

Community Care Options 2019



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02 6650 2000



20 Curacoa St; Coffs Harbour





Community Care Options acknowledges and pays 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) is a not for profit, Company Limited by Guarantee and are governed by a volunteer community based Board of Directors.

CCO is the largest local 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 and those being discharged from hospital.
- We can provide support to anyone requiring community care on a short or longer term basis with a fee for service arrangement.
- 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.

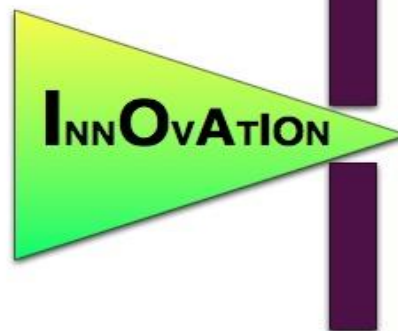


Our Vision?

Creating a better future for our community through



and



What about our Mission?

We support and facilitate **improved**



and



Designed by DoreenHogan.com

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 2019

on behalf of the CCO Board of Directors

As Chairperson of Community Care Options Board of Directors, it gives me great pleasure to present Community Care Options 2018/19 Annual Report.

It has been an interesting and exciting year for Community Care Options.

Throughout 2018/19 the Board of Directors have maintained a strong focus on ensuring Community Care Options remains robust, relevant and well placed for the future, maintaining its reputation as a quality service provider and employer of choice.

As has been experienced and expected over the last couple of years, there continues to be change, challenges and opportunities within the Human Services sector.

Over the last twelve months the Board of Directors have continued to work alongside the Executive Team to ensure fulfilment of the current 2018-2020 Strategic Plan.

Our Strategic Focus has been on -

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

There are many challenges in providing efficient and effective services in the community sector and these are mainly –

- **Demand and resources** – the capacity to be involved in a broad range of activities can sometimes be limited by organisational and/individual funding resources. There is however increasing demand for services in this sector and demand as we have seen over the last 12 months can potentially outweigh available resources. CCO is well positioned to meet this challenge by ensuring value for money quality services are delivered to our clients along with advocating on behalf of clients where necessary to gain greater resources to meet a client's needs.
- **Maintaining and growing a skilled workforce** – we will continue to ensure that we maintain a high level of qualified and competent people to meet new areas of service delivery. CCO will continue to look at strategies to attract and retain appropriately skilled staff as well as ensuring staff are given access to suitable training and development opportunities.
- **Developing effective partnerships** – our aim is to continue developing and maintaining strong links with other services, clients, carers and our community. CCO leverages all opportunities to explore new relationships and potential partnerships to ensure quality services are delivered to our clients.
- **Managing change** – change is inevitable in all areas of business and community services is no exception. CCO has undergone major changes in the last 12 months with

a restructure and relocation of some staff. Throughout any changes past, present and future it is our intention to ensure a smooth transition that is supported by a consultative approach and a collaborative team effort to reach the end goal – great services, happy staff and client satisfaction.

This annual report incorporates information about CCO's programs, activities, achievements as well as the company's financial performance.

Achievements

- Recognised high quality service delivery to people in need in our local communities
- A growing, skilled and well supported workforce
- Continuing sustainability and growth
- Better information management and utilisation of available technologies.

Acknowledgements and Appreciation

Our Clients – CCO as a human service organisation, provides community care and support. To all of our valued clients, thank you for choosing us to provide your care, we know it is a privilege to be invited into your homes and trusted with your care. We will continue to work in partnership with you and seek your feedback and participation in providing quality services that meet your needs.

Our Board – A high level of commitment is required as a voluntary Board member. Boards carry the burden and privilege of stewardship for an organisation and this requires time, skills and a great sense of humour and patience. Community Care Options are very fortunate to have such an effective, client focused and highly ethical Board. I would like to extend my thanks to my fellow Board members, for providing sound governance and leadership and their families and employers, for their contribution to Community Care Options as well.

CCO Executive and Management Team – Deb Ryan - CEO has provided positive leadership and direction to the organisation and CCO's staff over the last 12 months. Leadership has inherent challenges and requires commitment, effective communication and change management skills. As CCO's Board representative I would like to congratulate Deb and the rest of the Management team on their efforts in supporting staff through change and continued growth and in ensuring that CCO has effective systems and processes to enable the provision of high quality services and outcomes to our clients.

Our Staff – For their ongoing professionalism, commitment and energy, for living the Community Care Options culture and values of putting clients first. The Board recognises and appreciates all that you do to ensure our clients receive the best services available. Thank you to both our long-term and new staff.

Our Funding Bodies – the Federal Department of Health and Ageing, National Disability Insurance Agency and the NSW Department of Health.

We will continue to work in partnership, and through team work maintain quality, value added service delivery to our clients, within our financial resources.

Remembering that “Community doesn't mean anything without the unity”

Katherine Emerton

Chairperson
CCO Board of Directors

CEO REPORT 2019

The end of each Financial Year provides an opportunity for reflection on our achievements, allows for review of systems and processes and a platform for future planning.

Each year brings its own challenges, and CCO and its staff rise to these challenges each year. Every challenge is an opportunity. I am incredibly proud of what our CCO Team – from Board to SW's - can achieve and does achieve each and every year. Thank you ALL. We climb mountains when we have to.

The diversity, commitment and integrity of our staff constantly amazes me.

We have a very human, human service.

Change has not been easy for our staff nor our Management Team over the last 12 months. Restructuring business processes and positions is not an easy task. Management are not always seen favourably by staff. Business decisions are not always understood by staff or clients. We have numerous stakeholders that we are responsible to. We have to work within a highly regulated environment, with multiple funding streams and differing standards and expectations. What used to fit, no longer fits.

We have constraints imposed by unions and awards that don't fit new client expectations, even though these expectations are promoted by government.

Thank goodness we love a challenge!!!

*"The pessimist complains about the wind. The optimist expects it to change.
The leader adjusts the sails." - John Maxwell*

Companies that change may survive, but companies that transform thrive.

Change brings incremental or small-scale adaptations, while transformation brings great improvements that ripple through the future of an organization. – Nick Candito

My thanks to every single employee! You are all amazing! You all inspire me.

I especially need to thank a Management Team that has grown enormously through the last 12 months. CCO's future will be in great hands with - Laura, Lee, Liz, Jodie, Kate, Htay and Yasmin – what a strong and dynamic team. Your support, competence and loyalty have been greatly appreciated.

Project Manager – Deb Shipman – has been invaluable in supporting the CEO, Management Team and staff through some difficult times, as well as preparing us well for our NDIS Audit. Your personal approach and support has been much appreciated.

To Katherine and CCO's Board of Directors – thank you for the commitment you make to CCO.

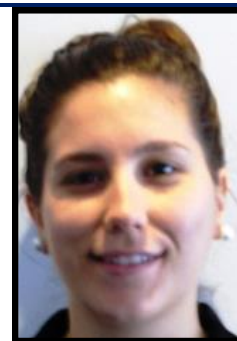
Our beautiful clients – thank you again for choosing us to support you. Your patronage and loyalty is outstanding. We look forward to supporting you into the future.

Our achievements on personal, quality and financial levels make me proud to be CCO's CEO.

Deb Ryan
CEO



OPERATIONS REPORT



Since July 2018, I have had the privilege of stepping into Liz Anscombe's shoes, as the Acting Operations Manager. This role has allowed me to develop skills, and gain knowledge in new areas, as well as providing me with greater understanding of our organisation, and how it functions.

Given 78% of our organisation is comprised of direct care staff, a large component of the last year has involved workforce planning. Our reputation seems to constantly precede us, with regular interest from community members around employment, who have either been referred by clients, suppliers, current employees, or have heard about the great work we do within the community.

One of our challenges over the last twelve months has been related to securing staff by way of permanency. In a world where security seems to be the Holy Grail, staff trends indicate our industry is one with a preference for casual engagement, and the flexibility that accompanies it. This has proved challenging when endeavouring to meet client expectations, while promoting a healthy work/life balance for staff.

Several factors, including an injection of Aged Care funding into the sector, in addition to one of our national competitors de-registering from NDIS services, has meant regular recruitments to strengthen our workforce. Since July 2018, CCO have engaged 37 new direct care staff. I anticipate regular recruitments into the future to mirror the growth we are experiencing.

Despite regular award changes, the allure of other providers, and general unpredictability within the industry, we are very honoured to be working alongside 136 dedicated Support Workers, all of whom have a genuine desire to improve the quality of our client's lives. I would like to take this opportunity to thank them all for the countless phone calls they've taken, kilometres they've driven, the positive attitude and professionalism they always display, in addition to the thousands of hours of support they provide to some of our most vulnerable community members each year. Our Support Workers are the unsung heroes of our organisation, and without them, CCO would cease to exist.

Our Service Coordinators have successfully rostered approximately 159,799 hours of direct service in the last financial year, equating to a staggering eighteen years' worth of service provision. Alongside the day to day rostering of client services, they have arranged multiple client events, including Seniors Week, our Client Christmas Party, Friends of CCO (FOCCO), and both Men's and Ladies Groups. Furthermore, they have facilitated Supervision and Support for staff, and have participated in multiple Client Focus Meetings. The team have also adapted their work hours to support our oncall service, and to allow for increased office coverage. Despite the many complexities of their roles, our Service Coordinators are always the friendly voice at the end of the phone, eager to assist both clients and staff, and their exceptional efforts are always appreciated.

Our Curacoa Street office has undergone some physical changes in order to accommodate our recent restructure. Staff operating within the same program, but performing different functions, are now all seated together, allowing for a much more holistic approach for clients. We now have an Operations Team based in the atrium of the office, dedicated to supporting our direct care staff. Our building works have also meant the creation of a new accessible

meeting room, as well as additional bathrooms. These improvements have allowed our Finance & Admin Team to be housed with Client Services again. We are hopeful these changes will foster relationships, increase morale, and allow our client focused service delivery to only improve.

The end of the financial year also prompted a review of our fleet vehicles. As a Management Team we conducted a comprehensive appraisal of our business needs moving forward and purchased a total of 11 new cars comprised of 8 x Kia Cerato's, 3 x Kia Sportage's, with one Kia Rio retained. Our previous fleet were put out for tender.

We value any opportunity to engage our community, and promote our organisation by way of broadcast media, and have recently featured in both the Advocate and Focus Magazine. We continue to boost our presence within the community by supporting forums such as the Living Well Expo, Harmony in Health Expo and playing an active role in the Disability Advisory Committee.

Based on feedback received by both clients and staff, the CCO Management Team implemented a 'Rewards and Recognition' program for all staff. The program enables any staff member to be nominated by clients, staff, or other stakeholders following positive feedback regarding their performance. The staff member then receives this feedback along with a voucher. The response to this program has been exceptional.

On a personal note, I would like to thank Deb Ryan not only for her support over the past twelve months, but for allowing me the opportunity to act in this position. The experience I have gained over the last three years as part of the Executive Management Team has been invaluable, and I look forward to further developing the skills and knowledge I have acquired in future roles.

I would also like to extend my gratitude to the other members of the Management Team for their support - Jodie Herbert, Liz Anscombe, Deb Shipman, Laura Turner, Khinhtay-yee Matete, Kate Leary and Yasmin Bull. I am incredibly appreciative for the chance to work with such a passionate, innovative, and adept team. Based on the industrious and committed disposition displayed by all staff, I am optimistic for CCO's future.

*Lee Fletcher –
Acting Operations
Manager*



Operations Team

Left to right - Sam, Grace (PA to CEO), Cathy, Kerry, Jess (back), Ligaya, Irena (back), Lee (A/ Ops Manager 2018/19), Liz (Ops Manager) Front - Janice

Client Services

2018/2019 Program Performance

Program	Funded by	Number of clients	Number of Hours
HCP Level 1	DHS	58	5,786
HCP Level 2	DHS	146	49,006
HCP Level 3	DHS	58	15,903
HCP Level 4	DHS	57	29,702
CHSP	DHS	214	9,615
Respite	DHS	141	11,087
Continuity of Support (COS)	DHS	2	3,130
Transitional Aged Care Service (TACS)	LHD	92	1,892
TOTALS		768	126,121 hours
NDIS		236	70,593
NDIS – private		32	5,899
TOTALS		268	76,492 hours
Compacts – Community Options Australia	Ministry of Health	839	11,230
Private		65	2,814
Military Services	Veterans	1	8,933
TOTALS		1941	225,590

CCO provided direct services and supports to **1,941** people within our community.

CCO in provided in excess of **225,590 hours** of service.
Equivalent to 25.75 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 and goals; supporting people to remain living independently in their home and community. The packages provide choice and flexibility in the way care and services are provided to clients.

Services that are provided under a Home Care Package are specific to individual client needs. CCO works with clients, carers and family members 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 Consumer Directed Care models in line with government requirements since 2010. Consumer Directed Care offers greater choice, flexibility 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. An individualised budget through CDC provides greater transparency to client's about what funding is available for their level of package, and how those funds are spent. Home Care Packages are portable meaning that packages are allocated to clients not providers, and can transition with the client if they wish to change providers or move out of the area.

CCO has continued to see steady growth in Home Care Packages with both new clients choosing us as their preferred provider and those with upgrades to higher funded packages have chosen to remain with the organisation.

A total of **319** clients were supported with Home Care Packages in the 2018/19 financial year, that's an increase of 28 packages from last year.

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

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

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

Community and Home Support
Care Relationships and Carer Support

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

Our services are person centred, with a focus on wellness and reablement. A model of support that encourages clients to continue to do the tasks that they can. Clients and staff are encouraged to work collaboratively to achieve positive outcomes.

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 received direct service supports only. There is no case management element with this funding.

The Commonwealth Home Support Program supported a total of 355 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 92 clients on this program this financial year.



DISABILITY SUPPORT PROGRAMS

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.

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 assisted **268** NDIS participants over the past 12 months.

CCO is a registered NDIS Provider for the following services –

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



COMPACKS

The Compacts 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, aiming to prevent readmission to hospital.

Some 800 people were supported through this program this financial year. Funding reflects different levels (Bands) of care and was delivered as follows –

- assessment only and no direct support
- Band 1 – low level support
- Band 2 – moderate level of support
- Band 3 – higher level of support.



CCO also received 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.
65 private clients were supported throughout the 2018/19 period.



Jodie Herbert – Client Services Manager

After returning to work from Maternity Leave in 2018 there have been some significant Sector changes both within Aged Care and Disability funding.

It has been an exciting year with the Organisation taking the leap to transform our business structure to align with sector changes. Along the way we have maintained our commitment to providing high quality care and service coordination to our clients. Our new look client services teams have a wealth of knowledge and experience and I'm thoroughly looking forward to working with them in this new financial year.

AGED CARE TEAM

Aged Care has undergone many changes this year including restructuring the team. We have said goodbye to some team members and welcomed some new faces.

Introducing our new team: looking after our level 3 and 4 Home Care Package clients in the Coffs LGA are our Clinical Care Managers, nurses Cathie Williams and Amy Dummigan. Looking after our level 1 and 2 Home Care Package clients in the Coffs LGA are our Support Coordinators Lea Patterson and Karen Walker. Down south for the Bellingen and Nambucca LGA's our Care Managers for our Level 1, 2, 3 and 4 Home Care Packages are Liz Sale and Wendy Ellis.

The aged care team also welcomed 2 program specific Aged Care Service Coordinators Kate Kennedy and Margaret Sillato who look after the Commonwealth Home Support Program (CHSP) clients and manage the rostering. Donna Capewell is the new Service Assessment Officer who assesses our new CHSP clients.



From left: **Kate L, Margaret S, Karen W, Donna C (CCO's Assessment Officer – working across all programs), Amy D, Leanne P, Kathie W, Kate K, Wendy E, Belinda L and Liz S.**

CCO has continued to see growth with clients choosing CCO as their service provider of choice for both the Home Care Packages Program and the Commonwealth Home Support Program. The funding for these programs has been used to enable aged care clients to be connected to their communities and retain or regain their independence. Clients have used their funding to get transport and support to attend Tai Chi lessons, strength and balance classes and go to hydrotherapy. They benefit not just from the exercises but also the friendships made there.

Other clients have used the funding to help them get back to doing things for themselves that they used to do. Some examples are the purchase of a lightweight vacuum cleaner so the client can tidy up whenever they want rather than waiting for a cleaning service and the purchase of a voice activated phone for a vision impaired client so she can independently make calls.

Kate Leary – Program Manager Aged Care



Disability TEAM

Community Care Options vision is to provide leadership and innovation in the provision of high quality community care services to Older People and People Living with a Disability.

Collectively, our mission is to support an improved quality of life for our clients.

Our first point of call for Disability Inquiries comes through our Intake, direct to the Program Manager who is the expert in providing up to date information and excellent customer service, ensuring you hang up the phone or leave the office feeling well informed.

Navigating the Disability System is not an easy task. The process to accessing the right type of support can be very overwhelming, confusing and frustrating.

Sometimes you can experience information overload and need to go over things again with someone. We know this. That is why we only employ passionate and caring people as part of our team.

Khinhtay–yee Matete – Program Manager Disability



Disability Team



From Left - Khinhtay – yee M, Yasmine B, Charmaine M, Kayley B, Donal O, Leonnie G

CCO Compliance

This year saw another round of changes to the NDIS price guide that required major changes to our client database in order to be able to claim for services. The constant flux of the scheme is a challenge but one that we are successfully meeting.

In December 2018 I presented at a national NDIS conference on Improving the NDIS Participant/Provider Experience and have been facilitating a regular Community of Support meeting for local Support Coordinators and Plan Managers that has resulted in a strong voice of advocacy for the local community and subsequently we are seeing NDIS plans that better meet the needs of our collective clients.

A total of **50,383** services spanning across **69,840** hours were reported to the NDIA during the year for **248** clients. **80** new admissions were recorded and **90** exits. The large amount of exits is largely due to the decision to scale down Plan Management only clients.

1,009 service bookings were made on the portal for **161** clients.

We have seen a great influx of Aged Care Packages in the last year. The issues that were being generated by the Department Of Health IT systems incorrectly ceasing clients packages have subsided, making the reporting process a lot smoother and less stressful and communication between Medicare and providers has improved, resulting in fewer delays in adjustments to packages that encounter errors when reporting. There was a total of **2,895** days of leave reported across the year for **138** clients and **50** exits were advised.



Yasmin Bull– Compliance Manager – Aged Care/Disability

Finance and Admin Team

2018-2019 has been another busy year for the Finance Team. We have processed 4,539 timesheets, issued 4,523 customer invoices, registered 5,467 individual income payments and processed 12,410 supplier invoices.

Towards the end of the year, the team experienced some changes in roles and responsibilities. We have also downsized from a team of 6 to a team of 5. This has required us to streamline some of our processes to improve efficiencies. I would like to express my thanks to the team for their continued support and dedication to their roles and to the organisation. Finance are small but very efficient team that I am proud to be a part of. **Laura Turner – Finance Manager**



From left to right - Deborah P, Rose L, Aimee H, Laura T, Karen K

Client Feedback

Thank you to all our valued clients for the positive feedback received across the 2018/19 period. Below is what you've said you like about our staff and services –

- Support Workers are wonderful, helpful and very supportive
- You think of your clients and what they require
- You keep in touch, you are caring, respectful and patient
- Kind, considerate workers, helpful and fun loving which usually reflects on very good management
- I can always depend on CCO to be there for me and feel assured that they do their best to care for me
- Being treated with respect, the workers feel like family
- Nothing is too much trouble
- I am kept up to date with what's going on , consistency is important to me
- Efficient, punctual, reliable and honest
- Do an amazing job
- Get in and gets things done
- All the work they do is of a very high standard
- 99% they arrive on time, always polite and friendly
- Always there if I need anything
- Excellent communication
- Provide high quality workers
- Quality communication methods, kindness, compassion and understanding
- Always send helpers who are competent and kind
- Support Workers arrive on time and are pleasant and kind people
- You listen to what I want

Thank you for the feedback. It is a privilege to serve you.

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 2018/19 financial year –

We received 17 formal complaints (up 1 from previous year)

We received 91 negative feedback forms (up 8 from previous year)

We received lots of unsolicited positive feedback from clients, families and other stakeholders through exit forms/cards/letters/phone calls from clients/families attending the office in person.

We continue to review and revisit our complaints and feedback to ensure we are listening to what our community members need. Feedback tells us that our clients feel comfortable to tell us what we can do better to meet their needs.

We have experienced 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

Work Health and Safety continue to be a top priority for CCO. The health and safety of clients and staff is of the utmost importance to us at Community Care Options as well as being a compliance requirement.

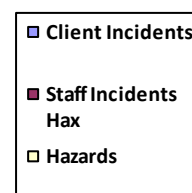
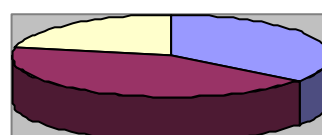
CCO is committed to ensuring that potential risks to the health and safety of staff and clients are identified and addressed in a timely manner.

A total of 219 incident reports were received –

74 Client Incident reports – 33.78%

43 Hazard reports – 19.63%

103 Staff Incident reports – 47.03%





Sunny's Business Awards

CCO was a proud finalist at the 2018 Sunny's Business Awards in the category of –

- ❖ Excellence in Workplace Inclusion.

We received the prestigious Hall of fame Award for 2018 for Employer of Choice – having won this award the previous 3 consecutive years. This was a great honour and recognition to an ever increasing workforce of skilled and caring individuals that CCO is lucky enough to employ.

CCO was also the 2018 winner of “Excellence in Work, Health and Safety Culture” for big business



Living Well Expo – 2018

Community Care Options (CCO) again enjoyed the opportunity to be associated with and promoting the “**Living Well Expo 2018**”.

CCO as a provider of both aged and disability services have been involved every year since the inception of the Expo, and for many years we have enjoyed actively participating on the Living Well organising committee. One of the great opportunities the expo provides is the opportunity for local people to find out about which services are active in their community and how those services may be able to assist in meeting their needs.



CCO - Empowering Locals

Friends of CCO — “Sept 18”, “Mar 19” “June 19”



Hard to put a price on “Friendship, Fun and Food”

Mates – CCO Men's Group



Showing us “the value of comradery”

NSW Seniors Festival 2019

It's a Festival!

CCO celebrated the Seniors Festival with our clients, having luncheons in Nambucca Heads, Coffs Harbour and Woolgoolga.



Halloween 2018

Halloween Curacao St 2018

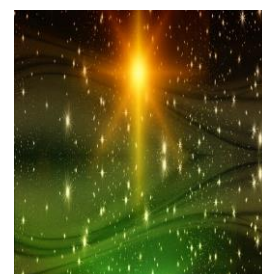


Seriously Scary Stuff

CLIENT CHRISTMAS PARTY

2018

CCO hosted its annual Client Xmas Party at C.ex Coffs in December 2018. Thank you to all those who attended to share some Christmas cheer.



STAFF CHRISTMAS PARTY 2018



BIGGEST MORNING TEA



CCO support the Biggest Morning Tea – raising funds for Cancer Research



Yum – Can it get any better than the CCO Bakery ???



Annual General Meeting 2018

The CCO AGM was held on 2nd October 2018

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

Katherine Emerton	Board Chair
Marc Percival	Deputy Board Chair
Warren Hughes	Secretary
Melanie Zander	Treasurer

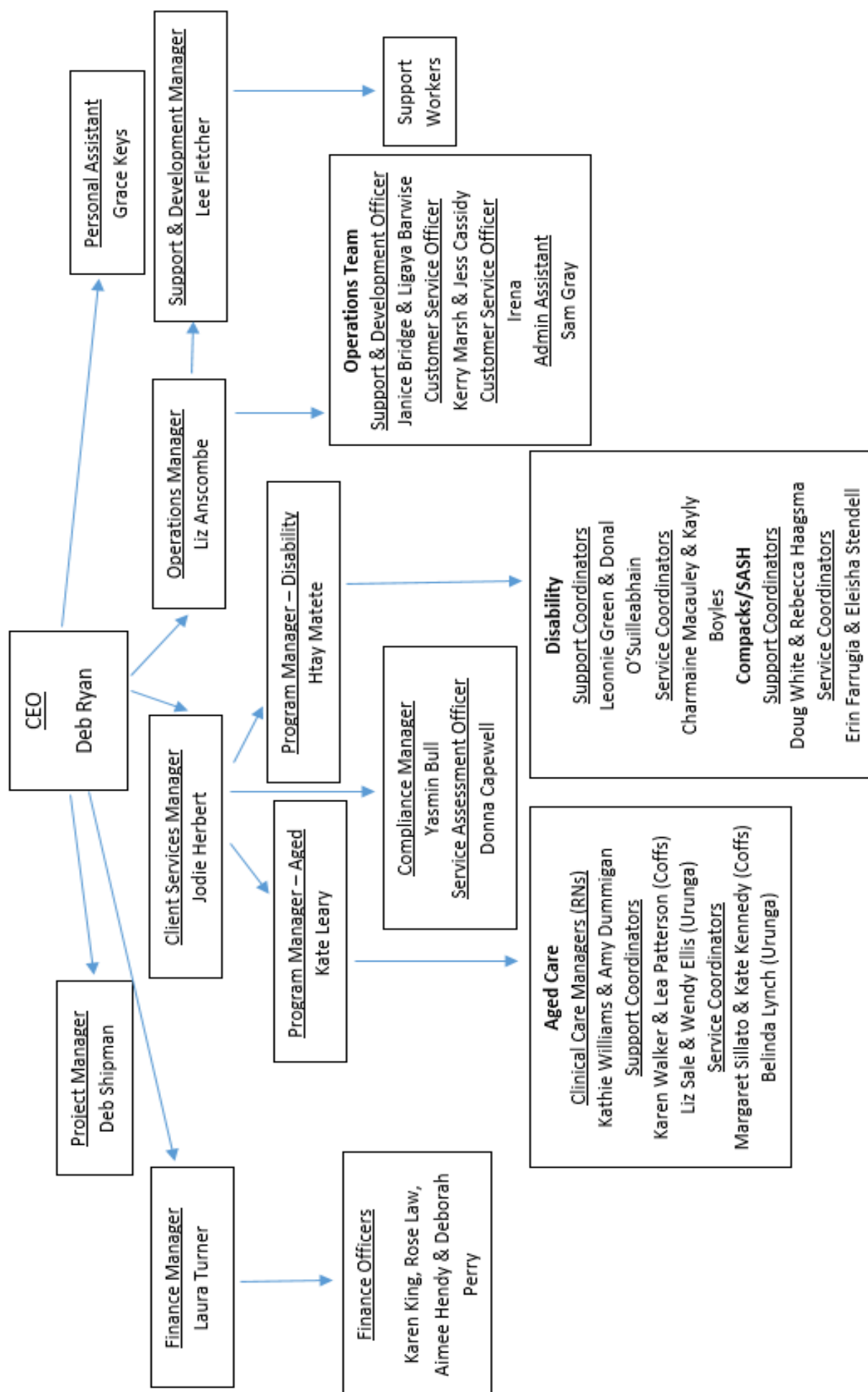
Chris O'Brien	Returned Director
Madeleine Flett	Director
Deb Ryan	Public Officer

Board of Directors



From left: Marc Percival, Madeleine Flett, Katherine Emerton, Melanie Zander. **Top right:** Warren Hughes and **Bottom right:** Chris O'Brien

Thank you all for your contribution to CCO and the Community we serve.



OUR PEOPLE – Our greatest asset.



Employees achieving their 10 year milestone this year were –

Deborah Summers, Karen Anne, Janice Bridge, Mark Skewes, Lee Fletcher, Kate Leary

Thank you to all CCO's valued Support Workers for your contribution to CCO and our local communities!



Thank you to all our Amazing Support Workers

A – Aleisha, Alyssa, Amanda, Amy, Ann, Anne

B – Bec, Bec, Beejay, Belinda, Bernadette, Bianca, Birgit, Brett

C – Carl, Carol, Carol, Cathie, Christine, Cindy, Colleen, Corey, Craig

D – Dana, Dawn, Deb, Del, Denise, Deon, Diane, Diane, Dion, Dion, Donna

E – Elene, Elvira, Elle,

F

G – Gabrielle, Geoff, Geoffrey, Grace, Graham, Graham

H – Hiromi,

I

J – Jackie, Jane, Janelle, Jennifer, Jenifer, Jill, Joanne, Joanne, Jodie, John, John, Joshua

K – Kara, Karen, Kathie, Kathleen, Katie, Kelly, Kerrie, Kim, Kumi

L – Louise, Lucas, Lydia

M – Maree, Marika, Marion, Mark, Mark, Martin, Max, Melanie, Michael, Michael, Michael, Michelle, Michelle, Monique,

N – Naomi, Naomi, Narda, Nikki

O

P – Pam, Peta,

Q

R – Rachael, Robert, Rosalie, Rose, Russell, Ruth

S – Sam, Samantha, Samantha, Sarah, Savannah, Sharlene, Sharon, Sharon, Sharon, Steve, Stuart, Susan, Susanne

T – Tania, Terry, Tiffany, Tina, Tina, Tom, Toni, Tonique, Trudy

U

V – Vanessa A, Vikki

W X Y Z

TREASURER'S REPORT



I am pleased to announce that the year ending 30th June 2019 was another successful one for Community Care Options.

The 2018/19 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.

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 two years. 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
National Disability Insurance Agency	Providing funding to individuals with a disability to choose a provider to deliver personalized services
Community Options Australia NSW Ministry of Health	Compacts

Funding was received from the Federal and State Governments in grants amounting to \$14,907,564 for the financial year 2018/19. 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	\$274,321.50
Total Income	\$16,007,479.41

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 \$224,111.01 this financial year.

This surplus is important in the ever-changing environment to add to CCOs financial stability and ability to deliver on its core services. In this light, some of the surplus is to be utilized in the coming year to undertake the very exciting project, The Hub. The vision for The Hub is to provide an inclusive social space for people with a disability. A place to hold workshops to enable skills development and capacity building. It will also serve as an accessible arts and crafts centre.

Our financial results are testimony to the great team at Community Care Options. Robust financial management systems, responsible decision making, effective leadership, effective management, and administrative and finance teams have been significant factors in this achievement. I understand that all staff contribute to these systems and 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

2019

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 2019

Community Care Options Limited (Limited by Guarantee)
Directors' report
30 June 2019

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2019.

Directors

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Katherine Emerton (Chairperson)
Melanie Zander (Treasurer)
Warren Hughes (Secretary)
Marc Percival (Deputy Chairperson)
Christopher O'Brien
Madeleine Flett
Peter O'Brien (Resigned 6th February 2019)

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 including 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.

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.

Community Care Options Limited (Limited by Guarantee)
Directors' report
30 June 2019

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: 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.

Meetings of directors

The number of meetings of the company's Board of Directors ('the Board') held during the year ended 30 June 2019, and the number of meetings attended by each director were:

	Full Board	
	Attended	Held
Katherine Emerton	5	7
Melanie Zander	5	7
Warren Hughes	5	7
Marc Percival	6	7
Peter O'Brien	3	4
Chris O'Brien	2	7
Madeleine Flett	5	7

Held: represents the number of meetings held during the time the director held office.

Community Care Options Limited (Limited by Guarantee)
Directors' report
30 June 2019

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

September 2019
Coffs Harbour

**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 2019, we declare that, to the best of our knowledge and belief, during the year ended 30 June 2019 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 12th day of September 2019

Byrne Partners Pty Ltd

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

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Liability limited by a scheme approved under Professional Standards Legislation

Community Care Options Limited (Limited by Guarantee)
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General information

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

Community Care Options Limited (Limited by Guarantee) 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 September 2019. The directors have the power to amend and reissue the financial statements.

Community Care Options Limited (Limited by Guarantee)
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	3	16,007,479	12,065,732
Expenses			
Advertising and promotion		(41,503)	(74,204)
Client Costs		(6,549,821)	(3,356,734)
Insurances		(249,491)	(186,191)
Depreciation and amortisation expense	4	(49,731)	(64,270)
Labour Costs		(8,423,209)	(7,738,225)
Other expenses		(560,439)	(452,730)
Surplus before income tax expense		133,285	213,378
Surplus for the year attributable to the members of Community Care Options Limited (Limited by Guarantee)	13	133,285	213,378
Other comprehensive income for the year	20	90,826	-
Total comprehensive income for the year attributable to the members of Community Care Options Limited (Limited by Guarantee)		<u>224,111</u>	<u>213,378</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 (Limited by Guarantee)
Statement of financial position
As at 30 June 2019

	Note	2019 \$	2018 \$
Assets			
Current assets			
Cash and cash equivalents	5	4,185,315	4,227,313
Trade and other receivables	6	356,491	359,843
Other	7	325,188	28,882
Total current assets		<u>4,866,994</u>	<u>4,616,038</u>
Non-current assets			
Property, plant and equipment	8	793,954	681,239
Loan		-	10,409
Total non-current assets		<u>793,954</u>	<u>691,648</u>
Total assets		<u>5,660,948</u>	<u>5,307,686</u>
Liabilities			
Current liabilities			
Trade and other payables	9	481,989	423,087
Contract liabilities			
Employee benefits	10	812,294	820,693
Other	11	1,815,040	1,749,817
Total current liabilities		<u>3,109,323</u>	<u>2,993,597</u>
Non-current liabilities			
Employee benefits	12	408,045	303,794
Other		-	90,826
Total non-current liabilities		<u>408,045</u>	<u>394,620</u>
Total liabilities		<u>3,517,368</u>	<u>3,388,217</u>
Net assets		<u>2,143,580</u>	<u>1,919,469</u>
Equity			
Retained surpluses	13	<u>2,143,580</u>	<u>1,919,469</u>
Total equity		<u>2,143,580</u>	<u>1,919,469</u>

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

Community Care Options Limited (Limited by Guarantee)
Statement of changes in equity
For the year ended 30 June 2019

	Retained surpluses \$
Balance at 1 July 2017	-
Surplus after income tax expense for the year	1,706,091
Other comprehensive income for the year, net of tax	<u>213,379</u>
Total comprehensive income for the year	<u>1,919,469</u>
Balance at 30 June 2018	<u><u>1,919,469</u></u>
	Retained surpluses \$
Balance at 1 July 2018	1,919,469
Surplus for the year	133,285
Other comprehensive income for the year	<u>90,826</u>
Total comprehensive income for the year	<u>224,111</u>
Balance at 30 June 2019	<u><u>2,143,580</u></u>

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

Community Care Options Limited (Limited by Guarantee)
Statement of cash flows
For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		17,523,223	13,118,657
Payments to suppliers and employees (inclusive of GST)		<u>(17,505,025)</u>	<u>(12,752,241)</u>
		18,198	366,416
Interest received		<u>77,276</u>	<u>87,700</u>
Net cash from operating activities	21	<u>95,474</u>	<u>454,116</u>
Cash flows from investing activities			
Payments for property, plant and equipment	8	<u>(162,445)</u>	<u>(41,904)</u>
Net cash used in investing activities		<u>(162,445)</u>	<u>(41,904)</u>
Cash flows from financing activities			
Loan Repayments Received		<u>24,983</u>	<u>24,983</u>
Net cash from financing activities		<u>24,983</u>	<u>24,983</u>
Net (decrease)/ increase in cash and cash equivalents		(41,998)	437,195
Cash and cash equivalents at the beginning of the financial year		<u>4,227,313</u>	<u>3,790,118</u>
Cash and cash equivalents at the end of the financial year	5	<u><u>4,185,315</u></u>	<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 (Limited by Guarantee)
Notes to the financial statements
30 June 2019

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.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the company.

The following Accounting Standards and Interpretations are most relevant to the company:

AASB 9 Financial Instruments

The company has adopted AASB 9 from 1 July 2018. The standard introduced new classification and measurement models for financial assets.

AASB 15 Revenue from Contracts with Customers

The company has adopted AASB 15 from 1 July 2018. The standard provides a single comprehensive model for revenue recognition.

Impact of adoption

AASB 9 and AASB 15 were adopted using the modified retrospective approach and as such comparatives have not been restated. There was no impact on opening retained profits as at 1 July 2018.

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

The company recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 1. Significant accounting policies (continued)

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

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.

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.

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.

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	5-7 years
Office equipment	3-5 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.

Note 1. Significant accounting policies (continued)

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.

Contract liabilities

Contract liabilities represent the company's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when the company recognises a receivable to reflect its unconditional right to consideration (whichever is earlier) before the company has transferred the goods or services to the customer.

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. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

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

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.

Note 1. Significant accounting policies (continued)

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.

New Accounting Standards and Interpretations not yet mandatory or early adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the company for the annual reporting period ended 30 June 2019. The company's assessment of the impact of these new or amended Accounting Standards and Interpretations, most relevant to the company, are set out below.

AASB 16 Leases

This standard is applicable to annual reporting periods beginning on or after 1 January 2019. The standard replaces AASB 117 'Leases' and for lessees will eliminate the classifications of operating leases and finance leases. Subject to exceptions, a 'right-of-use' asset will be capitalised in the statement of financial position, measured at the present value of the unavoidable future lease payments to be made over the lease term. The exceptions relate to short-term leases of 12 months or less and leases of low-value assets (such as personal computers and small office furniture) where an accounting policy choice exists whereby either a 'right-of-use' asset is recognised or lease payments are expensed to profit or loss as incurred. A liability corresponding to the capitalised lease will also be recognised, adjusted for lease prepayments, lease incentives received, initial direct costs incurred and an estimate of any future restoration, removal or dismantling costs. Straight-line operating lease expense recognition will be replaced with a depreciation charge for the leased asset (included in operating costs) and an interest expense on the recognised lease liability (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. For classification within the statement of cash flows, the lease payments will be separated into both a principal (financing activities) and interest (either operating or financing activities) component. For lessor accounting, the standard does not substantially change how a lessor accounts for leases. The adoption of this standard from 1 July 2019 will have no impact on the company.

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.

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.

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.

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 3. Revenue

	2019 \$	2018 \$
<i>Revenue from contracts with customers</i>		
Grant Income	14,907,564	10,770,520
Client Contributions	274,321	393,113
	<u>15,181,885</u>	<u>11,163,633</u>
<i>Other revenue</i>		
Interest	77,276	87,700
Memberships/Sponsorships	20	1,169
Other revenue	748,298	813,230
	<u>825,594</u>	<u>902,099</u>
Revenue	<u>16,007,479</u>	<u>12,065,732</u>

Disaggregation of revenue

The disaggregation of revenue from contracts with customers is as follows:

	2019 \$	2018 \$
<i>Geographical regions</i>		
Australia	<u>15,181,885</u>	<u>11,163,633</u>

AASB 15 was adopted using the modified retrospective approach and as such comparatives have not been provided for disaggregation of revenue.

Note 4. Expenses

	2019 \$	2018 \$
Surplus includes the following specific expenses:		
<i>Depreciation</i>		
Buildings	7,234	7,234
Motor vehicles	28,956	25,544
Office equipment	13,541	31,492
Total depreciation	<u>49,731</u>	<u>64,270</u>
<i>Superannuation expense</i>		
Defined contribution superannuation expense	<u>685,644</u>	<u>597,663</u>

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 5. Current assets - cash and cash equivalents

	2019 \$	2018 \$
Cash on hand	1,800	1,800
Cash at bank	861,943	1,569,047
Cash on deposit	3,321,572	2,656,466
	<u>4,185,315</u>	<u>4,227,313</u>

Note 6. Current assets - trade and other receivables

	2019 \$	2018 \$
Accounts receivables	356,491	359,843
	<u>356,491</u>	<u>359,843</u>

Note 7. Current assets - other

	2019 \$	2018 \$
Accrued revenue	190,419	-
Accrued Interest	54,634	-
Prepayments	69,726	3,900
Loan – Coffs Community College Inc – payable within 12 months	10,409	24,982
	<u>325,188</u>	<u>28,882</u>

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

	2019 \$	2018 \$
Land and buildings - at cost	241,181	241,181
Less: Accumulated depreciation	-	-
	<u>241,181</u>	<u>241,181</u>
Freehold improvements - at cost	289,357	289,357
Less: Accumulated depreciation	(14,467)	(7,234)
	<u>274,890</u>	<u>282,123</u>
Motor vehicles - at cost	235,170	127,724
Less: Accumulated depreciation	(9,452)	(25,544)
	<u>225,718</u>	<u>102,180</u>
Office equipment - at cost	97,198	87,247
Less: Accumulated depreciation	(45,033)	(31,492)
	<u>52,165</u>	<u>55,755</u>
	<u>793,954</u>	<u>681,239</u>

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

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 buildings \$	Freehold improvements \$	Motor vehicles \$	Office equipment \$	Total \$
Balance at 1 July 2017	-	-	-	-	-
Additions	241,181	289,357	127,724	87,247	745,509
Depreciation expense	-	(7,233)	(25,544)	(31,492)	(64,270)
Balance at 30 June 2018	241,181	282,124	102,180	55,755	681,239
Additions	-	-	223,805	9,951	233,756
Disposals	-	-	(71,311)	-	(71,311)
Depreciation expense	-	(7,234)	(28,956)	(13,541)	(49,731)
Balance at 30 June 2019	241,181	274,890	225,718	52,165	793,954

Note 9. Current liabilities - trade and other payables

	2019 \$	2018 \$
Trade payables	99,275	160,611
BAS payable	22,229	44,019
Other payables	360,485	218,457
	<u>481,989</u>	<u>423,087</u>

Refer to note 14 for further information on financial instruments.

Note 10. Current liabilities - employee benefits

	2019 \$	2018 \$
Employee benefits	812,294	820,693
	<u>812,294</u>	<u>820,693</u>

Note 11. Current liabilities - other

	2019 \$	2018 \$
Deposits- Grants and Funds Received	1,815,040	1,749,817
	<u>1,815,040</u>	<u>1,749,817</u>

Note 12. Non-current liabilities - employee benefits

	2019 \$	2018 \$
Employee benefits	408,045	303,794
	<u>408,045</u>	<u>303,794</u>

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 13. Equity - retained surpluses

	2019 \$	2018 \$
Surpluses transferred from Community Care Options Inc on 1 st July 2017	-	1,706,091
Retained Surpluses as the beginning of the year	1,919,469	-
Surplus after income tax expense for the year	224,111	213,378
Retained surpluses at the end of the financial year	<u>2,143,580</u>	<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.

2019	Weighted average interest rate %	1 year or less \$	Between 1 and 2 years \$	Between 2 and 5 years \$	Over 5 years \$	Remaining contractual maturities \$
Non-derivatives						
<i>Non-interest bearing</i>						
Trade payables	-	481,989	-	-	-	481,989
Other payables	-	1,815,040	-	-	-	1,815,040
Total non-derivatives		<u>2,297,029</u>	-	-	-	<u>2,297,029</u>

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 14. Financial instruments (continued)

	Weighted average interest rate %	1 year or less \$	Between 1 and 2 years \$	Between 2 and 5 years \$	Over 5 years \$	Remaining contractual maturities \$
2018						
Non-derivatives						
<i>Non-interest bearing</i>						
Trade payables	-	423,087	-	-	-	423,087
Other payables	-	1,749,817	-	-	-	1,749,817
Total non-derivatives		<u>2,172,904</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>2,172,904</u>

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 15. Key management personnel disclosures

Compensation

The aggregate compensation made to directors and other members of key management personnel of the company is set out below:

	2019 \$	2018 \$
Short-term employee benefits	<u>162,851</u>	<u>153,119</u>

Note 16. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by Byrne Partners Pty Ltd (2018 – Westlawn Business Services (Coffs) Pty Ltd, the auditors of the company:

	2019 \$	2018 \$
Audit of the financial statements	<u>12,200</u>	<u>7,500</u>

Note 17. Contingent liabilities

The company had no contingent liabilities as at 30 June 2019 and 30 June 2018.

Note 18. Commitments

In accordance with AASB 137, the Directors have reversed the provision for Building Maintenance included in the 2018 financial statement. The provision amount was \$90,826 and has reflected as "other comprehensive income" in this year's statement of profit and loss and other comprehensive income.

The company had no commitments for expenditure as at 30 June 2019 other than:

- Refit and renovation of Curacao Street property to facilitate the moving of staff from Riding Lane Leased premises. The total expenditure has been quoted and is expected to total \$30,300.
- The board has also approved the refit of leased premises in Max Murray Mall to facilitate the setting up of a café and drop in centre for local clients. Initial quotes have been received totalling \$183,144.

Community Care Options Limited (Limited by Guarantee)
Notes to the financial statements
30 June 2019

Note 19. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 15.

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 2019 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.

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

	2019 \$	2018 \$
Surplus for the year	224,111	213,378
Adjustments for:		
Depreciation and amortisation	49,731	64,270
Change in operating assets and liabilities:		
Decrease/(increase) in trade and other receivables	3,352	(51,972)
Decrease/(Increase) in prepayments	(310,879)	3,450
Increase/(Decrease) in trade and other payables	124,125	396,842
Increase in employee benefits	95,852	
Decrease in Provisions	(90,818)	(171,852)
Net cash from operating activities	<u>95,474</u>	<u>454,116</u>

Community Care Options Limited (Limited by Guarantee)
Directors' declaration
30 June 2019

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 2019 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

September 2019
Coffs Harbour

Independent auditor's report to the members of Community Care Options Limited (A company limited by Guarantee)

Report on the audit of the financial report

Opinion

We have audited the financial report of Community Care Options Limited (the 'company'), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Community Care Options Limited is in accordance with the Corporations Act 2001, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards and the Corporations Regulations 2001.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial report' section of our report. We are independent of the company in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 'Code of Ethics for Professional Accountants' (the 'Code') that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial report of the current period. These matters were addressed in the context of our audit of the financial report as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Information other than the financial report and auditor's report thereon

The directors are responsible for the other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Byrne Partners Pty Ltd

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Responsibilities of the directors for the financial report

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

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

Auditor's responsibilities for the audit of the financial report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

Name of Firm: Byrne Partners Pty Ltd
Chartered Accountants

Partner: James K Byrne (Audit No 3578)
Address: 5/1 Ridge Street North Sydney NSW 2060

Dated this day of September 2019

Byrne Partners Pty Ltd

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