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## Community Care Options



# Annual Report 2016



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





**A Life Goal becomes Reality**



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## 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.

### **A Brief History . . . . .**

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 better support local staff. 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 2016, CCO is the largest provider of home care packages for the aged. We support a diverse client group. We provide a range of community care services to people of all ages, cultures, abilities. We have been recognised in 2015/16 as a business leader in terms of ethics and innovation. We have firmly cemented ourselves as a provider of choice and have been acknowledged as an employer 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



# SNAPSHOT – 2015/16 highlights

**164** clients transitioned to Consumer Directed Care and individualised budgets July 2015.

**Friends of CCO** 22<sup>nd</sup> July 2015. Attended by **69** clients.



## Living Well Expo

CCO is a proud Sponsor and Member of the Living Well Expo organising committee. The focus for 2015 was Disability. The theme – Get Linked into Life. August 2015



Two CCO staff – Liz Anscombe and Kate Warner, were invited to present about CCO projects – Workforce Development and connectABLE, at the Community Options National Conference – Being Home 2025 in Sydney, 14<sup>th</sup> and 15<sup>th</sup> September 2015.

Liz's presentation about our workforce development initiatives stimulated much interest, with Liz being cited in at least 3 publications of Community Care Review magazine between October 2015 and May 2016.

## Regional Winner

NSW Business Chamber MNC Regional Business Award  
**Excellence in Business Ethics**

CCO were also Finalists in the following categories –  
Young Business Executive – Liz Anscombe  
Excellence in Business  
September 2015.







Gavin, Hank, Dani and Bradley shared their stories.

The connectABLE Short Film was launched at the Jetty Memorial Theatre in September, showcasing positive stories of social inclusion in our community.

## Film Premiere



## WE CARE DAY

Held on Saturday 10<sup>th</sup> October 2015 at Brelsford Park Coffs Harbour. This Inclusive community festival provided entertainment, information, food and market stalls, and an opportunity for celebration for over 4,000 people of different ages, cultures, and abilities. CCO building community capacity.



**Friends of CCO** 21.10.2015. Attended by **80** clients.



Community Care Options won the following awards at the Coffs Harbour Chamber of Commerce Sunny's Business Awards held in Coffs Harbour in October 2015 –

**Employer of Choice**  
**Excellence in Business Ethics**  
**Special Judges Award – Marketing and Advertising**

CCO were also finalists in the Community Services, Young Business Executive and Excellence in Business categories.





## State Winner

## Leadership & Innovation



NSW Disability Industry Innovation Awards Parliament House Sydney November 2015.



## Ethics

NSW Business Chamber  
State Business Awards  
Darling Harbour  
November 2015.  
**Excellence in Business Ethics**





## Minister's Visit



The Hon John Ajaka Minister for Disability Services visited Community Care Options office on 1.12.2015. He spent time with many of CCO's staff and clients.

## Mates



The Men's Group Xmas Party

# Client Xmas Party

December 2015







## Community

We Care Day won the Coffs Harbour City Council Australia Day Award for **Community Event of the Year 2015**.  
January 2016



## Friends of CCO

24th February 2016. Attended by **100** clients.

## CEO – Finalist

Deb Ryan CEO, one of four finalists in 2016 Coffs Harbour Woman of the Year Awards. March 2016



## Meet Your Street


CCO hosted an event on 2<sup>nd</sup> April 2016 in conjunction with Neighbour Day. The aim to improve the quality of life of people living in Coffs Harbour through developing closer relationships amongst neighbours. We celebrated the great initiatives, friendship and goodwill already happening in streets such as Oscar Ramsay Drive Coffs Harbour.

## NSW Seniors Festival 2016

No longer a week, it's a Festival - 1<sup>st</sup> – 10<sup>th</sup> April 2016

This year's theme – Grow Young. CCO helped its clients celebrate Seniors Festival with lunches in Nambucca Heads, Coffs Harbour and Woolgoolga. The music of Special guest 'Elvis' helped us all step back in time and grow young for a while.





**Community Care Options**

**GROW YOUNG – with COMMUNITY CARE OPTIONS**

**We Celebrate SENIORS!!!!!!**

Join us for the following **FREE** events

**BE INSPIRED**

**NSW SENIORS FESTIVAL 2016**  
(1.4.2016 – 10.4.2016)

Tuesday 5th APRIL 2016		
9am – 12pm	Understanding Aged Care	Workshop 1
12pm – 1pm	Lunch	
1pm – 4pm	Understanding Aged Care	Workshop 2

An information KIOSK will be available all day with representatives from Centreflink, ACAT, RAS, Residential Care.

Thursday 7th APRIL 2016		
9am – 10am (1hr)	Room 1 – Workshops	Room 2 – Workshops
	Yoga for Seniors	Volunteering
10.30am – 12pm (1.5hrs)	Morning Tea	
	Tech Savvy Seniors	Story Telling
1pm – 2.30pm (1.5hrs)	Lunch	
	Art & Crafts	Dance for Seniors
2.30pm – 4.30pm (2hrs)	Afternoon Tea	
	Entertainment – The King & Friends	

**Venue – CEX Club - Coffs Harbour - Auditorium**  
Morning tea, Lunch & Afternoon tea provided.  
Coffee/tea & Registration 8.30am each day.  
**LUCKY DOOR PRIZES & Giveaways.**  
**Please phone Kerri on 66502000 to register your place.**



**Friends of CCO** 25<sup>th</sup> May 2016. Attended by **125** clients.

## Workmate of the Year

Our very own Support Planner, Joseph Majambere, was the NSW finalist, and the only male, in carecareers inaugural Workmate of the Year Awards. June 2016



## WOW What a Year!!!



Confirmation that CCO is an award winning service.

# CHAIRPERSON'S REPORT

## *on behalf of the CCO Board*

2016



'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.

As the Chair, of Community Care Options Board of Management I am pleased to present this, the 20<sup>th</sup> Annual Report in 2016. CCO has gone from strength to strength over the last year, exceeding performance targets and achieving significant recognition for our efforts.

This annual report is a comprehensive report on the organisation's activities throughout 2015/16. As a not for profit service we are accountable to many stakeholders – clients and their families, staff, funding bodies and others. This report provides information about the organisation's activities and financial performance, and should inspire confidence in the quality of our service offerings and achievements. The Board is very proud of the organisations achievements over the past year.

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. 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.

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

We operate within a changing and uncertain community care environment.

Government reforms aimed at addressing increased demands and changed client expectations, 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 (CDC); new models of support through individualised funding packages and the new National Disability Insurance Scheme (NDIS).

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.

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

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

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

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

### **Our Achievements**

In the 2015/16 financial year Community Care Options provided services to some 2,326 clients across all of its programs. We provided in excess of 170,232 hours (the equivalent to over 19 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 and others to achieve outcomes that meet their goals and aspirations.

CCO has had an extremely busy and successful year. The recognition of our innovation, ethics, quality and workforce through a number of awards over the past year has been amazing. These have certainly enhanced our teamwork and contributed to a workforce culture of pride and value. Our key goal however is always the development and maintenance of client satisfaction and loyalty. CCO has achieved this through its many valued added programs (detailed further in report).

We value our clients highly. We hope to continue to serve you well into the future. Our goal is to work collaboratively with you to achieve the best outcomes in a changing sector environment.

I would like to acknowledge the great job that our CEO Deb Ryan has done once again. She provides fantastic leadership, which has seen recognition for CCO across the sector and business.

*Mike Summerill*  
**CCO Board Chair**





# Recognition and Appreciation

Community Care Options success is inherently about people.

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

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

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

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



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



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

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

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

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

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

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

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



# CEO's REPORT 2016



September 2015 marked my 8<sup>th</sup> anniversary as CEO of Community Care Options. 2015/16 – Wow what a year. My passion for what CCO is and achieves, and my appreciation and admiration for the great people who make it a reality, never wanes.

2015/16 has been a challenging year as we have implemented government reforms in a changing sector environment. The pace and enormity of change is unprecedented. Despite this, our great team has achieved much to be proud of. We have been required to review all of our systems and processes to ensure their relevance and capacity to support new outcomes and expectations.

A great man (Nelson Mandela) once said ‘everyone can rise above their circumstances and achieve success if they are dedicated to and passionate about what they do’.

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

## Achievements in 2015/16

Our significant achievements in 2015/2016 have been progression of the outcomes identified in our 2014 – 17 Strategic Plan –

### Quality Client Services

### Sound Financial Management and Governance

### Improved Operational Systems and Processes

We transitioned all 164 of our home care packages to Consumer Directed Care as at 1.7.2015. This required a review of all support plans, reissuing of client agreements, development of client quotes and budgets. For Support Planners these were new systems and processes.

We upgraded our client database to enable development of quotes and budgets, and the generation of monthly client statements. The database system must then talk effectively with the financial management system to ensure effective and accurate reconciliation of client accounts. This has been a challenge and generated significantly more work for both the client services team and the admin team. We believe we have now identified more streamlined systems for this to occur.

The National Respite for Carers Program and the Commonwealth HACC program merged to become the Commonwealth Home Support Program as of 1.10.2015. Again this was not without increased work for CCO staff or some disruption for clients. The CHSP program has different reporting and accountability requirements that we have had to prepare for and align with.

We commenced the delivery of Employment Enablement Packages funded through ADHC to support younger people with a disability access employment skills and opportunities.



## Effective Stakeholder Engagement

### Clients

We hosted our biggest ever client Christmas Party in December 2015 with approximately 140 clients attending.

We hosted a range of events and entertainment for our clients in Nambucca Heads, Coffs Harbour and Woolgoolga for Seniors Week in March 2016.

We continued to offer value added support to our clients including our Friends of CCO meetings held in August and October 2015, and February and May 2016; our MATES group and our ladies group. These are important mechanisms to inform and consult with our clients, to promote social inclusion and value.

### Staff

We have once again provided significant training and development opportunities to our staff at all levels. The training and development of our staff is essential in ensuring that clients receive the kind of service they expect and are happy to receive and that skills keep pace with expectations and needs.

Promoted and developed a culture of value, pride and achievement.

### Community

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, and focused on services, choices and supports for people with a disability.

Two staff were invited to present about CCO projects at a National Conference in Sydney in September 2015. Kate Warner shared the success of our connectABLE project, focused on capturing stories of effective social inclusion in our community. Liz Anscombe made a presentation about the workforce development strategies, including targeted and values based recruitment, skills and interests audits, reviewed contracts, and how these were implemented at CCO. These topics and Liz’s comments have continued to stimulate interest and discussion in the Australian Ageing Agenda publication Community Care Review magazine.

Our third We Care Day was held on 10<sup>th</sup> October 2015 at a new site – Brelsford Park. The event was well attended and the weather was great. Over 4,000 people turned out to have fun, be entertained and CARE.

We hosted workshops for the community during Seniors Week 2016 – covering – Tech Savvy Seniors, Yoga for Seniors, arts and crafts.

Successful completed the final aspects of our connectABLE project – being the creation of a 2 DVD resources - social inclusion and a mental health resource (in conjunction with Partners in Recovery, CHES).

We developed significant partnerships with other community care organisations – Bellingen Neighbourhood Centre, Loaves and Fishes, Riverside Care to ensure the effective delivery of our Emergency Relief Program across 5 outlets.

## Awards

If our success was measured by awards in one year, we were successful.

CCO were awarded the following recognitions from business, industry and community over the last 12 months.

**Excellence in Business Ethics** -at a **local** (Sunny's Business Awards), **regional** and **state** level – NSW Business Chamber Business Awards 2015.

## Employer of Choice

Sunny's Business Awards 2015

## Special Judges Award - Marketing and Advertising

Sunny's Business Awards 2015

## Leadership in community partnerships and transformation

NSW Disability Industry Innovation Awards 2015

## Community Event of the Year - We Care Day 2015

Coffs Harbour City Council Australia Day Awards 2016.

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

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.

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

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

**Deb Ryan**  
CEO



# 2015/2016 Program Performance

Program	Funded by	Number of packages	Number of clients	Number of Hours
Community Support Program (CSP)	FACS – ADHC	23	23	24,126
Personal Support Program (PSP) YPIRAC	FACS – ADHC	1	1	4,743
PSP – Supported Living Fund (SLF)	FACS – ADHC	3	3	1,834
PSP - Individual Accommodation Support Package (IASP)	FACS – ADHC	4	4	3,366
PSP – Extended Family Support (EFS)	FACS – ADHC	1	1	310
PSP – Day Programs - Life Choices, Active Ageing, YPIRAC	FACS – ADHC	12	12	1,429
PSP – Employment Enablement Packages (EEP)	FACS – ADHC	2	2	29
PSP – Young Person Leaving Care (YPLC) IASP	FACS – ADHC	2	2	534
PSP – Flexible Respite Program	FACS – ADHC	5	5	695
Community Options Program - CCSP	FACS – ADHC		241	17,390
Connect	FACS – ADHC		20	757
		<b>Total</b>	<b>314</b>	<b>55,213 hrs</b>
HCP Level 2	DHS	146	201	53,898
HCP Level 4	DHS	18	26	15,038
CHSP	DHS		473	11,124
Respite	DHS		72	4,461
Transitional Aged Care Service (TACS)	LHD		99	2,283
		<b>Total</b>	<b>871</b>	<b>86,804 hrs</b>
Compacts	Health		740	13,004
Emergency Relief	DSS		307	1,099
Private			94	14,112
			<b>1,141</b>	<b>28,215 hrs</b>
		<b>TOTAL</b>	<b>2,326</b>	<b>170,232 hrs</b>

CCO provided direct services and supports to **2,326** people within our community.  
An increase of 279 from last year.

CCO in provided in excess of **170,232 hrs** of service.  
Equivalent to 19.43 years.  
An increase of 12,280 hrs from last year.





# GOVERNANCE

## Chairperson – Mike Summerill

Mike has extensive experience in the public sector with Housing NSW as well as experience on many government & non government committees. Mike has been a CCO Board Member for 18 years. Mike also fulfills the role of Public Officer.



## Vice Chairperson – Jan Newland

Jan left the CCO Board in September 2015 after 16 years of commitment to its aims & objectives. Jan brought significant skills & experience in management & health policy through her previous 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 & culturally relevant perspectives to our Board. Garry has been a CCO Board Member for 7 years.



## Treasurer – Peter O'Brien

Peter joined the CCO Board in 2012. A Qualified Accountant with 27 years experience & has also been the owner of small to medium business in Coffs.



## Board Members

Ron Davis – has been a CCO Board Member for 8 years and represents the perspectives of carers, as well as a strong business background.



Louisa Salmon – has been a CCO Board Member for 10 years. As a person living with a disability she brings unique client perspectives to the governance of the organisation.



Warren Hughes – brings extensive banking & finance experience & a commitment to supporting the local community. Warren has been a CCO Board Member for 9 years.



Mark Palmer – brings significant skills & expertise to the Board in accounting, auditing, banking & finance. Mark has been a CCO Board Member for 14 years.



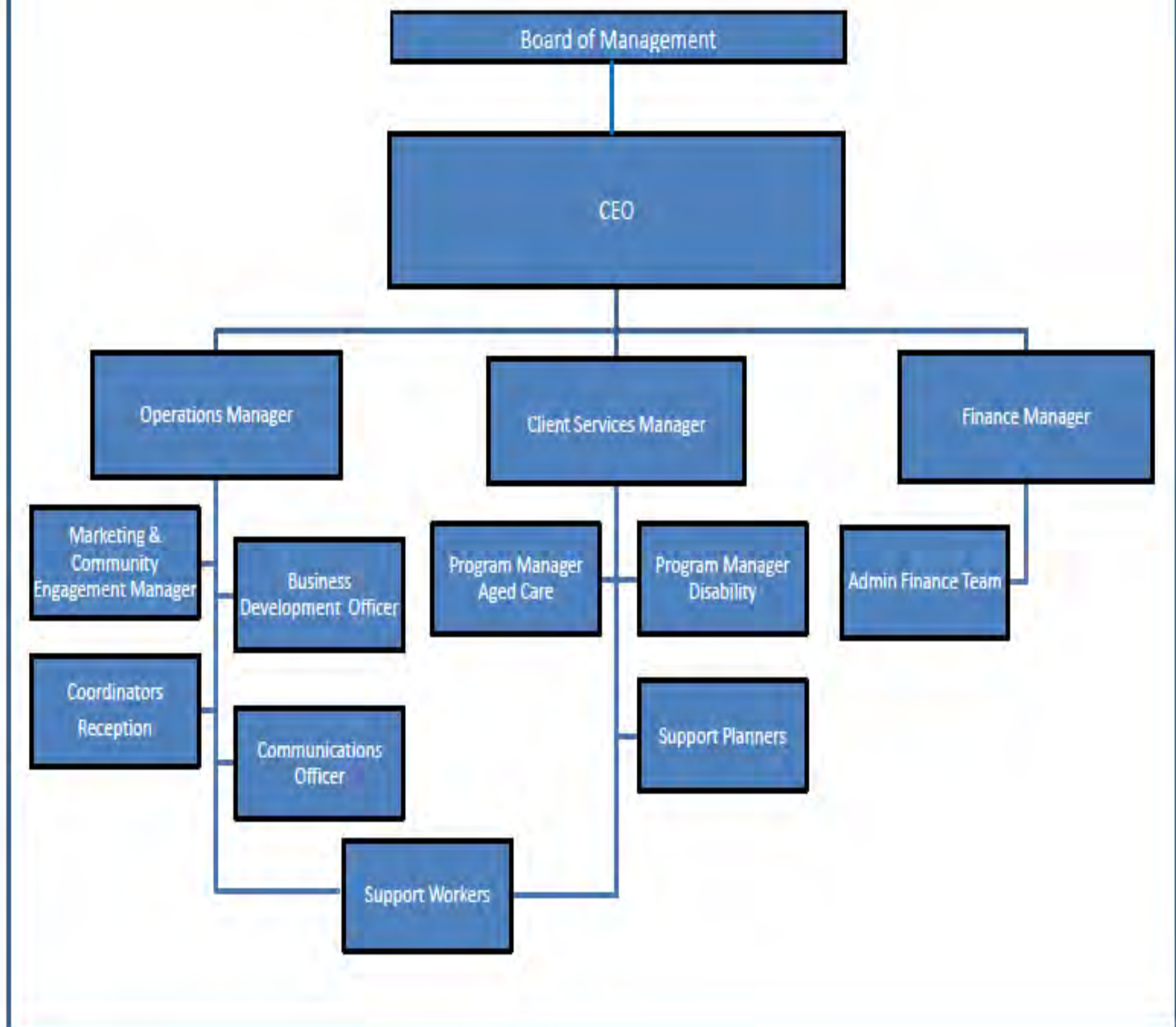
Fiona Thwaites – joined the CCO Board in September 2015. Fiona is a Solicitor with a local law firm & contributes skills & knowledge from a legal perspective.



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](mailto:admin@cco.net.au)  
Website – [www.cco.net.au](http://www.cco.net.au)



### **URUNGA OFFICE**

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

### **WOOLGOOLGA OFFICE**

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





# OUR PEOPLE - Our greatest asset.



**Support Workers – the face of CCO**

Urunga	Coffs Harbour		Woolgoolga
Amanda	Adrian	Alaysha	Carolina
Anne L	Aliesha	Beejay	Cathleen C
Brett	Birgit	Carol C	Ceri
Christine F	Caroline S	Caryl	Del
Cindy	Catherine O	Cathie R	Helen P
Danielle M	Chelsea	Christine B	Helen G
Danielle R	Christopher A	Colleen	Hiromi
Debra C	Dallas	Daniela	Jennifer E
Denise	Dawn	Debbie F	Jennifer Z
Donna Mc	Deborah S	Debra B	John K
Elvira	Dennis	Denys	Kim
Geoff	Donna	Elene	Kumudini (Kumi)
Heather	Emily	Gaylene	Louise
Janine	Genelle	Genette	Marlene
Jill	Jackie	James	Michael S
Joanne	Janet	Janette L	Richard
John (Rusty)	Jasmine	Jennifer A	Samantha
Judith	Jennifer Mc	Jillian	Sarah
Karen	Joanne	John D	Stuart
Kim	Judy	Kate K	Suati
Marcelle	Kathie M	Kathleen	Sue U
Maree H	Katie	Kerrie	Susan
Mark H	Lester	Liam	Tracey
Narda	Libbey	Lisa	Tyler
Nerilee	Louise	Luiza	Vikki
Patricia	Lydia	Maree G	
Raylene	Mark S	Martin	
Renae	Megan	Michael B	
Rhonda	Michael M	Michelle B	
Rosalie A	Michelle R	Narelle	
Ruth	Nathan	Nicholas	Code
Samari	Pamela	Patricia	Green – now left CCO
Savannah	Peter	Racheal	
Simone	Rachel	Rebecca	Pink – female
Stephen	Robert S	Robyn E	Blue – male
Terri	Robyn H	Robyn W	
Theo	Rosalie W	Ruth	
Tina M	Samuel	Sharon F	
Wendy B	Sheryl	Susanne	
Wendy S	Tanya	Tiffany	
	Tina S	Vanessa	
40	82	25	





## Operations Manager - Liz Anscombe



The role of Operations Manager is quite diverse and covers some complex areas of our business. Liz is responsible in her role for Human Resources – recruitment, induction, training and development, support and supervision, return to work coordination; as well as, compliance with industrial relations and work health and safety legislation. Essentially Liz is responsible for all things workforce, ensuring that we have a workforce with the right skills, knowledge and values to deliver high quality and well coordinated services for clients. She also oversees communication – including IT, community engagement and marketing functions for CCO. Liz took up this position in July 2015, having previously been the Manager Support and Coordination.

Liz has achieved recognition for her success in CCO's workforce development plans and strategies (including gender and age specific projects) through being a Young Business Executive Awards finalist at the local and regional level. Liz was invited to present at a state conference about our workforce development initiatives and achieved much acclaim following this through a number of articles in Community Care Review Magazine. Liz is always incredibly humble about her achievements, but has represented CCO superbly over the last 12 months.

## Communications Officer - Kerri Mockett

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



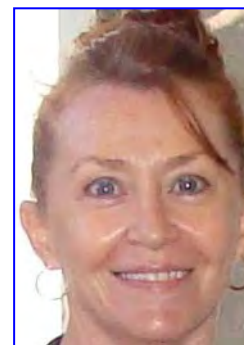
## Marketing & Community Engagement Manager - Paula Dowd



Paula was instrumental once again in the success of our third We Care Day in 2015. She also oversaw the development and completion of the funded connectABLE project activities as well as providing a lead role in the success of 2015's Living Well Expo. Marketing and advertising proved quite successful for CCO in 2015/16.

## Receptionist - Irena Brook

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



## Coordinators

This team works with incredible skill to weave together the needs of over 700 clients into a framework for over 110 staff to deliver. Ensuring compliance with award, work health and safety, client preference, and other considerations ie cost, time, skills. They do so with incredible (if somewhat noisy) communication and exemplary teamwork. CCO Coordinators roster over 3,000 services per week.



Yasmin



Charmaine



Kerry



Grace



Janice



Ligaya



Margaret



Belinda



Allison



Linda



Toni



Kate



Lynn



## EMERGENCY RELIEF

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

CCO was able to assist **307** people requiring support on this program throughout the year. The number of homeless people requesting assistance has been particularly surprising.



### Business Development Officer – Jason Pell

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



### Workforce Development Officer – Doug White

Doug was Mr Versatile in 2015/16. He took up a trial of a new role as Workforce Development Officer, supporting training and development of frontline staff. This position was not continued following the trial. Doug then took on a key role in the assessment of clients for Emergency Relief and providing support to other teams.

### Kate Warner – Community Engagement Officer

Kate facilitated our connectABLE project. She liaised with our community partners and brought to fruition the production of a number of resources to support the inclusion of people with a disability within our community.





## Finance and Admin Team

This team has been gracious in accommodating changed business activity, accounting and reporting, as well as a relocation of office to the Coffs Coast Community College site and the provision of additional supports to this service. Changes in other areas of our business, have placed additional duties, tasks and responsibilities on this team. Your patience, professionalism and politeness is much appreciated by all. You do an amazing job in managing the financial information, supplier payments, payroll, salary sacrificing, superannuation, records management, BAS, and the other myriad of financial and accounting compliance activities by which we are bound.



Laura Turner  
Senior Finance Officer



Rose Law  
Admin Officer



Jess Farugia  
Admin Officer



**Lorraine Chowdhury** ~ has been providing some casual, but critical, financial management expertise and assistance to this team since her resignation in July 2014. Lorraine has demonstrated a long standing commitment to CCO and agreed to take up a full time position again during Laura's absence on maternity leave. Welcome back.



## Client Services Team

At the start of July 2015 CCO implemented a new structure in the Client Services Team.

### Jodie Herbert – Client Services Manager



Jodie has been responsible for ensuring quality service delivery to our clients and their carers through our funded programs. Providing leadership and support to CCO's Support Planners – aged care and complex care - in planning and implementing quality client services; ensuring compliance with guidelines and contracts. Jodie has been instrumental in implementing systems for person centred planning and individualized budgets in accordance with Consumer Directed Care reforms and NDIS transition.

### Kate Leary – Program Manager – Aged Care

Kate took up the position of Program Manager for Aged Care services in July 2015. Kate looks after intake functions for CCO's aged care programs, ensuring packages are filled, monitored, and compliant with both legislation and client expectations. Kate completes reporting and claiming processes and has played a key role in embedding systems that support aged care sector reforms at CCO.



### Lee Fletcher – Program Manager – Disability Services

Lee similarly took up this position in July 2015. Lee provides support to both the Compacts and Disability services programs at CCO. She deals with client referrals and intake, monitoring, reporting, community liaison functions and is assisting with implementation of systems and processes to support and monitor individualised funding and transition to the NDIS.



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

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

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

# AGED CARE PROGRAMS

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

## HOME CARE PACKAGES (HCP)

The Australian Government funds 4 levels of home care packages –

Home Care Package Levels	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 were 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 **227** clients were supported with Home Care Packages in the 2015/16 financial year, with 68,936 hours of direct services provided.





## COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Previously CCO has received an allocation of funding under the National Respite for Carers Program (NRCP) for our Community Respite Service (CRS). CCO also received funding under the Commonwealth Home and Community Care (HACC) program, delivered through COP Aged Care - to assist clients to access the services they need within the community to maintain their independence.

The above two programs amalgamated in this financial year and CCO received a streamlined grant agreement with the Department under the Commonwealth Home Support Program. CCO is funded for service delivery under the two sub programs – Community and Home Support, and Care Relationships and Carer Support.

Essentially we provide the same services as we have previously – including domestic assistance, personal care, social support, transport, meals/food services, minor home modifications, home maintenance, goods, equipment and assistive technology and flexible respite – both in home and community.

The Commonwealth Home Support Program is the entry level point for the aged care system. Previously clients or others could refer directly to CCO for these services. As part of sector reforms and with the enhancement of the My Aged Care portal and gateway, all referrals must now be made through these referral points.

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

Our funding has previously included case management services including comprehensive assessment of client needs; development of individual support plans with clients; resourcing them with information; and referral to appropriate services within the community. Funding for these functions now sits with Regional Assessment Services (RAS). CCO provides a service coordination and service delivery role once a client is referred from My Aged Care or the RAS.

The Commonwealth Home Support Program supported a total of **545** people.

Community and Home Support - 473

Care Relationships and Carer Support - 72

## 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 **99** clients on this program this financial year.



## OUR AGED CARE TEAM

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



DONNA



NANCY



JOANNE



TANYA



LEANNE



LIZ



ANN



Chris ~ RN



Rosemary ~ RN



DONAL



# DISABILITY SUPPORT PROGRAMS

## COMMUNITY OPTIONS PROGRAM (COP)

Funded under the Community Care Support Program (CCSP), we have supported **241** 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 2015/2016 financial year we supported **23** 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 **24,126** hours.

## CONNECT

Connect is a short term case management program. Community Care Options supported **20** clients and provided **757** hours case management on the Connect Program in this financial year.





## PERSONALISED SUPPORT PROGRAM (PSP)

The Personalised Support Program is about supporting clients with individual funding by tailoring support specifically to meet their needs. New models of funding are emerging as we transition towards the full roll out of the National Disability Insurance Scheme (NDIS), which allow clients greater flexibility in directing and receiving care and support.

Community Care Options is approved as a provider, by the Department of Family and Community Services (FACS) Ageing Disability and Home Care (ADHC), of the following programs of support -

- Accommodation support
- Community Support Program
- Flexible Respite
- Day Programs – Life Choices and Active Ageing
- Employment Enablement Packages
- Extended Family Support

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

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

We currently have **30** clients on the personalised support program.



## Our Disability Support Team

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



Steve



Leonníe



Stephanie



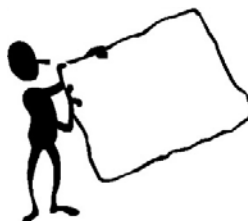
Joseph



Roxanne



Lucy



## 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 recovery and transition home, and hopefully prevent readmission to hospital.

Some **740** people were supported through this program this financial year.

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

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

CCO also received an additional 179 referrals which did not proceed for a variety of reasons, ie readmission to hospital, not required by person referred.

The program accepts referrals from a range of public hospitals.

## Our Compacts Support Planners



Khinhtay-yee



Lauchlan

## PRIVATE SERVICES

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

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

We have existing service agreements with a range of agencies.

**94** private clients were supported.



# Client Feedback

Community Care Options receives much praise and thanks from clients. They identify that we assist them in remaining as active and independent as possible; to continue to live within the community with maximum quality of life.

Some of the positive feedback received 2015/16 about what we do well includes –

- Everybody that came were just lovely people
- It saved my life having someone come every day
- You made me & my husband feel important – not just a job
- Great service. Helpful. Staff efficient, polite & competent
- From my interview at the hospital by community care person to the end - I couldn't fault the services in any way
- Staff – Very impressive
- We were impressed with the people you have on staff. During the six weeks of our service we had 3 different ladies working and felt very comfortable to have each of them in our home.
- This help both for myself & my husband has been invaluable in us being able to stay at home
- You listen & always ask is there anything else we can help you with
- Overall your service met all of my needs – friendships, respect & all of which done on the job efficiently
- A wonderful service for the elderly.
- Empathetic socialisations, cheery positive interaction with client as important as the home service
- If I could think of anything you could improve I would tell you but this is the second time I have used your services & both times I have found your service impeccable
- **When I call you it is like getting a friendly handshake over the phone**
- Very comprehensive/approachable/friendly. I could not have managed without it. Very kind, courteous, obliging, punctual, diligent amenable
- **Everything I needed**
- I really appreciated this service. **Your staff were amazing**
- Nice staff, punctual, reliable, polite, professional & great at tailoring service to suit us.
- We really appreciated the respectful friendliness & the desire to do the best job possible in a cheerful manner
- Utmost respect & genuinely cared about my wellbeing
- Staff have been chosen very well- caring, compassionate, excellent services
- Your help to the elderly is incredible & much appreciated. I would have been hard pressed to manage without it
- **It made a world of difference**
- Excellent assistance, fantastic staff
- **Absolutely excellent service**
- Every carer was excellent. A god send
- Polite & professional. Staff bright, engaging & professional
- Well planned. It was the best service I had heard of. I would recommend to others.
- Top of the range. Service was excellent

# PERFORMANCE MEASURES

## Feedback/Complaints

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

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

We received **15 formal complaints** for the 2015/16 financial year.

We received **45 negative feedback** forms.

We received **29 unsolicited positive feedback** forms/cards/letters.



## Work Health and Safety

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

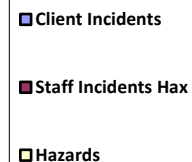
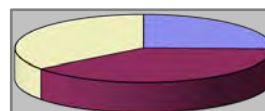
CCO is committed to ensuring that potential risks to the health and safety of staff and clients are identified and addressed in a timely manner.

A total of **181** incident reports were received –

**46** Client Incident reports – 25.4%

**64** Hazard reports – 35.3%

**71** Staff Incident reports – 39.3%



# Projects

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

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



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

Meeting fortnightly on the 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month they get together to have a chat, share stories, drink tea, eat cake and generally socialize. A great way to form some new friendships. They are also doing their good deeds – letter received from CEO Anglicare expressing profound appreciation for the donation of knitted goods, (primarily blankets) received from this group, which are distributed to children in Out of Home Care and women who are homeless. Well done ladies.



**We Care Day – 2015** was held at Brelsford Park on Saturday 10<sup>th</sup> October 2015. Attended by over 4,000 people, the day was a great success. The Festival won Coffs Harbour City Council Australia Day Award 2016 for **Community Event of the Year**.





# Friends of CCO

Friends of CCO meetings were held on –

22<sup>nd</sup> July 2015 – at Norm Jordan Pavilion Coffs Harbour Showground

21<sup>st</sup> October 2015 – at CEX Coffs Harbour

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

25<sup>th</sup> May 2016 – at CEX Coffs Harbour



October 2015



February 2016



May 2016

## 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 allowed us to develop a series of community education initiatives as well as a film documentary series about connectABLE which was launched at our Short Film Showcase at the Jetty Theatre on 24<sup>th</sup> September 2015.

The project achieved the following outcomes – World Café Conversations about inclusion, the development of a community partner directory and resources, social inclusion stories and a mental health resource – ‘Belonging’ - in collaboration with CHESS and Partners in Recovery, launched on 2<sup>nd</sup> March 2016. connectABLE - the project developed over 50 community partners who are now themselves applying for and being successful in attracting funding to make their clubs more accessible and inclusive.



connectable Inclusion Film Premiere September 2015



Launch of Mental Health Resource March 2016



# JUST FOR FUN





## All Staff Meeting June 2016





# TREASURER'S REPORT

I am delighted to report that the financial year ending 30<sup>th</sup> June 2016, has been another successful year for Community Care Options.

Along with the continued expansion of programs and services provided by Community Care Options, the organisation achieved a surplus of \$131,283.50.

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.

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.

Funding was received from the Federal and State Governments in grants amounting to \$8,580,703.72 for the financial year 2015/16.

Funds provided were for the following programs -

Home Care Packages – Level 2 & Level 4  
Commonwealth Home Support Program  
Community Support Program  
Community Care Support 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. Sector reforms mean changed payment of grants, and client choice and portability of packages will create fluctuating cash flow into the future.

I am very pleased to be involved with, and part of such a professional organisation, contributing and supporting to our local 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







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

# AUDITORS REPORT

## 2016

## **Community Care Options Board's 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 2016 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 – 25 October 2016

Signed -

## **Community Care Options Board's Report**

### **Proceedings on Behalf of the Association**

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

### **Auditors Independence Declaration**

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

Signed in accordance with a resolution of the Board.

Dated – 25 October 2016

Signed -



## Community Care Options

**Financial Statements**  
**For the year ended 30 June 2016**

**Westlawn Business Services (Coffs) Pty Ltd**  
T/as McGrath & Associates Quality Accountants  
PO BOX 4198  
COFFS HARBOUR JETTY 2450  
Phone: (02) 6652 7003 Fax: (02) 6652 9970  
Email: [info@maqa.com.au](mailto:info@maqa.com.au)

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A Division of Westlawn Business Services (Coffs) Pty Ltd



246a Harbour Drive  
Coffs Harbour  
NSW 2450

PO Box 4198  
Coffs Harbour Jetty  
NSW 2450

P: 02 6652 7003  
F: 02 6652 9970  
E: [info@maqa.com.au](mailto:info@maqa.com.au)

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



Liability limited by a scheme  
approved under Professional  
Standard Legislation

## **Community Care Options**

### **Contents**

Members' Report

Detailed Profit and Loss Statement

Detailed Balance Sheet

Depreciation Schedule

Notes to the Financial Statements

Members' Declaration

Independent Auditor's Report

## **Community Care Options Members' Report**

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Your members present this report on the association for the financial year ended 30 June 2016.

### **Members**

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

Fiona Thwaites- Joined October 2015  
Garry Matthews  
Mark Palmer  
Mike Summerill  
Peter O'Brien  
Ron Davis  
Warren Hughes  
Jan Newland- Resigned September 2015  
Lousia Salmon

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

### **Operating Result**

The profit of the Association for the financial year amounted to:

Year ended	Year ended
30 June 2016	30 June 2015
\$	\$
131,283.50	139,183.24

### **Principal Activities**

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

No significant change in the nature of these activities occurred during the year.

### **Significant Changes in the State of Affairs**

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

### **After Balance Date Events**

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

### **Future Developments**

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

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The accompanying notes form part of these financial statements.



## **Community Care Options Members' Report**

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### **Environmental Issues**

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

### **Members Benefits**

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

### **Indemnifying Officer or Auditor**

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

### **Proceedings on Behalf of Association**

No person has applied for leave of Court to bring proceedings on behalf of the association or intervene in any proceedings to which the 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 member's:

Dated: 14.10.16



**Community Care Options**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2016**

	2016 \$	2015 \$
<b>Income</b>		
Grant Funds Received	8,580,703.72	8,777,323.86
Client Contributions	350,057.07	341,277.70
Income General	424,901.60	197,226.77
Interest received	78,040.85	67,466.34
Total income	<u>9,433,703.24</u>	<u>9,383,294.67</u>
<b>Expenses</b>		
Labour Costs - Salaries	6,304,630.04	6,669,642.80
Superannuation Costs	554,998.52	478,103.02
Accommodation Costs	167,238.83	123,038.21
Administration Costs - Other	575,087.89	811,944.32
Admin. costs - Insurance Workers Comp.	193,280.30	153,923.33
IT Support	60,060.41	42,965.14
Admin. costs - Telephone/Internet/Fax	26,630.28	47,203.43
Staff Training - total	28,656.08	29,018.48
Depreciation - other	54,444.08	52,675.00
Client Costs - Other	575,581.89	234,708.46
Client costs - Transport Direct	138,448.27	176,192.58
Client costs - Transport between bulk	377,527.06	321,141.00
Client costs - Equipment Purchase	245,128.45	102,439.84
Client costs - Personal care	707.64	1,115.82
Total expenses	<u>9,302,419.74</u>	<u>9,244,111.43</u>
<b>Profit from ordinary activities before income tax</b>	<b>131,283.50</b>	<b>139,183.24</b>
Income tax revenue relating to ordinary activities		
<b>Net profit attributable to the association</b>	<b>131,283.50</b>	<b>139,183.24</b>
<b>Total changes in equity of the association</b>	<b>131,283.50</b>	<b>139,183.24</b>
Opening retained profits	1,086,875.21	947,691.97
Net profit attributable to the association	<u>131,283.50</u>	<u>139,183.24</u>
<b>Closing retained profits</b>	<b>1,218,158.71</b>	<b>1,086,875.21</b>

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Detailed Balance Sheet as at 30 June 2016**

	Note	2016 \$	2015 \$
<b>Current Assets</b>			
<b>Cash Assets</b>			
BCU S11 Cheque Account		541,546.93	300,183.67
Westpac - Salary Sac Account		4,457.60	5,509.44
Bonus Share Dividends		150.00	150.00
BCU Visa Account		385.79	2,390.76
Bendigo Bank term deposit		2,521,505.51	1,466,037.34
WBC Cheque Account		97,244.99	119,047.85
BCU Gift Account		100.08	100.08
Petty Cash on Hand		1,700.00	1,700.00
Pre Payments - General			5,125.00
Pre Payments - We Care Day			8,611.32
		<u>3,167,090.90</u>	<u>1,908,855.46</u>
<b>Receivables</b>			
Accounts Receivables		<u>157,016.31</u>	<u>551,365.37</u>
		157,016.31	551,365.37
<b>Other Financial Assets</b>			
Share Account - 1		5.00	5.00
Share Account - 2		<u>5.00</u>	<u>5.00</u>
		10.00	10.00
<b>Other</b>			
Admin Fees - Sal Sac			<u>4,144.82</u>
			<u>4,144.82</u>
<b>Total Current Assets</b>		<u><b>3,324,117.21</b></u>	<u><b>2,464,375.65</b></u>

The accompanying notes form part of these financial statements.





**Community Care Options**  
**Detailed Balance Sheet as at 30 June 2016**

	Note	2016 \$	2015 \$
<b>Financial Liabilities</b>			
<b>Secured:</b>			
Westpac Visa		2,661.83	4,871.01
		<u>2,661.83</u>	<u>4,871.01</u>
<b>Current Tax Liabilities</b>			
GST payable control account		194,143.08	225,369.20
Input tax credit control account		<u>(52,753.94)</u>	<u>(43,857.32)</u>
		141,389.14	181,511.88
<b>Provisions</b>			
Provision for Annual Leave		573,394.00	467,064.00
Provision for Long Service Leave		173,160.00	462,148.00
Provision Building R&M			100,000.00
		<u>746,554.00</u>	<u>1,029,212.00</u>
<b>Other</b>			
Advance payments - We Care Day		10,000.00	16,000.00
Endeavour Found - Connectable		1,159.06	11,519.49
Funds Rec'd - Maclean		31,808.04	37,824.24
Client Funds Held - Berry		1,456.87	1,650.89
Client Funds Held - J Hackett			3,685.00
Client Funds Held - C Johnson			218.18
Client Funds Held - S Maddox			344.93
Client Funds Held - Graham		216.28	
Client Funds Held - Baker		0.51	
Client Funds Held - Good		1,790.49	
Client Funds Held - Stanley		<u>1,049.27</u>	
		47,480.52	<u>71,242.73</u>
<b>Total Current Liabilities</b>		<u><b>2,414,968.61</b></u>	<u><b>2,183,078.98</b></u>

The accompanying notes form part of these financial statements.

**Community Care Options**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2016**

**Non-Cu**

**Provisio**

Provision  
Provision

**Total Noi**

**Total Lia**

**Net Asset**

**Membe**

Accumul

**Total Me**

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

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

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

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

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

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

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

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

**(b) Impairment of Assets**

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

**(c) Provisions**

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

**(d) Cash and Cash Equivalents**

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

**(e) Revenue and Other Income**

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

**Community Care Options**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2016**

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

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

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

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

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

**(g) Investments**

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

**(h) Trade and Other Payables**

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



## Community Care Options Members' Declaration


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The members of the association declare 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
2. in the member's opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.

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

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

Dated: 14.10.16 



# Community Care Options

## Independent Auditor's Report

We have audited the accompanying financial report, being a special purpose financial report, of Community Care Options (the association), which comprises the Statement by Members of the Committee, Income and Expenditure Statement, Balance Sheet, notes comprising a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2016.

### Committee's Responsibility for the Financial Report

The committee of Community Care Options is responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act of New South Wales 2009 and is appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 risks 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 association'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 association's internal control. An audit also includes evaluating the 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.

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

### Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Community Care Options as at 30 June 2016 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Associations Incorporation Act of New South Wales 2009.

### Other Matters

#### - Workers Compensation Premiums

During the audit, it has come to our attention that the workers compensation actual wages declared appear to have been understated due to reportable employer super contributions and grossed up reportable fringe benefits paid to employees not been included in the actual wages calculation. We have recommended that this be investigated and adjust where necessary.

#### - Gift Cards/Prepayments


During the audit, it has come to our attention that insufficient internal control were displayed with the issuing of Coles Gift Cards to clients and staff. We have recommended that this be reviewed and future controls be developed in regards to the distribution of the gift cards.

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

### **Basis of Accounting and Restriction on Distribution**

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Community Care Options to meet the requirements of the Associations Incorporation Act of New South Wales 2009. As a result, the financial report may not be suitable for another purpose.

Signed on :



Kylie Marle, CPA 2169926

Westlawn Business Services (Coffs) Pty Ltd

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