

# Annual Report

## 2018



Community  
Care Options



Community  
Care Options

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



# Community Care Options

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

In 2018, CCO is the largest provider of home care packages for the aged as well as the largest provider of disability services on the Coffs Coast.

We -

- receive funding from the Federal and New South Wales Governments to provide case management, support coordination and direct services to a range of people living in the community.
- support a diverse client group including people with a disability, frail older people and their carers, those being discharged from hospital and those who may be experiencing financial hardship. We can provide support to anyone requiring community care on a short or longer term basis with a fee for service arrangement.
- provide a range of community care services to people of all ages, cultures and abilities.
- provide services to members of the community who live in the Coffs Harbour, Bellingen and Nambucca Local Government Areas.
- are the community care provider of choice on the Coffs Coast.



## We Care

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.

# 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 2018

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

As the Chair, of Community Care Options Board of Directors, I am pleased to present this, Community Care Options Limited 22<sup>nd</sup> Annual Report. It provides an overview of our activities throughout 2017/18.

This has been my first year as CCO Chair and one I have enjoyed immensely. The Board is very proud of the outcomes achieved over the past year.

The highlights of these achievements have been –

- Transition to a Company Limited by Guarantee – 28.6.2017
- Recognition as Coffs Harbour's Employer of Choice for the third consecutive year.
- Successful transition to the National Disability Insurance Scheme (NDIS) from 1.7.2017. CCO assisted over 250 people with disabilities to prepare for and enter the NDIS. Transition has not been without its challenges, and the system is far from perfect at this time, but both CCO and our clients have survived the journey thus far.
- Development of a new Strategic Plan – 2018 – 2020 – endorsed March 2018.
- Certification against Home Care Standards by the Australian Aged Care Quality Agency.
- Meeting all identified performance targets.
- Maintaining quality, value added service delivery to our clients, within our financial resources.

This report provides information about CCO's activities including its financial performance. It should inspire confidence from our customers, and satisfaction from our staff. We have continued to work with our stakeholders to ensure collaboration, best practice, and innovation, in achieving high quality outcomes for our clients and their families.

Effective strategic and business planning has assisted us in understanding the key reforms affecting our sector; the impact of these reforms, and key risk and opportunity considerations for the organisation, including -

- 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 required.



Community Care Options is well positioned, and has sought to maximise the opportunities available within the current environment with a new Strategic Plan 2018 – 2020 focused on –

- Leadership
- Customers and Stakeholders
- Strategy and Planning
- People and Capability
- Information and Knowledge
- Process Management, Improvement and Innovation
- Results and Sustainable Performance

## Appreciation

### Our Valued Clients

**Thank you** for choosing us as your service provider and for trusting us with your care and support.

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

**Funding Bodies** - I wish to acknowledge 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.

## Recognition

The recognition of our business and employment practices - including staff development and training through awards over the past year has enhanced our teamwork and contributed to a workforce culture of pride and value. Our people are our success.

**Our Staff** – the Board acknowledges and thanks you for the commitment you make to our clients, and for putting their care 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. Together as a team we make CCO work. Congratulations on a job well done.

### Support Planners

Thank you for the outcomes you assist clients to achieve. Your role - assessing the needs of clients and assisting them to plan and manage their supports and services in some very complex environments and circumstances requires a high level of skill and compassion.

### Coordinators

Thank you for the positive approach that you take to your work – putting the pieces of a giant puzzle together every day. 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

Sector changes have increased work in this area of our business. Thank you for your efficiency and for ensuring that our administrative functions have kept pace with our business needs. You do a great job in ensuring that administratively and financially we are well resourced.

## Support Workers

The many faces of CCO. 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.

## Management Team

Strong leadership is critical to achieving our vision and for us being successful.

I would like to recognize the fantastic job that our CEO Deb Ryan has done. She provides leadership, vision and motivation for CCO's goals. Thank you Deb!

Liz, Jodie, Lee and Laura – thank you for going above and beyond to ensure the provision of effective executive support to CCO's staff and operations.

Kate, Htay, Yasmin – effectively supporting CCO's executive and staff through program management – ensuring we meet performance targets and deliver the outcomes that our stakeholders require.

## Our Board of Management

Thank you for volunteering your time, skills and experience that contribute to CCO's success. You provide leadership, you safeguard the organisation's interests, you ensure 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.

*Katherine Emerton*

**CCO Board Chair**



# CEO's REPORT 2018



If I had to come up with one word to describe the last 12 months it would be CHANGE.

Fortunately, CCO has had a lot of experience with change.

Just recovering from aged care reforms in 2016/17, we launched, into the roll out of the National Disability Insurance Scheme (NDIS) from 1.7.2017.

The NDIS has been a significant change and challenge.

I think CCO was better prepared for this transition than many of our competitors in the sector, and fortunately we have not experienced some of the financial issues that other providers have reported. We don't achieve success by accident. We always have a plan/strategy. Our preparation of both ourselves and our clients was beneficial.

Over the last 12 months CCO has assisted over 250 people with a disability to transition from a state funded service system (that had its limitations) but included individual and block funding options; to a federally funded system focused clearly on individual funding, and client choice of provider.

Reforms have been difficult and frustrating for both service providers like CCO, and clients, but we have relied on -

- C**ourage
- H**ard work
- A** plan
- N**ot giving up
- G**rowth
- E**nergy



We have had to reassess and redesign every system and process in place and in practice to support our clients with a disability and our staff, in a changed funding and planning environment.

We have seen growth in many ways. Our successes and achievements are due to the fantastic team of individuals that make up this great organisation. To CCO's staff - thank you for your demonstrated hard work, commitment to our values and goals, and passion to make a difference. Thank you all for always stepping up when we need to get the job done. Thank you for the skills, ideas and diversity that you contribute. Together, we do make a difference for so many people. My job is made so much easier because of the value you place on yours.

A big thank you to our loyal clients for their patience and understanding as we have progressed reforms and required time to develop effective and efficient processes.

I'm sure staff will fondly recall the Year of the Dragon in the future.

My passion, after 10 years as CEO, for what CCO is and achieves, and my appreciation and admiration for the great people who make it a reality, never wanes.

## Achievements in 2017/18

- Community Care Options was proud to have delivered services to 2,347 people within our community over the last year. Assisting an increased number of people to live a better quality of life, have greater independence, and improved life outcomes is at the core of our existence. We provided in excess of 213,356 hours of service.
- We survived transition to the NDIS.
- We experienced growth in number of clients and number of staff.
- 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.
- We continued to be recognized through awards at both the local and regional level. Awards represent the hard work and dedication of staff, and our culture of innovation, collaboration and teamwork. They recognize and reward our ethical leadership and practice and should inspire the confidence of our stakeholders – clients, staff and others.
- 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 have continued to focus on projects that add value to our clients' service experience.
- We have continued to focus on projects that promote community development and inclusion.

Achievements are often difficult to quantify and qualify. Only our clients can truly comment on our success in meeting their needs. The fact that clients choose and remain with CCO reassures us that we are achieving our mission to a high standard. Our year in review follows.

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.



Amazing people, achieving amazing things, with amazing people.

**Deb Ryan**  
**CEO**





# Our Year in Review

## Sunny's Business Awards

CCO was the proud winner of the following award categories at the 2017 Sunny's Business Awards held on Saturday 29<sup>th</sup> July 2017. The awards, hosted by the Coffs Harbour Chamber of Commerce aim to showcase local business excellence -

- **Employer of Choice (3<sup>rd</sup> consecutive year)**
- **Excellence in Business Practice Award**
- **Professional Development and Staff Training Award**

CCO was also a finalist in the following categories –

- Excellence in Innovation
- Business Leader Award (35yrs +) Deb Ryan
- Excellence in Business
- Excellence in Social Enterprise



# Living Well Expo

CCO was proud to be a Sponsor of and Member of the Living Well Expo organising committee. The focus for 2017 was Disability Care. The theme – Riding the Change Wave – 16<sup>th</sup> August 2017.



Wednesday 16<sup>th</sup> August 2017  
10am to 2.00pm  
C.ex Coffs   
1 Vernon Street Coffs Harbour

**Riding the  
'Change Wave'**  
An Expo for People with  
Disability and their Carers

## Community Care Options - offering quality, caring support for all

ALWAYS a popular participant in the Living Well Expo, Community Care Options has been operating now for 22 years, providing a range of care and support services for members of our community.

Liz Ascombe is operations manager at Community Care Options. "Our clients include younger people with disabilities, older people, people with dementia, people exiting hospitals, carers and people experiencing financial hardship. We assist anyone needing care and support," Liz said.

"Our services are diverse and aimed at assisting people to remain living at home within their community, to support their independence and to assist them to maintain and build quality life experiences."

"Our approach is one of shared vision with both our clients and staff engaged as equal stakeholders in the progression and development of our business."

"We operate with transparency on all levels to achieve this and to ensure



HELP AT HAND: Community Care Options is an NDIS registered service provider providing plan management, support co-ordination and service delivery. PHOTO: THINKSTOCK

everyone feels informed, invested and valued. We believe it takes an entire community to support the needs of people within that community and therefore, provide as many opportunities as possible to promote the needs of our clients and come together to celebrate our diversity.

"Quality, responsiveness and personalisation for our clients is of paramount importance, as is preservation of their rights, choice and dignity."

"Our clients and staff can be proud to be connected to

a reputable business who demonstrates ethical and sound practice across all areas of the business," Liz says.

Community Care Options is an NDIS registered service provider providing plan management, support co-ordination and service delivery. They welcome anyone wishing to learn more about the NDIS or what supports CCO can offer to give them a call.

Community Care Options  
Phone: 6650 2000  
www.cco.net.au



**Community Care Options**  
Caring for our community



With new government funding models in Aged Care and the introduction of the NDIS, clients are in the driver's seat in terms of supports and individual funding.

At Community Care Options we specialise in community care. We provide professional, tailored, well planned and personalised supports and services to people of all ages and abilities. We provide supports in your home and your community.

For over 20 years we have enabled people to achieve goals such as independent living, broaden social networks and remain connected to the community. Serving the Nambucca, Bellingen and Coffs Harbour local government areas, Community Care Options provides the highest quality care and support available.

It may be that you or a family member requires help for a period of time after a hospital stay, or that you need assistance in your home for domestic tasks, shopping or errands. In some cases more complex care is required. Our team of Support Planners work directly with clients and their families to develop an individual care plan which is reviewed as often as you require. Community Care Options vision is to create a better future for the communities where we operate through leadership and service innovation.

To discuss the reforms in Aged Care and Disability services or for more information on how Community Care Options can assist you, please call 6650 2000  
www.cco.net.au | admin@cco.net.au



# Regional Award Winner

Community Care Options won **Employer of Choice** for the 2<sup>nd</sup> consecutive year at the MNC Regional NSW Business Chamber Business Awards held in Port Macquarie on 25<sup>th</sup> August 2017.

We were also Finalists in the following categories –

- Excellence in Business
- Business Leader – Deb Ryan
- Excellence in Innovation



# Friends of CCO

30<sup>th</sup> August 2017. Attended by **114** clients.



Feedback from Client Satisfaction Report was discussed!

# Annual General Meeting

The CCO AGM was held on 7<sup>th</sup> November 2017.

Community Care Options Corporate structure changed as of 28.6.2017. We transitioned from an Incorporated Association to a Company Limited by Guarantee.

Board Members and Office Bearers were nominated and elected as per below –

|                   |                    |
|-------------------|--------------------|
| Katherine Emerton | Board Chair        |
| Marc Percival     | Deputy Board Chair |
| Mark Palmer       | Secretary          |
| Melanie Zander    | Treasurer          |
| Sue Garvey        | New Director       |
| Chris O'Brien     | New Director       |
| Warren Hughes     | Returned Director  |
| Peter O'Brien     | Returned Director  |
| Deb Ryan          | Public Officer     |



## Quality Review

Exceeding Standards

As part of current contracts with the Federal Government – Department of Health - CCO underwent a Quality Review to assess our compliance with the **Home Care Standards**.

This review was undertaken by the Australian Aged Care Quality Agency and was conducted with a site visit on 28<sup>th</sup> and 29<sup>th</sup> November 2017, which included a review of all CCO documentation e.g. policies and procedures, strategic and business plans, client files etc. as well as interviews with staff and clients.

Community Care Options met all 18 expected Outcomes –

| Standard 1                         | Standard 2                       | Standard 3                         |
|------------------------------------|----------------------------------|------------------------------------|
| Corporate Governance               | Service Access                   | Information Provision              |
| Regulatory Compliance              | Assessment                       | Privacy & Confidentiality          |
| Information Management Systems     | Care Plan Development & Delivery | Complaints & Service User Feedback |
| Community Understanding Engagement | Service User Reassessment        | Advocacy                           |
| Continuous Improvement             | Service User Referral            | Independence                       |
| Risk Management                    |                                  |                                    |
| Human Resource Management          |                                  |                                    |
| Physical Resources                 |                                  |                                    |

Feedback from reviewers - "CCO has robust quality systems and processes and is client focused". We should all be proud of our achievements.

# Client Xmas Party

CCO hosted its annual Client Xmas Party at C.ex Coffs on 6<sup>th</sup> December 2017. These events get bigger every year and we are pleased to be able to value and support our clients in this way. Attended by

**221** clients.



Client Christmas Party 2017



# Friends of CCO

Held on 7<sup>th</sup> March 2018 Friends of CCO was attended by **107** clients.



**Sector Updates – aged and disability  
Aged Care Fees and Costs  
On Call  
CCO Programs and Staffing Update**

## NSW Seniors Festival 2018

No longer a week, it's a Festival – 3<sup>rd</sup> – 12<sup>th</sup> April 2018

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



# Friends of CCO

6<sup>th</sup> June 2018. Attended by **126** clients.



**Preparing our clients for the flu season.**



# GOVERNANCE

## Chairperson – Katherine Emerton

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



## Vice Chairperson – Marc Percival

Marc joined the CCO Board in October 2016. Marc is a TAFE teacher who has worked extensively with people with disabilities.



## Secretary – Mark Palmer

Mark has lent his significant skills & expertise in accounting, auditing, banking & finance to the CCO Board for over 15 years. Mark stepped down from the Board in 2018. Thank you.



## Treasurer – Melanie Zander

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



## Public Officer – Deb Ryan

## Board Members

### Warren Hughes

Warren brings extensive banking & finance experience from his role as Manager of Bendigo Bank Coffs Harbour & a commitment to supporting the local community.



### Peter O'Brien

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



### Chris O'Brien

Chris joined the CCO Board in 2017 and brings a wealth of skills and experience in property and commercial law. A welcome addition to our team.



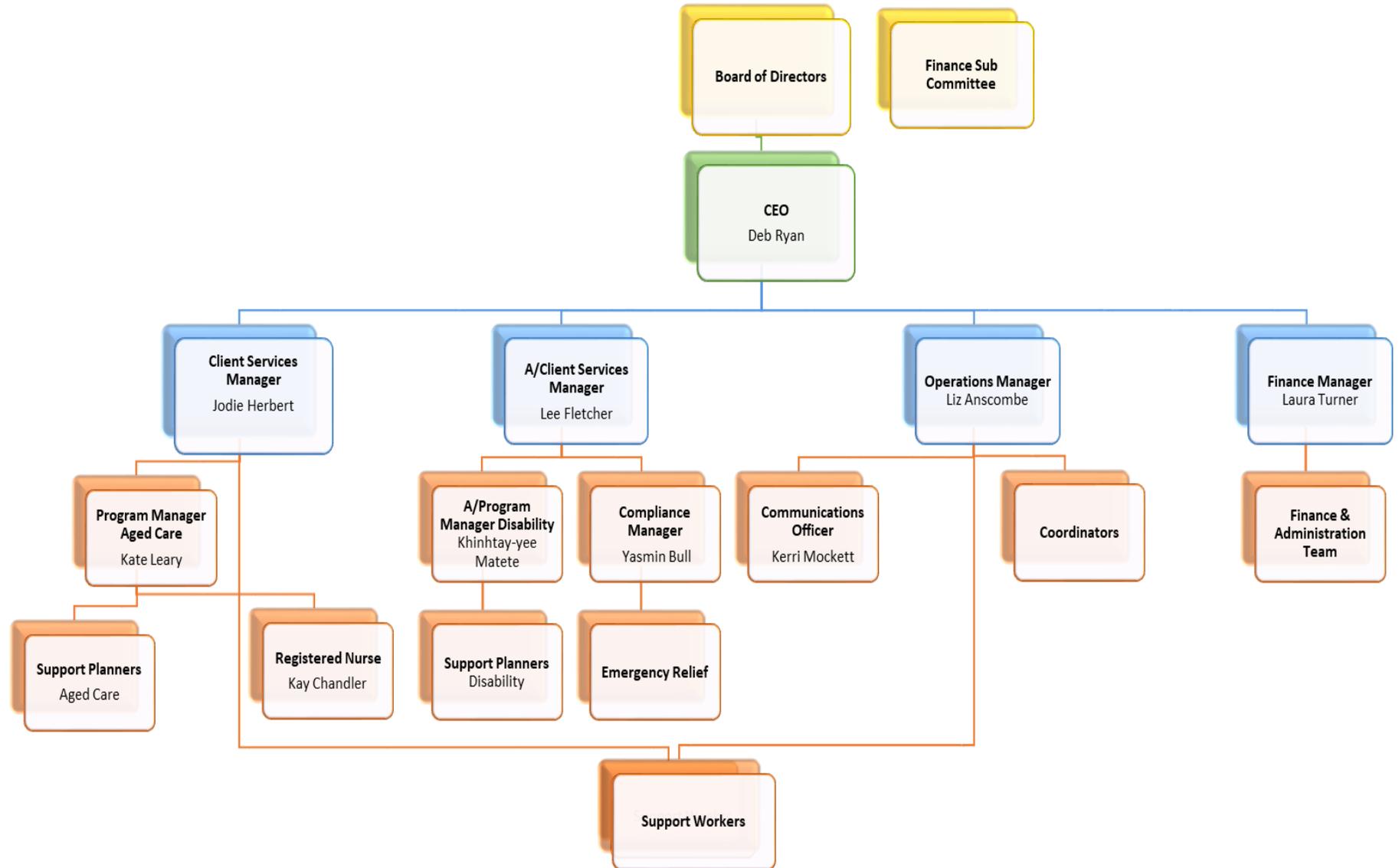
### Sue Garvey

Sue joined the CCO Board in 2017. Sue brought lived experience of a life with a disability. Sue stepped down from the CCO Board in 2018. Thank you for your efforts.



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

## Organisational Structure – 30.6.18



# OUR PEOPLE - Our greatest asset.



Employees achieving their 10 year milestone this year were –

- Kathie Miller
- Margaret Sillato
- Michael Bourke
- Ruth Missen
- Deb Ryan



## Support Workers

**A** – Aisling, Aleisha, Amy, Alistair, Anne, Amanda, Alicia

**B** – Birgit, Bianca, Ben, Beejay, Brett, Benjamin,

**C** – Chelsea, Christine B, Cathy B, Carol C, Colleen, Claire, Cassandra, Caryl, Cathie, Craig, Carolina, Christine Y, Cindy, Catherine, Cameron, Christopher,

**D** – Denise, Debra B, Deborah C, Del, Donna, Dawn, Dion L, Dion M, Dennis, Dannielle, Deborah S, Drew, Deborah, Debra C, Danielle,

**E** – Elene, Elvira,

**F**

**G** – Geoffrey, Genette, Gabrielle, Geoff, Genelle

**H** – Hiromi, Heather,

**I**

**J** – Janelle, Janette, Jennifer E, Jill, Jacob, John K, Joshua, Jane, Jackie, Jennifer R, Joanne, Jennifer Z, Jilan, Jasmine, James, John D

**K** – Karen, Kelly, Kathleen, Katie, Kathie, Kim, Kumi, Kerrie, Kennedy, Kevin

**L** – Lydia, Liam, Lisa, Lynette, Lindy, Libbey, Louise S, Louise W, Leonie, Lynette H, Luke, Leonard

**M** – Michael B, Melissa, Maree G, Mark H, Maree H, Martin, Michael M, Monique, Michelle, Melanie, Mark S, Michael S, Marlene, Megan, Marion

**N** – Narda, Naomi, Nichole,

**O**

**P** - Peter, Pamela, Patricia, Patrick

**Q**

**R** – Rosalie A, Rusty, Rachel, Rebecca, Ruth, Robert, Russell, Robert VG, Rosalie W, Rahel

**S** – Solomon, Susanne, Sarah C, Sarah F, Sharon F, Sam, Susan, Stuart, Sharon M, Shane, Savannah, Sharlene, Samantha, Sue U, Shane, Sharon L, Samantha Mc, Stephen,

**T** - Tonique, Tiffany, Tina, Tanya, Tina S, Terry, Tania, Toni, Tori, Tyler, Teresa, Taylor, Terri, Tammy,

**U**

**V** – Vanessa A, Vikki, Vanessa D

**W**

**X**

**Y**

**Z**

Somebody for everybody.  
Amazing people!





## Operations Manager - Liz Anscombe

Essentially Liz is responsible for all things workforce. The role covering diverse and complex areas of our business, including - 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. Liz ensures 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 IT, community engagement and marketing functions for CCO.



## Communications Officer - Kerri Mockett

Kerri ensures that people are kept informed through client newsletters, CCO staff 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.



## Receptionist - Irena Brook

The smiling face that greets our customers, staff and others as they visit CCO's Curacao 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.



## ERF Officer - Jason Pell

Jason has been responsible for delivery, monitoring and reporting functions of the Emergency Relief Program, as well being CCO's Fire Warden, facilitating our Work Health and Safety Committee Meetings and looking after fleet management.



## Coordinators

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



Charmaine



Kerry



Margaret



Janice



Grace



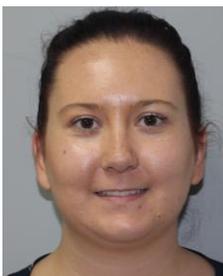
Ligaya



Belinda



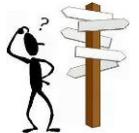
Kate



Erin



Eleisha



## Finance and Admin Team

The management of CCO's financial administrative systems is no small task.

The Admin Team do an amazing job in managing the financial information, supplier payments, payroll, salary sacrificing, superannuation, records management, BAS, and the other myriad of financial and accounting compliance activities by which we are bound. Thank you for your patience, politeness and professionalism.

Finance Manager - Laura Turner



Karen King



Aimee Hendy



Rose Law



Jess Cassidy

Admin Officers



# Client Services Team



## Jodie Herbert – Client Services Manager

Jodie has been responsible for CCO's aged care programs since her return from leave in January 2018.



## Acting Client Services Manager – Lee Fletcher

Lee has been Acting Client Services Manager during Jodie's absence and has provided an additional management resource since January 2018 overseeing the NDIS rollout and transition of disability services.



## Kate Leary – Program Manager – Aged Care

Kate looks after intake functions for CCO's aged care programs, ensuring packages are filled, monitored, and compliant with both legislation and client expectations.



## Acting Program Manager – Disability Services – Htay Matete

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



## Yasmin Bull – Compliance Manager

A new position for CCO. The Compliance Manager is responsible for reporting and claiming functions at CCO. Yasmin has stepped up to this position and made it her own, ensuring CCO's smooth transition to a different funding model.

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 improved operational systems and processes.

The Management Team collectively have provided leadership and support to CCO's Support Planners in planning and implementing quality client services, ensuring compliance with guidelines, contracts and expectations as well as providing stability to the client services team during another period of reform implementation.

# 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



Leanne



Liz



Wendy



Kay - RN



Tanya  
Left CCO Dec 17



Ann  
Left CCO Feb 18



# 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



Leonie



Roxanne



Cathy



Donal

## Compacks Support Planners



Joseph  
Left CCO in  
March 2018



Doug



Lauchlan  
Left CCO June 18



# 2017/2018 Program Performance

| Program                                | Funded by          | Number of clients | Number of Hours    |
|--|--------------------|-------------------|--------------------|
| HCP Level 1                            | DHS                | 15                | 535                |
| HCP Level 2                            | DHS                | 179               | 52,634             |
| HCP Level 3                            | DHS                | 40                | 7,253              |
| HCP Level 4                            | DHS                | 57                | 31,664             |
| CHSP                                   | DHS                | 250               | 11,068             |
| Respite                                | DHS                | 92                | 8,392              |
| Continuity of Support (COS)            | DHS                | 2                 | 1,657              |
| Transitional Aged Care Service (TACS)  | LHD                | 100               | 3,354              |
|  |                    | <b>735</b>        | <b>116,557 hrs</b> |
| Community Support Program CSP)         | FACS – ADHC        | 29                | 7,944              |
| Personal Support Program (PSP)         | FACS – ADHC        | 29                | 7,786              |
| Community Options Program - CCSP       | FACS – ADHC        | 229               | 9,301              |
| Connect                                | FACS – ADHC        | 10                | 212                |
| NDIS                                   |                    | 195               | 42,892             |
| NDIS – private                         |                    | 17                | 3,870              |
|  |                    | <b>509</b>        | <b>72,005 hrs</b>  |
| Compacts – Community Options Australia | Ministry of Health |                   | 10,982             |
| Emergency Relief                       | DSS                | 217               | 512                |
| Private                                |                    | 90                | 4,343              |
| Military Services                      | Veterans           | 1                 | 8,957              |
|  |                    |                   | 24,794             |
|  |                    | <b>2,347</b>      | <b>213,356 hrs</b> |

CCO provided direct services and supports to **2,347** people within our community. An increase of 276 from last year.

CCO in provided in excess of **213,356 hrs** of service. Equivalent to 24.42 years.



# AGED CARE PROGRAMS

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

## HOME CARE PACKAGES (HCP)

The Australian Government funds 4 levels of home care packages –

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

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

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

Services may include -

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

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



A total of **291** clients were supported with Home Care Packages in the 2017/18 financial year, with 92,086 hours of direct services provided.

## COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

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

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

Community and Home Support - 250

Care Relationships and Carer Support - 92

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

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

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

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

The Commonwealth Home Support Program supported a total of **342** people.

## CONTINUITY OF SUPPORT (COS)

This program is a closed program and eligible clients were those who at December 2017 were aged 65 years and in receipt of state funded disability services. These clients were deemed ineligible for the NDIS but transitioned with individualised funding to the COS program.

Community Care Options supports **2** clients on this program.

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

# DISABILITY SUPPORT PROGRAMS

1<sup>st</sup> July 2017 saw the roll out of the National Disability Insurance Scheme (NDIS) on the Mid North Coast.

The NDIS is a planning & service system developed by the Australian Government to assist people with a disability. It aims to reform the delivery of support to people with a disability & do away with existing funding models based on historic budget allocations. The system may provide funds directly to individuals & families so that they can choose the services they want & need.

It's an Insurance Scheme similar to Medicare & is paid for by all Australians.

The NDIS supports people with a disability to –

- Access mainstream services & supports
- Access community services & supports
- Maintain informal support arrangements
- Receive reasonable & necessary funded supports



Reasonable & necessary supports are funded by the NDIS to help a participant to reach their goals in a range of areas, which may include education, employment, social participation, independence, living arrangements & health & wellbeing.

These supports will help participants to –

- Pursue the goals outlined in their plan
- Increase their independence
- Increase social & economic participation & develop their capacity to actively take part in the community.

Community Care Options has assisted many people with a disability for many years on a range of state government funded programs, including –

- Community Support Program
- Community Care Support Program
- Flexible Respite
- Connect
- Individual Accommodation Support
- Life Choices
- Active Ageing
- Community Participation
- Extended Family Support
- Supported Living Fund
- Young Person Leaving Care
- Young Person in Residential Aged Care
- Employment Enablement Program



Funding from the State Government for the above disability programs ceased on 30.6.2018, and was reduced to zero as clients transitioned to the NDIS between 1.7.2017 and 30.6.2018.

Community Care Options assisted **297** people to transition to the NDIS over the last 12 months.

The transition has not been an easy one. NDIS systems are incredibly complex and to date, inconsistent. Neither provider or participant friendly. We have fully transitioned and survived our first 12 months.

CCO is a registered NDIS Provider for the following services –

- Plan Management
- Direct Care – High Care – all ages
- Coordination of Support

At 30.6.2018 CCO had **212** NDIS clients.



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.



## COMPACKS

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

Some **600** people were supported through this program this financial year.

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

- 42 people received assessment only and no direct support
- 115 people were supported within Band 1 – low level support
- 438 people were supported within Band 2 – moderate level of support
- 5 people were supported within Band 3 – higher level of support.



CCO also received an additional 86 referrals which did not proceed for a variety of reasons, i.e. readmission to hospital, not required by person referred.

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 clients or to provide additional support to existing CCO clients.

We have existing service agreements with a range of agencies.

**92** private clients were supported.



## EMERGENCY RELIEF

CCO's Emergency Relief program funded by the Dept. of Social Services commenced 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 **217** people requiring support on this program throughout the year.

The program had identified significant numbers of homeless people in our community.

# Client Feedback

Community Care Options receives much praise and thanks from clients. Some of the positive feedback received 2017/18 about what we do well includes –

- A very well organised friendly & caring service & thank you very much for your help & support. Very much appreciated.
- Your staff are courteous, helpful, give every consideration to your clients.
- Committed to clients and I was respected by your staff
- Communicate, co-operation, friendly willingness in attitude. Helpful and efficient. You provide an excellent community service.
- All communication was clear and very friendly. Excellent service, thank you.
- The dignity and respect shown to me by all staff.
- Supply clients with happy, helpful people. 10 out of 10 for always happy and willing.
- Assistance was thoughtful and precise. Friendly compassionate people.
- Your staff are definitely the cream of the crop.
- It's as close to perfect as could be hoped for. Select and train caring, kind, thoughtful, compassionate staff who clearly enjoy their chosen profession.
- I find your service to be just what I wanted and needed.
- Communication was fantastic. Cannot speak highly enough of your team.
- Were extremely genuine. All staff were very professional.
- I was extremely happy with your service and your staff were all great.
- Prompt arrival of workers, friendly & helpful. Very thorough with tasks and flexible re jobs needing to be done.
- Communicate! Your follow up calls were terrific. Thank you.
- Promptness, Friendly, Reliability.
- Care – encouragement – courtesy – respect – helpfulness. Assistance was excellent.
- All staff were polite, energetic and very hard working. I was so surprised with all aspects of this service. All the staff should be congratulated.

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



Community Care Options

# WE CARE

## We specialise in community care

We provide professional, tailored, well planned and personalised supports and services to people of all ages and abilities - in your home and your community.

Our vision - creating a better future for our community through leadership and innovation.

## YOUR CHOICE

Local provider, local knowledge.  
Aged, have a disability, a carer?

Come and talk to us about how we can assist you.

Please call - 02 6650 2000

www.cco.net.au • admin@cco.net.au



# MARKETING



# PROMOTION



Community Care Options

WE CARE ABOUT YOUR CHOICE

Community Care Options we specialise in community care. We provide professional, tailored, well planned and personalised supports and services to people of all ages and abilities. We provide supports in your home and your community.



### OLD CARE

Commonwealth Home Support Program (CHSP)  
Home Care Packages (HCP) - GDC  
Transitional Aged Care



### DISABILITY

Community Support Program (CSP)  
Supported Living Fund (SLF)  
Flexible Respite Packages  
Day Programs - Life Choices  
Extended Family Support (EFS)  
Community Options Case Management  
Individualised Accommodation Support Program



### ADDITIONAL SUPPORTS

- Compacks - supporting you safely home from hospital
- Emergency Relief - support with financial pressures
- We offer a full range of affordable in home services to all people

### OUR SERVICES - CAN'T BE BEATEN ON QUALITY OR COST

Community Care Options a local not for profit provider, serving our community for over 25 years. Our Head Office is here in Colts Harbour.

Community Care Options - YOUR CHOICE

P 6650 2000 admin@cco.net.au www.cco.net.au





# An employer of choice

COMMUNITY Care Options is a Coffs Coast-based not-for-profit on the rise.

In delivering quality services to older people, people with a disability, people exiting hospital and the financially challenged over 27 years, the company is currently expanding service provision under the roll-out of the National Disability Insurance Scheme.

After winning three awards at the Sunny's Business Awards – Employer of Choice for the third year in a row, Excellence in Business Practices and Professional Development and Staff Training – Community Care Options went on to compete as a finalist in five categories at the Mid North Coast Regional Business Awards in Port Macquarie.

CEO Deb Ryan said Community Care Options was honoured to once again be recognised as Employer of Choice at a regional level.

“Community Care Options is one of the largest

employers on the Coffs Coast, with currently over 170 employees,” Deb said.

“We recognise our people as being our most valuable resource in delivering quality outcomes for our clients.

“We recruit staff who genuinely want to improve the lives of others, and whose values align with those of the organisation. As an Employer of Choice we are focused on attracting, retaining and supporting quality people.”

Community Care Options is also seeing growth in aged care funding under Consumer Directed Care.

“Community care is a growing industry and we are always looking for quality employees,” Deb said.

People looking at a career in the community care industry, or those wanting to join the Employer of Choice are encouraged to contact Community Care Options on 6650 2000 for information on employment options.

Get Involved – join the community care provider of choice on the Coffs Coast.



We are looking for vibrant, enthusiastic, dedicated and flexible people to join our Team

Do you care about others? Are you passionate about your community? Are you looking for a career helping others?

Our team is energetic, has excellent communication skills, problem solving abilities and works in a professional and ethical way. We prioritise the individual needs of our clients and work flexibly with them in order to meet those needs.

Our team is comprised of a number of roles - our Support Workers specifically have a First Aid Certificate, drivers license, own car (with comprehensive insurance), a current Working with Children's Check and undergo a Federal Police Check.

Growth within our organisation means opportunities exist within our team for both permanent and casual staff

Does this sound like you?

• Keen to know more?

Ring and speak with our Support and Coordination Manager Liz Ancombe on 6650 2011

• Want to learn more about us?

Visit [www.cco.net.au](http://www.cco.net.au) or find us on Facebook

• Keen to get started?

Ring our Executive Assistant Kern Mockett on 6650 2038 to obtain an application package



Community Care Options

20 Curacoa St Coffs Harbour NSW 2450 Tel 6650 2000 Fax 6651 4362 Email: [admin@cco.net.au](mailto:admin@cco.net.au)

## Our Support Team

There for you when you need us most

**Community Care Options**

Phone 6650 2000 [www.cco.net.au](http://www.cco.net.au) [admin@cco.net.au](mailto:admin@cco.net.au)

# Performance Measures

## Complaints

## Comments

## Compliments

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

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

In the 2017/18 financial year –

We received **16 formal complaints** (up 9 from previous year)

We received **83 negative feedback forms** (up 16 from previous year)

We received lots of **unsolicited positive feedback** through exit forms/cards/letters/directly.

An increase in complaints and feedback is an opportunity to review and revisit. It tells us that our clients feel comfortable to tell us what we can do better to meet their needs. We have seen an increase in clients and an increase in high needs clients as well as changed engagement relationships where the client has greater choice and control. Unfortunately we are not always able to meet every clients expectations all of the time.



## 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.

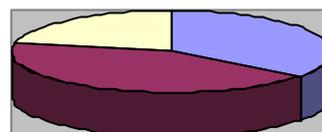
CCO is committed to ensuring that potential risks to the health and safety of staff and clients are identified and addressed in a timely manner.

A total of **195** incident reports were received –

**69** Client Incident reports – 35.4%

**43** Hazard reports – 22%

**83** Staff Incident reports – 42.6%



# 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. This group continues to grow and CCO has witnessed the very strong bonds that now exist between many of the men that come to this group.



**Mates**

**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, and solving the problems of the world.



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



# Halloween



Serious food talent

# Commonwealth Bank Australia - supporting CCO clients at Xmas



# A huge THANK YOU for your care!!



# Circle of Friends

## Disability Games Nights



Assisting  
social  
connections



# JUST FOR FUN



CCO Staff let their hair down at Staff Xmas Party December 2017



# Celebrations



# TREASURER'S



Community  
Care Options

# REPORT



I am pleased to announce that the year ending 30<sup>th</sup> June 2018 was another successful one for Community Care Options.

The 2017/18 financial year has been a significant year in terms of changes to traditional sources and forms of funding in the community care sector. CCO has been impacted by sector reforms in both aged and disability services. Home Care Package portability reforms commenced February 2017 and the National Disability Insurance Scheme commenced rollout in July 2017.

We have seen a 100% reduction in block funding from the State Government that CCO has had for over 21 years, as clients have transitioned to the NDIS over the last year. Current and future business is reliant on client choice. Community Care Options has continued to experience growth despite changes – clients are choosing us because of our reputation, quality and success.

Funding was provided for the following programs –

| Source   | Program                                       |
|--|---|
| Federal Dept. of Health                            | Home Care Packages                            |
|  | Commonwealth Home Support Program             |
| NSW Dept. Family & Community Services ADHC         | Community Support Program                     |
|  | Community Care Support Program                |
|  | Connect                                       |
|  | Personal Support Program – individual funding |
| Federal Dept. Social Services                      | Emergency Relief Program                      |
| Community Options Australia NSW Ministry of Health | Compacts                                      |

Funding was received from the Federal and State Governments in grants amounting to \$10,770,520.07 for the financial year 2017/18.

CCO also received income from non grants programs –

|                        |                                 |
|------------------------|---------------------------------|
| Transitional Aged Care | Local Health District Brokerage |
| Military Services      | Brokerage                       |
| Private Services       | Fee for service                 |
| Client Contributions   | \$393,112.74                    |
| Total Income           | \$12,065,731.61                 |

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

I am pleased to advise that Community Care Options achieved a surplus of \$213,378.51 this financial year.

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

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

Community Care Options is positioned well for the future.

*Melanie Zander*  
Treasurer



# AUDITORS REPORT

# 2018

THANK YOU to Byrne Partners Pty Ltd for the conduct of our audit.

**Community Care Options Limited (Limited by Guarantee)**

**ABN 38 716 084 913**

**Annual Report - 30 June 2018**

**Community Care Options Limited (Limited by Guarantee)  
Directors' report  
30 June 2018**

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2018.

**Directors**

The following persons were directors of the company since the incorporation of the company on 28<sup>th</sup> June 2017 and up to the date of this report, unless otherwise stated:

Katherine Emerton (Chairperson)  
Melanie Zander (Treasurer)  
Warren Hughes (Secretary)  
Marc Percival (Deputy Chairperson)  
Peter O'Brien  
Christopher O'Brien (Appointed 7<sup>th</sup> November 2017)  
Suzanne Garvey (Appointed 7<sup>th</sup> November 2017, Resigned 22<sup>nd</sup> June 2018)  
Mark Palmer (Resigned 8<sup>th</sup> March 2018)  
Julie McCabe (resigned 7<sup>th</sup> November 2017)  
Michael Summerill (Resigned 7<sup>th</sup> November 2017)  
Ron Davis (Resigned 4<sup>th</sup> July 2017)  
Madeleine Flett (Appointed 4<sup>th</sup> September 2018)

**Objectives**

The object of the company is to pursue the following charitable purposes:-

- (a) Provide benevolent relief to people with a disability, older people, carers, people leaving the hospital, the financially disadvantaged and other persons in need of benevolent relief by any means including by:-
  - (i) Providing a range of person-centred supports and services that promote and enhance independent lifestyles and inclusion in the community
  - (ii) Promote community awareness of issues that affect the social and economic participation of people as identified in clause (a)
- (b) To act as trustee and perform and discharge the duties and functions incidental thereto where this is incidental or conducive to the attainment of the Object; and
- (c) To do such other things as are incidental or conducive to the attainment of the Object, including the establishing of a public fund.

**Strategy for achieving the objectives**

The company has a range of strategies to achieve our objectives which are currently focused on the following areas:

- Leadership
- Customers and Stakeholders
- People
- Information and Knowledge
- Process Management, Improvement and Innovation
- Results and Sustainable Performance

**Principal activities**

During the financial year the principal activities of the company was providing in-home and community support and services to our client groups.

**Community Care Options Inc**

The company was incorporated on 28<sup>th</sup> June 2017. On 1<sup>st</sup> July 2017 the company took over the operations, assets and liabilities of Community Care Options Inc. It continued the activities of that incorporated association as well as new responsibilities under the National Disability Insurance Scheme (NDIS).

**Performance measures**

Performance is measured by the management of programs within budget, satisfaction of clients and feedback that we receive regarding the assistance we give them to achieve their goals.

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited  
Directors' report  
30 June 2018**

**Information on directors**

Name: Katherine Emerton  
Title: Non Executive Director – Board Chair  
Qualifications: Bachelor Commerce  
Experience and expertise: Katherine has worked predominately within the public sector for over 20 years in various roles and positions providing her with strong strategic, project and management skills and excellent communication skills. Katherine joined the Board of Community Care Options Limited upon incorporation and was appointed the first Chair of the Company.

Name: Melanie Zander  
Title: Non-Executive Director - Treasurer  
Qualifications: Diploma in Financial Planning, CPA, Master of Professional Accounting, B.Com, Fellow of Tax Institute of Australia, Tax Agent and JP.  
Experience and expertise: Melanie is the founder and leader of MJA solutions and partner in MJA Financial Services. Her areas of expertise include: cash flow management, budgeting and forecasting, strategy development and business planning, human resource management and business coaching. Melanie joined the Board of Community Care Options Limited upon incorporation.

Name: Warren Hughes  
Title: Non-Executive Director - Secretary  
Qualifications: Diploma in Accounting, Advanced Commerce Certificate, Advanced Banking Finance, JP  
Experience and expertise: Warren has extensive banking and finance experience. Warren joined the Board of Community Care Options Limited upon incorporation

Name: Peter O'Brien  
Title: Non-Executive Director  
Qualifications: Accounting Diploma  
Experience and expertise: Peter has extensive business experience as a small business owner for 25 years and is a qualified Accountant. Peter joined the Board of Community Care Options Limited upon incorporation.

Name: Christopher O'Brien  
Title: Non-Executive Director  
Qualifications: BA LLB, Acc Spec (property Law).  
Experience and expertise: Chris has extensive experience in property and commercial law, specialising in property development and subdivisions. Chris joined the Board of Community Care Options Limited in November 2017.

Name: Marc Percival  
Title: Non Executive Director – Deputy Chair  
Qualifications: Diploma Agriculture, Cert IV Training and Assessment  
Experience and Expertise: Marc currently works as a TAFE Teacher, acts as Mid North Coast Convenor of the Australian Institute of Horticulture, and runs his own Horticulture business. Mark has been employed for a number of years in various roles within the Horticulture industry and as a teacher. Marc joined the board of Community Care Options upon incorporation.

Name: Madeleine Flett  
Title: Non-Executive Director  
Qualifications: B.Com CPA  
Experience and expertise: Madeleine has extensive general accounting experience in both Coffs Harbour and professional firm's SME teams in Sydney. Madeleine joined the board of Community Care Options in September 2018.

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Directors' report**  
**30 June 2018**

**Meetings of directors**

The number of meetings of the company's Board of Directors ('the Board') held during the year ended 30 June 2018, and the number of meetings attended by each director were:

|                   | Full Board |      |
|-------------------|------------|------|
|                   | Attended   | Held |
| Katherine Emerton | 10         | 10   |
| Melanie Zander    | 7          | 10   |
| Warren Hughes     | 6          | 10   |
| Marc Percival     | 9          | 10   |
| Peter O'Brien     | 5          | 10   |
| Chris O'Brien     | 3          | 6    |
| Suzanne Garvey    | 6          | 6    |
| Mark Palmer       | 4          | 6    |
| Julie McCabe      | 0          | 3    |
| Michael Summerill | 2          | 3    |
| Ron Davis         | 1          | 1    |

Held: represents the number of meetings held during the time the director held office or was a member of the relevant committee.

**Contributions on winding up**

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$1 each. Honorary members are not required to contribute.

The total amount that members of the company are liable to contribute if the company is wound up is \$33 based on 33 current ordinary members.

**Auditor's independence declaration**

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out immediately after this directors' report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

On behalf of the directors

  
\_\_\_\_\_  
Katherine Emerton  
Director

2 October 2018  
Coffs Harbour



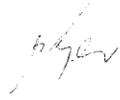
**byrnepartners**  
chartered accountants

**AUDITORS' INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001  
TO THE DIRECTORS OF  
COMMUNITY CARE OPTIONS LIMITED**

In accordance with the requirements of Section 307C of the Corporations Act 2001, as auditors for audit of Community Care Options Limited for the financial year ended 30 June 2018, we declare that, to the best of our knowledge and belief, during the year ended 30 June 2018 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.

**Name of Firm:** Byrne Partners Pty Ltd  
Chartered Accountants

  
**Partner:** James K Byrne

**Address:** 5/1 Ridge Street North Sydney NSW 2060

Dated this 25th day of September 2018



**Byrne Partners Pty Ltd**

Jim Byrne CA, Principal  
Brendan Byrne CA, Principal  
ABN 69 130 096 141

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02 9929 7989 F

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[admin@byrnepartners.com.au](mailto:admin@byrnepartners.com.au) E

PO Box 1804, North Sydney NSW 2059  
5/1 Ridge Street North Sydney NSW 2060

Liability limited by a scheme approved under Professional Standards Legislation

**Community Care Options Limited**  
**Contents**  
**30 June 2018**

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| Independent auditor's report to the members of Community Care Options Limited | 20 |

**General information**

The financial statements cover Community Care Options Limited as an individual entity. The financial statements are presented in Australian dollars, which is Community Care Options Limited's functional and presentation currency.

Community Care Options Limited is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business are:

**Registered office**

20 Curacoa Street  
COFFS HARBOUR NSW 2450

**Principal place of business**

20 Curacoa Street  
COFFS HARBOUR NSW 2450

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 2 October 2018. The directors have the power to amend and reissue the financial statements.

**Community Care Options Limited**  
**Statement of profit or loss and other comprehensive income**  
**For the year ended 30 June 2018**

|  | Note | 2018<br>\$            |
|--|------|-----------------------|
| <b>Revenue</b>   | 3    | 12,065,732            |
| <b>Expenses</b>  |      |                       |
| Advertising and promotion  |      | (74,204)              |
| Client Costs   |      | (2,645,694)           |
| Insurances   |      | (166,191)             |
| Depreciation and amortisation expense  | 4    | (64,270)              |
| NDIS Costs   |      | (711,040)             |
| Labour Costs   |      | (7,738,225)           |
| Other expenses   |      | <u>(452,730)</u>      |
| <b>Surplus for year</b>  |      | 213,378               |
| <b>Total comprehensive income for the year attributable to the members of<br/>Community Care Options Limited</b> |      | <u><u>213,378</u></u> |

*The above statement of profit or loss and other comprehensive income should be read in conjunction with the  
accompanying notes*

**Community Care Options Limited**  
**Statement of financial position**  
**As at 30 June 2018**

|                                | Note | 2018<br>\$       |
|--------------------------------|------|------------------|
| <b>Assets</b>                  |      |                  |
| <b>Current assets</b>          |      |                  |
| Cash and cash equivalents      | 5    | 4,227,313        |
| Trade and other receivables    | 6    | 359,843          |
| Other                          | 7    | 28,882           |
| Total current assets           |      | <u>4,616,038</u> |
| <b>Non-current assets</b>      |      |                  |
| Property, plant and equipment  | 8    | 681,239          |
| Loan                           | 7    | 10,409           |
| Total non-current assets       |      | <u>691,648</u>   |
| <b>Total assets</b>            |      | <u>5,307,686</u> |
| <b>Liabilities</b>             |      |                  |
| <b>Current liabilities</b>     |      |                  |
| Trade and other payables       | 9    | 423,087          |
| Employee benefits              | 10   | 820,693          |
| Other                          | 11   | 1,749,817        |
| Total current liabilities      |      | <u>2,993,597</u> |
| <b>Non-current liabilities</b> |      |                  |
| Employee benefits              | 12   | 303,794          |
| Other                          | 13   | 90,826           |
| Total non-current liabilities  |      | <u>394,620</u>   |
| <b>Total liabilities</b>       |      | <u>3,388,217</u> |
| <b>Net assets</b>              |      | <u>1,919,469</u> |
| <b>Equity</b>                  |      |                  |
| Retained surpluses             | 14   | 1,919,469        |
| <b>Total equity</b>            |      | <u>1,919,469</u> |

*The above statement of financial position should be read in conjunction with the accompanying notes*

**Community Care Options Limited**  
**Statement of changes in equity**  
**For the year ended 30 June 2018**

|   | <b>Retained<br/>surpluses</b> |
|---|-------------------------------|
|   | <b>\$</b>                     |
| Balance at 1 July 2017                        | -                             |
| Surplus after income tax expense for the year | 213,378                       |
| Funds transferred from CCO Inc                | <u>1,706,091</u>              |
| Total comprehensive income for the year       | <u>1,919,469</u>              |
| Balance at 30 June 2018                       | <u><u>1,919,469</u></u>       |

*The above statement of changes in equity should be read in conjunction with the accompanying notes*

**Community Care Options Limited**  
**Statement of cash flows**  
**For the year ended 30 June 2018**

|  | Note | 2018<br>\$              |
|--|------|-------------------------|
| <b>Cash flows from operating activities</b>                      |      |                         |
| Receipts from customers (inclusive of GST)                       |      | 13,118,657              |
| Interest Received  |      | 87,700                  |
| Payments to suppliers and employees (inclusive of GST)           |      | <u>(12,752,241)</u>     |
| Net cash from operating activities                               | 21   | <u>454,116</u>          |
| <b>Cash flows from investing activities</b>                      |      |                         |
| Payments for property, plant and equipment                       |      | <u>(41,904)</u>         |
| Net cash used in investing activities                            |      | <u>(41,904)</u>         |
| <b>Cash flows from financing activities</b>                      |      |                         |
| Loan repayments received   |      | <u>24,983</u>           |
| Net cash from financing activities                               |      | <u>24,983</u>           |
| Net increase in cash and cash equivalents                        |      | 437,195                 |
| Cash and cash equivalents at the beginning of the financial year |      | <u>3,790,118</u>        |
| Cash and cash equivalents at the end of the financial year       | 5    | <u><u>4,227,313</u></u> |

*The above statement of cash flows should be read in conjunction with the accompanying notes*

**Community Care Options Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 1. Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**New or amended Accounting Standards and Interpretations adopted**

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

**Basis of preparation**

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations and the Corporations Act 2001, as appropriate for not-for-profit oriented entities. These financial statements also comply with International Financial Reporting Standards as issued by the International Accounting Standards Board ('IASB').

**Historical cost convention**

The financial statements have been prepared under the historical cost convention.

**Critical accounting estimates**

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

**Revenue recognition**

Revenue is recognised when it is probable that the economic benefit will flow to the company and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

**Sales revenue**

Revenues are recognised when received or receivable.

**Donations**

Donations are recognised at the time the pledge is made.

**Grants**

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

**Interest**

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

**Other revenue**

Other revenue is recognised when it is received or when the right to receive payment is established.

**Income tax**

As the company is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

**Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

**Community Care Options Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 1. Significant accounting policies (continued)**

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

**Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

**Trade and other receivables**

Other receivables are recognised at amortised cost, less any provision for impairment.

**Property, plant and equipment**

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

|                       |            |
|-----------------------|------------|
| Buildings             | 40 years   |
| Freehold improvements | 15 years   |
| Plant and equipment   | 3-7 years  |
| Motor vehicles        | 5 years    |
| Office equipment      | 5-10 years |

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

**Impairment of non-financial assets**

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

**Trade and other payables**

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

**Community Care Options Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 1. Significant accounting policies (continued)**

**Employee benefits**

*Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

*Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service.

*Defined contribution superannuation expense*

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

**Building maintenance**

An allowance has been provided for the ongoing maintenance of the company's buildings and infrastructure. Consideration has been given to the existing state of the assets and the company's long term capital budget to allow a fair amount to cover these costs. The balance is reviewed each year to ensure that it complies with budget estimations.

**Fair value measurement**

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

**Goods and Services Tax ('GST') and other similar taxes**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

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 tax authority is included in other receivables or other 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 tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

**Note 2. Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 2. Critical accounting judgements, estimates and assumptions (continued)**

*Estimation of useful lives of assets*

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of non-financial assets other than goodwill and other indefinite life intangible assets*

The company assesses impairment of non-financial assets other than goodwill and other indefinite life intangible assets at each reporting date by evaluating conditions specific to the company and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions including a provision for maintenance of these assets.

*Employee benefits provision*

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

**Note 3. Revenue**

|                          | <b>2018</b>              |
|--------------------------|--------------------------|
|                          | <b>\$</b>                |
| <b>Revenue</b>           |                          |
| Interest                 | 87,700                   |
| Memberships/Sponsorships | 1,169                    |
| Grants                   | 10,770,520               |
| Client Contributions     | 393,113                  |
| Other revenue            | <u>813,230</u>           |
| Revenue                  | <u><u>12,065,732</u></u> |

**Note 4. Expenses**

|   | <b>2018</b>   |
|---|---------------|
|   | <b>\$</b>     |
| Surplus before income tax includes the following specific expenses: |               |
| Depreciation and amortisation                                       |               |
| Buildings - amortisation  | 7,234         |
| Motor vehicles  | 25,544        |
| Office equipment  | <u>31,492</u> |
| Total depreciation  | <u>64,270</u> |
| Superannuation expense  |               |
| Defined contribution superannuation expense                         | <u>78,761</u> |

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 5. Current assets - cash and cash equivalents**

|                 | <b>2018</b>             |
|-----------------|-------------------------|
|                 | <b>\$</b>               |
| Cash on hand    | 1,800                   |
| Cash at bank    | 1,569,047               |
| Cash on deposit | <u>2,656,466</u>        |
|                 | <u><u>4,227,313</u></u> |

**Note 6. Current assets - trade and other receivables**

|                   | <b>2018</b>           |
|-------------------|-----------------------|
|                   | <b>\$</b>             |
| Trade Receivables | 151,898               |
| Other receivables | <u>207,945</u>        |
|                   | <u><u>359,843</u></u> |

**Note 7. Current assets/Non Current assets - other**

|   | <b>2018</b>          |
|---|----------------------|
|   | <b>\$</b>            |
| <b>Current</b>  |                      |
| Prepayments   | 3,900                |
| Loan – Coffs Coast Community College Inc – payable within 12 months       | <u>24,982</u>        |
|   | <u>28,882</u>        |
| <b>Non Current</b>  |                      |
| Loan – Coffs Coast Community College Inc – Not repayable within 12 months | <u>10,409</u>        |
| <b>Total Loan</b>   | <u><u>35,391</u></u> |

**Note 8. Non-current assets - property, plant and equipment**

|                                 | <b>2018</b>           |
|---------------------------------|-----------------------|
|                                 | <b>\$</b>             |
| Land and buildings - at cost    | 241,181               |
|                                 | <u>241,181</u>        |
| Freehold improvements - at cost | 289,357               |
| Less: Accumulated depreciation  | <u>(7,234)</u>        |
|                                 | <u>282,123</u>        |
| Motor vehicles - at cost        | 127,724               |
| Less: Accumulated depreciation  | <u>(25,544)</u>       |
|                                 | <u>102,180</u>        |
| Office equipment - at cost      | 87,247                |
| Less: Accumulated depreciation  | <u>(31,492)</u>       |
|                                 | <u>55,755</u>         |
|                                 | <u><u>681,239</u></u> |

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 8. Non-current assets - property, plant and equipment (continued)**

*Reconciliations*

Reconciliations of the written down values at the beginning and end of the current and previous financial year are set out below:

|                         | Land and<br>buildings<br>\$ | Freehold<br>improvements<br>\$ | Motor<br>vehicles<br>\$ | Office<br>equipment<br>\$ | Total<br>\$    |
|-------------------------|-----------------------------|--------------------------------|-------------------------|---------------------------|----------------|
| Balance at 1 July 2017  | -                           | -                              | -                       | -                         | -              |
| Additions               | 241,181                     | 289,358                        | 127,724                 | 87,247                    | 745,509        |
| Depreciation expense    | -                           | (7,234)                        | (25,544)                | (31,492)                  | (64,270)       |
| Balance at 30 June 2018 | <u>241,181</u>              | <u>282,124</u>                 | <u>102,180</u>          | <u>55,755</u>             | <u>681,239</u> |

**Note 9. Current liabilities - trade and other payables**

|                |                       |
|----------------|-----------------------|
|                | <b>2018</b>           |
|                | <b>\$</b>             |
| Trade payables | 160,611               |
| BAS payable    | 44,019                |
| Other payables | <u>218,457</u>        |
|                | <u><b>423,087</b></u> |

Refer to note 14 for further information on financial instruments.

**Note 10. Current liabilities - employee benefits**

|                   |                |
|-------------------|----------------|
|                   | <b>2018</b>    |
|                   | <b>\$</b>      |
| Employee benefits | <u>820,693</u> |

**Note 11. Current liabilities - other**

|          |                  |
|----------|------------------|
|          | <b>2018</b>      |
|          | <b>\$</b>        |
| Deposits | <u>1,749,817</u> |

**Note 12. Non-current liabilities - employee benefits**

|                   |                |
|-------------------|----------------|
|                   | <b>2018</b>    |
|                   | <b>\$</b>      |
| Employee benefits | <u>303,794</u> |

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 13. Non-current liabilities - other**

|                                    |               |
|------------------------------------|---------------|
|                                    | 2018          |
|                                    | \$            |
| Provision for Building Maintenance | <u>90,826</u> |

**Note 13. Equity - retained surpluses**

|   |                  |
|---|------------------|
|   | 2018             |
|   | \$               |
| Funds Transferred from Community Care Options Incorporated on 1 July 2017 | 1,706,091        |
| Surplus for the year  | <u>213,378</u>   |
| Retained surpluses at the end of the financial year                       | <u>1,919,469</u> |

**Note 14. Financial instruments**

**Financial risk management objectives**

The company's activities do not expose it to many financial risks, with only liquidity risk being needed to be actively managed.

**Market risk**

*Foreign currency risk*

The company is not exposed to any significant foreign currency risk.

**Price risk**

The company is not exposed to any significant price risk.

**Interest rate risk**

The company is not exposed to any significant interest rate risk.

**Credit risk**

The company is not exposed to any significant credit risk.

**Liquidity risk**

Vigilant liquidity risk management requires the company to maintain sufficient liquid assets (mainly cash and cash equivalents) to be able to pay debts as and when they become due and payable.

The company manages liquidity risk by maintaining adequate cash reserves by continuously monitoring actual and forecast cash flows and matching the maturity profiles of financial assets and liabilities.

*Remaining contractual maturities*

The following tables detail the company's remaining contractual maturity for its financial instrument liabilities. The tables have been drawn up based on the undiscounted cash flows of financial liabilities based on the earliest date on which the financial liabilities are required to be paid. The tables include both interest and principal cash flows disclosed as remaining contractual maturities and therefore these totals may differ from their carrying amount in the statement of financial position.

| 2018                        | Weighted<br>average<br>interest rate<br>% | 1 year or less<br>\$ | Between 1<br>and 2 years<br>\$ | Between 2<br>and 5 years<br>\$ | Over 5 years<br>\$ | Remaining<br>contractual<br>maturities<br>\$ |
|-----------------------------|---|----------------------|--------------------------------|--------------------------------|--------------------|--|
| <b>Non-derivatives</b>      |   |                      |                                |                                |                    |  |
| <i>Non-interest bearing</i> |   |                      |                                |                                |                    |  |
| Trade payables              | -   | 423,087              | -                              | -                              | -                  | 423,087                                      |
| Other payables              | -   | 1,749,817            | -                              | -                              | -                  | 1,749,817                                    |
| Total non-derivatives       |   | <u>2,208,296</u>     | -                              | -                              | -                  | <u>2,208,296</u>                             |

**Community Care Options Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 14. Financial instruments (continued)**

The cash flows in the maturity analysis above are not expected to occur significantly earlier than contractually disclosed above.

***Fair value of financial instruments***

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

**Note 16. Remuneration of auditors**

During the financial year the following fees were paid or payable for services provided by Westlawn Business Services (Coffs) Pty Ltd, as the auditor of the previous entity – CCO Inc. Byrne Partners Pty Ltd has not charged for any services prior to year end.

|   | <b>2018</b> |
|---|-------------|
|   | <b>\$</b>   |
| Audit services for CCO Inc paid by company – Westlawn Business Services (Coffs) Pty Ltd | 7,500       |

**Note 17. Contingent liabilities**

The company had no contingent liabilities as at 30 June 2018.

**Note 18. Commitments**

The company had no commitments for expenditure as at 30 June 2018.

**Note 19. Related party transactions**

*Transactions with related parties*

There were no transactions with related parties during the current and previous financial year.

*Receivable from and payable to related parties*

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

*Loans to/from related parties*

There were no loans to or from related parties at the current and previous reporting date.

**Note 20. Events after the reporting period**

No matter or circumstance has arisen since 30 June 2018 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

**Pinnacle Charity Company Limited by Guarantee General Purpose Limited**  
**Notes to the financial statements**  
**30 June 2018**

**Note 21. Reconciliation of surplus after income tax to net cash from operating activities**

|   | <b>2018</b>           |
|---|-----------------------|
|   | <b>\$</b>             |
| Surplus after income tax expense for the year | 213,378               |
| Adjustments for:                              |                       |
| Depreciation and amortisation                 | 64,270                |
| Change in operating assets and liabilities:   |                       |
| Increase in trade and other receivables       | (51,972)              |
| Decrease in prepayments                       | 3,450                 |
| Increase in trade and other payables          | 396,842               |
| Decrease in Provisions                        | <u>(171,852)</u>      |
| Net cash from operating activities            | <u><u>454,116</u></u> |

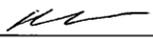
**Community Care Options Limited**  
**Directors' declaration**  
**30 June 2018**

In the directors' opinion:

- the attached financial statements and notes comply with the Corporations Act 2001, the Accounting Standards, the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations, the Corporations Regulations 2001 and other mandatory professional reporting requirements;
- the attached financial statements and notes comply with International Financial Reporting Standards as issued by the International Accounting Standards Board as described in note 1 to the financial statements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of the Corporations Act 2001.

On behalf of the directors

  
\_\_\_\_\_  
Katherine Emerton  
Director

2 October 2018  
Coffs Harbour