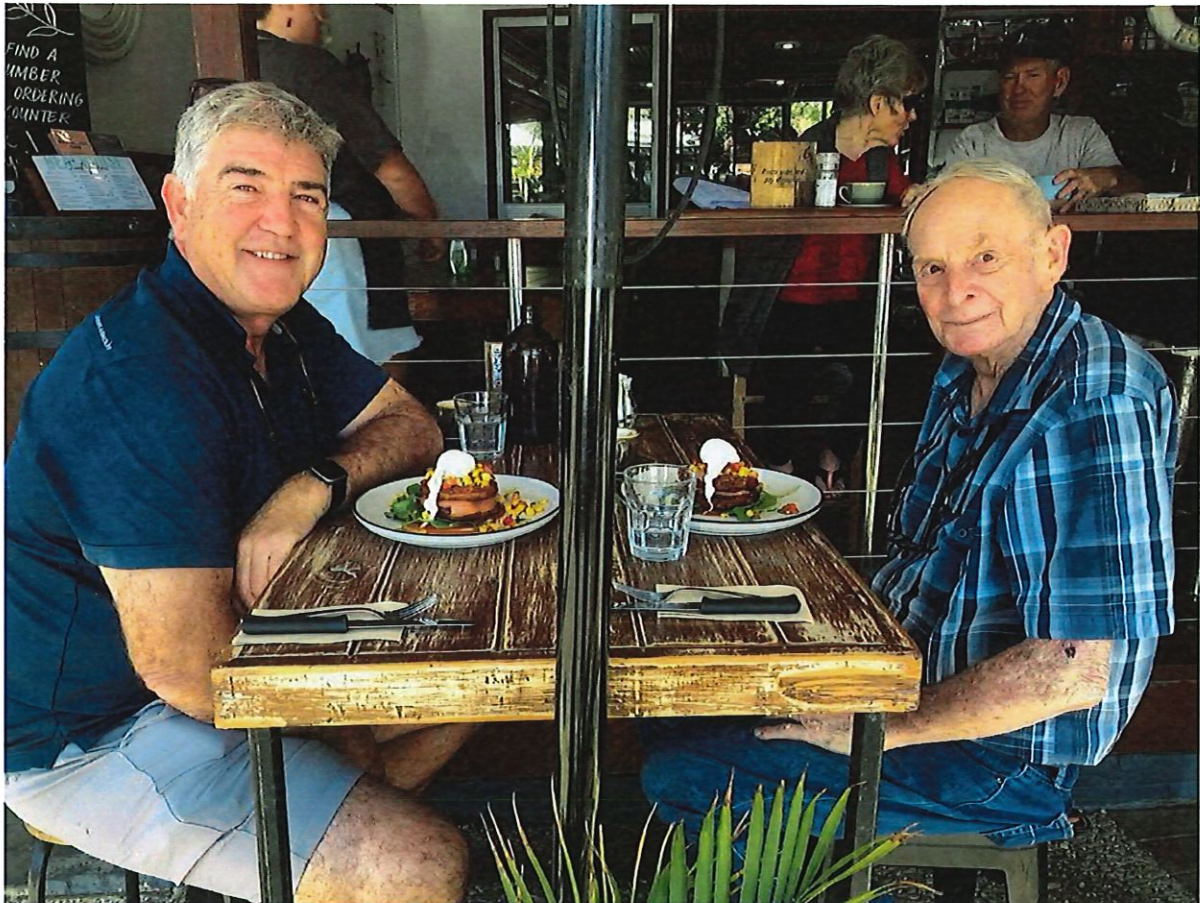


Annual Report 2022



Community
Care Options



Community
Care Options

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 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 other aged care services, and supports many people with a disability 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.
- Love our clients' and the difference we make in their lives.



Our Mission

We support and facilitate
improved quality of life and independence
for people living within our community.



Our Vision

Creating a better future for our community through
leadership and **innovation**.



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

2022

on behalf of the CCO Board of Directors

I am pleased to present Community Care Options 2021/22 Annual Report.

In my last report I asked that you, our valued clients and staff, continue to bear with us over the next 6-12 months, or however long it takes, for us to be free of COVID-risk. We are not quite there yet. Service delivery has not been what we had hoped for during this period. Like many other providers in the community care sector we continue to face the challenges of -

Demand vs resources – demand for services can potentially outweigh available resources. CCO strives to be well-positioned to meet this challenge by ensuring value for money, quality services for our clients, and by advocating on behalf of clients where necessary to gain greater resources to meet their needs.

Maintaining and growing a skilled workforce – in this sector it can be a challenge to attract and retain qualified people. Not only must those people be competent and adaptable, they must also be passionate and caring. CCO will continue to develop strategies to attract and retain appropriately skilled staff as well as ensuring staff have access to suitable training and development opportunities.

CCO's success as an organisation is measured in many ways –

- meeting our vision and mission, enacting our values every day
- meeting our strategic goals
- meeting financial targets/budgets
- meeting government contractual obligations - reporting & outputs
- attraction & retention of a skilled workforce – effective management of human resource/industrial/award issues
- WH&S management – effective risk management, risk mitigation, management of staff injuries and return to work
- staff satisfaction & recognition
- effective governance
- and most importantly meeting client expectations, providing quality client services and achieving client satisfaction.

Whilst not achieving in all areas this year, we have successfully delivered **201,388 hours** of service to **2,042** people within our community - our core business.

Acknowledgements and Appreciation

Our Clients – to all of our valued clients, thank you. It hasn't all been smooth sailing, in terms of your services over the last 12 months. Thank you for your patience, your trust and your loyalty.

Our Board – I would like to extend thanks to my fellow directors for providing sound governance and leadership. CCO are fortunate to have such broad skills and commitment from board members. I look

forward to facing the challenges of the coming year with your support.

CCO Executive

Our CEO – Deb Ryan and the Executive Team – Liz Anscombe, Laura Turner, Lee Fletcher, Karen King – have provided outstanding leadership. The Executive and Management Team have ensured effective planning and risk management; led changes to processes and practices, and implemented staff and client support strategies.

CCO Staff

Staff at all levels are to be congratulated – Support Workers, Service Coordinators, Support Coordinators, Care Managers, Registered Nurses, Finance and Admin staff, each as important as the other. It really has been a team effort to get through the last 12 months. Everyone has gone above and beyond. The Board recognises and appreciates all that do to provide our clients with the best services possible. Thank you to both our long-term and new staff, for your professionalism, energy and commitment, for living the CCO culture and values, for putting clients first.

CCO's strengths lie in our ability to plan, problem solve, and adapt. These strengths are entirely thanks to a committed team of professionals that give their all every day, year after year, to manage very complex service delivery in an increasingly complex environment.

Our key assets –

- our people. Thank you for being the caring individuals that you are.
- outstanding leadership
sound governance
- our vision and our strategy

CCO will continue to develop and implement strategies aimed at having the human and financial resources to meet increasing client demand.

Our focus over the next 12 months will be to re-establish a great client experience. Working in partnership with our clients' will assist us to identify the most effective ways to support you and others.

Madeleine Flett
Chairperson
CCO Board of Directors

Board of Directors



Board Chair – Madeleine Flett



Deputy Chair – Marc Percival



Treasurer - Warren Hughes



Kirsty Christensen



Dean Pickett



John Duncan - Secretary

Your enthusiastic and insightful contribution to CCO and the Community we serve, is greatly appreciated..

CEO REPORT 2022



It can be difficult to write an Annual Report when it has not been a fantastic year. Businesses all over the world have suffered throughout the 2021/2022 financial year, as the impacts of COVID still linger. This has been my 15th year as CEO, and the most challenging.

- Staff turnover, attraction and retention has been difficult.
- We have experienced increasing costs in all areas – wages, fuel, power, insurances, IT, superannuation.
- Inability to deliver services as client's would prefer them, and onboard new client's due to staffing pressures.
- Significant changes to employment awards and staff entitlements.

Someone asked me about my work the other day. I said 'it's been tough'. They asked me what was the one thing that gave me joy. "the PEOPLE", those I work with and those I work for. I recounted a story of my visit to a client at home and in hospital recently. It is probably not the story of most CEO's. The home visit resulted in me letting his cat out and having to chase it all over the block of units to get it back. He was palliative and wanted to die at home with 'Misty' on his lap. Unfortunately this was not possible and he was taken to hospital. He was a wise, witty, articulate and politically astute man. He called me the day before he died, and I visited him in hospital that afternoon. He wanted so badly to talk (loved to talk) but was unable. I was honoured and privileged as a CEO to sit by his bed, hold his hand, smooth his brow, and kiss him goodbye. He had no family, but there were many of us to mourn him, friends, neighbours, staff. He told me constantly how much he valued his staff and how they assisted him. This continued after his death, with one of CCO's staff adopting 'Misty'. I am constantly reminded how much our people (our staff) fulfil role's in people's (client's) lives. Not just cleaning and shopping, but by being the caring people that they are. It is tough when we lose someone that we have cared for.

Service is about relationships of care and professionalism.

CCO lost many valued employees in the last 12 months, we also permanently lost two most beloved colleagues, who defined the values of CCO.

Michael Bourke – caring was his calling. Support Worker extraordinaire. Bourke commenced at CCO 1.8.2007, and sadly unexpectedly left us in March 2022. In 15 years of service, Mike supported hundreds of client's, mentored many new staff, and brought joy and a laugh to all those around him. Donna Capewell – commenced at CCO 7.10.2003, working in a number of positions over 19 years, most recently as Program Manager Aged Care. Donna was incredibly passionate about people's rights, and advocated strongly for any client's in her care. She wasn't always politically correct, but painfully honest. Donna fought the good fight, but sadly passed away after a 12 month battle with cancer.

It is people that make the difference in other people's lives. Thank you all – each and every employee – for the kindness and care you extend to CCO's client's, for that extra mile you all go. You really do make a difference. It is such an honour to be a CEO, supported by so many amazing people, caring for so many amazing people.

Deb Ryan - CEO

2021/2022

Program Performance

Program	Funded by	Number of clients	Number of Hours
HCP Level 1	DHS	56	7,064
HCP Level 2	DHS	143	43,216
HCP Level 3	DHS	94	33,689
HCP Level 4	DHS	40	23,183
CHSP	DHS	231	11,995
Respite	DHS	78	4,754
Disability Support for Older Australians (DSOA)	DSS	3	5,967
Transitional Aged Care Service (TACS)	LHD	133	2,002
Total		778	131,870 hours
NDIS		131	40,874
NDIS – private		57	9,592
Total		188	50,466 Hours
Out of Hospital Care (OHC) Compacts End of Life (EOL) Safe and Supported at Home (SASH) Community Options Australia	Ministry of Health	934 65 55	7,457 393 1,833
Private		21	358
Department Veteran Affairs (DVA)	DVA	1	9,011
Total		1,076	19,052
TOTALS		2,042	201,388

CCO provided direct services and supports to **2,042** people within our community.

CCO provided in excess of **201,388 hours** of service.
Equivalent to **22.99** years.

Our program performance is down from last year, due to many factors, including Covid lockdowns, Covid isolations and staff shortages.



2020/2021 in review

Much of 21/22 was consumed with dealing with the impact of Covid on our world. Unfortunately we were unable to host CCO client events during this time.

1.7.2021 – Flannie Day



5.7.2021 – Hoodie Day



23.7.21 – Pigtail & Pyjama Day



Fitness Friday



RU OK Day – 9.9.2021



Halloween



25.11.2021 – Recruitment Drive



Induction of new staff – November 2021



Annual General Meeting 2021

The CCO AGM was held on 2nd November 2021.

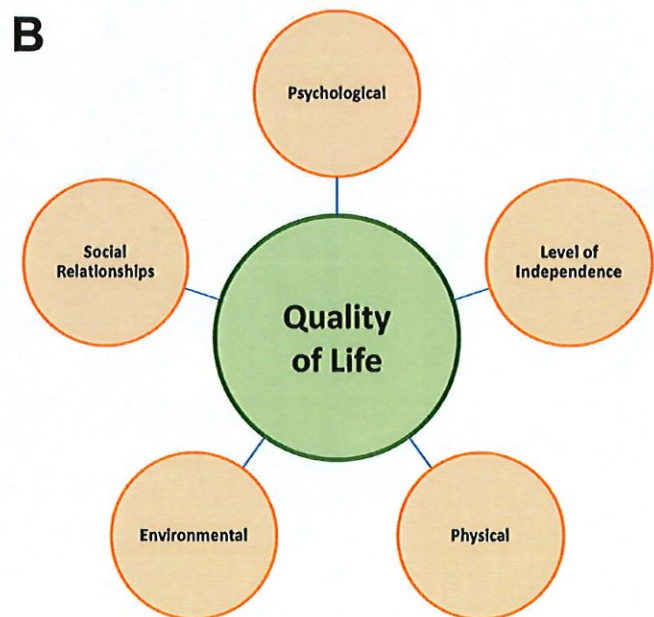
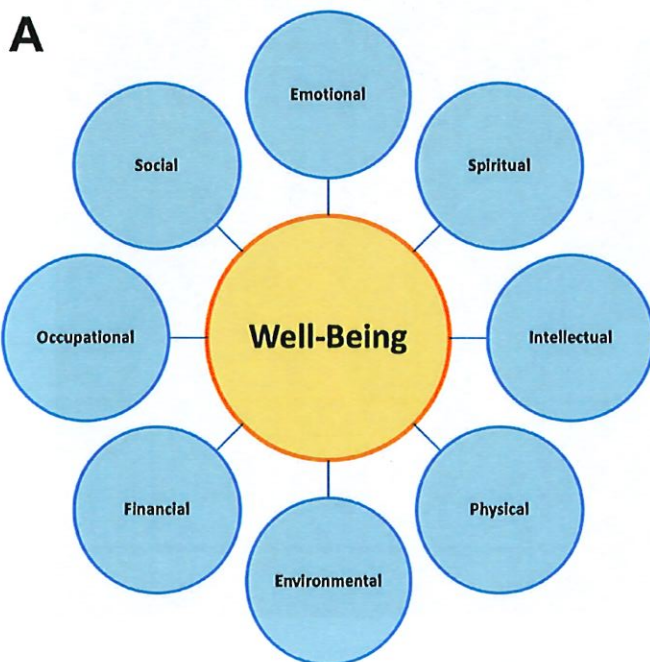
Board Members and Office Bearers were nominated and elected as per below –

Madeleine Flett	Board Chair
Marc Percival	Deputy Chair
Warren Hughes	Treasurer
John Duncan	Secretary

Kirsty Christensen	Director
Dean Pickett	Director

Public Officer – Deb Ryan

We would like to thank Melanie Zander and Peter O'Brien for their contribution to CCO as Directors over a number of years.



Christmas 2021



Xmas at Peterson Rd



Caring
Always there
Ready to give their all
Encouraging
Gracious
Incredible
Valuable
Exceptional
Respectable





**Thank you to
All CCO Staff.
You are indeed
all angels.**

The difference that CCO makes to our client's – is the people we employ. They have heart, they have humour, they have a commitment to providing the best possible service for our clients. Every single person's contribution is important and valued.



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.

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

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.

Disability Support for Older Australians (DSOA)

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 DSOA 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.



”

age is simply
the number
of years
the world
has been
enjoying you!



To make a
difference in
someone's life, you don't
have to be brilliant, rich,
beautiful, or perfect.
You just have
to **care**.

-Mandy Hale

www.ripplekindness.org

DISABILITY SUPPORT PROGRAMS

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.



CCO is a registered NDIS Provider for the following services –

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



The Out of Hospital Care 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 re-admission to hospital.

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.



ComPacks
Connecting hospital to home

The program accepts referrals from a range of public hospitals.



Safe and Supported at Home (SASH)

People 18-64 years who are not eligible for low-level support via the NDIS can apply for 'SASH' support packages through NSW Health's Out of Hospital Care program.

Safe And Supported at Home packages, called SASH for short, support people with functional impairments to live independently and safely at home. People with mental health issues, chronic or degenerative illness or other disabilities that impair function and affect daily life can be eligible for SASH packages when they are not eligible for the NDIS.

Clients need to be referred by their own allied health professional, an outpatient community health professional in their Local Health District or their GP. Referrals are most often from allied health professionals such as physios, occupational therapists or social workers.

SASH packages are available for up to six weeks at a time and then renewed. Once the referral is accepted, a case manager will review each client's needs and goals and coordinate and monitor services to meet them. Repeat packages are available for those who need it.

Eligible people are:

- aged between 18 and 64
- have functional impairment which affects daily life
- have applied but were not eligible through NDIS
- have no or limited informal supports



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.



**“To care for those
who once cared for
us is one of the
highest honors.”**

— Tia Walker



Parade

TREASURER'S REPORT



The 2021/22 financial year has been a significant year in terms of social, environmental & economic impact.

COVID & the restrictions imposed, have had a considerable effect on clients, staff, and the organisation. CCO continued to pay our staff during lock downs. With reduced service delivery, CCO incurred the labour cost but not the revenue. Along with rising costs in all areas, has impacted on Community Care Options finances.

In the 2021/2022 financial year CCO sustained a deficit of \$594,975. CCO's financial reserves have kept us in a good financial position despite this deficit.

Funding was provided for the following programs –

Source	Program
Federal Dept. of Health	Home Care Packages (individualised)
	Commonwealth Home Support Program (not individualised)
National Disability Insurance Agency	Providing funding to individuals with a disability to choose a provider to deliver personalised services
Community Options Australia NSW Ministry of Health	Out of Hospital Care - Compacts/SASH/End of Life

Funding was received from the Federal and State Governments in grants amounting to \$15,221,208 for the financial year 2021/2022. 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	\$170,456
Total Income	\$15,410,190

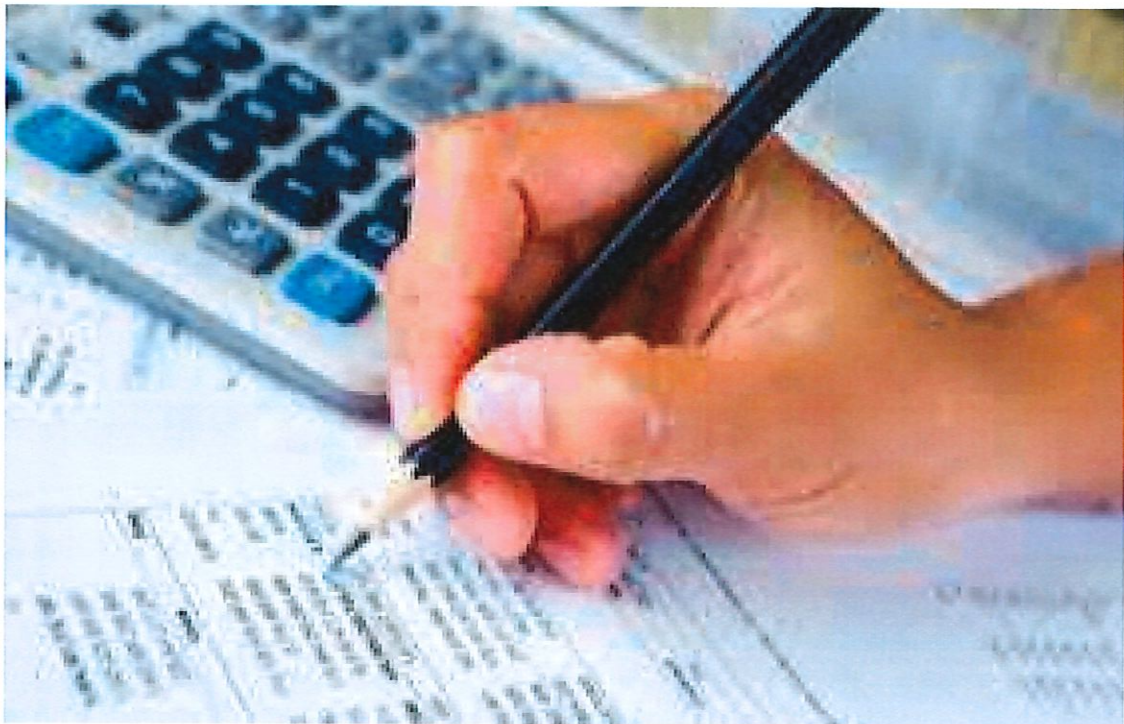
I am pleased to be involved with, and to be a part of such a professional organization.
I Personally thank & acknowledge the very good work, dedication and contribution of both Finance and Admin Team - Laura, Karen, Rose, Aimee, Rob, Ryan, Deb on a job well done in a challenging year.

The organisation is financially sound, and with the present governance and leadership will enable us to continue to Contribute, Support & provide much needed and valuable essential services to our local Communities.

Warren Hughes

AUDITORS REPORT

THANK YOU to HQB Accountants/Auditors/Advisors for the conduct of our audit.



Community Care Options Limited

ABN: 38 716 084 913

Financial Statements

For the Year Ended 30 June 2022

Community Care Options Limited

ABN: 38 716 084 913

Contents

For the Year Ended 30 June 2022

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enquiries@hqb.com.au
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Community Care Options Limited

ABN: 38 716 084 913

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Community Care Options Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'James Davis'.

James Davis
Partner
HQB Accountants Auditors Advisors
Registered Company Auditor Number: 465093

Community Care Options Limited

ABN: 38 716 084 913

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2022

		2022	2021
	Note	\$	\$
Revenue	5	15,410,190	16,955,846
Cost of sales		(17,154)	(76,430)
Gross profit		15,393,036	16,879,416
Finance income	6	18,237	43,613
Other income	5	1,340,760	953,913
Employee benefits expense	7	(8,526,811)	(8,954,882)
Depreciation and amortisation	7	(116,981)	(155,238)
Advertising and promotion		(23,596)	(20,290)
Client Direct Expenses		(7,585,265)	(7,488,273)
Insurances		(433,124)	(314,998)
Other expenses		(661,231)	(601,563)
Profit before income tax		(594,975)	341,698
Income tax expense		-	-
Profit for the year		(594,975)	341,698
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(594,975)	341,698

The accompanying notes form part of these financial statements.

Community Care Options Limited

ABN: 38 716 084 913

Statement of Financial Position

As At 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	8	638,004	1,186,599
Trade and other receivables	9	271,456	359,561
Inventories	10	-	1,042
Financial assets		2,586,877	3,688,895
Other assets	12	715,310	614,311
TOTAL CURRENT ASSETS		4,211,647	5,850,408
NON-CURRENT ASSETS			
Property, plant and equipment	11	517,747	672,573
TOTAL NON-CURRENT ASSETS		517,747	672,573
TOTAL ASSETS		4,729,394	6,522,981
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	562,686	526,652
Employee benefits	16	814,259	781,046
Other financial liabilities	15	757,348	1,929,799
TOTAL CURRENT LIABILITIES		2,134,293	3,237,497
NON-CURRENT LIABILITIES			
Lease Liabilities	14	10,365	69,577
Employee benefits	16	150,657	186,853
TOTAL NON-CURRENT LIABILITIES		161,022	256,430
TOTAL LIABILITIES		2,295,315	3,493,927
NET ASSETS		2,434,079	3,029,054
EQUITY			
Retained earnings		2,434,079	3,029,054
TOTAL EQUITY		2,434,079	3,029,054

The accompanying notes form part of these financial statements.

Community Care Options Limited

ABN: 38 716 084 913

Statement of Changes in Equity
For the Year Ended 30 June 2022

2022

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2021	3,029,054	3,029,054
Profit after income tax expense	(594,975)	(594,975)
Balance at 30 June 2022	<u>2,434,079</u>	<u>2,434,079</u>

2021

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	2,879,982	2,879,982
Restatement due to prior year error	(192,626)	(192,626)
Balance at 1 July 2020 restated	2,687,356	2,687,356
Profit after income tax expense	341,698	341,698
Balance at 30 June 2021	<u>3,029,054</u>	<u>3,029,054</u>

The accompanying notes form part of these financial statements.

Community Care Options Limited

ABN: 38 716 084 913

Statement of Cash Flows**For the Year Ended 30 June 2022**

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from Customers	16,152,399	18,060,807
Payments to suppliers and employees	(17,688,510)	(17,888,723)
Interest received	18,237	43,613
Net cash provided by/(used in) operating activities	<u>(1,517,874)</u>	<u>215,697</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Redemption of term deposits	1,102,022	863,254
Purchase of, property, plant and equipment	<u>(73,528)</u>	<u>(86,674)</u>
Net cash provided by/(used in) investing activities	<u>1,028,494</u>	<u>776,580</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of lease liabilities	<u>(59,215)</u>	<u>(88,210)</u>
Net cash provided by/(used in) financing activities	<u>(59,215)</u>	<u>(88,210)</u>
Net increase/(decrease) in cash and cash equivalents held	(548,595)	904,067
Cash and cash equivalents at beginning of year	<u>1,186,599</u>	<u>282,532</u>
Cash and cash equivalents at end of financial year	8 <u><u>638,004</u></u>	<u><u>1,186,599</u></u>

The accompanying notes form part of these financial statements.

Community Care Options Limited

ABN: 38 716 084 913

Notes to the Financial Statements

For the Year Ended 30 June 2022

The financial report covers Community Care Options Limited as an individual entity. Community Care Options Limited is a not-for-profit Company limited by shares, registered and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2022 were to provide in-home and community support and services to client groups including responsibilities under the National Disability Insurance Scheme (NDIS) and the Aged Care Act.

The functional and presentation currency of Community Care Options Limited is Australian dollars.

The financial report was authorised for issue by those charged with governance on 14 October 2022.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services.

The Company provides NDIS and Aged Care Services to participants who qualify for funding under the relevant Act. Revenue is recognised in the amounts the Company can invoice, based upon specific services delivered to clients each week.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Specific revenue streams

Grants

Revenue in the scope of AASB 1058 is recognised on receipt unless it relates to a capital grant which satisfies certain criteria, in this case the grant is recognised as the asset is acquired or constructed.

Community Care Options Limited

ABN: 38 716 084 913

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Grants

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

(b) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Inventories

Inventories are measured at the lower of cost and net realisable value.

Inventories acquired at no cost, or for nominal consideration are valued at the current replacement cost as at the date of acquisition, which is the deemed cost.

(e) Property, plant and equipment

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

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the cost model.

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(e) Property, plant and equipment

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Building Improvements	2.5%
Land and Buildings	2.5%
Plant and Equipment	10% - 35%
Motor Vehicles	20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f) Financial instruments

Financial instruments are recognised initially on the date that the Company becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Company classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(f) Financial instruments

Financial assets

- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Company changes its business model for managing financial assets.

Amortised cost

The Company's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Trade receivables and contract assets

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Company has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Company renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Financial liabilities

The Company measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Company comprise trade payables and lease liabilities.

(g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(h) Leases

At inception of a contract, the Company assesses whether a lease exists.

At the lease commencement, the Company recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Company believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Company's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Company's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

(i) Employee benefits

Provision is made for the Company's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - impairment of property, plant and equipment

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key estimates - revenue recognition - long term contracts

The Company undertakes long term contracts which span a number of reporting periods. Recognition of revenue in relation to these contracts involves estimation of future costs of completing the contract and the expected outcome of the contract. The assumptions are based on the information available to management at the reporting date, however future changes or additional information may mean the expected revenue recognition pattern has to be amended.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

4 Retrospective restatement

(a) During the current year it has been identified that the leasehold improvements made to leased premises in prior years had not been amortised over the period of the respective leases.

The Directors have applied these standards and restated the opening retained earnings at 30 June 2020 by \$212,503 and recorded a retrospective adjustment in the 2021 year of \$192,627.

The aggregate effect of the error on the annual financial statements for the year ended 30 June 2021 was as follows:

	Previously stated \$	30 June 2021 Adjustments \$	Restated \$	Previously stated \$	1 July 2020 Adjustments \$	Restated \$
Statement of Profit or Loss and Other Comprehensive Income						
Depreciation & Amortisation	155,238	192,626	347,864	70,975	212,503	283,478
Statement of Financial Position						
Accum Depcn - Building Improvements	29,233	234,783	264,016	21,856	212,503	234,359
Accum Depcn - Leasehold Improvements	7,737	170,347	178,084	-	-	-
Opening Retained Earnings	3,434,184	(405,130)	3,029,054	3,092,486	(212,503)	2,879,983

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

5 Revenue and Other Income

Revenue from continuing operations

	2022	2021
	\$	\$
Revenue from contracts with customers (AASB 15)		
- NDIS & Aged Care Funding	15,221,208	16,600,395
- Client contributions	170,456	219,591
- Cafe Sales	18,526	135,860
Total Revenue	15,410,190	16,955,846

	2022	2021
	\$	\$
Other Income		
- memberships	36	109
- reversal of sick leave provision	-	208,192
- grants held	1,338,932	730,373
- sundry income	1,792	15,239
	1,340,760	953,913
Total Revenue and Other Income	16,750,950	17,909,759

6 Finance Income and Expenses

Finance income

	2022	2021
	\$	\$
- Interest income	18,237	43,613
Total finance income	18,237	43,613

7 Result for the Year

The result for the year includes the following specific expenses:

	2022	2021
	\$	\$
Cost of sales	17,154	76,430
Employee benefits expense	8,526,811	8,954,882
Depreciation and amortisation expense	116,981	155,238
Loss on disposal of assets	111,370	-

Community Care Options Limited

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Notes to the Financial Statements
For the Year Ended 30 June 2022

8 Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash on hand	1,500	1,550
Cash at bank	636,504	1,185,049
	<u>638,004</u>	<u>1,186,599</u>

9 Trade and Other Receivables

	2022	2021
	\$	\$
CURRENT		
Trade receivables	270,948	359,561
Sundry Debtors	508	-
Total current trade and other receivables	<u>271,456</u>	<u>359,561</u>

10 Inventories

	2022	2021
	\$	\$
CURRENT		
At cost:		
Stock on hand	-	1,042
	<u>-</u>	<u>1,042</u>

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

11 Property, plant and equipment

	2022	2021
	\$	\$
LAND AND BUILDINGS		
Freehold land		
At cost	241,181	241,181
Total Land	241,181	241,181
Building Improvements		
At cost	316,903	316,903
Accumulated depreciation	(281,103)	(264,016)
Total buildings	35,800	52,887
Total land and buildings	276,981	294,068
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	170,052	153,253
Accumulated depreciation	(55,219)	(73,650)
Total plant and equipment	114,833	79,603
Motor vehicles		
At cost	235,169	235,169
Accumulated depreciation	(119,601)	(90,709)
Total motor vehicles	115,568	144,460
Leasehold Improvements		
At cost	-	262,949
Accumulated amortisation	-	(178,084)
Total leasehold improvements	-	84,865
Total plant and equipment	230,401	308,928
RIGHT-OF-USE		
Right-of-Use - Property, Plant and Equipment		
At cost	10,365	69,577
Total right-of-use	10,365	69,577
Total property, plant and equipment	517,747	672,573

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

11 Property, plant and equipment

(a) Movements in Carrying Amounts

	Land \$	Land and Buildings \$	Plant and Equipment \$	Motor Vehicles \$	Leasehold Improvements \$	Right-of- Use - Plant and Equipment \$	Total \$
Year ended 30 June 2022							
Balance at the beginning of year	241,181	52,887	79,603	144,460	84,865	69,577	672,573
Additions	-	-	73,529	-	-	-	73,529
Disposals	-	-	(26,509)	-	(84,865)	-	(111,373)
Depreciation expense	-	(17,087)	(11,790)	(28,892)	-	(59,212)	(116,981)
Balance at the end of the year	241,181	35,800	114,833	115,568	-	10,365	517,747

12 Other Assets

	2022 \$	2021 \$
CURRENT		
Prepayments	5,471	30,419
Accrued income	709,839	583,892
	<u>715,310</u>	<u>614,311</u>

13 Trade and Other Payables

	2022 \$	2021 \$
CURRENT		
Trade payables	156,883	176,391
GST payable	38,623	38,518
Accrued expenses	291,766	258,702
Other payables	75,414	53,041
	<u>562,686</u>	<u>526,652</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

Community Care Options Limited

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Notes to the Financial Statements
For the Year Ended 30 June 2022

14 Lease Liabilities

	2022	2021
	\$	\$
NON-CURRENT		
Lease liability	10,365	69,577
	<u>10,365</u>	<u>69,577</u>

15 Other Financial Liabilities

	2022	2021
	\$	\$
CURRENT		
Grants received in advance	701,093	1,373,986
Client funds held	56,255	555,813
Total	<u>757,348</u>	<u>1,929,799</u>

16 Employee Benefits

	2022	2021
	\$	\$
CURRENT		
Long service leave	299,213	278,747
Sick leave	83,355	94,612
Annual leave	431,691	407,687
	<u>814,259</u>	<u>781,046</u>

	2022	2021
	\$	\$
NON-CURRENT		
Long service leave	150,657	186,853
	<u>150,657</u>	<u>186,853</u>

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

17 Financial Risk Management

	2022	2021
	\$	\$
Financial assets		
Held at amortised cost		
Cash and cash equivalents	638,004	1,186,599
Trade and other receivables	271,456	359,561
Total financial assets	909,460	1,546,160
Financial liabilities		
Financial liabilities at amortised cost	573,051	596,229
Financial liabilities at fair value		
Total financial liabilities	573,051	596,229

18 Members' Guarantee

The Company is registered with the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 1 each towards meeting any outstanding obligations of the Company. At 30 June 2022 the number of members was 27 (2021: 20).

19 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$ 231,596 (2021: \$ 195,113).

20 Auditors' Remuneration

	2022	2021
	\$	\$
Remuneration of the auditor HQB Accountants Auditors Advisors, for:		
- auditing or reviewing the financial statements	13,700	13,000
- taxation and other services	5,100	2,500
Total	18,800	15,500

21 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2022 (30 June 2021: None).

Community Care Options Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2022

22 Related Parties

(a) The Company's main related parties are as follows:

Key management personnel - refer to Note 19.

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

(b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

23 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years, with the exception of the matters identified below.

The Covid-19 pandemic continued to impact the operations of the Company throughout the 2021 and 2022 financial years.

The major impacts have been;

An inability to maintain an appropriately skilled workforce to meet the needs of both existing and prospective clients. The Company closed its books to new clients from March 2021 to June 2021 and at various time throughout the 2022 financial year.

Higher than normal levels of absenteeism.

At the time of signing, the Company continues to experience difficulty in maintaining its workforce and this may have an ongoing impact upon future profitability.

24 Statutory Information

The registered office and principal place of business of the company is:

Community Care Options Limited
20 Curacoa Street
Coffs Harbour NSW 2450

Community Care Options Limited

ABN: 38 716 084 913


Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person



Responsible person



Dated 18 October 2022

Community Care Options Limited

Independent Audit Report to the members of Community Care Options Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Community Care Options Limited, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Community Care Options Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

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 Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity'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 responsible entities either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

Community Care Options Limited

Independent Audit Report to the members of Community Care Options Limited

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 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 the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

Community Care Options Limited

Independent Audit Report to the members of Community Care Options Limited

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



James Davis
Partner
HQB Accountants Auditors Advisors
Registered Company Auditor Number: 465093
19 October 2022

