

All You Need



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Annual General Meeting

Agenda

Monday,
16th November, 2020

Meeting commencement
at 4.00pm

Venue: Community Home Care,
3 Parade Road, Bunbury

1. Welcome and Housekeeping
2. Apologies
3. Confirmation of Minutes of Annual General Meeting 18th November 2019
4. Chairperson's Report
5. CEO's Report
6. Finance Report to 30th June 2020
7. Appointment of Auditor for 2020/2021
8. Election of Office Bearers of Board of Management
9. General Business
10. Close and Refreshments

Community Home Care Board of Management

2018-2019 AGM MINUTES

of meeting held at 4.00pm,
Monday, 18th November, 2019
CHC Office, 3 Parade Road, Bunbury

1. PRESENT:

Angelo Loguidice, Roger Veen, Neville McNeill, Mark Kusin, Heather Magee, Gloria Collins, Fran Temby, Brian Moore, Tim Partridge, Sue Clements, Andrew Robinson, Donna Rudolf, Scott Robinson, Tony Sommerville, Kaye Rendell, Jane Goff, David Prestney, Michelle Anderson, Kevin Carmichael, Julie Cooper (minute taker).

2. WELCOME AND INTRODUCTION:

This meeting was opened by Community Home Care Chairperson, Mr Angelo Loguidice
Angelo welcomed all present.

3. APOLOGIES:

Apologies were accepted and acknowledged from the following people:

Name	Organisation
Ms Jane Manning	CHC Busselton Board Representative
Mr John Nicholas	Bridgetown Council
Mrs Patricia Duffield	CHC client

4. CONFIRMATION OF MINUTES 2018:

The minutes of the AGM held on Monday, 22nd October, 2018 were presented to the meeting.

Motion: That the minutes of 2017-18 AGM held in October 2018 confirmed as true and correct.

Moved: Brian Moore

Seconded: Heather Magee

CARRIED

5. CHAIRPERSON REPORT:

Mr Angelo Loguidice, Chairman of the Community Home Care Board, thanked all the Board Members, staff and volunteers involved with the day to day operations of CHC. Thanked Sue Clements for always having her finger on the pulse and commended her dedication to CHC. Noted CHC was doing well in a changing climate and is well respected in the community.

6. CEO'S REPORT

Chief Executive Officer Sue Clements spoke of CHC being the winner of the WA Regional, Rural and Remote Provider of the Year for 2019.

Recognised the growth of Home Care Packages and the hard work of the HCP staff.

Talked about the implementation of the new client management, finance and payroll systems. Has been hard work but starting to see the benefits.

Mentioned the Royal Commission and although CHC had not been called on or targeted stated we still feel the pressure of the media's sensationalism of negative stories. This targeting is making it hard for the whole industry. The interim report titled *Neglect* speaks to the perception the public have of the industry. We are aware staff need to know they do a good job and are appreciated.

Advised the Collie building extension was completed and they are now working with Alzheimer's Australia on a new program.

Made a strategic decision not to continue with NDIS. Although it was a hard decision to make, feel it is best in a changing climate to concentrate on our core business. Have made sure all clients who needed to be were transitioned to other providers although many chose to stay on privately which is testament to our service.

Expressed gratitude to all the Board Members for their support and thanked staff and volunteers for all their hard work and dedication.

7. FINANCE REPORT

Tim Partridge from AMD Chartered Accountants presented the Financial Report for 2018/2019 on behalf of CHC. During the year, interim and final audits were carried out. Found all legislative requirements were met and there were no significant issues to

report on. CHC is well managed from a financial perspective.

Motion: That the financial reports be accepted and AMD Chartered Accountants be appointed as Auditors for the Financial 2019/2020 year.

Moved:	Heather Magee
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Seconded:	Donna Rudolf
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CARRIED

8. ELECTION OF OFFICE BEARERS

There were five positions that had come to term this year.

Brian Moore	Mark Kusin
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Neville McNeill	Fran Temby
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Jane Manning

All of the above were eligible and nominated to return to the Board. There were no other nominations so they are declared accepted.

Angelo nominated for the position of Chair and Roger nominated for the position of Vice Chair. There were no other nominations for these positions.

Fran nominated for the position of Secretary and was seconded by Roger.

Brian nominated for position of Treasurer and was seconded by Roger.

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

Moved:	Heather Magee
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Seconded:	Roger Veen
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CARRIED

9. GENERAL BUSINESS:

Thank you to Scott Robinson and the team at Jack in the Box for the work they have put into our rebranding. We hope to see everyone at our special event on 29th November at 4pm.

Our main focus this coming year is to continue growing and improving our services. Sue looks forward to leading CHC over the next twelve months.

Wishing everyone a safe and happy Christmas.

Angelo thanked all for their attendance.

Meeting closed at 4.29pm.

I confirm that these minutes are a true reflection of the CHC Meeting held on the 18th November 2019.

Angelo Loguidice, **Chairperson**

Board Biographies

CHC strategic direction is set and managed by our Board of Directors. These valued board members volunteer their time to provide invaluable support direction and governance to CHC. To ensure our vision of being part of your community our Board is made up of representatives from all local areas where we have offices. CHC would like to acknowledge and thank all Board Members for their contribution of commitment, time and expertise to CHC.

CHAIRPERSON – ANGELO LOGUIDICE

Angelo has sat on our Board since 2012. He has been Chairperson since 2018. As well as chairing the Board Angelo represents the Donnybrook/Balingup community. Angelo is a small business owner in Donnybrook, farmer as well as past Shire President. He also sits on the Bendigo Bank board and the Kirup Progress Association.



Former public servant and member of the Western Australian Salaries and Allowances Tribunal. Awarded Centenary Medal for voluntary services as a community sports administrator.

SECRETARY – FRANCINE TEMBY

Fran joined the board in 2017 as a result of our amalgamation with BESS where she held the position of Chairperson of the BESS Board. She has been Secretary of our CHC Board since 2018. Representing Margaret River, Fran is a retired registered nurse who along with an extensive nursing career has held positions as Director of Nursing/Manager of Margaret River Hospital until 2005 which included eight aged care beds and 12 acute care beds. She was a Shire Councillor from 1999-2000 where she led a committee which resulted in the opening of 46 bed Mirrambeena Residential Care Facility, together with 40+ Independent Living Units and a Day Centre in Margaret River.



VICE CHAIRPERSON – ROGER VEEN

Roger has sat on our Board since 2012. A Bunbury representative, Roger, until his recent retirement, owned an award winning building design company in Bunbury. Roger is active in the Bunbury community being a member of Rotary and a board member with Enable Western Australia where he has held the position of Chairperson.



TREASURER – BRIAN MOORE

Brian commenced on the CHC Board in 2017 representing Bridgetown due to merger with Bridgetown Meals on Wheels and transport services. He has held the position of Treasurer since 2018. Retired Bridgetown resident and former Shire President at Shire of Bridgetown-Greenbushes.



HEATHER MAGEE

Representing the Collie region, Heather holds a BA from UWA majoring in history. She also holds a Cert III in Aged Care and Disability. She has previous experience working in both the aged and disability fields. She sat on the board of the Collie Senior Citizens and HACC prior to amalgamating with CHC.



JANE MANNING

Representing Busselton, Jane also came across to the CHC Board from BESS in 2017. Now retired she has a BA (Social Science) majoring in Sociology and Welfare Facilitator for local marketing. She has worked in government for 25 years, 22 being with the South West Development Commission as Regional Coordinator of Vasse so is knowledgeable about the area and the needs of the region. She has extensive experience working in partnership with Local and State Government agencies, local community groups, Chamber of Commerce and Small Business Centres. She has held previous positions as Convener of Waratah Support Centre, a domestic violence and sexual abuse counselling centre; and Chairperson of Milligan Community Learning and Resource Centre in Bunbury.



NEVILLE McNEIL

Neville resides in Bunbury and has been on the CHC Board since 2011. Until his retirement Neville owned a successful business in Bunbury and served on Bunbury Council from 2011 until 2015. Neville is an active member of the Forza Dragon Boat Club where he has held committee positions.



GLORIA COLLINS

Also representing Collie, Gloria holds a Cert III in Aged Care and has over 20 years' experience working in aged care and youth work. Gloria has decided to retire from the Board this year and we wish her well and thank her for her valuable contribution.

MARK KUSIN

Mark joined the Board in 2016 representing Bunbury. Mark is a retired paralegal and has held various roles in the government housing sector in Bunbury during his career. Now enjoying retirement as well as being a valued member of the CHC Board he is also a member of the Forza Dragon Boat Club.



Chairperson's Report 2019/20



**Angelo Loguidice,
Chairperson**

The first eight months of 2019/20 financial year were progressing well until March 2020, when COVID-19 impacted our world. With so little information in regards to the disease, and so many elderly people being infected around the world, we at CHC made the decision early to shut down our social support services to protect the most vulnerable our elderly clients and the staff and volunteers that work in the front line.

This was unprecedented as it became evident that this was a pandemic affecting many people around the world. As personal protective equipment was becoming short world-wide this started to present a challenge; social distancing was not something that we could easily get used to but was manageable while state and regional borders remained open.

As a Home Care organisation we had to make sure that our elderly clients were not coming into contact with family and friends that were returning from overseas. This presented a challenge as we had to trust the information that we were receiving to protect our carers, staff and volunteers while testing and state and regional lockdowns were being put in place. When this occurred this started to minimise the risk but not the concern.

While some of the services were suspended and some of our staff and volunteers were not able to work, household daily living products were in short supply; namely toilet paper. At this time we were contacted by Meals on Wheels to distribute toilet paper to the elderly through the Meals on Wheels service in the South West region, with the toilet paper supplied by Woolworths in bulk quantities.

CHC linked in with Volunteer South West to provide any support that may be required if the need arose. One of the functions was contacting and communicating with the elderly by phone to make sure that they were coping and to deal with any request or requirement that they may have.

Going forward we have to accept the challenges of the new normal but we are confident CHC have the capacity and capability to make changes and adapt very quickly to meet the ever-changing landscape.

To recap on the first eight months of 2019/20: our rebranding was successfully rolled out; the new Paypac payroll system was implemented; we continued to work with the people of Boyup Brook to establish a transport service for their community; strategic planning for the next five years was put on hold over the COVID-19 period (we will pick this up in the first half of 2021); we continue to train staff to comply with the Aged Care Sector reforms according to Royal Commission outcomes; we continue to work with the Shire of Donnybrook-Balingup to have a parcel of land in the health precinct rezoned to build a purpose-built building to house all CHC operations for the Donnybrook Balingup region.

As a progressive organisation, CHC continue to explore opportunities to provide services for the elderly in the South West region.

Under the circumstances, all our sites are operating well. Our finance team keeps the Board abreast of our financial position, thanks to our Finance Manager David Prestney and his team.

I would like to take this opportunity to convey a big thank you to all our managers and staff at all sites, they are at the forefront of all daily operations and service delivery. And a big thank you to our volunteers who tirelessly provide many hours of work in Transport, Meals on Wheels and Social Support.

Thank you to our dedicated and committed CEO Sue Clements who oversees and provides guidance for the whole of the organisation, nothing is ever too much trouble. Thank you, Sue.

Last but not least, thank you to all Board Members for their commitment and dedication to this organisation in making sure that we continue to evolve, succeed and, most importantly, deliver.

CEO Report 2019/20

This is the time of year where we take a moment to reflect and report on our performance and achievements to our members and stakeholders. It is also an opportunity to cast our mind to the future and speak of the challenges and opportunities before us.



**Sue Clements,
CEO**

The past 12 months have certainly provided some highlights and lowlights and what a year it turned out to be. The first six months of the 2019/20 financial year saw the organisation decide to undertake a major rebranding. Scott Robinson and the team from Jack in the Box worked tirelessly speaking with volunteers and staff across the organisation to ensure the new image captured the essence of CHC without losing our focus of delivering high standards of client services. In December 2019 we unveiled the “new look” of CHC. The vehicles look great with our new logos but I must say my favourite is the building. The new wall looks fantastic and I still love seeing it as I approach the building. While the physical rebranding took longer than expected due to COVID-19 restrictions and border closures it is now back on track to be completed by the end of the year.

July 2019 saw us make major changes to our client management, finance and payroll systems. As with any major system change it was not without its teething problems. However, 12 months on these have been ironed out and our new systems are embedded across electronic rostering, client records and an integrated finance system. The payroll system, however, did not meet all our requirements due to growth and the complexities of awards and a decision was made in the second half of the year to outsource payroll which commenced at the beginning of the 2020/21 financial year. I would like to thank everyone affected for their perseverance and patience during the rollout.

The rollout on 1 July 2019 of the new Single Aged Care Quality Framework and the new regulatory framework established by the Commonwealth on 1 January 2020 – represents a significant change in expectations and requirements placed on aged care providers and

staff. We believe these changes are beneficial for the industry and are diligently working through the external assessment conducted to not only meet but exceed the standards required.

The second half of this year presented us with the COVID-19 challenge. Social distancing, hand hygiene, self-isolating and closed borders became the new norm. These new rules meant the cancellation of group activities and outings and finding new ways to provide services. Our valued volunteer base assisted in this area by being available to provide phone contact to our clients when visits and outings could not occur. Our frontline workers demonstrated their strong commitment to our clients and families by rapidly undertaking all required training, adhering to temporary and ongoing new requirements, learning new technologies and, most importantly, providing care and services with kindness and compassion at a time of high stress.

While COVID-19 presented us with challenges, there were a lot of good initiatives as a result. During the toilet roll famine, Woolworths donated a six pack of toilet rolls for each Meals on Wheels client across Australia. While there were no toilet rolls on the supermarket shelves we took delivery of a pallet of packs which we assisted Meals on Wheels WA (MOWWA) to deliver to organisations across the South West for delivery to clients. I would like to thank Alison Meighan, Chairperson of MOWWA, who worked with Meals on Wheels Australia to ensure all those living in the South West were able to be part of this great initiative.

The Department of Health and Department of Social Services were a great support during this time sending out constant updates and assisting us throughout the lockdown period. They also worked hard to provide flexibility in funding arrangements and extra funding

for Meals on Wheels which had a growth surge during COVID-19.

The community response was fantastic and our volunteer base grew across our Transport, Social Support and Meals on Wheels services. We could not have managed the increased meals, telephone social support and transport without them and I wish to give our heartfelt thanks to all our volunteers who assist us to maintain the high level of services provided.

Despite the challenges of COVID-19 our client base in both Home Care Packages and Commonwealth Home Support Program continue to grow across all our sites.

We remain financially strong thanks to the hard work of our Executive Manager David Prestney. David joined us in October after the resignation of David Mottram. David and his team strongly supported by AMD have through prudent and responsible financial management ensured we remain financially sustainable.

I must make mention of our Executive Team. Julie Cooper, Executive Manager Community whose strong compassionate leadership drives service delivery across our organisation and who provides me with unwavering support and advice and Andrew Robinson who has driven the roll-out across the organisation of our new training system as well as the coordination of continuous improvement across the organisation. With David all three have provided myself personally and CHC with unwavering support and commitment and I would like to take the chance to thank them all especially during the difficult times of COVID-19. They all showed resilience and their “can do” attitude became the mantra of the organisation.

Over the next 12 months the Board and Executive Team will commence planning for CHC’s next five-year Strategic Plan. We operate in a dynamic industry and need to focus on continual improvement. This plan will set our direction for the future to build a stronger, more resilient service for our communities.

Within the Aged Care Sector, the Royal Commission has focused enormous attention on practices and standards. We are highly engaged in this continuing process and stand ready to analyse and respond to new requirements as they emerge. We await the final report which has been delayed due to COVID-19, however, we are anticipating more sector reform and changes and hope that the end result will result in working towards a more cohesive, comprehensive, easier to navigate service system.



The coming year will require us to commit the best of ourselves to prepare for major sector reform while continuing to provide excellent care and services with kindness and compassion. The challenge of COVID-19 is likely to be with us for some time. I anticipate another year of significant competing external pressures. Providing care and services to older Australians is an essential part of the health and social care system. Although we all face a time of change and challenge, I believe CHC is well positioned for the future and that our core values, compassion for others and focus on our people are critical foundations for the times ahead.

I'd like to acknowledge CHC's Board of Directors, who freely give of their time to provide strategic direction and input on the organisation's direction and performance. I would like to particularly thank Chairperson Angelo Loguidice who has been a valued support and mentor to me over my seven years with CHC. As you read this annual report, I hope it will remind you of the importance of the work of CHC and excite you for the future. To all our staff who continue to tirelessly commit time and energy to the success of CHC – I thank you.

Finance Report 2019/20



David Prestney,
Executive Manager Finance

Even in the face of the uncertainty posed by the threat of COVID-19, the past year has been one of significant change and improvement for the financial operations of CHC.

The start of the financial year saw the business move to three new software platforms being Xero (Accounting), Sandwai (CRM) and Keypay (Payroll), each package boasting significant operational improvements, and time was spent over the first half of the year thoroughly bedding down the systems and enhancements.

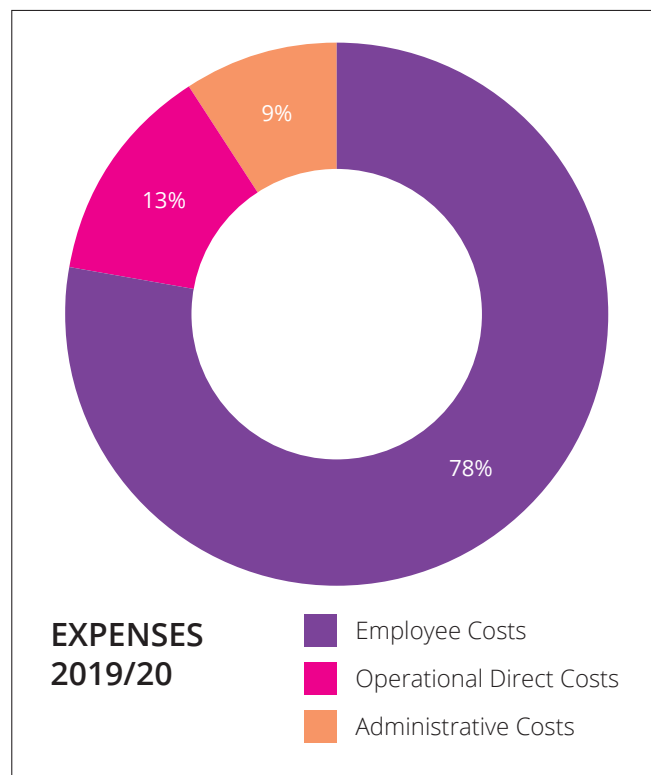
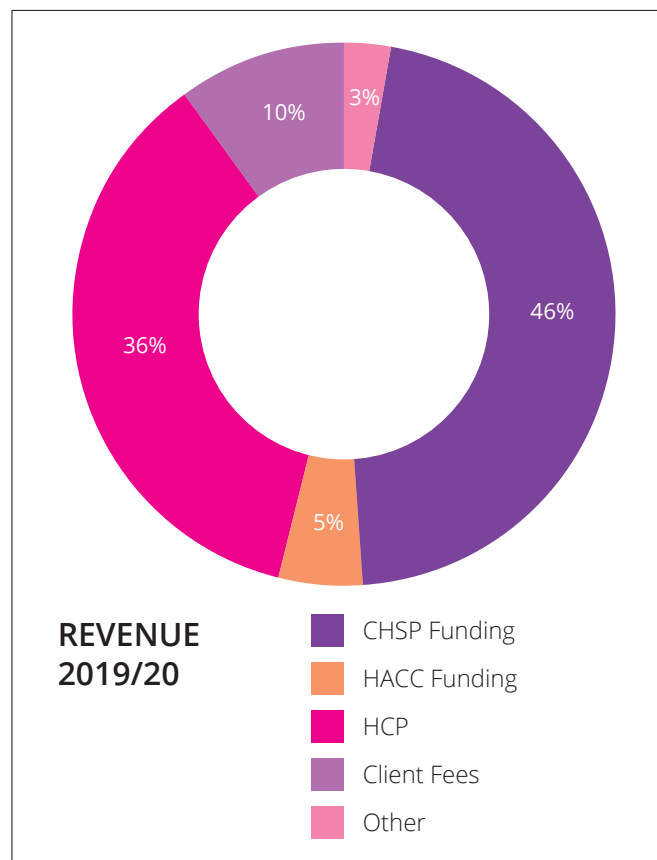
The year also saw a change of Finance staff with the departure of the Finance Team Leader and changes of Finance Manager, as well as Accounts Receivable Officer.

Despite CHC making the business decision to withdraw from the NDIS and the steady winding back of the state-based HACC funding, 2019/20 has been a

sound year financially for the organisation with overall revenues of \$10,800,000, up six per cent on the prior year.

The organisation's revenues continue to be underpinned by the Commonwealth Home Support Program (CHSP) which makes up 46 per cent of CHC's income, as well as the continued growth and maturing of the Home Care Package (HCP) program which now makes up 36 per cent of CHC's income base (up from 20 per cent in the prior year).

Additionally CHC's overall operating surplus of over \$1.1m was further under-pinned by the organisation's ongoing management and control of administrative and corporate costs.



Communities Report 2019/20

Community Home Care started off the financial year strong. Following our usual trend there was growth in most areas of service. A slight decline in December is a usual pattern as clients go away to spend time with family or family come to visit during the Christmas period and then services picked up again early in the new year.



Julie Cooper,
Executive Manager Communities

In March we all had to adapt to the evolving changes in daily life caused by the COVID-19 pandemic. Most schools, places of public gatherings and non-essential businesses were closed. Protecting the most vulnerable in the community meant we had to adjust to the new normal of social distancing, regular sanitising and limiting face to face contact wherever possible.

Families stepped up to offer additional support to their parents reducing their need for some types of support from service providers. Support that was required changed to accommodate new safety measures. Meals on Wheel figures increased as this service allowed clients to have nutritional meals delivered reducing their need for heading into the shopping centres. Additional shopping with a list services were put in place as required and transport was limited to medical appointments with all cars being thoroughly sanitised after each trip.

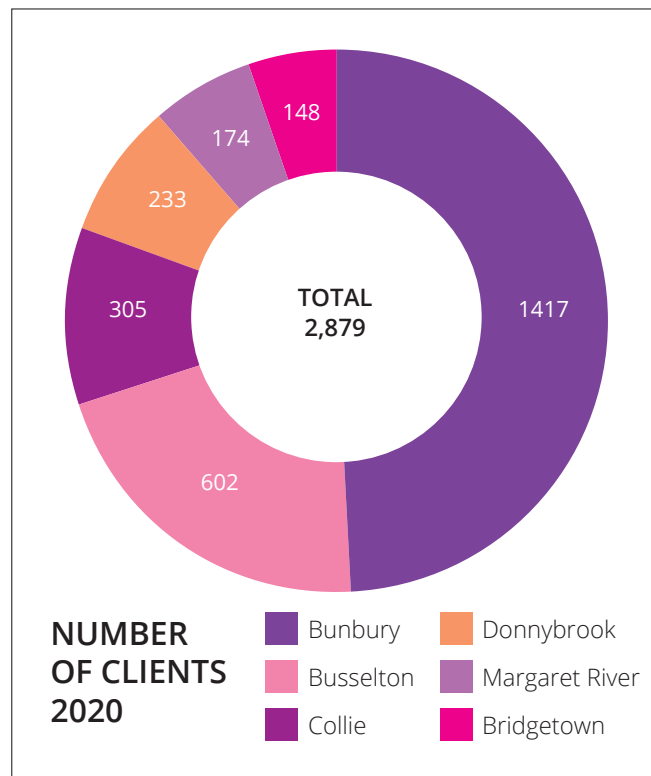
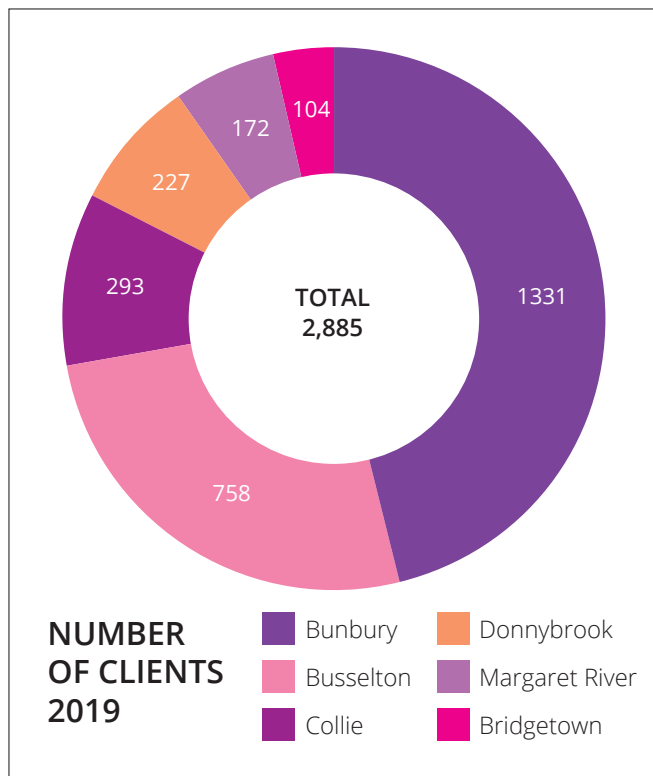
Social outings were put on hold. As concern for social isolation was forefront in our minds, volunteers played an integral part in making phone calls to chat with clients, check on their wellbeing and keep everyone connected within the community.

Thankfully in Western Australia COVID-19 was managed well and we were able to start retuning to everyday activities after a couple of months. In June demand for services started to return as people, although still taking precautions, felt safer to venture out and have us in their homes.

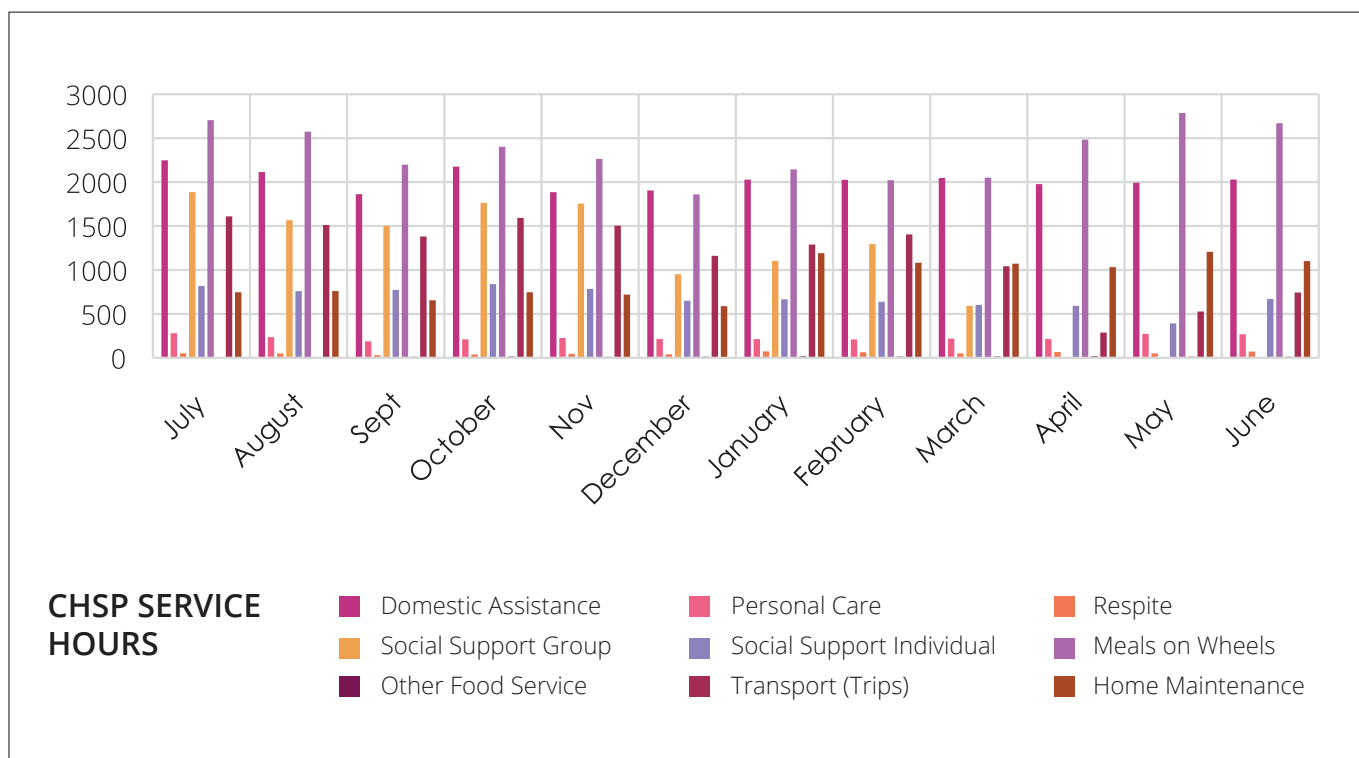
So the year turned out to be different than we imagined and not like any other we have experienced. There was some real uncertainty about the future and what that would look like and none of us like to face uncertainty especially when it comes to our health.

Staff and volunteers at Community Home Care showed their commitment to their clients and the organisation on a daily basis during the time of uncertainty. Their willingness to adapt to any situation, be flexible and support others was commendable. The enthusiasm shown to work together to adapt to the current situation showed what a great team we have and this dedication by the staff and volunteers over the year is always greatly appreciated.

Following you will find charts indicating client numbers and service hours for the 2019-2020 period.

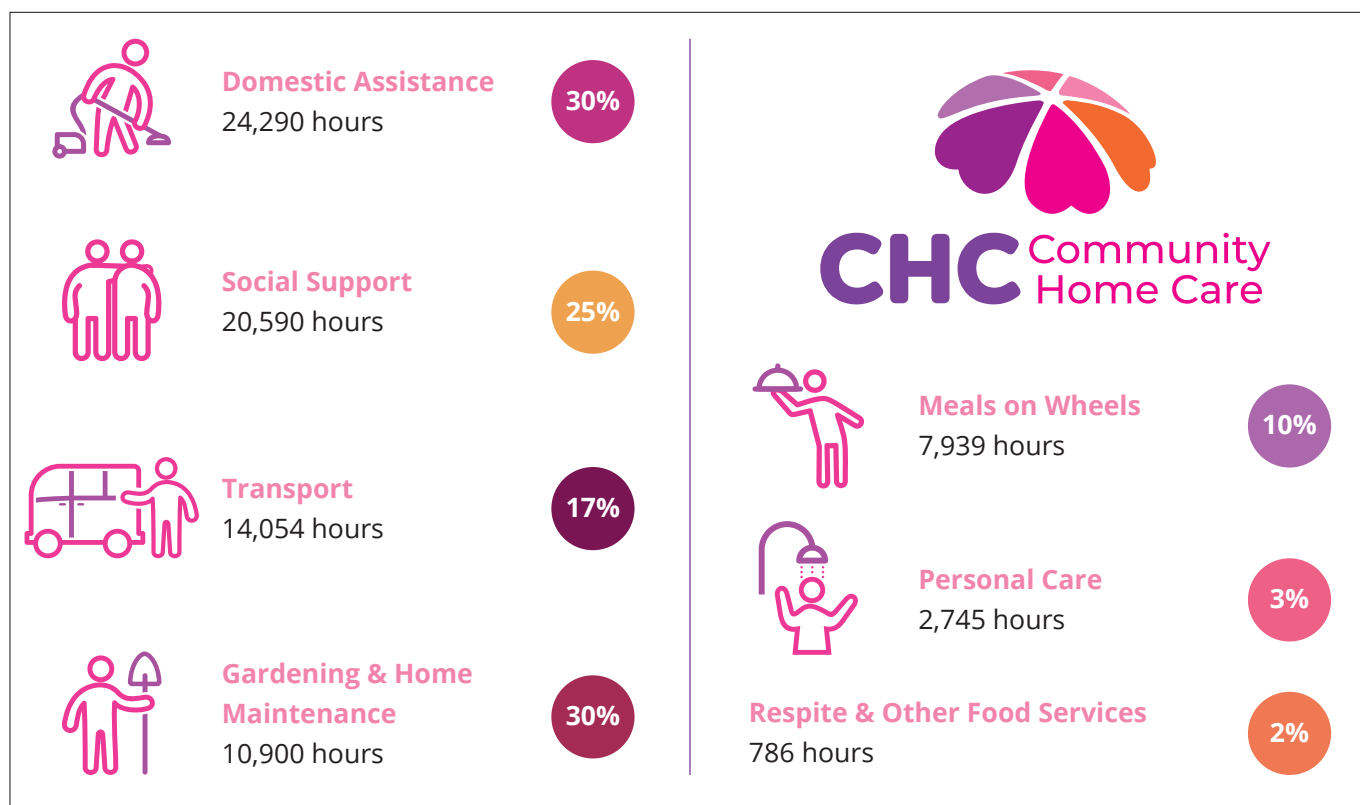


Throughout the year our client numbers ebb and flow and we ended the financial year with 2,879 clients being supported with services across the organisation.



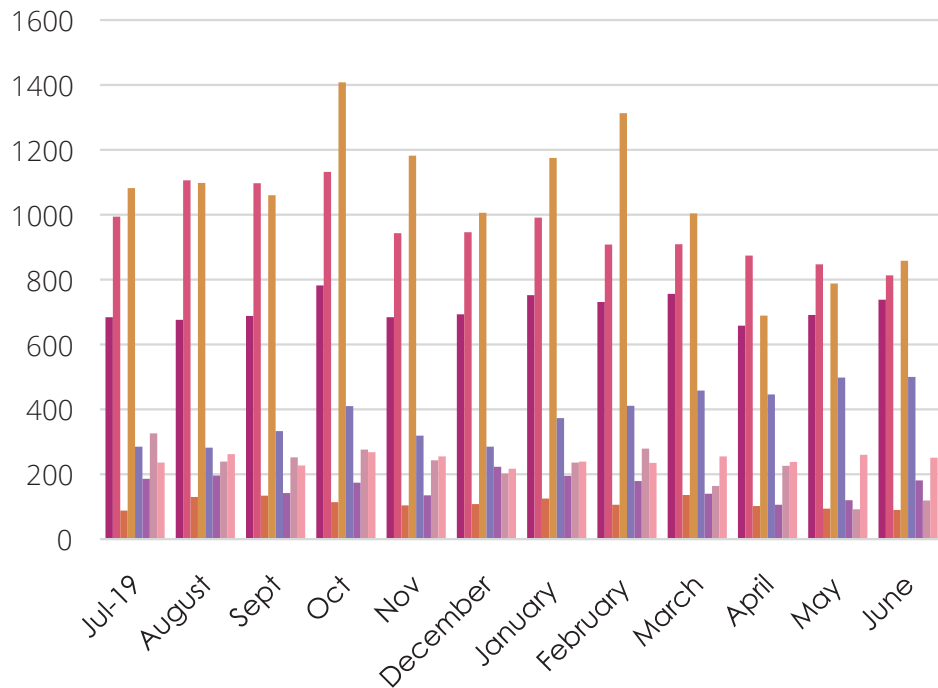
COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Domestic Assistance remained the most utilised service with 24,290 hours provided. This is 30 per cent of our service provision in CHSP.

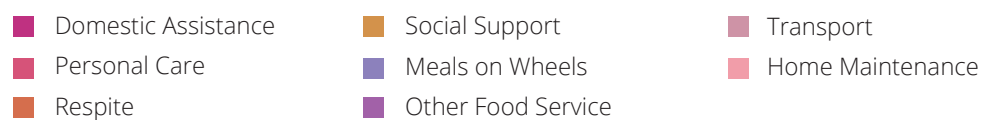


HOME CARE PACKAGE

Although there are less clients being serviced under the HCP program the higher needs of these clients means hours are comparable.



HCP SERVICE HOURS



Social Support
12,663 hours

27%



Personal Care
11,560 hours

25%



Domestic Assistance
8,533 hours

18%

Respite & Other Food Services
3,308 hours

10%



CHC Community Home Care



Meals on Wheels
4,600 hours

10%



Gardening & Home Maintenance
2,943 hours

6%



Transport
2,654

6%

Quality Compliance Training

2019-20 has been an exciting and challenging period for everyone at CHC as well as for me personally. The COVID-19 pandemic has affected our operations significantly and has been the motivation for the review and development of Business Continuity and Infection Prevention and Control Plans for the whole organisation.

While this has been a challenge that we could have done without, it has also presented an opportunity to ensure we have everything in place to ensure our preparedness for any such outbreaks in the future. With the ongoing investigation of the Aged Care Sector by the Royal Commission, CHC needs to be prepared for the changes in our industry to keep coming, and I believe we are very well positioned to

meet the challenges and opportunities the future will bring.

In July 2019 we moved across to the Sandwai Client Management System and saw the end of an era with the discontinuation of SMS. While the movement to Sandwai was relatively smooth there was some inevitable impact on clients. The team worked around the clock to address any issues and the disruption was kept to the minimum possible.



Andrew Robinson,
Executive Manager Quality
Compliance Training



Training: July saw the beginning of the process of moving to the MedeHealth system of online training for staff. At this stage we were continuing to access some free training modules provided by our insurer CGU but had become aware that we needed a better management system to be able to track staff achievement as well as having access to a wider range of training modules. After investigating a number of options MedeHealth was chosen and staff began accessing the program from January 2020. Since then the take up has been very good with a lot of staff saying they appreciate the ease of access and the ongoing focus on updating and maintaining skills and information. While there will always be a role for face to face training, having access to an online format means that CHC can be much more agile and responsive in the way it delivers information to staff.

Another example of this is the roll out of Department of Health COVID-19 training to all CHC staff. While this was an external training program CHC made this mandatory and was able to facilitate all staff accessing it online. All new CHC staff are required to complete the modules and we monitor the site for updates on a regular basis.

MAC: During the first part of the year we completed the process of notifying My Aged Care about 'Grandfathered' CHSP clients who had come across from the previous HACC/WAAFI system and who were still receiving services but had not had any contact with MAC. Given the large number of clients this has been an ongoing process but this is now nearing completion.

The CHC OHS Committee has continued to be active during 2019-20. In February the committee received training in OHS for Managers/Supervisors from local trainers Recovre to assist them in carrying out their roles as OHS representatives. A focus on worker health and safety is very important at CHC and the advent of COVID-19 has made that even more present in everyone's minds.

Continuous Improvement: During 2019-20 our CI process continued to assist in addressing issues and introducing innovations that have ongoing positive

benefits for the organisation. The CI Committee meets on a quarterly basis and maintains the Continuous Improvement Plan where we monitor the introduction, implementation and review of organisational innovations. Some of these can be short term, easily introduced changes, while others may span a number of years. Some of the items that have are moving through the CI process include:

- Organisational rebranding;
- Introduction of the Sandwai Client Portal;
- New Medications Training processes;
- Improved payroll through outsourcing; and
- Review of the Policy and Procedure Manual.

Some of the newer CI projects include:

- Introduction of transport to Boyup Brook;
- Separation of service operations in Bunbury into two distinct teams; and
- The tracking of CHSP clients who have been assessed as eligible for HCP services.

All of these, and other ongoing projects, will be tracked throughout the current year with aim of ensuring CHC continues to be an innovative, agile and dynamic organisation able to meet whatever challenges the future holds.

During 2019-20 the process of winding down the HACC program has continued. We began July 2019 with 157 HACC clients and are now down to 58. The majority of these clients, who were under 65 when the process commenced, have moved to the NDIS or turned 65 and moved to the CHSP program. We have been notified that HACC program funding will be completely phased out as of June 2021 and will be working to ensure the transition of all clients to other support services as of that date.

Overall the 2019-20 period has been full of change with many exciting challenges and opportunities that will lead to improvements for the organisation, both short and long term. I look forward to the next twelve months as a period of consolidation on the rapid growth we have experienced over the last year, as well as setting us up for further expansion in the future.



Site Report

Bunbury 2019/20

Donna Rudolf

In July we won the ACSA WA Rural, Regional and Remote Provider of the Year Award. This set a positive tone for the year. A time to look back and celebrate our achievements, but also look to the future.

To assist with growing client numbers, a new Sandwai data management and rostering system was implemented, which has been extremely successful. It ensures that we can communicate change with staff and receive case notes immediately. A new finance system was also implemented to improve our invoices.

As client numbers for Meals on Wheels were increasing, we sourced a new provider to cook our meals. Client feedback on the meals has been really positive and referrals for meals continue to grow.

Staff training and development continues to be an ongoing priority. New online training MedeHealth has been implemented, incorporating the Aged Care standards. All staff undertake four units a month. Support workers also participate in annual Medication Competency Training to keep their skills current.

With the help of a marketing consultant we started work on rebranding our long established and well

regarded organisation. To develop the new logo and colours Board Members, volunteers and staff, had the opportunity to speak with the consultants to incorporate what they felt reflected Community Home Care. In November we celebrated the unveiling of our vibrant new look. Our signage, building and vehicles are now highly visible and easily recognised by clients.

In March, due to COVID-19, we had to change how we provide some of our services. Group Social Support and in-centre activities were put on hold. Willing volunteers regularly phoned clients to provide support and check on how they were managing the isolation. Assistance with shopping was also provided, as shortages of product and panic buying made shopping difficult for clients.

Thank you to the volunteers and staff. Your commitment to Bunbury clients enabled all individual client services to be safely provided during this period.

We continue to receive a very steady flow of referrals under CHSP across both sites. This has kept our numbers even due to clients moving to permanent care, etc.

Domestic Assistance remains the most utilised service at the moment, but Gardening & Home Maintenance has started to pick up and this is a combination of general gardening and an increase in lawnmowing requests in Busselton. We have had positive service comments regarding our lawnmowing team and the work they provide. The feedback from new clients with this service, and from current clients that now have the lawnmowing support, has been encouraging and as such the clients have talked to other people in the area about this, so the HGM team is to be commended for their work and professionalism.

During COVID-19 we had an increase in services mainly in Meals on Wheels, and some shopping with a list. We did retain some of these clients after the restrictions lifted and overall we had positive feedback from the clients during this time.

Margaret River had a total of 20 new clients who came on during COVID-19 with four stopping when the restrictions ceased. Services are split between DA and Gardening.

We continue to work with other service providers and Allied Health organisations. We receive a steady range of calls from the welfare officers from hospitals and medical specialists' rooms, to coordinate services to ensure there is minimal interruptions to our clients' ongoing services and staff. This has been down to our good networking skills amongst our peers and has enabled us to uphold CHC in a positive light.

Other agencies continue to broker our services in Busselton and Margaret River, including Red Cross and The Cancer Council. In Margaret River Silver Chain continue to use CHC for their HGM clients as they do not provide this service in the area.

The Margaret River team have received praise from the palliative care team and the clients' families they dealt with whilst they provided support services. They provided support in a professional, caring and timely manner. They are to be commended for the support

that all of the Margaret River team provide across the range of all CHC services. Their dedicated staff and volunteers allow CHC to have a positive impact in the area which grows continually.

Our St John of God cancer bus, CHTS (contracted hospital transport service) continues to provide transport for SJOG patients for their cancer treatment, Monday to Friday at the reduced cost of \$10 per



round trip or one way. The main patients that use this are the ones that attend Genesis for their radiation treatment. This service has been used continually since the first meeting with SJOG nearly 10 years ago.

All the staff worked well together during COVID-19 period and they all had a "Can Do" attitude, not a "not my Job" attitude and ensured all services were honoured. Clients and staff have been kept informed and reassured. We spoke to many "non" clients and gave them information about services and where they could also get support if they were not services we provided. We always have had an open door policy and have tried to be available during these changing times to speak with staff and clients to assure them that we will maintain a safe environment for them. Online training was also made available and all staff and volunteers had access to this.

The team at the Busselton office worked at a lower staff capacity and they all pulled together to ensure it

was business as usual. They kept their heads held high and "got on with the job at hand", and were a friendly voice at a time when people needed reassurance. We thank them for their voices, they have done a wonderful job and make our site a success. Well done to you all.

The volunteers during COVID-19 were amazing, some had breaks to preserve their health and safety, which was a well thought out process for them as they are the ones that usually stand up and say "pick me", so I know this was a hard decision for them to stand down. We now have their smiling faces back and I know their contribution was sorely missed by all that they visit. I will not pick out individuals, but some of our volunteers went above and beyond during this time. They constantly said, yes Wendy, yes Myrelle and yes Linda. We thank you so much for your dedication – you make our lives so much easier and you are all appreciated by not only us but all of our clients.

Site Report

Bridgetown 2019/20

Acting Site Manager, Elona Gade

Towards the end of 2019 the push was on to have the organisation using the new client management system to its greatest functionality, this was challenging but eventually rewarding, with increased productivity and more accurate accounting as the outcome. Added into the mix was the new accounting system, lots of technology growth and development.

The ACSA Award ceremony in Perth with the Management Team was a great night with CHC taking out the Rural Remote Provider of the Year. This certainly demonstrated our commitment as an organisation to the rural communities we service.

Our rebranding took shape and the release of our new emblem and colours generated a lot of excitement and discussion.

In January we in Bridgetown were rocked by the quick and unexpected departure of our Site Coordinator due to a family crisis. Cecilia basically was here one day and gone the next. Between the Site Coordinator of Collie, the Site Manager of Donnybrook, a multitude of colleagues and the tireless efforts of Amanda in the

Bridgetown office, we pushed through and are looking as efficient as ever.

During the COVID-19 phase of our year, Transport Services declined but In Home Services were not overly affected with HCP and CHSP clients receiving support as required.

Currently CHC employ two casual In-home Support staff, a part time Administration Officer, and contract gardeners with a Caretaker Coordinator overseeing the service provision. We currently service approximately 150 clients spread from Boyup Brook to Nannup. Some areas have limited services available but with the growth of the region we are currently looking at increasing the workforce to enable service development.

Site Report

Collie 2019/20

Elona Gade

In September 2019 Collie Community Home Care went into partnership with Alzheimer's WA to open up a day centre session specifically for the people living with dementia with in the Collie community.

We felt that the whole Collie community would benefit as dementia affects everyone in some way or another. Having a place within our community offering a safe and stimulating environment for our loved ones to access living with dementia is a great resource for the whole town. David and his team from Alzheimer's WA provided workshops for our staff around *Meaningful Engagement* and *Understanding Challenging Behaviours*.

The Wildflower Club was launched on the 21st October 2019 with nine clients attending. Due to the COVID-19 pandemic and some clients entering in to Residential care, the numbers have reduced to four. As the pandemic threat eases and through advertising we are hoping that the numbers will increase again.



In March 2020 we submitted a grant application through Synergy for the purpose of setting up a Pamper/Sensory Room at the Day Centre. The aim of this room was to allow our dementia clients and community members dealing with all types of dementia to have a place that they can visit to either calm or stimulate them, through music, gentle light and movement, smells and touch, and give our clients a place of comfort to relieve stress and pain. Our aim is to maximise a person's overall wellbeing by reducing trigger points and ultimately improving their quality of life.

It was with great excitement that we were successful and received a grant amount of \$5,000 to set up



our Pamper/Sensory Room. This money was put towards setting up the room with a massage chair, sensory lighting, activities specific to people living with dementia and memory boxes. These boxes, which contain memorabilia from the client's past, can be an effective way

of stimulating enjoyable memories for anyone living with dementia or cognitive loss.



Currently we have seventeen HCP clients: Six Level 2, two Level 3 and nine Level 4.

There are 275 CHSP clients and seven HACC clients.

Collie also has approximately 50 volunteers.

We have Terri Marshall as our Admin MOWS and Transport Assistant, Jenny Roney as our Scheduler, with currently four Community Support Workers and one Home and Garden Maintenance Worker.

Sue Wright is our Day Centre Team Leader with two support staff who have currently been working in Community due to COVID-19. Day Centre activities are still limited but we are hoping as restrictions lift we will be able to go back to a full activity timetable.

Site Report

Donnybrook 2019/20

Dianne Needham

The end of 2019 saw us settle into the use of the new client management system and rostering became a lot quicker and easier, there was a considerable drop in paper use within the office!

I attended the ACSA Award ceremony in Perth with the Management Team and we were thrilled to win the Rural Remote Provider of the Year. A few of the Management Team represented the organisation in the national awards night in Melbourne and although we did not take out the national award, we were well represented.

Our rebranding took shape and the release of our new emblem and colours generated a lot of excitement and discussion. We have since embraced new uniforms, vehicle badging, documentation branding and signage, it's hard to miss the buses as they drive around town.

Numbers of staff and clients remained reasonably stable with losses and gains in both areas.

Donnybrook and Bridgetown have continued to support each other during times of high demand.

2020 started off on such a positive note, many staff and clients had a break over the Christmas period and everything was ticking along nicely ... and then came March ... and COVID-19, and the world as we knew it vanished.

From March through to the end of May service provision reduced dramatically, MAC assessors were conducting assessments by telephone, if at all, and all group activities were halted.

To assist with alleviating the social isolation being felt by our clients our volunteer telephone contact was ramped up. On a normal week our volunteer rings two or three isolated clients, during the COVID-19 lockdown we were phoning upwards of twenty people. Feedback from clients once the restrictions eased stated the calls were very much appreciated. In our office we had frequent visits from clients who just "popped in for a chat".



By the middle of June most clients felt comfortable with our staff using their personal protective equipment and services returned pretty much to pre-COVID-19 status. We are extremely lucky to be back to "normal".

Thank you to all the team for their efforts over these very trying times.

Volunteer Manager's Report 2019/20

Wendy Newell

What a year 2020 has been! Many of our wonderful volunteers stepped down during the COVID-19 pandemic, either for personal health reasons, family health reasons or they were classified in the vulnerable age bracket, yet there were many of our volunteers that stepped up time and time again during the past several months.

To ensure our clients weren't too isolated we increased services with "shop by list" and "welfare calls". Not only did some of our volunteers step up to this challenge we also had volunteers providing the services to non-clients – this was a great community service that we worked together with local politicians Don Punch and Libby Mettam, Volunteer South West and Busselton/Dunsborough Volunteer Centre.

There were many volunteers that shone during this time, to mention a couple, Maria Noonan – Bunbury, not only was she our "Shopping Queen" she also was making welfare calls to many people. I'm sure that Maria felt she was living, breathing and sleeping for CHC.



Our dedicated Driver in Busselton Jim Trigione was volunteering twice each week and at times three times every week. Some of the days were quite long and Jim came day after day with his happy and cheerful personality insistent that he was happy and wanted to do it. Another volunteer Larry Selfe is known to many staff, management and Board Members as our go-to man. Nothing is too much trouble for Larry, we all have a banter with him and he gets the job done with his cheeky nature that we love. There are many other volunteers that have gone over and above. As we know without our volunteers we wouldn't be able to deliver Meals on Wheels or transport. For me personally I am so grateful for the amazing team that we have.

During this time, I was inundated with people from the community wanting to offer their services. Some of them came on board in the short term and some have remained on since. It was a very time consuming exercise liaising with everyone. I was also approached

by a couple of businesses that wanted their staff who were receiving JobKeeper to volunteer.

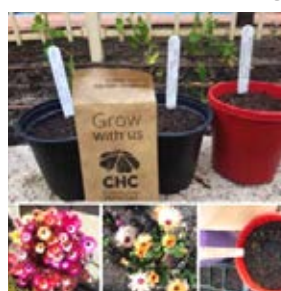
Moving forward from COVID-19 it has been a very exciting time with recruiting volunteers in Boyup Brook to deliver the Transport Service. I have nine volunteers that are incredibly keen to provide this service. Dealing with the Boyup Brook community has been a great experience with their enthusiasm being contagious. The car is now housed at Boyup Brook Hospital and the transport is up and running.

The next step for me is recruiting volunteers in Augusta. I have four signed up with inductions happening this month. The volunteers are very keen to get this much needed service in their community. A light lunch will be held in Augusta during October where we will invite the community and volunteers to promote our transport service.

During the year we have recruited 59 new volunteers:

- Bridgetown – six volunteers;
- Bunbury – 21 volunteers;
- Busselton – nine volunteers;
- Collie – 12 volunteers;
- Donnybrook – 15 volunteers (includes 9 for Boyup Brook); and
- Margaret River – five volunteers

Forty six volunteers have retired, reasons vary from relocating, age, COVID-19, health issues, travelling, too busy. We experienced one misconduct and one volunteer that was disgruntled.



On a brighter note our volunteers received some Community Home Care livingstone daisies last Christmas. I have received some lovely photos of the flowers in bloom.



Dedicated hearts like yours
Are not so easy to find.
It takes a special
person to be
So generous and so kind.
To care so much for your
fellow man
Is a quality all too rare.
Yet you give of your time
and talents,
For all in need to share.
So thank you for being a
Volunteer,
We're privileged to work
with you.
We want you to know how
appreciated you are,
Not just today, but the
whole year through.



Site Report

Busseton Men's Shed 2019/20

John Martin, Administrator

2019-2020 was a good year financially for the Men's Shed as can be seen from the financial tables below with breakdown of income. But it was also a sad year with the loss of some valued members.

The pandemic as seen on the monthly income statement was a hard time for members who were chomping at the bit to return to Shed.

Throughout the year there were some major purchases, also some big jobs came through the door:

- Train and carriages that now sit down the foreshore and at the museum and were taken on and completed.
- Community projects such as the street libraries and cat enclosure for Geocatch Catio project.
- Our staples of possum boxes and plant stands were a big hit in sales as was the furniture being built by the men.
- The men doing the lathe work have also been doing some fine work. Sales through The Berry Farm have been good with the turning up of avocado wood.

We now have a microdust filtration system in the workshop. Sand blasting box in metal workshop. Café blinds at the outside BBQ area. A new lathe in the wood lathe area and a new 2 in 1 jointer thicknesser.

Purchases also include two new bandsaws, plasma cutter and some smaller machinery equipment.

Once again, the apple picking happened although with limited crew due to COVID-19. Also, later than usual.

A few bus trips were done for members to Angus Valley and Gnomesville.

The Men's Shed independence is moving forward at a rapid rate with a board now selected following the last AGM.

The Men's Shed now has its own constitution. Incorporated status as well as an ABN and TFN ready for independence.

NBN was finally put through to the shed and we now have a landline. Following this we also have EFTPOS facility installed.

So a year with ups and downs but we have come through unscathed.

BUSSETON MEN'S SHED INCOME FOR YEAR 2019-2020

July 2019	\$5,443.15
August 2019	\$9,142.67
September 2019	\$5,998.20
October 2019	\$5,844.90
November 2019	\$4,223.75
December 2019	\$9,162.60
January 2020	\$4,491.34
February 2020	\$4,636.10
March 2020	\$1,839.60
April 2020	\$450.00
May 2020	\$2,981.60
June 2020	\$6,691.40
TOTAL	\$60,905.31

INCOME BREAKDOWN 2019-2020

Starting Balance	\$10,846.25
Member Subs	\$5,700.00
Amenities	\$8,115.00
Donations	\$6,862.50
Room Hire	\$2,762.50
Income Through Workshops	\$37,465.30
Bank Balance @ 30th June 2020	\$24,289.04

Rebranding



COMMUNITY HOME CARE INC.

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2020

COMMUNITY HOME CARE INC.

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
Current Assets			
Cash and Cash Equivalents	2	7,984,485	5,396,815
Trade and Other Receivables	3	203,710	108,792
Other Current Assets	4	111,698	76,408
Total Current Assets		8,299,893	5,582,015
Non-Current Assets			
Property, Plant and Equipment	5	3,029,503	3,248,907
Total Non-Current Assets		3,029,503	3,248,907
Total Assets		11,329,396	8,830,922
Current Liabilities			
Trade and Other Payables	6	485,437	535,131
Provisions	8	484,306	564,417
Borrowings	7	-	56,401
Other Current Liabilities	9	3,938,426	2,222,386
Total Current Liabilities		4,908,169	3,378,335
Non-Current Liabilities			
Borrowings	7	-	278,363
Provisions	8	289,041	225,358
Total Non-Current Liabilities		289,041	503,721
Total Liabilities		5,197,210	3,882,056
Net Assets		6,132,186	4,948,866
Equity			
Asset Revaluation Reserve		97,156	97,156
Retained Earnings		4,496,184	3,312,864
Contributed Equity		1,538,846	1,538,846
Total Equity		6,132,186	4,948,866

COMMUNITY HOME CARE INC.
STATEMENT OF PROFIT & LOSS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
Income			
Activities		63,622	42,110
CBDC Fees		5,360	1,448
CHSP Funding		4,964,841	4,795,508
Domestic Assistance		268,598	209,817
Donations & Fundraising		814	58,876
HACC Funding		551,281	1,009,352
HCP Funding/Client Income		3,875,378	2,021,574
Home Maintenance		156,484	113,128
In-Centre Meals		3,110	86,262
Interest Income		66,056	69,036
Meals on Wheels		392,490	296,319
NDIS Income		-	200,523
Non Recurrent HACC Funding		-	838,548
Other Income		177,019	171,068
Profit on Sale of Assets		16,377	7,009
Personal Care		39,083	32,499
Respite		6,265	2,009
Room Hire & Catering		-	12,361
Social Support Fees		110,132	83,862
Transport Fees		112,205	144,951
		10,809,114	10,196,260
Expenses			
Accommodation		135,686	138,053
Accountancy		71,348	5,580
Audit		15,710	15,050
Bank Fees		3,653	3,819
CDC Costs - Department of Health	12	-	630,103
CDC Costs - Other		-	184,015
Centrelink Fees		151	332
Computer		51,736	78,524
Depreciation		202,940	251,983
Employee Costs		8,379,286	7,187,116
Insurance		72,334	78,846
Interest Expense		4,841	19,995
IT Support		17,884	16,071
Kitchen Costs		-	2,101
Motor Vehicle Expenses		185,157	153,961
Operational Costs		118,127	464,898

COMMUNITY HOME CARE INC.
STATEMENT OF PROFIT & LOSS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
Photocopier	28,511	27,792
Postage	17,483	23,305
Promotion & Publicity	83,952	11,099
Recruitment	9,490	3,792
Repairs & Maintenance	19,169	25,592
Staff Amenities	11,075	16,287
Stationery & Printing	13,718	16,160
Subscriptions	20,231	12,296
Sundry	11,448	17,832
Telephone	47,167	55,323
Training	66,326	84,429
Volunteer Reimbursements	38,374	29,800
	9,625,794	9,554,154
Net Surplus/(Deficit)	1,183,320	642,106

COMMUNITY HOME CARE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
Cash Flows from Operating Activities			
Recurrent Grants		7,120,890	8,463,898
Client Contributions		5,035,486	998,516
Interest Received		66,056	69,036
Other Receipts		44,865	230,309
Payments to Suppliers and Employees		(9,377,704)	(9,227,620)
Net cash provided by operating activities		2,889,593	534,139
Cash Flows from Investing Activities			
Non-Recurrent and Capital Grants		-	838,548
Payments/(Receipts) for Property, Plant & Equipment		32,841	105,661
Net cash provided by/(used in) investing activities		32,841	944,209
Cash Flows from Financing Activities			
Loan Drawdowns and Repayments		(334,764)	(51,635)
Net cash provided by/(used in) financing activities		(334,764)	(51,635)
Net Increase/(Decrease) in Cash Held		2,587,670	1,426,713
Cash at Beginning of the Financial Year		5,396,815	3,970,102
Cash as at 30 June 2020		7,984,485	5,396,815

Reconciliation of net cash flows from operations with net surplus from operating activities:

Surplus/(deficit) from ordinary activities	1,183,320	642,106
Adjustments for:		
Depreciation	202,940	251,983
Net (gain)/loss on disposal of plant & equipment	(16,377)	(7,009)
Non recurrent funding	-	(838,548)
Change in operating assets & liabilities		
Accounts receivable and other accruals	(95,007)	47,020
Other assets	(35,202)	(6,643)
Accounts payable and other accruals	1,666,346	378,932
Provisions	(16,428)	66,298
	2,889,593	534,139

COMMUNITY HOME CARE INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020

	Retained Earnings	Asset Revaluation Reserve	Contributed Equity	Total
	\$	\$	\$	\$
At 30 June 2018	2,670,758	97,156	1,538,846	4,306,760
Surplus for the year	642,106	-	-	642,106
At 30 June 2019	3,312,864	97,156	1,538,846	4,948,866
Surplus for the year	1,183,320	-	-	1,183,320
At 30 June 2020	4,496,184	97,156	1,538,846	6,132,186

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Constitution and the Australian Charities and Not-For Profits Commissions Act 2012 the Associations Incorporation Act (WA) 2015.

The Management Committee has determined that the association is not a reporting entity. The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

(b) Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of the revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates. All revenue is stated net of the amount of goods and services tax (GST).

Revenue from funding provided under contractual arrangements, including HCP funding and client income is taken up on a proportionate basis net of GST following receipt of the funds, over the period to which the funding relates, and as performance obligations are met.

Funds which have been received in advance at balance date are recognised as a liability within the balance sheet and carried forward to the next accounting period when required performance obligations will be met.

Capital grant funding in respect of capital projects which remain unspent at balance date are carried forward as unspent funds liability in the balance sheet.

(c) Income Tax

The Association is exempt from income tax by virtue of sections 50-1 and 50-45 of the Income Tax Assessment Act 1997.

(d) Property, Plant and Equipment

Property plant and equipment are measured on the cost basis less depreciation and any impairment losses.

Buildings are recorded at cost and are depreciated at 2%, in accordance with stated HACC guidelines and policy.

Total depreciation expense per class of asset for the year ended 30 June 2020 is as follows:

- Motor Vehicles	\$63,055
- Buildings	\$73,769
- Furniture, Plant & Equipment	\$33,402
- IT Capital	\$32,715
	<u>\$202,940</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(e) Long Service Leave

Long Service Leave is brought to account as a liability in the balance sheet by employee from date of employee's commencement, with an allowance for on costs. Long service leave for employees with over seven continuous years or employment is recognised as a currently liability, the remainder of the long service leave provision for employees with less than 7 years of service is recognised as a non-current liability.

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(e) Long Service Leave

Long Service Leave is brought to account as a liability in the balance sheet by employee from date of employee's commencement, with an allowance for on costs. Long service leave for employees with over seven continuous years or employment is recognised as a currently liability, the remainder of the long service leave provision for employees with less than 7 years of service is recognised as a non-current liability.

	2020	2019
	\$	\$
2 Cash and cash equivalents		
Cash at Bank - Bunbury	7,920,282	5,305,759
Cash at Bank - Donnybrook	7,173	13,721
Cash at Bank - Bridgetown	4,615	19,466
Cash at Bank - Busselton	33,793	42,697
Cash at Bank - Collie	5,960	11,034
Cash at Bank - Margaret River	9,984	1,948
Cash on Hand	2,679	2,190
	<u>7,984,485</u>	<u>5,396,815</u>
3 Trade and other receivables		
Current		
Trade Debtors	203,710	108,792
	<u>203,710</u>	<u>108,792</u>
4 Other assets		
Current		
Undeposited Funds	-	-
Prepayments	108,015	76,408
Outstanding Workers Compensation Claims	3,683	-
	<u>111,698</u>	<u>76,408</u>
5 Property, plant and equipment		
Bunbury		
Plant & Equipment	112,980	111,306
Less: Accumulated Depreciation	(98,965)	(90,400)
	<u>14,014</u>	<u>20,906</u>
 Motor Vehicles	 346,573	 382,543
Less: Accumulated Depreciation	(264,677)	(272,451)
	<u>81,896</u>	<u>110,092</u>
 Office Furniture & Equipment	 97,431	 88,458
Less: Accumulated Depreciation	(80,964)	(78,040)
	<u>16,468</u>	<u>10,418</u>
 Buildings & Improvements	 2,557,526	 2,557,526
Less: Accumulated Depreciation	(283,529)	(232,106)
	<u>2,273,997</u>	<u>2,325,420</u>
	<u>2,386,375</u>	<u>2,466,836</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Collie Day Care		
Plant & Equipment	93,478	93,478
Less: Accumulated Depreciation	(74,080)	(69,795)
	<u>19,398</u>	<u>23,683</u>
 Motor Vehicles	 325,581	 325,581
Less: Accumulated Depreciation	(302,844)	(296,560)
	<u>22,737</u>	<u>29,021</u>
 Office Furniture & Equipment	 20,774	 20,774
Less: Accumulated Depreciation	(19,926)	(19,672)
	<u>848</u>	<u>1,102</u>
 Low Value Pool	 <u>1,582</u>	 <u>1,745</u>
	<u>44,565</u>	<u>55,551</u>
 Collie Senior Citizens		
Plant & Equipment	30,857	30,857
Less: Accumulated Depreciation	(28,867)	(27,270)
	<u>1,989</u>	<u>3,587</u>
 Motor Vehicles	 -	 53,593
Less: Accumulated Depreciation	-	(48,359)
	<u>-</u>	<u>5,234</u>
 Office Furniture & Equipment	 13,081	 13,081
Less: Accumulated Depreciation	(11,155)	(10,973)
	<u>1,926</u>	<u>2,108</u>
	<u>3,916</u>	<u>10,929</u>
 Donnybrook		
Plant & Equipment	1,748	1,431
Less: Accumulated Depreciation	(1,436)	(998)
	<u>312</u>	<u>433</u>
 Motor Vehicles	 86,538	 173,235
Less: Accumulated Depreciation	(69,419)	(135,526)
	<u>17,119</u>	<u>37,709</u>
 Building & Improvements (WIP)	 36,622	 34,184
	<u>36,622</u>	<u>34,184</u>
	<u>54,053</u>	<u>72,326</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Busselton		
Plant & Equipment	101,065	91,705
Less: Accumulated Depreciation	<u>(63,334)</u>	<u>(48,432)</u>
	37,732	43,273
 Motor Vehicles	 242,796	 313,376
Less: Accumulated Depreciation	<u>(184,518)</u>	<u>(216,064)</u>
	58,278	97,312
 Office Furniture & Equipment	 20,059	 19,942
Less: Accumulated Depreciation	<u>(19,528)</u>	<u>(19,257)</u>
	532	685
 Buildings & Improvements	 444,773	 444,773
Less: Accumulated Depreciation	<u>(80,764)</u>	<u>(60,376)</u>
	364,009	384,397
	460,550	525,667
 Bridgetown		
Motor Vehicles	34,410	34,410
Less: Accumulated Depreciation	<u>(19,893)</u>	<u>(15,054)</u>
	14,517	19,356
 Office Furniture & Equipment	 345	 345
Less: Accumulated Depreciation	<u>(345)</u>	<u>(345)</u>
	-	-
	14,517	19,356
 Other Assets		
IT Capital	145,557	145,557
Less: Accumulated Depreciation	<u>(80,030)</u>	<u>(47,315)</u>
	65,527	98,242
 Total Property, Plant & Equipment	3,029,503	3,248,907
 6 Trade and other payables		
Current		
Trade Creditors	104,700	80,485
Debtor in Advance	122	-
Accrued Expenses	10,621	33,110
Superannuation Payable	50,152	47,855
Accrued Wages	235,328	262,664
GST Payable	<u>84,514</u>	<u>111,018</u>
	485,437	535,131

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
7 Borrowings		
Current		
Bendigo Bank Loan	-	56,401
	<u>-</u>	<u>56,401</u>
Non-Current		
Bendigo Bank Loan	-	278,363
	<u>-</u>	<u>278,363</u>
8 Provisions		
Current		
Provision for Annual Leave	372,440	360,766
Provision for Long Service Leave	111,866	203,651
	<u>484,306</u>	<u>564,417</u>
Non-Current		
Provision for Long Service Leave	289,041	225,358
	<u>289,041</u>	<u>225,358</u>
9 Other Liabilities		
Current		
PAYG Withholding	177,312	73,310
Unknown Deposits	2,159	-
HCP Client Funds	3,703,044	1,983,543
NDIS Advances	-	115,214
Funds - Craft Group	728	728
Funds - Collie Ceramics Group	2,031	1,439
Funds - Singing Group	62	62
FBT Payable	2,290	2,290
Unspent Capital Grants	50,800	45,800
	<u>3,938,426</u>	<u>2,222,386</u>

COMMUNITY HOME CARE INC.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

10. Financial Support

The ongoing support of the services provided by Community Home Care Inc. and ability to continue as a going concern is dependent upon the continued receipt of funds from the Australian Government, Department of Health (Commonwealth).

The previous funding agreement with the Australian Government, Department of Health (Commonwealth) was for a 3 year term expiring 30 June 2020. A deed of variation dated 8 May 2020 extends this agreement for a 2 year period to 30 June 2022.

11. South West Wellness Centre Building

The South West Wellness Centre has been constructed on land owned by the City of Bunbury whereby Community Home Care Inc. have entered into a lease with City of Bunbury on 1 September 2013 for a ten year term, with options for a further 10 years and a peppercorn annual rental.

12. Collie Day Care Centre Building

The former Collie Day Care Centre Inc (merged with Community Home Care on 1 July 2016) previously leased the property at 7 Vernon Street, Collie from the Government of Western Australia, Department of Health, which expired on 30 June 2009. Following Collie Day Care Centre Inc merging with Community Home Care Inc effective 1 July 2016, Community Home Care Inc are seeking to secure tenure over this property by way of either transfer of title; or by entering into a long term lease.

Extensions to the building commenced in the 2018/19 financial year, following the execution of a works contract in June 2018, with all works being expensed in the year ended 30 June 2019, and not capitalised on the basis that Community Home Care Inc. has no current lease and the original building is owned by the Department of Health.

13. Bendigo Bank Loan

Community Home Care Inc. entered into a commercial term financing agreement with Bendigo Bank with a facility limit of \$550,000 over a ten year term, commencing 7 April 2014. Security provided includes a General Security Deed over all property and after acquired property of Community Home Care Inc. in favour of Bendigo Bank. The purpose of the loan was to assist with the construction of the South West Wellness Centre.

This loan was repaid during the year ended 30 June 2020.

14. Property Lease Commitments

Community Home Care Inc. has the following property lease commitments at balance date:

Office Location	Lease Expiry	Annual Commitment
Busselton Office	31 November 2021	\$51,380
Margaret River Office	30 June 2023	\$11,825
Donnybrook Office	30 September 2020 (3 year extension requested)	\$13,446
Bridgetown	30 June 2021	\$5,200

**COMMUNITY HOME CARE INC.
STATEMENT BY MEMBERS OF THE BOARD
FOR THE YEAR ENDED 30 JUNE 2020**

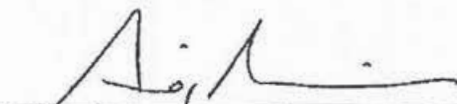
The Board have determined that the association is not a reporting entity.

The Board have determined that this special purpose financial report should be prepared in accordance with *Australian Charities and Not-for-profits Commission Act 2012*, the Associations Incorporation Act (WA) 2015 and the accounting policies outlined in Note 1 to the financial report.

In the opinion of the Board the attached financial statement:

1. Presents fairly the financial position of Community Home Care Inc. as at 30 June 2020 and its financial performance and cash flows for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Community Home Care Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Angelo Logiudice
Chairperson

Roger Veen
Vice Chairperson

Dated this *26th* day of October 2020

AUDITOR'S INDEPENDENCE DECLARATION
TO THE BOARD OF COMMUNITY HOME CARE INC.

I declare that to the best of my knowledge and belief, during the year ended 30 June 2020, there have been no contraventions of:

- i) The auditor independence requirements as set out in Section 60.40 of the *Australian Charities and Not-for-profits Commission Act 2012* and section 80 of the *Associations Incorporation Act (WA) 2015* in relation to the audit; and
- ii) Any applicable code of professional conduct in relation to the audit.

AMD Chartered Accountants



TIM PARTRIDGE FCA
Director

Bunbury, WA

Dated this 26th day of October 2020

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF COMMUNITY HOME CARE INC.**

Opinion

We have audited the financial report of Community Home Care Inc. which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss, 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 declaration by those charged with governance.

In our opinion, the accompanying financial report has been prepared in accordance with the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

- i) giving a true and fair view, in all material aspects, of the financial position of Community Home Care as at 30 June 2020, and of its financial performance and its cash flows for the year then ended; and
- ii) complying with Australian Accounting Standards to the extent described in Note 1, the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 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 Community Home Care Inc. in accordance with the ethical requirements of the *Associations Incorporation Act (WA) 2015*, *Australian Charities and Not-for-profits Commission Act 2012* and 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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter- Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Community Home Care Inc. to meet the requirements of the *Associations Incorporation Act (WA) 2015* and *Australian Charities and Not-for-profits Commissions Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Emphasis of Matter- Economic Dependency

We draw attention to Note 10 to the financial statements whereby in order to continue as a going concern, Community Home Care Inc. is dependent upon the continued receipt of funding from the Government of Western Australia, Department of Health and the Australian Government, Department of Health. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Act (WA) 2015*, the *Australian Charities and Not-for-profits Commissions Act 2012* and for such internal control as management 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, management are responsible for assessing the Community Home Care Inc's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intend to liquidate the Community Home Care Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Community Home Care Inc's financial reporting process.

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 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 my 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 internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made.
- Conclude on the appropriateness of the 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.

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.

AMD Chartered Accountants



TIM PARTRIDGE FCA
Director

28-30 Wellington Street, Bunbury, Western Australia

Dated this 29th day of October 2020