.67</u>	<u>7,399,308.23</u>
Expenses		
Labour Costs - Salaries	6,669,642.80	5,444,544.09
Superannuation Costs	478,103.02	377,878.53
Accommodation Costs	123,038.21	159,061.82
Administration Costs - Other	811,944.32	435,722.48
Admin. costs - Insurance Workers Comp.	153,923.33	142,813.58
IT Support	42,965.14	49,268.90
Admin. costs - Telephone/Internet/Fax	47,203.43	47,767.87
Staff Training - total	29,018.48	26,947.89
Depreciation - other	52,675.00	65,227.85
Client Costs - Other	234,708.46	133,563.02
Client costs - Transport Direct	176,192.58	176,774.40
Client costs - Transport between bulk	321,141.00	258,522.44
Client costs - Equipment Purchase	102,439.84	43,705.89
Client costs - Personal care	1,115.82	4,473.69
Total expenses	<u>9,244,111.43</u>	<u>7,366,272.45</u>
Profit from Ordinary Activities before income tax	<u>139,183.24</u>	<u>33,035.78</u>

The accompanying notes form part of these financial statements.

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

Note 1: Summary of Significant Accounting Policies

Community Care Options is an Association Inc.

Basis of Preparation

The board has prepared the financial statements on the basis that the association is a non-reporting entity because there are no users dependant on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Corporations Act 2001.

The association is a for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Corporations Act 2001 and the significant accounting policies disclosed below, which the board has determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The material accounting policies that have been adopted in the preparation of the statements are as follows:

Accounting Policies

(a) Property, Plant and Equipment

Each class of property, plant and equipment are carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Property

Freehold land and buildings are carried at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation surplus in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the statement of profit and loss and other comprehensive income.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Plant and equipment

Plant and equipment are measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the director to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use.

The depreciation rates vary according to the asset.

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised immediately in profit or loss. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

(b) 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.

(c) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transaction costs, except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are recognised as expenses in profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest rate method or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying amount with a consequential recognition of an income or expense item in profit or loss.

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

The company does not designate any interests in subsidiaries, associates or joint venture entities as being subject to the requirements of Accounting Standards specifically applicable to financial instruments.

(i) Financial Assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying amount being included in profit or loss.

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

(d) Provisions

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

(e) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

(f) 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. Any consideration deferred is treated as the provision of finance and is discounted at a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

All dividends received shall be recognised as revenue when the right to receive the dividend has been established.

Revenue recognition relating to the provision of services is determined with reference to the stage of completion of the transaction at the end of the reporting period and where the outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

Investment property revenue is recognised on a straight-line basis over the period of the lease term so as to reflect a constant periodic rate of return on the investment.

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

(g) 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 Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(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 company 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
Notes to the Financial Statements
For the year ended 30 June 2015

(i) Critical Accounting Estimates and Judgments

The director evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

(j) New Accounting Standards for Application in Future Periods

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the company. The director has decided not to early adopt any of the new and amended pronouncements. The director's assessment of the new and amended pronouncements that are relevant to the company but applicable in future reporting periods is set out below:

- AASB 9: Financial Instruments (December 2010) and AASB 2010-7: Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) (applicable for annual reporting periods commencing on or after 1 January 2015).

These Standards are applicable retrospectively and include revised requirements for the classification and measurement of financial instruments, as well as recognition and derecognition requirements for financial instruments.

The key changes made to accounting requirements that may impact the company are:

- AASB 10: Consolidated Financial Statements, AASB 11: Joint Arrangements, AASB 12: Disclosure of Interests in Other Entities, AASB 127: Separate Financial Statements (August 2011), AASB 128: Investments in Associates and Joint Ventures (August 2011) (as amended by AASB 2012-10), and AASB 2011-7: Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 10 replaces parts of AASB 127: Consolidated and Separate Financial Statements (March 2008, as amended) and Interpretation 112: Consolidation - Special Purpose Entities. AASB 10 provides a revised definition of 'control' and additional application guidance so that a single control model will apply to all investees.

AASB 11 replaces AASB 131: Interests in Joint Ventures (July 2004, as amended). AASB 11 requires joint arrangements to be classified as either 'joint operations' (where the parties that have joint control of the arrangement have rights to the assets and obligations for the liabilities) or 'joint ventures' (where the parties that have joint control of the arrangement have rights to the net assets of the arrangement). Joint ventures are required to adopt the equity method of accounting (proportionate consolidation is no longer allowed).

AASB 12 contains the disclosure requirements applicable to entities that hold an interest in a subsidiary, joint venture, joint operation or associate. AASB 12 also introduces the concept of a 'structured entity', replacing the 'special purpose entity' concept currently used in Interpretation 112, and requires specific disclosures in respect of any investments in unconsolidated structured entities.

To facilitate the application of AASBs 10, 11 and 12, revised versions of AASB 127 and AASB 128 have also been issued.

None of the aforementioned Standards are expected to significantly impact the company's financial statements.

- AASB 13: Fair Value Measurement and AASB 2011-8: Amendments to Australian Accounting Standards arising from AASB 13 (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 13 defines fair value, sets out in a single Standard a framework for measuring fair value, and requires disclosures about fair value measurement.

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

AASB 13 requires:

- inputs to all fair value measurements to be categorised in accordance with a fair value hierarchy; and
- enhanced disclosures regarding all assets and liabilities (including, but not limited to, financial assets and liabilities) to be measured at fair value.

These Standards are not expected to significantly impact the company's financial statements.

- AASB 119: Employee Benefits (September 2011) and AASB 2011-10: Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) (applicable for annual reporting periods commencing on or after 1 January 2013).

These Standards introduce a number of changes to accounting and presentation of defined benefit plans. The company does not have any defined benefit plans and so is not impacted by the amendment.

AASB 119 (September 2011) also includes changes to:

- require only those benefits that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service to be classified as short-term employee benefits. All other employee benefits are to be classified as other long-term employee benefits, post-employment benefits or termination benefits, as appropriate; and
- the accounting for termination benefits that require an entity to recognise an obligation for such benefits at the earlier of:
 - (i) for an offer that may be withdrawn - when the employee accepts;
 - (ii) for an offer that cannot be withdrawn - when the offer is communicated to affect employees; and
 - (iii) where the termination is associated with a restructuring of activities under AASB 137: Provisions, Contingent Liabilities and Contingent Assets and if earlier than the first two conditions when the related restructuring costs are recognised

These Standards are not expected to significantly impact the company's financial statements.

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

	2015	2014
Note 2: Revenue and Other Income		
Revenue:		
Interest revenue	67,466.34	46,365.16
Dividend revenue	197,226.77	288,516.29
Grant Funds Received	8,777,323.86	6,833,970.80
Client Contributions	341,277.70	202,073.79
Annual Membership		5.00
Sponsorship		8,934.00
Gala Dinner		2,095.46
Conference		17,347.73
	<u>9,383,294.67</u>	<u>7,399,308.23</u>

Note 3: Cash assets

Bank accounts:		
BCU S11 Cheque Account	300,183.67	412,828.36
Westpac - Salary Sac Account	5,509.44	6,083.18
Bonus Share Dividends	150.00	150.00
BCU Visa Account	2,390.76	5,374.91
Bendigo Bank term deposit	1,466,037.34	447,289.48
WBC Cheque Account	119,047.85	341,781.97
BCU Gift Account	100.08	
Petty Cash on Hand	1,700.00	2,000.00
Other cash items:		
Pre Payments - General	5,125.00	1,400.00
Pre Payments - We Care Day	8,611.32	7,595.81
Employee Loans		5,000.00
Client Advances		280.00
	<u>1,908,855.46</u>	<u>1,229,783.71</u>

Reconciliation of Cash:

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:

- Cash	<u>1,908,855.46</u>	<u>1,229,783.71</u>
	<u>1,908,855.46</u>	<u>1,229,783.71</u>

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

	2015	2014
Note 4: Receivables		
Current		
Trade debtors	551,365.37	335,245.36
	<u>551,365.37</u>	<u>335,245.36</u>
Note 5: Other Financial Assets		
Available for sale financial assets include:		
Current		
Shares in other corporations - at cost:		
-BCU	10.00	10.00
	<u>10.00</u>	<u>10.00</u>
	<u>10.00</u>	<u>10.00</u>
	<u>10.00</u>	<u>10.00</u>
Available for sale financial assets	<u>10.00</u>	<u>10.00</u>
Note 6: Other Assets		
Current		
Admin Fees- Salary Sacrifice	4,144.82	3,920.00
	<u>4,144.82</u>	<u>3,920.00</u>

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

	2015	2014
Note 7: Property, Plant and Equipment		
Buildings:		
- At cost	741,223.30	741,223.30
- Less: Accumulated depreciation	<u>(188,032.00)</u>	<u>(175,530.00)</u>
	<u>553,191.30</u>	<u>565,693.30</u>
Plant and equipment:		
- At cost	61,813.24	43,449.14
- Less: Accumulated depreciation	<u>61,813.24</u>	<u>43,449.14</u>
	<u>61,813.24</u>	<u>43,449.14</u>
Motor vehicles:		
- At cost	349,659.79	349,659.79
- Less: Accumulated depreciation	<u>(159,085.79)</u>	<u>(128,227.03)</u>
	<u>190,574.00</u>	<u>221,432.76</u>
	<u><u>805,578.54</u></u>	<u><u>830,575.20</u></u>
Note 8: Payables		
Unsecured:		
- Trade creditors	896,241.36	338,066.53
	<u>896,241.36</u>	<u>338,066.53</u>
	<u><u>896,241.36</u></u>	<u><u>338,066.53</u></u>
Note 9: Borrowings		
Current		
Secured:		
- WBC Visa	4,871.01	4,610.15
	<u>4,871.01</u>	<u>4,610.15</u>
	<u><u>4,871.01</u></u>	<u><u>4,610.15</u></u>
	<u><u>4,871.01</u></u>	<u><u>4,610.15</u></u>

Community Care Options
Notes to the Financial Statements
For the year ended 30 June 2015

	2015	2014
Note 10: Provisions		
Current		
Provisions	1,029,212.00	914,705.00
	<u>1,029,212.00</u>	<u>914,705.00</u>
Note 11: Other Liabilities		
Current		
Advance payments	16,000.00	24,167.25
Other	55,242.73	59,014.24
	<u>71,242.73</u>	<u>83,181.49</u>

Community Care Options Boards' Declaration

The board 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 association's financial position as at 30 June 2015 and of its performance for the year ended on that date;
2. in the board'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.

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

Dated:

Community Care Options Compilation Report to Community Care Options

We have compiled the accompanying general purpose financial statements of Community Care Options, which comprise the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity and Statement of Financial Position as at 30 June 2015, a summary of significant accounting policies and other explanatory notes. These have been prepared in accordance with the financial reporting framework described in Note 1 to the financial statements.

The Responsibility of the Board of Community Care Options

The Board Members of Community Care Options are solely responsible for the information contained in the general purpose financial statements and has determined that the financial reporting framework used is appropriate to meet the director's needs and for the purpose that the financial statements were prepared.

Our Responsibility

On the basis of the information provided by the board of Community Care Options, we have compiled the accompanying general purpose financial statements in accordance with the financial reporting framework and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the director provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The general purpose financial statements were compiled exclusively for the benefit of the board of Community Care Options. We do not accept responsibility to any other person for the contents of the general purpose financial statements.


Westlawn Business Services (Coffs) Pty Ltd
PO BOX 4198
COFFS HARBOUR JETTY

14 September, 2015



Independent Auditors Report

COMMUNITY CARE OPTIONS INC

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of Community Care Options Inc, which comprises the balance sheet as at 30th June 2015, and the income statement, statement of changes in equity/statement of recognised income and expenses and cash flow statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the Committees declaration.

The responsibility of the Committee for the financial report

The committee of the entity are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies in the financial statements are appropriate to meet the financial reporting requirements of Community Care Options Inc and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error: selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian auditing standards. These auditing standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risk of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the

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approved under Professional
Standard Legislation

appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Committees financial reporting responsibilities under the government conditions. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's opinion

In our opinion, the financial report presents fairly, in all material respects, of the financial position of Community Care Options Inc as of 30 June 2015 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies.



Kylie Therese Marle
Certified Practising Accountant
2169926

Dated this

WE CARE DAY

CELEBRATING AN INCLUSIVE COFFS COAST

SATURDAY 1ST NOVEMBER 2014



9am to 3pm - Jetty Foreshores - Coffs Harbour

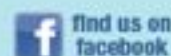


People of all abilities, ages and cultures
are invited to celebrate our inclusive community!

- Local musicians plus community performers
- "Come and try" sports zone with Wheelchair Sports NSW
- Art workshops with Ash Johnson
- Gumbaynggirr Aboriginal cultural space
- Tabatinga children's zone, kids exercise space, the Smileys and art by Trudy Smith
- Coffs Coast Health Club's health & wellbeing zone
- Food and market stalls plus local service providers

wecareday.com.au

AND SO MUCH MORE!



COMMUNITY TRANSPORT AVAILABLE – see website under "get involved and getting there" for timetables

EVENT FOUNDER



Community
Care Options

