



ANNUAL REPORT 2016/2017



Annual Report 2016/2017
Community Home Care Inc.
www.communityhomecare.org.au

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OUR PEOPLE

At Community Home Care we are very fortunate to have an amazing team of staff and volunteers who are instrumental in the effective delivery and running of our services.

CHC employs over 100 staff and has on board a volunteer pool of 300 across 7 offices located throughout the South West who work hard to deliver efficient and effective services to our community.

Thank you all for your dedication and commitment and for making a difference in the lives of our clients.



STAFF AND VOLUNTEERS

We would like to acknowledge the following staff and volunteers who have reached their 10 and 5 years of service with CHC.

10 YEAR CLUB

NAME	ROLE	SITE
Shirley Breese	Volunteer	Bunbury
Verelle Blee	Volunteer	Donnybrook
Leonie Sawtell	Home Services Support Worker	Bunbury
Mercedes Wilson	Home Services Support Worker	Bunbury
Kaye Rendell	Meals on Wheels Coordinator	Bunbury
Viviana Kent	Volunteer	Collie

*The CHC Collie Meals on Wheels service would also like to acknowledge the contribution of all their long serving volunteers, some of whom have been assisting for 10 years or more. Thank you all.

5 YEAR CLUB

NAME	ROLE	SITE
Barry Blythe	Volunteer	Bunbury
Bob Jennings	Volunteer	Donnybrook
Helen Skeggs	Volunteer	Bunbury
Penny Thomson	Volunteer	Bunbury
Neil Thomson	Volunteer	Bunbury
Wendy Ayers	Volunteer	Balingup
Raymond Cook	Volunteer	Balingup
Terry Brett	Volunteer	Balingup
Sue Doherty	Volunteer	Balingup
Kevin Haigh	Volunteer	Balingup

ACKNOWLEDGEMENT

2016/2017 has been another busy year for Community Home Care. We continue to grow as an organisation, providing much needed services to the elderly and people with disabilities throughout our community.

We would like to acknowledge the continued loyalty of our clients and the continued trust that they and their families place in CHC for the delivery of their services.

This year CHC Bunbury celebrates 30 years of service provision in and around the local Bunbury area. This milestone is attributed to the wonderful staff and volunteers that we have had working for us and for the community support we have received over the years.

Community Home Care continues to be managed by a Board of Management made up of local volunteers and business people with representation from all our coverage areas. The organisation remains true to its original purpose of supporting people to remain living independently at home.

We wish to acknowledge the support from our funding bodies who allow us the opportunity to operate our service:



Australian Government
Department of Health



Thank you to our partners:



Ongoing thanks to the local Councils and Shires who continue to support and acknowledge the work that CHC carries out within their communities:





AGENDA

Monday 9th October, 2017

Registration from 4:30pm

Meeting Commencement at 5:00pm

Venue: CHC, 3 Parade Rd, Bunbury

1. Opening and Welcome Address - James Lee, Chairperson
2. Apologies
3. Confirmation of Minutes of Annual General Meeting 17th October 2016
4. Chairperson's Report
5. CEO's Report
6. Finance Report to 30 June 2017
7. Appointment of Auditor for 2018
8. Election of Office Bearers of Board of Management
9. General Business
10. Meeting Closure



COMMUNITY HOME CARE INC. **ANNUAL GENERAL MEETING MINUTES**

of meeting held at 4.35pm, Monday 17th October 2016, Community Home Care Bunbury

PRESENT: Angelo Loguidice, Sue Clements, Michelle Almond (minute taker), Gloria Foreman, Mary Jennings, Joan Birkett, Kaye Rendell, Brendan Kelly, Robert Murray, Allan Jones, Tim Partridge, Jayson Hitchens, Donna Rudolf, Alan Roche, Neville McNeill, Betty McCleary, Denise Pelusey, Heather Magee, Gloria Collins, Josh Gardner, Ruth O'Hare, Fiona Fitzgerald.

1. WELCOME AND INTRODUCTION:

Angelo Loguidice advised that in the absence of James Lee he would be standing in as Chair for the meeting. Angelo acknowledged all apologies and acknowledged the attendance of Deputy Mayor, Brendan Kelly, Alan Roche of Good Guys Bunbury; Denise Pelusey, HACC Project Officer and Tim Partridge from AMD and welcomed everyone to the meeting.

2. APOLOGIES:

James Lee, Roger Veen, Geoff Wilkes, Mayor Gary Brennan, Cr Judy Jones, Rob Littlewood, Bev Buck, Ross Breese, Bernadette McInnes, Sherrie Morgan.

3. CONFIRMATION OF MINUTES 2015:

The minutes of the AGM held 26th October 2015 were provided to the meeting.

MOTION: That the minutes of AGM held 26th October 2015 be confirmed as true and correct.

Moved: Betty McCleary
Seconded: Joan Birkett
CARRIED

4. CHAIRPERSON'S REPORT:

In the absence of Chairperson James Lee, Angelo Loguidice presented the Chairperson's Report to the meeting.

In his report James acknowledged the work of retiring Board Member for 2015, Mrs Gloria Foreman and also the contribution of new Board Member for 2015, Mark Kusin who had taken on the role of Chairperson of the merger committee and lead the process. James also thanked all the present members of the Board who all played a role in the success of CHC over the past 12 months.

James also acknowledged and thanked Sue Clements, together with the staff and volunteers of CHC Bunbury and Donnybrook for their dedication and attributed the success of CHC over the past year to their hard work and continued commitment.

He also acknowledged the work of Angelo Loguidice and the Donnybrook Shire who were instrumental in assisting CHC in relocating their Donnybrook office and reflected on the support and contribution made by Bendigo Bank, Donnybrook in the supply of a vehicle to assist with the shortage of public transport in the Donnybrook community.

James reflected on the success of the CHC merger project; the merging of CHC with Collie Adult Day Care and Collie HACC Services. This major project was completed on the 1st of July 2016 and as a result CHC now operates out of 3 town sites being Bunbury, Collie and Donnybrook. James thanked all involved in the planning and completion of the merger in particular, Denise Pelusey from HACC and all involved in the Working Party Committee.

In closing James noted that with an ever increasing aging population and the soon to be changes to how services are funded CHC will be required to provide services on a client-specific and holistic basis.

The Board has recently completed a 4 week Strategic Planning Program and is confident that Sue and her growing team are the best people for the challenges ahead.

5. CEO'S REPORT:

CEO, Sue Clements presented her report. Sue spoke of the appreciation of staff and clients. She thanked Denise Pelusey (HACC) for her never ending support and direction.

Sue acknowledged the success of the Collie merger and thanked all involved with the process. She noted that the merger gives a solid foundation for service provision from CHC throughout the South West. In short the merger so far has been positively received by both the staff and clients of our two Collie sites.

She acknowledged the hard work of our Board of Management, our staff and volunteers.

Sue welcomed Alan Roche, Good Guys Bunbury for his attendance and thanked them for the continued sponsorship and expressed her appreciation of the opportunity for CHC to be involved in the Good Guys Cause Partners partnership program.

Sue acknowledged the recognition under the Good Guys; Doing Good program the successful nomination of long time CHC volunteer, Neville Woods. Neville has been volunteering with CHC for over 20 years and was a well deserved recipient of this award.

Sue gave a brief summary of service figures and summarized the success of 2016 being attributed to the support and strong leadership of the Board of Management and a dedicated team of staff and volunteers, being the back bone of CHC.

In short the future looks bright and with continued positive growth and acceptance of change CHC is well on the way to remaining a leading service provider that is “trusted in the community”

6. FINANCE REPORT:

Tim Partridge from AMD presented our Finance Report. Tim gave an overview of the audit and reporting process that takes place to prepare the report.

He thanked Camille Asser, Finance Manager and CEO, Sue Clements for their cooperation in the preparation of documentation for the report and acknowledged that CHC should be very satisfied with the final reporting outcomes.

MOTION: That the above reports be accepted

Moved: Fiona Fitzgerald
Seconded: Betty McCleary
CARRIED

7. APPOINTMENT OF AUDITOR:

MOTION: That AMD Chartered Accountants be appointed as Auditors for the 2016/2017 financial year.

Moved: Sue Clements
Seconded: Betty McCleary
CARRIED

8. ELECTION OF OFFICE BEARERS:

Written nominations were received by the returning officer.

Nominations received: Betty McCleary, Fiona Fitzgerald, Roger Veen, Heather Magee, Gloria Collins, and Geoff Wilkes

The above nominations were received and in line with constitutional rules as the nominations did not exceed the number of positions available the nominees were elected to the Board of Management.

MOTION: That the above nominees be accepted to the Board of Management.

Moved: Neville McNeill
Seconded: Mark Kusin
CARRIED

9. GENERAL BUSINESS:

Joan Birkett asked some questions in relation to the acronym terminology used in the reporting process for the financials. Sue Clements, CEO, explained what these meant

and how it benefits the recording process to use these references. Mrs Birkett understood this and was happy with the explanation.

MOTION: Mr Brendan Kelly, Deputy Mayor – City of Bunbury put forward a motion from the floor.

He wished to thank on behalf of the City of Bunbury and the local community, the CHC Board of Management and CEO, Sue Clements alongside her staff and volunteers for their hard work and commitment to the role that CHC plays in the community.

Moved: Brendan Kelly

Seconded: Joan Birkett

CARRIED

Angelo Loguidice thanked Mr Kelly for his kind words.

Angelo announced that long time Board Member and Client Representative Mrs Mary Jennings would not be continuing on with her role on the Board of Management. Angelo thanked Mary on behalf of the Board and all involved with CHC for her support and commitment during her time in her position on the Board of Management.

Mary thanked everyone involved at CHC for the support services she receives and acknowledged that she had enjoyed being involved on the Board and advised that it was good to see what CHC does from both a Board perspective and as a client and acknowledge that the services in which CHC provides is invaluable to the community.

Meeting closed 5:15pm



CHAIR PERSONS REPORT

To our volunteers, clients, staff, fellow board members and guests, welcome to our Annual General Meeting for 2017.

The past 12 months has been another busy year, with CHC once again overseeing the merger with 2 more like organisations. It is my pleasure to officially welcome to the CHC family the clients, staff and volunteers from BESS Busselton-Augusta-Margaret River and Bridgetown Meals on Wheels.

That these mergers went smoothly understates the efforts and cooperation of the respective teams, the diligence of the CHC merger committee and the support of WA Health through the Home and Community Care program.

Ensuring a seamless and uninterrupted transition for our clients involved countless hours of preparation and work behind the scenes to blend the different teams, plants and assets, banking, payroll, accounting and reporting systems as well as restructuring the organisation yet again from the top down.

On behalf of the Board of Management, I would like to take this opportunity to thank our CEO, Sue Clements for her dedication and perseverance and Mr Mark Sheldon-Stemm from Aussiepay P/L for his invaluable advice and guidance throughout the course of these mergers.

Four mergers over two years is beyond the charter of CHC, and the constant need for re-evaluation and restructure of the management and coordination teams is a heavy load for any organisation, let alone a not-for-profit, volunteer-based one such as ours. There is sufficient growth in the aged and disability sector without a need for expansion through mergers. Unlike profit-based care providers, CHC does not report to shareholders or need to increase market share. Rather, we are driven by the view to provide the best care and the most service from every dollar our funding will allow.

It is to this end that CHC has continued to accept these other service providers into our fold. In short, we have undergone the disruption and added workload of mergers to help retain continuity of client/carer relationships within these other localities by keeping these services local.

The coming year will hopefully involve only consolidation and restructure as we appraise a larger pool of skill sets and competencies and dedicate our energies once more to being the service provider and employer of choice in the South West.

In closing, I would like to once again thank you, our members and look forward to your company in the coming merger-free year.

James Lee
Chair Person
Community Home Care Inc.





A MESSAGE FROM OUR CEO

This year has once again been a year of change and growth for Community Home Care. Across the industry it seems as if change has become the constant with government policy changes resulting in industry changes and of course a number of changes organisationally for CHC.

With these changes happening all around us I would like to acknowledge the volunteers and staff of CHC who work tirelessly to ensure that our clients are supported and receive the services they need. I congratulate our team on a job well done. They have all risen up and met the challenges of the changing landscape while continuing to provide high standard flexible services.

This year saw further growth for CHC through a merger alongside BESS of Busselton and Margaret River and Bridgetown Meals and Wheels/ Blackwood Area Transport Service. As a result CHC now operates out of 6 locations, ensuring that our service footprint across the lower South West continues to remain strong. I would like to welcome volunteers, staff and clients from Bridgetown, Busselton and Margaret River to the CHC family.

In this our 30th year I would like to take the time to reflect on how much CHC has grown and how far we have come from a once small but vital totally volunteer run service to where we are today with 7 offices, 100 staff and over 300 volunteers. I would like to think that those committed people who dedicated themselves to the establishment of CHC in the beginning look today and take pride that they were the founders of what has become a strong and leading service provider in the region.

February 28th, 2017 saw the introduction of the new Home Care Packages under the Commonwealth. These packages are allocated to the individual and allow them to have a choice and say in the delivery of their services. Package recipients and their families now choose what services they wish to access with their package and which service provider they want to provide their services. This new system gives choice and control firmly to the individual and their families, as it should be. I am proud to say as at 28th February, 2017 CHC was providing services through packaged care for 8 clients; now we are working with over 50 families who have chosen CHC as their preferred provider.

The announcement that responsibility for the Home and Community Care (HACC) Program would transfer to the Commonwealth Government on July 1st, 2018 was made earlier in the year. As a result of this change the HACC funding for CHC will be transferred to this Commonwealth Program and we have been granted a funding agreement to provide services until 2020. The new Commonwealth Program will be called the Commonwealth Home Support Program (CHSP). This new program operates in much the same way as the current HACC Program and for clients the transfer will have minimal disruption, services will remain in place and continue. For new clients requiring services from July 1st, 2018 the pathway for assessments may change but services on the ground will be funded and remain the same. As a service provider we are working busily behind the scenes with project officers from the Commonwealth to ensure the smooth transition for our current and future clients.

CEO MESSAGE CONT....

As an approved provider of services under the National Disability Insurance Scheme signing of a bilateral agreement that sees WA join up and the rollout of the scheme across WA was exciting news. The lower South West rollout of the scheme is scheduled to commence in July, 2018. This will provide opportunities for CHC to expand and grow its service provision in the disability arena. We do currently have a small number of clients we are providing services for in the Donnybrook area and I look forward to us being able to expand these services across our coverage area in the near future.

This year in the non current funding round we were lucky enough to be awarded funding for a number of projects.

These funded projects included:

- \$560,920.00 for the extension and renovation of the CHC Collie Social Centre. These funds will enable us to extend and renovate the building that our social centre currently operates out of to include more offices, a large functional kitchen and extra activity space. This will enable all our services to be managed out of one site as opposed to the 2 sites we are currently running out of at the moment. Thus reducing operating costs as well as providing a cohesive and central working environment for all staff.
- \$45,800.00 to undertake a feasibility study in Donnybrook. The study is in preparation for plans to build a service and respite building in Donnybrook. Working in conjunction with the Donnybrook Council and other service organisations this study will culminate in the plans for a multi purpose building built in Donnybrook that will provide CHC and other organisations a base to provide services. This building will be designed to best support those who have dementia and a range of support services will provide care and support for dementia suffering. If the feasibility study determines this project is viable it will be a long term project but I look forward to updating you on our progress through our newsletters and future Annual Reports.
- \$8,670.00 for a shed at our Bunbury site for the storage of our Home Maintenance equipment.
- \$15,603.00 for the hot mixing of the vehicle compound for our fleet of CHC vehicles at the Bunbury office.

I would like to take this opportunity to thank the Western Australian Government, the WA Department of Health and HACC for the opportunities this funding brings to us.

At CHC our purpose and values are integral to our work. Our services and programs reflect our commitment to bringing this purpose to life in everything that we do. In reporting performance in the 2016/17 year, I am proud report that Community Home Care has delivered 89,631 hours of service, carried out 18,841 transport trips and delivered 21,141 meals to 1,894 clients within the South West.

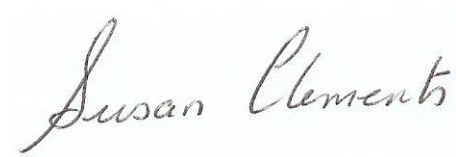
Whilst this represents an outstanding outcome overall, and the result of significant effort, the focus in the coming year will be on managing our business costs, improving efficiency and increasing the

CEO MESSAGE CONT....

organisation's productivity in an environment where economic conditions are likely to become more challenging.

Our achievements would not be possible without the fantastic efforts of everyone involved in the organisation. The increasing demand for our services and businesses is a direct reflection of the contribution of each of the dedicated people who form the heart and soul of our organisation. I would like to express my sincere gratitude to our Board of Management for their ongoing leadership role and whose interest, input and direction have been vital to Community Home Care's continued progress.

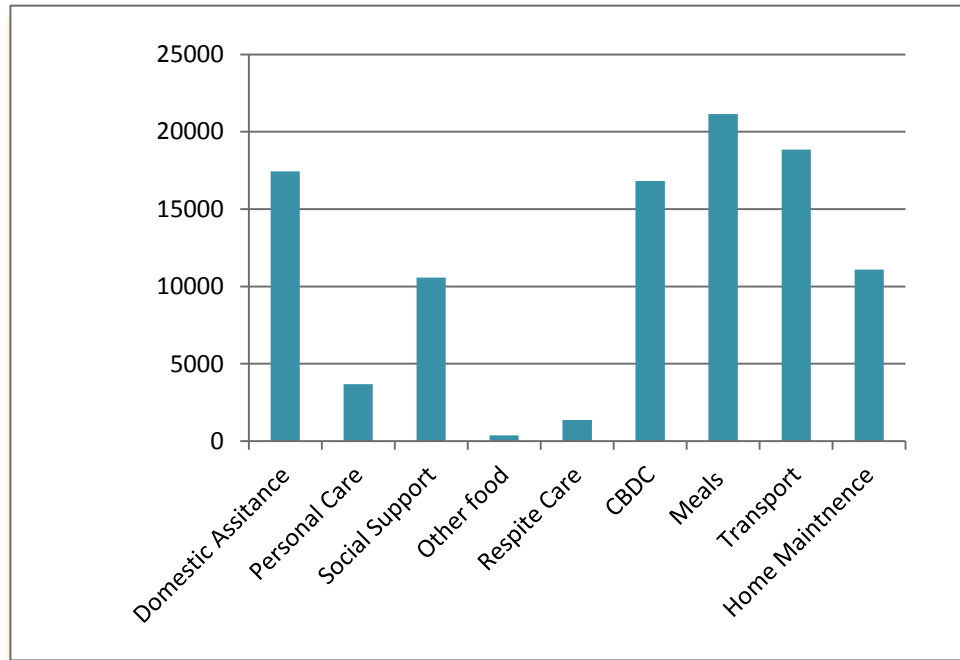
To the staff and volunteers of Community Home Care your expertise, professionalism and commitment make a significant difference in the lives of many. Thank you for your hard work and loyalty. As we head into 2017/18 I consider myself very privileged to lead you and CHC into the next stage of our journey.

A handwritten signature in dark ink that reads "Susan Clements". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

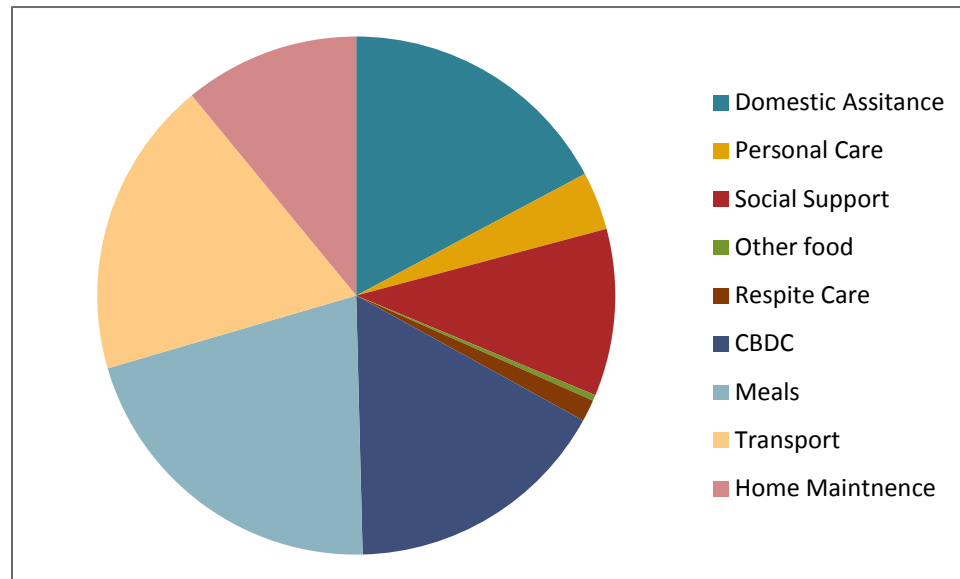
Sue Clements
Chief Executive Officer



SERVICE PROVISION 2016/2017



Graph depicting service hours provided by CHC under individual services type in 2016/17



Graph depicting service types as percentage of total services provided by CHC in 2016/17

OUT AND ABOUT WITH CHC

At CHC we take great pride in ensuring that our clients can partake in outings and activities that promote fun, independence, social connections and friendships.

It's evident from these snaps that our clients have way to much fun.



SUCCESSFUL PARTNERING -

COOK'N EAT CLUB IN PARTNERSHIP WITH TADWA – SW BRANCH

This year saw the implementation of our first Cook'n' Eat Club in partnership with TADWA – SW Branch. The project aims to increase independence in the kitchen through the use of aids and simple menus.

Our first session was held at the CHC Social Centre in Collie. The project ran over 7 weeks under the direction of TADWAs Occupational Therapists and was well received by the clients and staff who participated. We are now planning for the original participants to attend stage 2 of the program which will have them developing their own recipes and the production of a simple recipe book based on their choice of recipes for use at home. In this stage we will look at participants having more control over the sessions, with each participant planning a session menu and leading the cooking process with assistance as required.

We are excited to announce that the Cook'n' and Eat Club was so well received and such a success that we are now planning to roll out Cook'n' Eat Clubs across the organisation with the next Cook and Eat Club to commence in November at our Bunbury site.



Participants from the inaugural Collie Cook'n' Eat Program