

Trusted in Your Community



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Annual General Meeting

Agenda

Monday,
15th November, 2021

Meeting commencement
at 2.00pm

Venue: Community Home Care,
3 Parade Road, Bunbury

1. Welcome and Housekeeping
2. Apologies
3. Confirmation of Minutes of Annual General Meeting 16th November 2020
4. Chairperson's Report
5. CEO's Report
6. Finance Report to 30th June 2021
7. Appointment of Auditor for 2021/2022
8. Confirmation of 2021/22 Board Members (pending)
9. Election of Office Bearers of Board of Management
10. General Business
11. Close and Refreshments

Community Home Care Board of Management

2019-2020 AGM MINUTES

of meeting held at 4.00pm,

Monday, 16th November, 2020

CHC Office, 3 Parade Road, Bunbury

1. PRESENT:

Angelo Logiudice, Roger Veen, Neville McNeill, Mark Kusin, Heather Magee, Fran Temby, Brian Moore, Jane Manning, Sue Clements, Di Needham, John Clark, Donna Rudolf, Melanie Blain, Marieta Simmons, Taegan Irving, Joan Birkett, Gloria Foreman, Wenda Prichard, Ross Breese, David Prestney, Julie Cooper, Andrew Robinson (minute taker).

2. WELCOME AND INTRODUCTION:

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

3. APOLOGIES:

Apologies were accepted and acknowledged from the following people:

Name	Organisation
Don Punch	MLA
Adele Farnia	MLC
Gary Brennan	City of Bunbury
Tim Partridge	AMD
Joan Downes	CHC client

4. CONFIRMATION OF MINUTES 2019:

The minutes of the AGM held on Monday, 18th October, 2019 were presented to the meeting.

Motion: That the minutes of 2018-19 AGM held in October 2018 confirmed as true and correct.

Moved: Roger Veen

Seconded: Brian Moore

CARRIED

5. CHAIRPERSON REPORT:

Mr Angelo Logiudice Chairman of the Community Home Care Board thanked all the Board Members, staff and volunteers involved with the day to day operations of CHC. Angelo stated that it has been a very interesting year due to the impact of COVID-19 and the affect this has had on the organisation, clients and staff. While the threat has now lessened we still need to remain vigilant. During this difficult time CHC has managed as much as possible to keep clients happy and while there have been changes we are now returning to normal services. Overall the organisation is going well financially and we are looking for opportunities for growth going forward.

Motion that the Chairperson's report be accepted.

Moved:	Heather Magee
Seconded:	Fran Temby
CARRIED	

6. CEO'S REPORT

This has been an unusual year full of challenges and worries starting with the rebranding last year, which was very successful, and then the impact of COVID-19. Services were decreased with Transport and Social Support groups cut back but we managed to keep staff working. CHC was not eligible for Job Keeper and the service was considered essential so support workers kept working. With the assistance of Don Punch's office a number of initiatives were put in place to assist people in the community with the help of volunteers. Other initiatives included Woolworths donating toilet paper to give out to Meals on Wheels clients and BP giving out petrol vouchers for MOWs volunteer drivers. All CHC support staff and volunteers deserve high praise for the way they stepped up during this time.

Staffing and recruitment has proven to be a challenge across the organisation with increased demand and growth across the industry meaning there have been shortages. We have experienced significant delays with police checks for new staff but these are now coming through and we have new staff coming on board to meet the demand. We have been working with Flexi-Staff to access short term replacements and are continuing to recruit in areas of demand. In the meantime we are very grateful to existing staff who have been working extra shifts to try to cover the shortfall.

Social Support groups have now recommenced and the Collie Social Centre is gradually getting back to normal and is running well. Due to the restrictions there will not be any big Christmas functions this year but we will revisit in 2021.

During this time there has been very good communication with the Department of Health who have provided constant up-dates and support. One impact of this is that CHC has ended the year with a bigger surplus than expected as the Dept. has not requested the return of funds that were allocated to services that were impacted by COVID-19.

Next year will bring more changes with the impact of the Royal Commission report recommendations likely to be significant.

Thanks to the Executive Team, staff, volunteers and the board members for all their support.

Motion that the CEO's report be accepted.

Moved:	Fran Temby
Seconded:	Neville McNeill
CARRIED	

7. FINANCE REPORT

2019-20 saw the introduction of new soft-ware across Client Management, Accounting and Payroll areas. A lot of time was spent integrating the systems and this has led to improvements across the organisation. The large surplus was based on no draw-back by the Commonwealth but this will need to be picked up during 2021. There was large growth in the HCP area while in CHSP some services decreased and some increased. This has been a year of changes and we are now looking to growth in the future.

David Prestney – Finance Manager

AMD completed both remote and on-site audit procedures and have submitted the report as attached to the Annual Report.

Melanie Blain – AMD

Motion: That the financial reports be accepted and AMD Chartered Accountants be appointed as Auditors for the Financial 2020/2021 year.

Moved:	Roger Veen
Seconded:	Angelo Logiudice
CARRIED	

8. ELECTION OF OFFICE BEARERS

Angelo Logiudice stepped down from the position as Chair and CEO Sue Clements conducted the Election of Office Bearers.

Written nominations were received by the returning officer for the following nominees:

Angelo Logiudice	Donnybrook
Roger Veen	Bunbury
Heather Magee	Collie

Gloria Collins has not renominated for the CHC board.

The above nominations were received and were 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.

The Executive Positions on the board were declared vacant and nominations called for.

Angelo Logiudice nominated for the position of Chair.

Roger Veen nominated for the position of Vice Chair.

Fran Temby nominated for the position of Secretary.

Brian Moore nominated for position of Treasurer.

There were no other nominations for these positions and the nominees were elected unopposed.

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

Moved: Jane Manning

Seconded: Neville McNeill

CARRIED

9. GENERAL BUSINESS:

Taegan Irving, representing Don Punch's office, extended Don's apologies and thanked the organisation for its support and work in the community.

Chair Angelo Logiudice thanked the CHC board, staff, volunteers and CEO for all their hard work during the year.

Meeting closed at 4.32pm .

I confirm that these minutes are a true reflection of the CHC Meeting held on the 16th November 2019.

Angelo Logiudice, **Chairperson**

Our Core Values

Caring for our clients

Everyday Reliability

Consistency in all that we do

A Professional approach

Commitment to Excellence

COMMITMENT TO SERVICE

At Community Home Care (CHC) we are committed to providing you with reliable and personalised services and support to ensure you have all you need, whatever your circumstances.

We understand how important it is to remain living in your home for as long as you are able, which is why our focus is on you.

We want you to be able to maintain your independence and well-being through professional, dependable care and support.

MISSION

To provide the best support and quality care for people living in local communities in the South West.



CHC Organisational Chart



Board Biographies

Community Home Care's 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 LOGIUDICE

Angelo has been a Board Member with Community Home Care since 2011. A CHC representative for the Donnybrook Balingup community, he has been chairperson of the Board for the past 3 years.

Angelo owns a small family business in Donnybrook and a cattle property in Kirup. Having spent 8 years as a councillor on the shire of Donnybrook Balingup, he has also previously held the role of shire president. Angelo has been a board member on the Donnybrook Capel Community bank, with 3 years in the chairperson position. Further building on Angelo's governance experience, he is a current committee member of the Donnybrook Balingup Ratepayers and Residents association.

With this wide breadth of experience in local government, strategy and governance, Angelo is well positioned and proficient to lead the Community Home Care Inc. Board of Management in the role of Chairperson.



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. 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 had 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 8 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.



HEATHER MAGEE

Representing the Collie Region Heather holds a BA form UWA majoring in history. She also holds a Cert 111 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

Jane is a well respected veteran in the community and regional development sector across the state. She has been involved in a range of meaningful and ethical change for communities and individuals. Through her extensive personal networks she is able to facilitate key strategic partnerships and provide high level advocacy.

Jane has a strong commitment to social justice and knowledge of critical social issues. Through her Human Service expertise she was a major player in the establishment Waratah (a sexual assault and domestic violence counseling service) and the South West Womens Refuge.

She is a life member of the Waratah and over its 30 year life has held numerous executive positions . Jane recently resigned from the organisation after completing a 4 year term as chair. She has been involved with Milligan (a community Learning and Resource Centre) for over 12 years and has held a number of executive positions. Resigning as Chair in 2017 after a 4 year term.

Jane has been a instigator of the introduction of new social programs to the state that have brought about extensive social change and resulting in a lasting impact particularly in small rural communities. She has been involved in innovative community engagement and revitalization processes and is known in the community for her facilitation of key strategic partnerships due to her extensive personal networks.



NEVILLE McNEILL

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

Neville has decided not to renominate to the Board following his expiring term this year. We wish him well and thank him for his valuable contribution to CHC.



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.

Mark decided to retire from the Board during the year. We wish him well and thank him for his valuable contribution to CHC.



Chairperson's Report 2020/21

While the 2020/21 financial year is fast becoming a distant memory, I reflect on it as COVID-19 continued to pose some challenges in not knowing when the next COVID-19 lockdown could occur. I was confident however that CHC management, staff and volunteers could manage through anything that may arise.



Angelo Logiudice,
Chairperson

COVID-19 IMPACT

All essential home care services continued to be delivered over COVID-19 while group activities and group outings were suspended. By mid to late August 2020 we gradually reinstated group activities with 10 clients or less on rotation so all clients had an opportunity to attend activities. This met health department regulations and kept our valued clients safe. Thank you to our valued volunteers for maintaining telephone contact with clients while we were in a state of lockdown.

Living quite a normal life avoiding and maintaining COVID-19 to a minimum has been a mammoth task. I thank the WA state government and the state health department for maintaining the state boarder lockdowns. This has avoided our most vulnerable being exposed to COVID-19, while vaccinations are being rolled out management staff, carers, volunteers and board members are also on this journey.

CHALLENGES

New technology sometimes becomes challenging, the installation of a new telephone system to service all sites was one that caused many issues for staff and clients, a system without enough capacity to service our requirements. This issue has now been rectified, thanks to our valued and local leading telecommunications, security and IT solutions company – BTS.

CEO CHANGE

In early February 2021 Sue Clements, our CEO of seven and half years advised me that she wanted move back to Merimbula NSW close to elderly family. This I could not argue with as I believe family always come first. Sue departed in early March. I thank Sue

immensely for her dedication to CHC and the growth that she achieved during her time with us. Sue is well respected within the age care industry and was most sought after for amalgamations with other providers in the region, to continue to deliver those most needed services to those areas.

With Sue's departure and minimal time to recruit a permanent CEO we contracted Dean Logan as an interim CEO for a period of six months, I thank Dean for his short time and contribution to CHC.

At the time of writing this report I can advise that we have recently appointed Krystal Lauretsch to the permanent position of CEO. Krystal brings with her a wealth of 26 years' experience in the age care industry, I welcome Krystal and wish her every success in the CEO role leading CHC.

FUNDING & SERVICES

While the funding model has been changing from block funding to payment in arrears our sites continue to grow the client base and operate in a strong financially sustainable position. I express my thanks to Executive Manager of Finance David Prestney and his hard working finance team.

We now deliver service into communities like Boyup Brook, Augusta, Greenbushes and a long awaited transport service in Nannup. In previous reports I have reported that CHC had engaged with the Shire of Donnybrook Balingup to access a parcel of land to house all CHC operations for the Donnybrook Balingup region. This plan has not been successful at this point due to changing of operations at the age care facility, we will continue to explore other opportunities.

GRATITUDE

I would like to take this opportunity to thank our executive managers, site managers and staff, support workers and home maintenance staff at all sites for their dedicated work in delivering the highest level of service to our valued clients.

A big thanks to all our most valued and dedicated volunteers, you unselfishly provide many hours of work in social support, meals on wheels and transport, your contribution is very much appreciated.

In closing I would like to acknowledge Gloria Collins a Collie board member and client representative who retired last year, I thank Gloria for her contribution and commitment and wish her well.

A big thank you to all board of management members for their continued support and commitment in making sure that the organisation is progressive and most importantly supports high quality services to our elderly clients.

CEO Report 2020/21

While I have the privilege of presenting the CEO report for this financial year, my commencement in the role of CEO occurred after the 2020/21 year end. Former CEO Sue Clements spent over 7 years at the helm, stepping down from the role in February 2021 to take up a Branch Manager role with Australian Unity. Sue's new role places her closer to family.



Krystal Lauretsch,
CEO

An interim CEO was appointed while the board recruited into the vacancy. I take this opportunity to acknowledge the contribution that Sue made to Community Home Care (CHC) during her significant term.

An experienced aged care sector CEO, I previously had the privilege of leading WA's not-for-profit providers Capecare and Global Care Group. I have also held numerous other executive positions within aged care, aboriginal health and primary health organisations in Western Australia. I hold post graduate degrees in clinical governance and health service management fields, building on a bachelor degree in nursing. I remain registered as a Registered Nurse, demonstrating my commitment to ensuring clinical governance is embedded into all planning, practices and processes in both service delivery and strategy.

I have had opportunity to review and will summarise some of the fantastic outcomes achieved by the staff and volunteers of Community Home Care Inc over 2020/21, governed by our volunteer Board of Management.

COVID-19

While our South West region of Western Australia has had minimal impact from COVID-19 in comparison to other regions, states and territories, restrictions

have still applied at times. CHC has needed to focus attention and funds to ensuring our clients, staff and volunteer's health and safety remained our priority at all times. Promotion of the COVID-19 vaccination program amongst our clients, staff and volunteers commenced in the year and continues into the new financial year.

ROYAL COMMISSION

As the final report into aged care quality and safety was tabled 1st March 2021, the complexity, strengths and weaknesses of our industry were highlighted. More importantly however, the opportunity to make real, honest and sustainable improvements to an inherently flawed system was raised. A review of systems and processes was CHC was initiated in response to the changing aged care landscape. A review of CHC's key expectations and requirements from the incoming CEO was undertaken by the Board of Management, Clinical Governance was identified as a key requirement. This was considered in my appointment.

OUR PEOPLE

Our service team at CHC includes both our employees and volunteer groups. Both groups of people are equally important to CHC and our ability to deliver

on our mission. I take this opportunity to express my sincerest gratitude to our people. While I have only spent a short time with the team to date, I have been impressed by the integrity and passion demonstrated by our staff and volunteers across all branches, roles and services. I am very proud to join the CHC team.

As Julie Cooper, Executive Manager of Operations describes in her report, significant staffing challenges were experienced by the aged care sector over the year. Our organisation was impacted by the workforce crisis like many others. Thankfully the staffing crisis appears to be settling at this time.

CHC took opportunity to review our recognition program for our volunteers over the year, our wonderful sundowners have been well received and attended as a result. There are plans to further review our recognition framework across both volunteers and staff in 2021/22 to establish greater unity and team culture.

A corporate restructure was drafted and executed in 2021 to introduce senior management level roles in human resources being Sheree Jones- Human Resource Manager and compliance speciality- Executive Manager of Business Development and Compliance, Annette Dix. The Clinical Coordinator role was promoted from a middle management to senior management level as Executive Manager of Care, Marieta Simmons continues in this role. Andrew Robinson our previous Quality, Training and Compliance Manager changed roles to reduce his hours and now works on special projects.

QUALITY, STRATEGY & INNOVATION

A review of technology involved investment in server, videoconferencing and telecommunications infrastructure, software review is a priority for the 2021/22 period. Payroll is outsourced at CHC, a review of provider resulted in a transition to Paypac in the period. Paypac is a local Western Australian business of 30 years with a strong presence in the aged and community services sector.

The new financial year of 2021/22 will bring with it opportunity for CHC to strengthen governance and operations, through a new strategic plan and refreshed vision for Community Home Care's future. Financial sustainability, clinical governance, quality, innovation and growth will be key focus areas for the board of management and executive as we embark on this exciting journey together.

At this time, I formally acknowledge the CHC clients, families, communities, strategic partners and organisations, suppliers, association members (inclusive of our wonderful board of management) and friends/ supporters of CHC. We rely on your support, connections and valued contribution to CHC to enable us to deliver on our mission to provide the best support and quality care for people living in local communities in the South West.



Operations Report 2020/21



Julie Cooper,
Executive Manager Communities

Early lockdowns and our state borders remaining closed limited the impact COVID-19 was having on us. We were able to open up our transport and social support groups again while remaining vigilant with hygiene and social distancing practices.

Early lockdowns and our state borders remaining closed limited the impact COVID-19 was having on us. We were able to open up our transport and social support groups again while remaining vigilant with hygiene and social distancing practices.

In Home and Home Maintenance services were running as normal but we were now facing a big hurdle; lack of staff. Speculation around the reasons for staff shortages mainly fell in two areas. The new job keeper and increased job seeker payments, along with the inability of overseas workers to gain entry to Australia on working visas.

In September we commenced a new transport services for clients in Boyup Brook. By housing a car in this area we were now able to transport clients to their much needed medical appointments out of their local area.

Bunbury grew to the extent we had to split our in home staff teams to enable us to schedule service more efficiently trying to accommodate clients' requests to have limited amount of staff providing those services. In October we employed two new schedulers to manage this situation. We still had the issue of lack of staff however and this understandably caused some client distress and frustration.

The new year brought some vast changes with our current CEO Sue Clements resigning to move over East to support family. Our interim CEO Dean Logan brought some new ideas and practices as a fresh set of eyes. A new permanent CEO, Krystal Laurentsich was appointed following a thorough recruitment process.

Support worker numbers increased in all areas with fully qualified and trainee staff being employed. A

Branch	Admin	In Home Support Workers	Home Maintenance Support Workers	Number of Volunteers	Total
Bunbury	21	33 + 2 drivers	10	74	140
Busselton	6	13	4	76	99
Bridgetown	2	4	–	43	49
Collie	5	6 + 2 day centre	3	58	74
Donnybrook	3	10	2	39	54
Margaret River	3	6	2	26	37
Augusta				14	14
Boyup Brook				10	10
Total	40	76	21	340	477

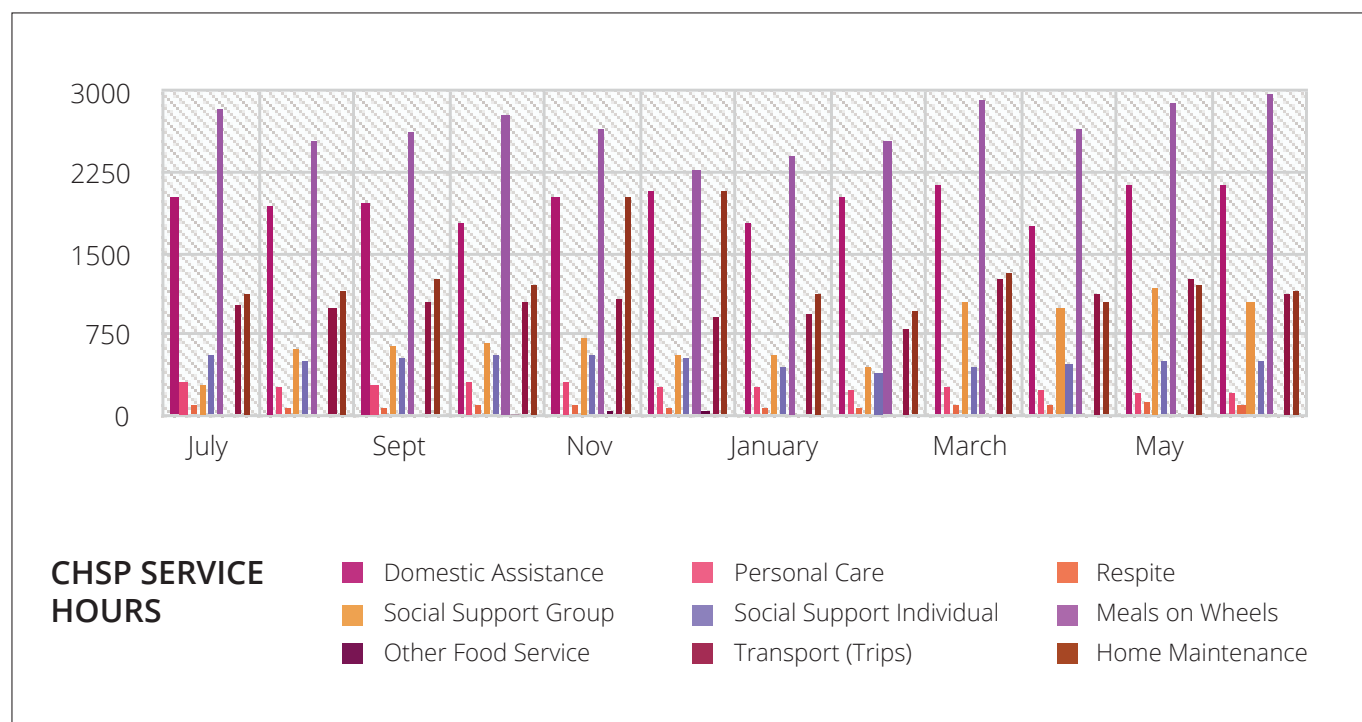
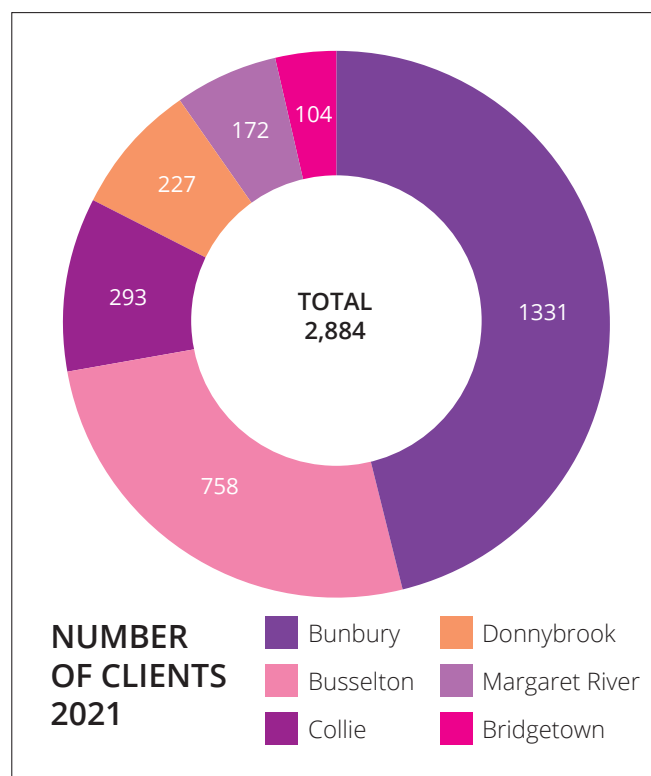
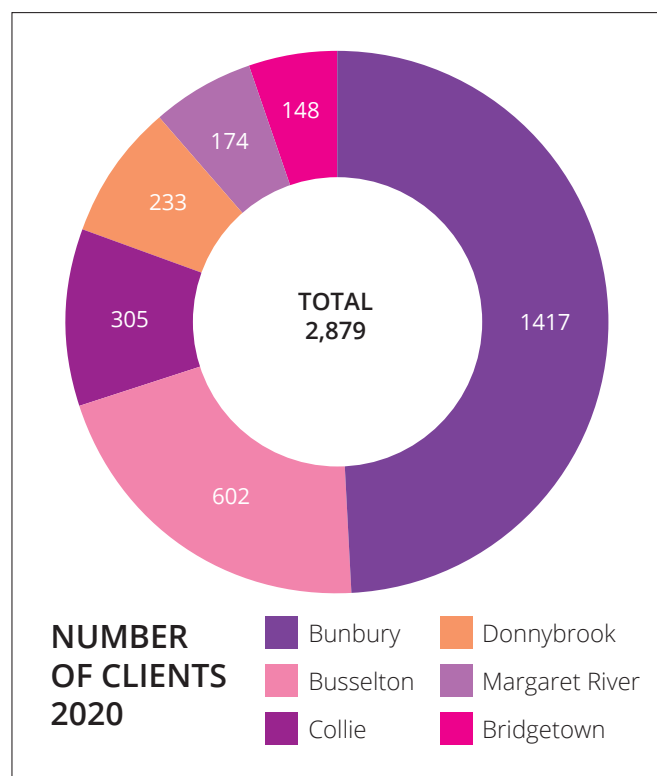
Bunbury admin is high as it includes the Executive Managers and Finance Team.

new position of HR manager was created to bring someone on who will ensure our compliance in all employee related contracts, grievances and entitlements.

February saw us expand out transport once again with a car housed in Augusta. We later employed a support worker for this area and are working on expanding to offer all support services in this area.

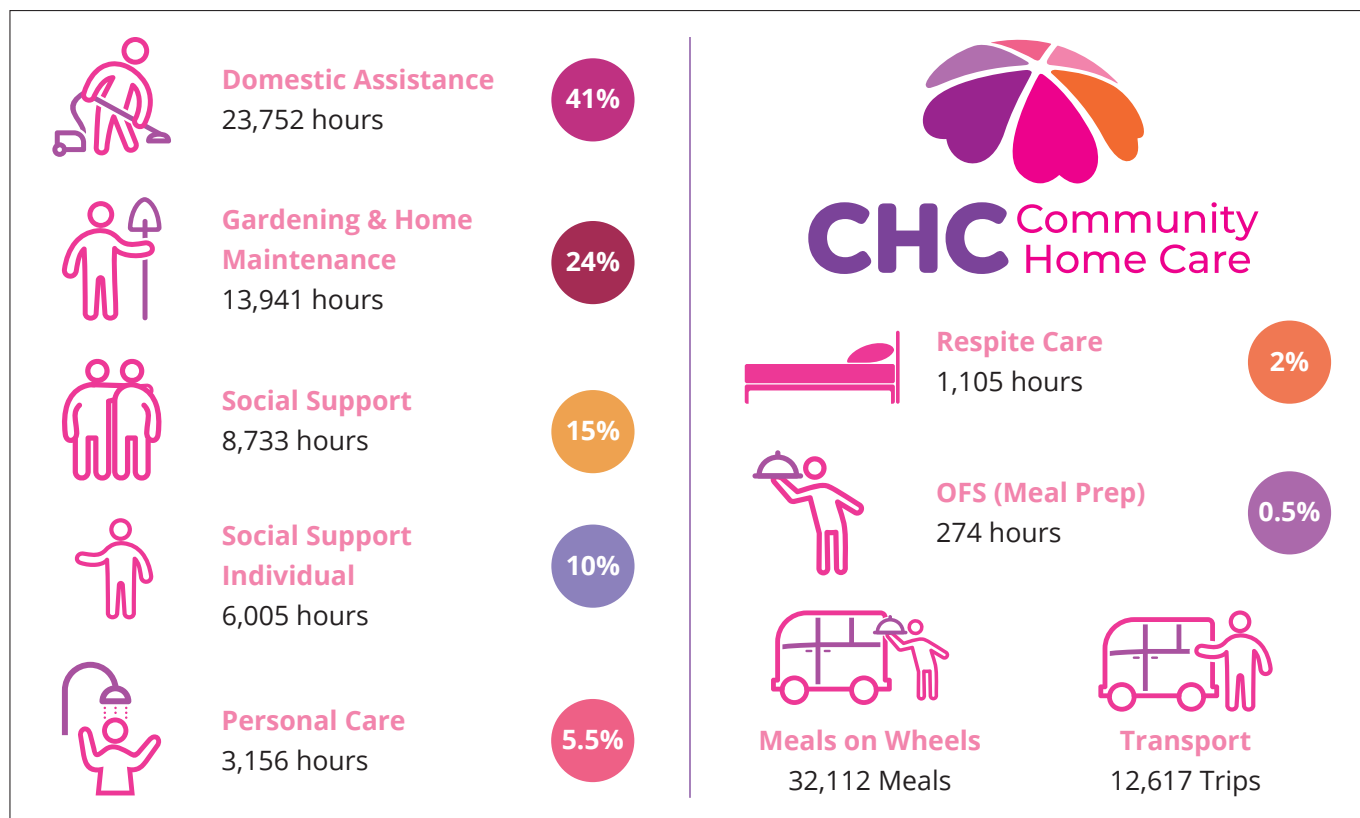
Another year of change both organisationally and in the industry in general but what hasn't changed is the hard work and commitment from staff and volunteers. Thank you all.

We ended the year with 137 employees and 340 volunteers.



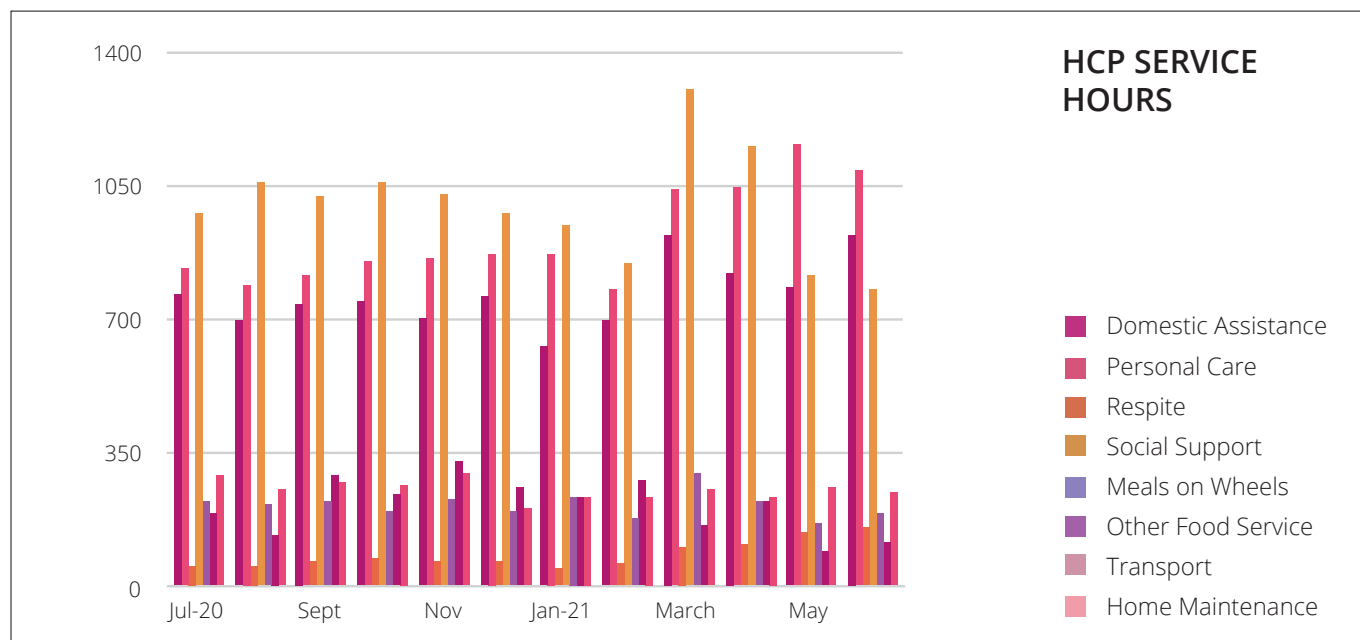
COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Domestic Assistance made up 41% of our in home service provision this year with 23,752 hours completed.



HOME CARE PACKAGES (HCP)

Social Support is a highly utilised service each month in HCP. Supporting clients with shopping, medical appointment and social engagements are all part of keeping clients connected with their community.



Over 39,000 hours of service were completed under the HCP program in 2020-2021 Financial year to approximately 200 clients



CHC's Wonderful Volunteers 2020/21

Wendy Newell, Volunteer Coordinator

The past twelve months has seen growth within our Volunteer pool. In September 2020, we held the launch for our new transport service in Boyup Brook. The transport service is operating out of the Bridgetown office with 10 volunteers providing the transport.

February 2021 saw the launch of the transport service in Augusta; this service is operating out of our Margaret River office with a pool of 13 volunteers.

The continued growth will see the same service introduced into the Nannup Community in the new financial year.



Boyup Brook launch.



Augusta launch.

Saturday 3rd April was a huge milestone for our Bridgetown volunteers where they celebrated 44 years of Meals on Wheels delivery. Many of our current volunteers have been Volunteering for decades, which is an amazing effort in providing this much-needed service to our Communities. The Meals on Wheels service for Bridgetown has now extended to Greenbushes, we have several volunteers that are more than happy to do the 34km return trip to ensure our clients can receive their meals.

During May, we celebrated National Volunteer Week. All branches celebrated with morning teas, balloons and sweet treats to show our appreciation to our volunteers. Certificates of thanks were given to all volunteers.

We nominated one of our long serving Bunbury "Meals on Wheels Volunteers" Keith Kendall for South West Volunteer of the Year award. Keith was a runner up on the day.

During the celebrations, we also collaborated with Volunteer South West and other Non-for Profit organisations where we received a grant to celebrate as a group. Several volunteers joined us for morning tea and a movie at Bunbury Regional Entertainment Centre. It was a lovely morning enjoyed by all that attended.

The past few months have seen some great new initiatives thanking and recognising our amazing



Margaret River volunteers celebrating "National Volunteer Week".

volunteers. We have the monthly coffee vouchers at each branch; the Coordinators distribute these to their volunteers. We also have a \$100.00 Coles/Myer voucher for each branch as a lucky draw. All Volunteers that volunteer at any time in the month have their names go into a draw and the lucky winners are notified. The volunteers have loved receiving the telephone call to let them know they are a winner! Without our volunteers, we would find it very difficult to provide the meals on wheels and transport services. We are also holding sundowners at each branch; this is a great opportunity for all staff and volunteers to get together in a casual atmosphere.

During the year, we have recruited 52 new volunteers: Bridgetown – 6 volunteers; Bunbury – 20 volunteers; Busselton – 5 volunteers; Collie – 10 volunteers; Donnybrook – 6 volunteers; and Margaret River – 5 volunteers.

Twenty five volunteers have retired; reasons vary from relocating, age, health issues, travelling or too busy. We have been lucky enough to have two of our Bunbury volunteers become staff members, Tom Hurley and Christopher Thorpe. Tom is the Meals on Wheels Coordinator and Christopher a Support Worker.

With ending, I would like to thank our volunteers for the ongoing support that they provide to Community Home Care and to our clients.

CHC Clinical Care 2020/21

OVERVIEW

This year presented many challenges with COVID-19 being the major faced by all communities. Moods started to lift as COVID-19 restrictions lifted and Social Support Group Activities were allowed in small numbers.



Marieta Simmons,
Executive Manager Care

Christmas came and went and before we know, we were facing an exciting new year. Throughout all the hard times the HCP team worked endlessly to provide support to package clients and to ensure their needs are met. In January 2021 our long term, Case Manager Michele Anderson transferred to the Meals on Wheels team. It clearly proved it was time to recruit more Case Managers to ensure we continue to provide the best quality care.



CHC strategically expanded their clinical team over the year.

GROWTH

The HCP team has seen some changes occur in the last six months to align with the Community needs of Bunbury and the surrounding areas. With this has come the recruitment of 2 new Case Managers to create and lead a team with ability to meet the emerging demands in Community Services. This has provided the ability to support clients to remain at home with service offerings that meet individual needs. Our service model is based on collaboration

with clients to develop and deliver care of their choosing.

CHALLENGES AND OPPORTUNITIES

A major challenge remained in recruiting Support Workers with the appropriate skills to deliver the services. Lengthy periods with on boarding new staff due to a delay in receiving Police Clearances. It made CHC look at different ways in service delivery. It meant, we relooked at what we do and could some services be replaced with assistive technology

A further key challenge remained in clients not having the appropriate Level package, their care needs exceed the funding options. CHC took the opportunity to build strong partnerships with WA Health and other Community Groups to tap into additional services to provide ongoing care.

HIGHLIGHTS

Our workforce availability challenges subsided by the end of the period and we have a strong workforce again. Without our valuable direct service delivery team members, we cannot deliver the care our clients need. Having adequate staffing in all departments allow us to focus on our service delivery, acceptance of new referrals and continue to strive to be one of the Best Providers in South West.



**CHC CLINICAL
GOVERNANCE PILLARS**

Site Report

Bunbury 2020/21

Donna Rudolf

OVERVIEW

The year began on a happy note with a limited Social Support Calendar reinstated. By offering in centre activities we could comply with the COVID-19 standards, social distancing, and control the numbers attending. We also ensured the environment was cleaned regularly.



Left: The restoration of the maintenance trailers, freshly painted and displaying our logo, saw our rebranding completed. Right: New home maintenance shed.

Clients were thrilled to see each other again. It highlighted the social isolation experienced by many of our clients and what an integral part CHC plays in client's lives as we go about delivering our various services.

The Home Maintenance team has grown, so has the equipment and the hours that machines are used. In an effort to reduce the ongoing, escalating costs related to servicing of gardening equipment, the Home Maintenance Shed was constructed and fitted out in December. Servicing and general maintenance is now being done in-house.

In March when our CEO Sue Clements resigned to take up a new position back in New South Wales, interim CEO Dean Logan identified an opportunity



Volunteer Sundowner was a great success.

to better recognise our volunteers' enormous contribution to CHC, providing MOWs delivery, Transport, Social Support phone calls and also Social Support Group. Together, the management team considered ways to better value the volunteer workforce, from this process Bunbury Branch is now having monthly Sundowners. It is a great opportunity for volunteers to meet and get to know each other as many work in different services areas.

GROWTH

The growth in client numbers and additional services required right across the state, has made Aged Care a highly competitive environment. Community aged care now also has to compete for staff with Residential providers, as they can no longer bring support staff in from overseas. Attracting and retaining the right Certificate 3 workers to provide services for our 1329 clients, comprising of 1257 CHSP clients and 72 Bunbury HCP clients, is an ongoing priority.

We applied to State Health for HACC funding for Continuity of Service (CoS) for our existing under 65 HACC clients who are still waiting for NDIS support or for those who have been deemed ineligible. Funding has been approved for 2021/22.

Another local provider did not apply for CoS funding for their current under 65 clients. State Health asked Community Home Care if we could provide support to some or all of the clients. Bunbury Branch has committed to provide services for the clients in our geographic area. The clients along with their funding was transferred to us in June 2021.

Each year the number of HACC clients continues to decline as they move over to an NDIS provider or as our current HACC clients turn 65 and can access services through the Commonwealth Home Support Program

CHALLENGES AND OPPORTUNITIES

Even though Bunbury and the greater South West has had minimal impact by COVID-19 lockdowns, planning for that eventuality became a priority. The planning process was focused on the ability to deliver essential in-home services. We recognised that some staff and volunteers may be required to be at home to provide care for family members. A conversation has been had with all staff regarding their capacity to continue providing services to our clients. We also spoke to all Meals on Wheels volunteers, to gauge their availability during a lockdown. Most workers and volunteers believe they could still commit to the services and hours that they currently do.

COVID-19 vaccinations are not yet mandatory for workers in the Community Aged Care sector. However, we are tracking when staff and volunteers have had their COVID-19 vaccine. It allows us to know how many staff could potentially stay well during an outbreak. I feel confident that we will be able to deliver all essential services to our clients.

We all know that living in the South West, there has been less COVID-19 impact on our daily work and family lives. However I would like to acknowledge that many staff have family and friends living in other parts of Australia or in other countries, they carry the stress of what is happening to them on a daily basis.

HIGHLIGHTS

In March, South West Aboriginal Medical Service (SWAMS) invited a representative to speak at a barbecue about the services we provide. I went along with a newly produced Indigenous leaflet that outlined how to access My Aged Care and navigate the assessment process.

I would like to thank all the staff and volunteers who have continued to come to work each day to provide the services that support our clients and also, for the support they give to each other.

Site Report

Busselton 2020/21

Cara Keskkula

The year has seen many changes in support staff and internal staff; we have said good-bye to two long term staff whom had worked for ten years and now are retiring. We have employed new office staff and support workers and now feel that we are better placed to take on the ever-increasing requests that we have been receiving for CHC services.

Our reputation for providing high care services in a manner that is professional and on time, continues to grow. This is clearly what clients want and they are very happy with the high level of communication from the local office with any changes etc. Clients are kept informed and they are consulted when implementing or changing any services.

We have two volunteers that are leaving us after a ten year and six year contribution of their time, in transport and meals on wheels delivery. They will be recognised at the next sundowner that is held at the Busselton office.

GROWTH

Total number of active clients - 648. Around sixty of these are Home Care Packages, though this number continues to grow.

We continue to see growth with requests for Private services, as well as Brokered services, mainly in Transport and Meals, for other HCP provider's clients.

We have had an influx of new clients in the last two months, mainly due to the quality of work we provide. These clients have told us they were told to come to CHC as we are local and you can talk to us, which is great feedback!

We also have had a lot of phone enquiries for private services across the board. We have not been able to provide all of these as we have not had staff to do so and some of the requests are for things that we cannot provide.

CHALLENGES

Lack of staff applying for positions advertised, has been our main challenge. We have had some issues with some staff leaving and a difficulty in attracting new applicants. For a significant period of time we continued to accept new referrals and service requests, and this was a big challenge, as we were accepting referrals and then telling clients that they may have a month wait. In July we decided to cease accepting new referrals for Domestic Assistance and this has taken some of the pressure off our services. We have recently put on new staff so we are hoping to reopen all services on the My Aged Care within the month (September).

We have also had a number of requests from other providers for us to support their clients with transport, and it has then become clear that the clients need more support than our volunteers are able to provide. We liaise closely with the other service providers when this happens as we have a duty of care to the clients and need to ensure they are getting appropriate support.

OPPORTUNITIES

There have been a number of internal opportunities around changes in job roles and work hours.

Office staff, changed contracts: Wendy Newell now nine day fortnights.

Yoonji Lee, employed to cover maternity leave that Kim Pollock was having, will be finishing in October. Kim Pollock has resigned.

Linda Duvall, receptionist, moving into the Scheduler's position.

New receptionist position advertised.

HIGHLIGHTS

Workers constantly praised in acknowledgement of their dedication to CHC and their continuing acceptance of extra work when we have been short staffed. Workers were acknowledged formally at the Aged care employee Day in August, but we also try to thank them everyday for their work and the difference they make in clients lives.



Nannup volunteers with the new transport vehicle.

There has been positive feedback received around the introduction of sundowners for staff and volunteers and this is something that will continue.

The planned introduction of a Transport service for Nannup is a great innovation and the volunteers there are a great bunch. We're looking forward to working with them and developing this service into the future!

SUMMARY

The Busselton office has seen a lot of change in the last year with some staff, including the finance team, moving to other sites, and some leaving. All in all we remain a pleasant place of work, and the current staff are dedicated and remain very supportive of all that enter the building. A big focus is on the volunteers and the feedback from them has been that they always feel welcome when coming to Busselton.

I am grateful for all our support workers and their willingness to put their hands up and do what they can, when at times we have been stretched for staff across all areas. We now have extra workers in the support worker teams which has meant that workloads have returned to more regular levels.

We have had an increase across the board in our services which comes from the ongoing commitment from our current work force as well as the positive testimonials that we have from current clients which then feeds into word of mouth to new clients who request us as their service provider of choice.

With extra staff on board the rest of the year looks promising. We are looking forward to further growth while continuing to support the clients we currently have.

Site Report

Bridgetown 2020/21

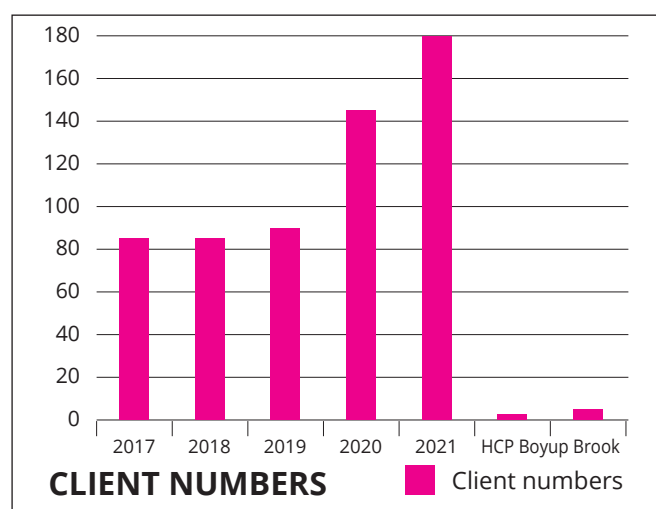
Amanda Sousa

GROWTH

The Bridgetown Branch, which also covers the Boyup Brook area, has continued to have a steady increase in both CHSP and HCP active clients, from a total of 84 CHSP in 2017 to 180 in 2021. The graphs below show the current client based on location and service.



Previous CEO Sue Clements, MP Terry Redman and Boyup Brook volunteers on 25th September 2020 with the dedicated transport vehicle.



We were proud to expand our MOW service to eligible clients in the Greenbushes community. Currently this is a once-a-week service that we will continue to expand as demand grows.

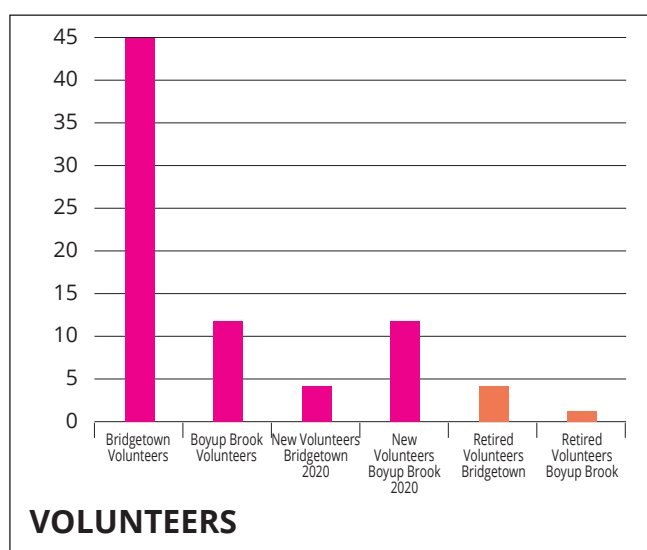
CHALLENGES AND OPPORTUNITIES

There have been some changes in the office in Bridgetown this year and while this have presented some challenges we hope this hasn't impacted on the high level of client service we provide.

The size and location of the Bridgetown office can also be challenging for staff and clients but with the CRC considering some changes this may be something we can address in the future.

VOLUNTEERS

The annual Thank a Volunteer was held in the week of Monday to Sunday 23 May 2021, all volunteers were invited to come into the office so we could show our appreciation, with individual certificates and a small morning tea each day with gift bags. The Branch is fortunate to have 21 dedicated volunteers providing transport services and 36 delivering MOW on a once-a-month roster.



HIGHLIGHTS

In March 2021, the Bridgetown Branch took on providing service delivery to the Boyup Brook area, which was previously managed from Donnybrook Branch. The transition over to Bridgetown has been smooth and has allowed for increased service delivery by sharing resources between Bridgetown and Boyup Brook.

CLIENT STORIES

Two Bridgetown clients received the Order of Australia Medal (OAM) for their service to the community; they received this during 2020-21. Such acknowledgement of these clients reinforces that the hard work they have done in the community and we are proud to be able support them.

CONCLUSION

Having transitioned from the MOW and Transport Coordinator into the Acting Branch Manager's role in June 2021, I wish to thank all staff in the organisation for their assistance over the last 12 months. Our volunteers do an amazing job in providing services to our clients and I also extend my gratitude to them.

Site Report

Collie 2020/21

Elona Gade

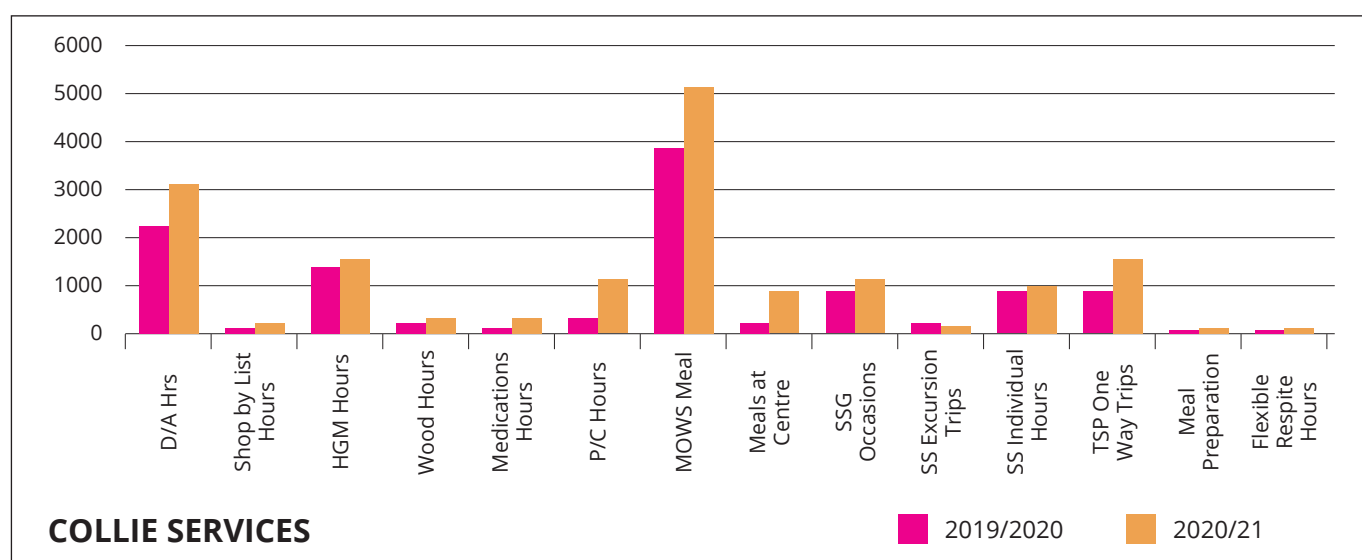
OVERVIEW

The last 12 months have certainly been out of the ordinary with COVID-19 and the restrictions with not being able to open the day centre and provide social outings, but we survived and are now back to fully supporting our clients with full services.

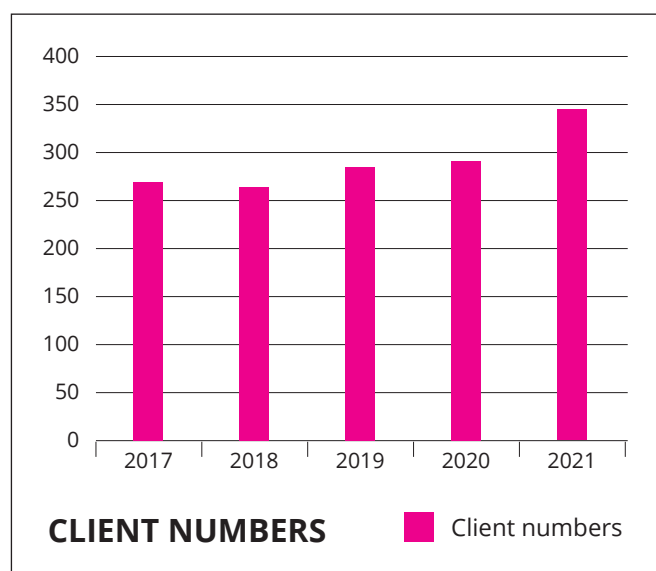
GROWTH

Over the past 12 months, our client numbers and service delivery volumes have increased across both Home Care Packages and our CHSP Program.

Below the graph shows the increase in client services over the past two years.



Graph below shows the increase in client numbers over the past five years.



During the past year we have had quite a change to staffing both with Support workers and in the office, with a lot of the previous staff resigning and new staff coming on board, with new staff comes new Ideas. Currently we have a new Admin member Jackie Stocks and a new Day Centre Team Leader Christine Williams, 1 Scheduler, 2 Support staff working in the Day Centre, 3 HGM staff, 7 Community Support staff and 1 MOWS Coordinator/Cleaner.

With our new day centre Team Leader, Chrissy we have been looking at how we can expand our day centre with introducing new activities for our clients. Spending time with our clients and asking the Question, *"What would you like to see happen with in the centre."* This has now given a list of potential activities that we can look at putting in place, and hopefully attracting more clients to join the centre."

HIGHLIGHTS

We were excited to have a couple of visits from the management team at Synergy who spent a couple of fun filled afternoons with our clients in the day centre, they enjoyed calling the bingo and sitting and having afternoon tea and a chat with our clients.



This year's Aged Care games were held in Bunbury. We sent down a team of players that had been practising for months and we were rewarded by coming runners-up for 2021.



VOLUNTEERS

We have been very fortunate over the past couple of months to recognise our wonderful volunteers in awarding a Volunteer each month with a voucher to say thank you. Currently we have 55 volunteers assisting us with Transports, MOWS delivery and assisting in the day centre.

CLIENT STORY

Just recently we had a feel-good service, where we had a lovely couple who unfortunately were separated due to the wife being placed into residential care in Busselton. This couple are in their late 80s and early 90s and have never been apart. We were able to provide transport for the husband to be able to go to Busselton and see his wife. The smile on his face was all the thanks we need.



Donnybrook day out to Dolphin Discovery Centre in Bunbury.

OVERVIEW

In the midst of the COVID crisis, Donnybrook became an island within an island. Clients' care services returned to pre-lockdown schedule early in the year but social group activities remained restricted for safety.

Wednesday Club was divided in half with each group attending fortnightly, until finally in May 2021 the group was able to reunite and return to weekly meeting. Shopping buses, and outing groups returned to the great delight of clients.

With the departure of our long-standing CEO Sue Clements, we welcomed Dean Logan into the fold. Dean's impact and different views on management changed the shape of service delivery and allowed more freedom throughout the organisation for site specific management.

GROWTH

Donnybrook site has maintained steady numbers again this 12 month period. At one stage earlier this year we had over 20 Home Care Packages just in the Donnybrook area. We have reduced back down to around 16 currently which has eased the burden on staffing.

CHALLENGES AND OPPORTUNITIES

Specific challenges faced by Donnybrook over this year centred around client concerns of COVID-19 spread, and staffing which caused a great amount of angst early in 2021. With a shift in management and the liberty of expanding our staffing numbers, clients have rarely missed services and clients are much happier.

Maxine (Social Support Coordinator) and myself attended and represented Community Home Care at the inaugural Donnybrook Community Marketplace. We were fondly greeted by many clients and families. We provided educational material to interested community members and received lots of positive feedback from the event.

Our Wednesday Club staff, volunteers and clients were instrumental in the collaborating with the Men's Shed, Community Resource Centre and Donnybrook shire to design, construct and decorate Donnybrook's



very first Street Library. Contributions from the community and beyond have seen regular top ups of resources for the library.

HIGHLIGHTS

A highlight for Donnybrook this year was the promotion of our Volunteer Awards and Sundowner/ lunches. The response from the volunteers to the recognition of their contribution to CHC has been well received. Congratulations to those who have been lucky to benefit from the monthly draw, a little bonus.

STAFF AND VOLUNTEER RECOGNITION

As is quite normal in the Aged Care, and Community Aged Care sector turnover of staff occurs regularly. This year we said goodbye to our long serving in home support worker Christine Hillis. Christine had worked with the Donnybrook site for around 7 years both as a contracted worker, and then in a casual capacity. She continues her cooking duties at the local Golf Club and raising her children.

Jonathon Brown also moved on from CHC although he remains connected in an on-call capacity.

Volunteer numbers remained steady, with an increase and decrease of participants as is usual, thanks go to Wendy Newell who does a sterling job looking after our volunteers.

CONCLUSION

Thank you clients, families and staff for another fabulous year with CHC.

Margaret River 2020/21

Sharon Ross and Carolyn van Buren

OVERVIEW

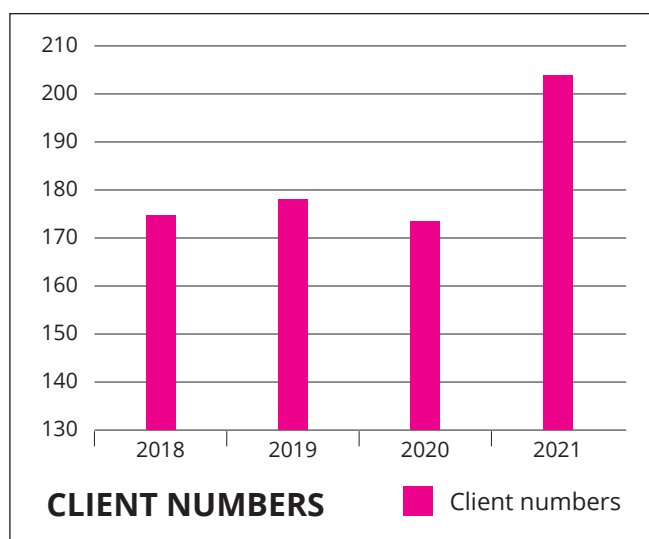
We currently have 16 Home Care Package clients, which is a significant increase over the last 12 months. Other service areas have also grown a lot over the last 12 months with a lot more personal care clients coming on board.

This year we commenced services in Augusta and Augusta transport now has around twenty five clients. While we currently only have one domestic assistance client and one ready to come on board when discharged from hospital, this is an area where we there is scope for significant growth in the future.

From a starting point of 175 client in 2018 we are now up to a high of 204.

CHALLENGES

Recruitment of new staff has been our biggest challenge with periods of time when we have struggled to find new recruits. Current staff have



stepped up to fill the gaps and we have now added to our team. Finding Home Maintenance/Gardening staff is still proving difficult but we are hopeful this will be addressed soon.

OPPORTUNITIES

The development of social activities, conducted by volunteers, for groups bigger than four which use clients sensory, dexterity, social skills eg: bingo, group morning teas, arts and craft sessions, book club, singing groups, entertainment, has been greatly appreciated by clients.

Getting the Augusta service off the ground offers lots of scope for development, while continuing to maintain what we are currently offering.

We still need to increase our client base within the Margaret River region to make sure people know who we are and what services we provide, i.e. not just CHSP and HCP but private and brokerage services. We are planning information sessions for the community of Margaret River / Augusta around who are we, what services do we provide, and how can we assist.

In order to address staff shortages we are looking for team members who may wish to do Support Work and Gardening services on different days.

While we have been very lucky in our area there is still scope for better understanding of infection control / COVID-19 and practices carried out while delivering services to clients. The Branch Managers are working with support staff to ensure they are clear about best practice in this area.

With the introduction of dedicated Case Managers for HCP clients we are working on developing communication processes and regular interaction with the HCP team to deliver better client outcomes and more services to clients.

STAFF/VOLUNTEER RECOGNITION

Our long term gardener, Ian Leighton, retired this year. We know our clients will miss him and we wish him all the best in this next phase of his life.

CONCLUSION

It's been a productive year with headway made in getting Augusta up and running. Our volunteers continue to be a wonderful bunch, that really keep the MOWs and transport services running very well. We have a great core bunch of staff. We look forward to great changes in the coming year to continue to make CHC a provider of choice.

AWARDS/EVENTS/HIGHLIGHTS



Above: The recent volunteer and staff sundowner was greatly appreciated by all who attended.



Right: One of our clients recently turned 99 and is still going strong!



Finance Report 2020/21



In spite of the obstacles thrown up by restrictions and other ongoing changes to business processes caused by COVID-19 pandemic, CHC has achieved another sound year of results.

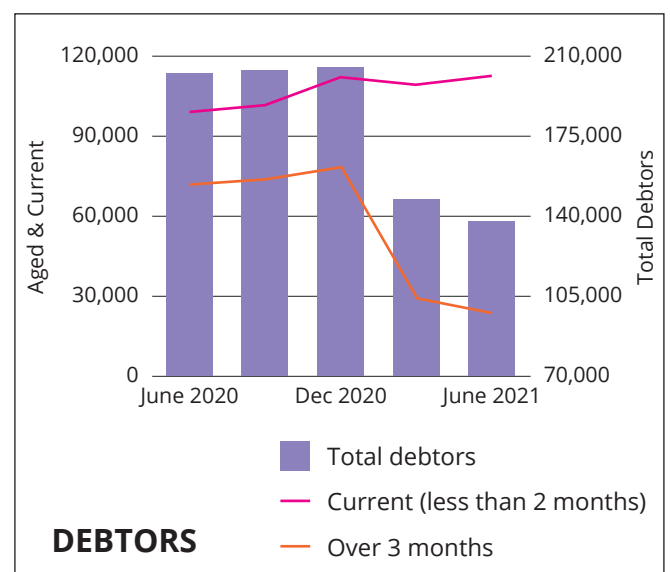
David Prestney,
Executive Manager Finance

The start of the Financial Year saw the business implement a new outsourced payroll system (Paypac) replacing the previous in-house software system (Keypay). This move whilst not without teething and implementation issues has led to a halving costs in the payroll department, this streamlining of payroll was further enhanced in early 2021 when the managers of each of the sites and departments were empowered with the responsibility of reviewing and approving the fortnightly payroll for their respective department.

The finance team itself whilst ending the year materially unchanged from the start of the year underwent a restructure in February 2021 which saw the Accounts Payable role transformed into a job-share arrangement with two staff working half the week each. However this arrangement was subsequently revisited with the second resource being reallocated to the Home Care Package (HCP) division as administrative support.

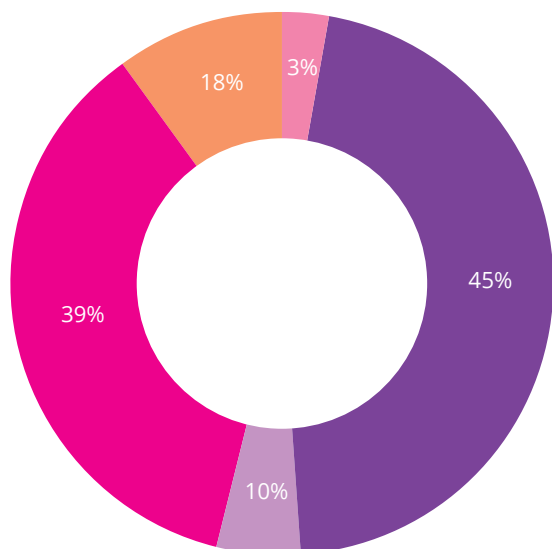
Accounts receivables and invoice collection was an area of considerable focus particularly in the second half of the financial year. This whilst including the write-off of a number of legacy debts which partly resulted from the original difficult rollout of the two new systems (Sandwai and Xero) at the start of the 2019/ 20 financial year principally involved the development and introduction of a more robust set of procedures and processes to assist the CHC team to better identify, follow-up and collect outstanding accounts in a timely manner. This work saw CHC's debtors drop from over \$200,000 at 30 June 2020 to less than \$140,000 at the end of 2021. And more importantly the "Aged Debts" greater than three months fell to less than a third of the 2020 balance.

CHC has continued to expand our presence to include satellite operations in both Boyup Brook and Augusta,



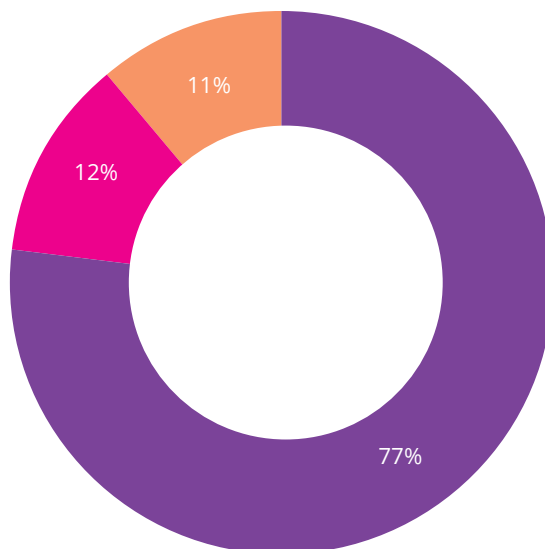
and despite the ongoing winding back of the state based HACC funding (now the "Continuity of Support" program) 2020 / 21 has been another positive year financially for the organisation with overall revenues of \$11,160,000 up 3% on the prior year.

The organisation's revenues continue to be underpinned by the Commonwealth Home Support Program (CHSP) which makes up 45% of CHC's income, as well as the continued growth and maturing of the Home Care Package (HCP) program which now makes up 40% of CHC's income base (up from 36% in the prior year).



**REVENUE
2020/21**

- CHSP Funding
- HACC Funding
- HCP
- Client Fees
- Other



**EXPENSES
2020/21**

- Employee Costs
- Operational Direct Costs
- Administrative Costs



COMMUNITY HOME CARE INC.
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2021

		2021	2020
	Note	\$	\$
Current Assets			
Cash and Cash Equivalents	2	9,018,915	7,984,485
Trade and Other Receivables	3	135,073	203,710
Other Current Assets	4	668,104	111,698
Total Current Assets		9,822,092	8,299,893
Non-Current Assets			
Property, Plant and Equipment	5	2,662,503	3,029,503
Total Non-Current Assets		2,662,503	3,029,503
Total Assets		12,484,595	11,329,396
Current Liabilities			
Trade and Other Payables	6	341,861	485,437
Provisions	7	640,286	484,306
Other Current Liabilities	8	4,998,007	3,938,426
Total Current Liabilities		5,980,154	4,908,169
Non-Current Liabilities			
Provisions	7	171,780	289,041
Total Non-Current Liabilities		171,780	289,041
Total Liabilities		6,151,934	5,197,210
Net Assets		6,332,661	6,132,186
Equity			
Asset Revaluation Reserve		97,156	97,156
Retained Earnings		4,696,659	4,496,184
Contributed Equity		1,538,846	1,538,846
Total Equity		6,332,661	6,132,186

COMMUNITY HOME CARE INC.
STATEMENT OF PROFIT & LOSS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Income		
Government Funding		
CHSP Funding	5,011,371	4,964,841
HACC Funding	201,480	551,281
Total Government Funding	5,212,851	5,516,122
Client Income		
CHSP Client Income	856,513	835,223
HACC Client Income	10,790	27,973
HCP Client Income	4,456,950	3,869,419
Total Client Income	5,324,254	4,732,615
Private and Brokerage Income	297,953	240,782
Interest Received	41,650	66,056
Other Income	287,121	261,123
Total Income	11,163,829	10,816,698
Direct Costs		
Salary and Wages	6,559,051	6,047,415
Consumables	660,334	388,700
Subcontractors	647,380	545,745
Volunteer Reimbursements	28,171	38,374
Total Direct Costs	7,894,937	7,020,234
Gross Surplus	3,268,892	3,796,464
Expenses		
Administration Salary and Wages	1,055,811	940,988
Accountancy and Audit	20,510	87,058
Accommodation	162,818	154,855
Depreciation and Amortisation	185,990	202,940
Insurance	430,266	520,718
Interest Expense	-	4,841
IT and Communication Expenses	136,844	116,787
Loss on Sale of Assets	98	7,583
Marketing and Promotion	47,537	83,952
Motor Vehicle Expenses	178,867	185,157
Operating Expenses	74,019	184,903
Other Employee Expenses	164,330	104,021
Other Expenses	74,730	15,341
Repayment HACC Funding	135,016	-
Total Expenses	2,666,836	2,609,144
Net Surplus/(Deficit)	602,056	1,187,320

COMMUNITY HOME CARE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Cash Flows from Operating Activities			
Recurrent Grants		6,241,402	7,120,890
Client Funding		5,823,686	5,035,486
Interest Received		41,650	66,056
Other Receipts		(127,725)	44,865
Payments to Suppliers and Employees		(11,121,902)	(9,377,704)
Net cash provided by operating activities		857,112	2,889,593
Cash Flows from Investing Activities			
Men's Shed Busselton Inc. - Transfer	13	(12,385)	-
Payments/(Receipts) for Property, Plant & Equipment		189,705	32,841
Net cash provided by/(used in) investing activities		177,320	32,841
Cash Flows from Financing Activities			
Loan Drawdowns and Repayments		-	(334,764)
Net cash provided by/(used in) financing activities		-	(334,764)
Net Increase/(Decrease) in Cash Held		1,034,432	2,587,669
Cash at Beginning of the Financial Year		7,984,484	5,396,815
Cash as at 30 June 2021	2	9,018,915	7,984,484

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

Surplus/(deficit) from ordinary activities	602,056	1,183,320
Adjustments for:		
Depreciation	177,197	202,940
Net (gain)/loss on disposal of plant & equipment	98	(16,377)
Change in operating assets & liabilities		
Accounts receivable and other accruals	(439,846)	(95,007)
Other assets	25,000	(35,202)
Accounts payable and other accruals	453,888	1,666,346
Provisions	38,719	(16,428)
	857,112	2,889,593

COMMUNITY HOME CARE INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021

		Retained Earnings	Asset Revaluation Reserve	Contributed Equity	Total
	Note	\$	\$	\$	\$
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
Surplus for the year		602,056	-	-	602,056
Men's Shed Busselton Inc. - Transfer	13	(401,581)	-	-	(401,581)
At 30 June 2021		4,696,659	97,156	1,538,846	6,332,661

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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%.

Total depreciation expense per class of asset for the year ended 30 June 2021 is as follows:

- Motor Vehicles	\$48,812
- Buildings	\$72,468
- Furniture, Plant & Equipment	\$29,670
- IT Capital	\$26,247
	<u>\$177,197</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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.

	2021	2020
	\$	\$
2 Cash and cash equivalents		
Cash at Bank - Bunbury	8,965,192	7,920,282
Cash at Bank - Donnybrook	6,190	7,173
Cash at Bank - Bridgetown	6,651	4,615
Cash at Bank - Busselton	19,106	33,793
Cash at Bank - Collie	8,591	5,960
Cash at Bank - Margaret River	11,306	9,984
Cash on Hand	1,879	2,679
	9,018,916	7,984,485
3 Trade and other receivables		
Current		
Trade Debtors	135,073	203,710
	135,073	203,710
4 Other assets		
Current		
Prepayments	74,232	108,015
Outstanding Workers Compensation Claims	12,378	3,683
GST Receivable	72,800	-
Funding Receivable	508,694	-
	668,104	111,698
5 Property, plant and equipment		
Bunbury		
Plant & Equipment	118,673	112,980
Less: Accumulated Depreciation	(95,449)	(98,965)
	23,224	14,015
 Motor Vehicles	 346,573	 346,573
Less: Accumulated Depreciation	(282,896)	(264,677)
	63,677	81,896
 Office Furniture & Equipment	 98,104	 97,431
Less: Accumulated Depreciation	(84,514)	(80,964)
	13,590	16,467
 Buildings & Improvements	 2,568,258	 2,557,526
Less: Accumulated Depreciation	(335,233)	(283,529)
	2,233,025	2,273,997
	2,333,516	2,386,375

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Collie		
Plant & Equipment	126,171	124,334
Less: Accumulated Depreciation	(107,734)	(102,947)
	<u>18,437</u>	<u>21,387</u>
 Motor Vehicles	 325,581	 325,581
Less: Accumulated Depreciation	(307,759)	(302,844)
	<u>17,822</u>	<u>22,737</u>
 Office Furniture & Equipment	 33,855	 33,855
Less: Accumulated Depreciation	(31,435)	(31,081)
	<u>2,420</u>	<u>2,774</u>
 Low Value Pool	 <u>1,447</u>	 <u>1,582</u>
	<u>40,126</u>	<u>48,480</u>
 Donnybrook		
Plant & Equipment	1,748	1,748
Less: Accumulated Depreciation	(1,515)	(1,436)
	<u>233</u>	<u>312</u>
 Motor Vehicles	 86,538	 86,538
Less: Accumulated Depreciation	(72,842)	(69,419)
	<u>13,696</u>	<u>17,119</u>
 Building & Improvements (WIP)	 36,622	 36,622
	<u>36,622</u>	<u>36,622</u>
	<u>50,551</u>	<u>54,053</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Busselton		
Plant & Equipment	7,610	101,065
Less: Accumulated Depreciation	(423)	(63,334)
	<u>7,187</u>	<u>37,732</u>
 Motor Vehicles	 242,796	 242,796
Less: Accumulated Depreciation	(199,088)	(184,518)
	<u>43,709</u>	<u>58,278</u>
 Office Furniture & Equipment	 19,942	 20,059
Less: Accumulated Depreciation	(19,788)	(19,528)
	<u>154</u>	<u>532</u>
 Buildings & Improvements	 -	 444,773
Less: Accumulated Depreciation	-	(80,764)
	<u>-</u>	<u>364,009</u>
	<u>51,050</u>	<u>460,550</u>
 Bridgetown		
Plant & Equipment	6,957	-
Less: Accumulated Depreciation	(204)	-
	<u>6,753</u>	<u>-</u>
 Motor Vehicles	 100,228	 34,410
Less: Accumulated Depreciation	(27,580)	(19,893)
	<u>72,649</u>	<u>14,517</u>
 Office Furniture & Equipment	 1,459	 345
Less: Accumulated Depreciation	(486)	(345)
	<u>973</u>	<u>-</u>
	<u>80,374</u>	<u>14,517</u>
 Margaret River		
Plant & Equipment	5,325	-
Less: Accumulated Depreciation	(104)	-
	<u>5,221</u>	<u>-</u>
 Other Assets		
IT Capital	207,942	145,557
Less: Accumulated Depreciation	(106,276)	(80,030)
	<u>101,665</u>	<u>65,527</u>
 Total Property, Plant & Equipment	 <u>2,662,503</u>	 <u>3,029,503</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
6 Trade and other payables		
Current		
Trade Creditors	143,951	104,700
Debtor in Advance	122	122
Accrued Expenses	7,560	10,621
Superannuation Payable	95,928	50,152
Accrued Wages	94,300	235,328
GST Payable	-	84,514
	<u>341,861</u>	<u>485,437</u>
7 Provisions		
Current		
Provision for Annual Leave	377,063	372,440
Provision for Long Service Leave	263,223	111,866
	<u>640,286</u>	<u>484,306</u>
Non-Current		
Provision for Long Service Leave	171,780	289,041
	<u>171,780</u>	<u>289,041</u>
8 Other Liabilities		
Current		
PAYG Withholding	5,875	177,312
Unknown Deposits	5,043	2,159
HCP Client Funds	4,983,681	3,703,044
Funds - Craft Group	728	728
Funds - Collie Ceramics Group	2,424	2,031
Funds - Singing Group	62	62
FBT Payable	-	2,290
Unspent Capital Grants	194	50,800
	<u>4,998,007</u>	<u>3,938,426</u>

COMMUNITY HOME CARE INC.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

9. 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.

10. 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.

11. 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.

12. Property Lease Commitments

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

Office Location	Lease Expiry	Annual Commitment
Busselton Office	30 November 2021	\$36,300
Margaret River Office	30 June 2023	\$11,825
Donnybrook Office	30 September 2025 (5 year extension requested)	\$13,446
Bridgetown	30 June 2022	\$5,720

13. Men's Shed Busselton Inc. Transfer

The Men's Shed Busselton Inc. became incorporated and registered with the Australian Charities and Not for Profits Commission effective 25 June 2021. Assets held on behalf of the former unincorporated Busselton Men's Shed Committee were transferred to the Men's Shed Busselton Inc. effective 30 June 2021.

Assets transferred included Busselton Men's Shed Committee funds held within a bank account by Community Home Care Inc (\$12,385) and building improvements (\$389,196), totalling \$401,581. The transfer of assets to the Men's Shed Busselton Inc. has been included within the Statement of Changes in Equity.

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

14. Contingent Liabilities

Workers Compensation – Superannuation Payable

Community Home Care Inc has identified instances whereby superannuation payable on fortnightly workers compensation payments has not been paid on behalf of some employees during the years ending 30 June 2020 and 30 June 2021.

At the date of this report Community Home Care Inc are in the process of conducting a review to determine amounts payable, and a provision has not been raised in respect to any additional superannuation payable at balance date.

On completion of the review once the amounts payable have been determined, the superannuation payable will be paid. The review is expected to be complete by 29 October 2021.

Shift Workers – Leave Accrual

Community Home Care Inc has recently identified an internal award interpretation error. Under Social, Community, Home Care and Disability Services Industry Award 2010 clause 31.2, permanent shift workers who regularly work weekends (at least 10 times a year for 4 hours or more) are entitled to five weeks annual leave, rather than the standard four that Community Home Care Inc had been accruing to date.

At the date of this report Community Home Care Inc are in the process of conducting a review to quantifying this liability. A provision has not been raised in respect to any additional annual leave payable at balance date.

On completion of the review, impacted employees will be credited with the additional leave due. The review is expected to be complete by 26 November 2021.

**COMMUNITY HOME CARE INC.
STATEMENT BY MEMBERS OF THE BOARD
FOR THE YEAR ENDED 30 JUNE 2021**

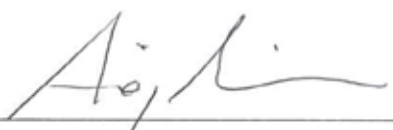
The Board have determined that the association is not a reporting entity.

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.

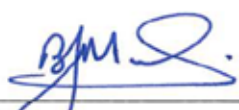
In the opinion of the Board the attached financial statement:

1. Presents fairly the financial position of Community Home Care Inc. as at 30 June 2021 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



Brian Moore
Treasurer

Dated this 21st day of October 2021

**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 2021, 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 2021, 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 9 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 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
Director

Level 1, 53 Victoria Street, Bunbury, Western Australia

Dated this 21st day of October 2021

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 2021, there have been no contraventions of:

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

AMD Chartered Accountants



TIM PARTRIDGE FCA
Director

Bunbury, WA

Dated this 11th day of October 2021

Acknowledgements

Community Home Care takes opportunity to acknowledge the following groups, departments and organisations for our continued relationship in 2020/21:

Advocare
Advocacy WA
Aged Care Quality and Safety Commission
ATC Work Smart
Australian Government – Department of Health
Bendigo Bank
Cancer Council
Capital Guardians
Government of Western Australia – Department of Health
Let's Get Care
Meals on Wheels WA
Services Australia (Centrelink)
South West Palliative Care
The Public Trust Office (Western Australia)
Volunteer South West Inc.

Within each of our serviced areas:

Aged Care Assessment Team (ACAT)
Community Resource Centres
Fellow Service Providers
Local Government- Shires and Cities
Local Hospitals and Public Health Services
Local, State and Federal Members of Parliament
Medical Practices
Mens Sheds
Regional Assessment Service (RAS)
Suppliers

Most importantly:

CHC Clients
CHC Staff
CHC Volunteers
Client Family Members
Community Members



Corporate Office

3 Parade Road, Bunbury 6230
PO Box 1776, Bunbury 6231
info@communityhomecare.org.au
(08) 9720 5100

Bridgetown

Community Resource Centre
150 Hampton Street, Bridgetown 6255
(08) 9761 1855

Bunbury

3 Parade Road, Bunbury 6230
(08) 9720 5100

Busselton

16 Kent Street, Busselton 6280
(08) 9754 4716

Collie

7 Vernon Street, Collie 6225
(08) 9734 5353

Donnybrook

60 South Western Highway, Donnybrook 6239
(08) 9731 1823

Margaret River

33 Tunbridge Street, Margaret River 6285
(08) 9757 2333