

Supporting your independence



CHC Community
Home Care

Annual Report **2022**

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Annual General Meeting

Agenda

Tuesday,
22nd November, 2022

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 15th November 2021
4. Chairperson's Report
5. Chief Executive Officer's Report
6. Finance Report to 30th June 2022
7. Appointment of Auditor for 2022/23
8. Confirmation of Board Members
9. Election of Board of Management Office Bearers
10. General Business
11. Close and Refreshments

Community Home Care Board of Management

ANNUAL GENERAL MEETING MINUTES 2021

Monday 15th November 2021 at 2.00pm
CHC Bunbury Activity Centre
3 Parade Road, Bunbury WA 6032

1. OPENING AND WELCOME:

AGM opened at 2.05pm

Angelo Logiudice- 2020/21 Chairperson of CHC's Board of Management welcomed members and guests.

Mr Logiudice clarified that the guests are welcomed at CHC's AGM but are not permitted to move, second or vote on any motion, recommendation or appointment.

Guests of note for recognition included:

1. CHC Board Members
2. CHC Executive

2. ATTENDANCE AND APOLOGIES:

Attendance List

Jeff Beckett	Guest
Jayson Hitchins	Guest
Tim Partridge	Guest
Marieta Simmons	Guest/Employee
Gwen Nidd	Guest
David Prestney	Guest/Employee
Donna Rudolf	Guest/Employee
Jenny Bagshaw	Member
Julie Cooper	Member/Employee
Gloria Foreman	Member
Krystal Laurentsch	Member/CEO
Angelo Logiudice	Member/Board Chairperson
Heather Magee	Member/Board Member
Jane Manning	Member/Board Member
Stuart Masters	Member
Maxine Milner	Member

Brian Moore	Member/Board Treasurer
Neville Pearsall	Member
David Priestly	Member
Chris Sousa	Member
Francine Temby	Member/Board Secretary
Roger Veen	Member/Board Vice Chair
Steve Thomas MLC	Guest

Apologies:

Hon Mark McGowan	Hon Nola Marino
Hon Don Punch	Hon Jodie Hanns
Liz Lockyear	John Nicholas
Grant Henley	Bev Morton
Sally-Ann Irvine	Jodie McGinnis
Lisa Malatesta	Jeremy Higgins
Jana Mayhew	Scott Robinson
Heidi Taylor	Sue Clements
Trisha Power	Ben Rose
Peter Cherry	Lorraine Crook
Dianne Needham	

Under CHC's constitution Association Object C, a quorum for membership meetings is 5 members, and there were 15 members present. Therefore it was confirmed that the meeting was duly convened.

3. CONFIRMATION OF MINUTES OF THE AGM HELD 16TH NOVEMBER 2020

Motion to approve the Annual General Meeting 16th November 2020 Minutes as circulated:

Moved:	Roger Veen
Seconded:	Heather Magee
Accepted	

4. CHAIRPERSON'S REPORT

Chairperson Angelo Logiudice presented the Chairperson report as provided in the CHC Annual Report 2021. Special comments made:

- Overview of COVID-19 related challenges;
- Mention of current and upcoming funding reforms;
- Discussed impact of the COVID-19 Vaccination requirements ;
- Key challenge of staffing in the past 12 months;
- CEO changes, welcomed new CEO Krystal Lauretsch and acknowledged the efforts of departed CEO Sue Clements;

- CHC is well positioned for future growth and success with potential for expansion;
- 2021/22 will see a focus on business model development and compliance.

Motion to adopt the Chairperson's Report as presented:

Moved:	Jane Manning
Seconded:	Francine Temby
Accepted	

5. CHIEF EXECUTIVE OFFICER'S REPORT

CEO Krystal Lauretsch presented the CEO report as provided in the CHC Annual Report 2021. Special comments made:

- Appreciation of staff, volunteer, Board, client and community combined effort over the year, especially in view of the challenges presented by COVID-19;
- Ms Lauretsch stated that she is honoured to have been appointed to the CEO role at CHC and looks forward to leading the team into future successful years.

Motion to adopt the Chief Executive Officers Report as presented:

Moved:	Brian Moore
Seconded:	Gloria Foreman
Accepted	

6. FINANCE REPORT TO 30 JUNE 2021

Tim Partridge, Director of Audit, AMD presented the report as provided in the CHC Annual Report 2021. Special comments made:

- Good audit opinion result;
- Compliance achieved;
- Explanation of audit process, purpose and verification provided;
- Attendee query in relation to debtors in the financial report. Explained that overall there was a significant reduction in debtors, trade creditor related debt was higher than the 2020 result primarily due to timing not an increase in credit or debt.

Motion to adopt the Finance Report to June 2021 as presented:

Moved:	Gloria Foreman
Seconded:	Brian Moore
Accepted	

7. APPOINTMENT OF AUDITOR FOR 2021/22

Motion to appoint AMD as auditors for the year ending 2022

Moved: Heather Magee

Seconded: Brian Moore

Accepted

8. CONFIRMATION OF 2021/22 BOARD MEMBERS

Three Board Members have continuing terms into 2021/22 being:

Angelo Logiudice (Expiry 2022)

Heather Magee (Expiry 2022)

Roger Veen (Expiry 2022)

Three nominations have been received for renewal of Board Membership each for 2 year terms expiring 2023 being:

Brian Moore (Bridgetown)

Francine Temby (Margaret River)

Jane Manning (Busselton)

Two new nominations for Board Membership for 2 year terms expiring 2023 have been received from:

Chris Sousa (Bridgetown)

Neville Pearsall (Bunbury)

As only 5 nominations were received against the ten maximum vacancies, the three renewing nominations are hereby accepted for a two year term, expiring 2023. The two new nominations are accepted for a two year term, expiring 2023 pending the completion of due diligence as required under Aged Care legislation.

The remaining vacancy(s) may be filled through the casual vacancy recruitment processed outlined in the association's constitution.

Motion to adopt the Community Home Care Board Membership as presented.

Moved: Gloria Foreman

Seconded: Roger Veen

Accepted

9. ELECTION OF OFFICE BEARERS OF BOARD OF MANAGEMENT

One nomination each has been received for the office positions of Chairperson and Secretary for 2021/22. As such, nil voting is required for these positions and the Board Members are considered elected. The office holders are:

Angelo Logiudice Chairperson

Francine Temby Secretary

Two nominations being Roger Veen and Neville Pearsall have been received for the office positions of Deputy Chairperson and as such members voted on the nominations (non-members and staff are not permitted to vote).

Roger Veen votes for 6, appointed

Neville Pearsall votes for 0

No nominations had been received for the position of Treasurer. The Chairperson called for nominations from CHC members for the vacancy. Board members who meet the criteria for nomination include:

Brian Moore

Jane Manning

Heather Magee

Chris Sousa

Neville Pearsall

No nominations were received, the matter will be dealt with the Board in the November 2021 Board Meeting.

10. GENERAL BUSINESS

10.1. The recruitment process for the Bridgetown Site Manager role was raised. The CHC CEO confirmed that recruitment was in progress

10.2. Queries regarding the Client Advisory Committee recommencement was raised. Expression of Interest in the committee will be sought in the new year.

11. CLOSURE

Time: 2.34pm

Angelo Logiudice, Chairperson

Meet our Board

Community Home Care's strategic direction is set and managed by our board of management. These valued board members volunteer their time to provide support, direction and governance to CHC. CHC acknowledges and expresses our sincere gratitude to all board members for their contribution of commitment, time and expertise to our organisation and our communities.

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 4 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 since 2007, with 3 years in the chairperson position. Further building on Angelo's governance experience, he is a current committee member and Deputy Chairman 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 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. Roger brings invaluable experience in Project and Business Management to our Board.



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 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.



BRIAN MOORE

Brian commenced on the CHC board in 2017, representing Bridgetown following CHC's merger with Bridgetown's meals on wheels and transport services. He held the position of treasurer 2018-2021. A retired Bridgetown resident, Brian is a former Shire President at Shire of Bridgetown-Greenbushes.

Brian is a former public servant and Member of the Western Australian Salaries and Allowances Tribunal, he remains committed to supporting his community through his volunteer commitments.



HEATHER MAGEE

Representing the Collie area, Heather holds a Bachelor of Arts from the University of WA, majoring in history. She also holds a Certificate 3 in Aged Care and Disability.

Heather has previous experience working in both the aged and disability fields, she also holds the invaluable consumer representative portfolio on the Board with her Father being a long-term client of CHC. Heather previously sat on the board of the Collie Senior Citizens and the Collie HACC service prior to their amalgamation with CHC.



JANE MANNING

Representing Busselton, Jane transitioned across to the CHC board from BESS in 2017. Although now retired, Jane worked in Government for over 25 years, 22 being with the South West Development

Commission working across the South West Region, with her latter years focused on the region of Vasse. She has extensive experience working in partnership with Local and State Government agencies and local Community Groups. Jane has held previous positions as chair of Waratah and Chairperson of Milligan in Bunbury.

Jane has been an instigator of the introduction of new social programs to the state that have brought about extensive social change, resulting in a lasting impact particularly in small rural communities



ANN CLIFFORD

Ann joined the CHC Board of Management in 2022. Her goal is to strive to contribute to the team and support the staff in providing care to the elderly in every stage of their lives.

A retired Registered Nurse, Ann has had extensive experience in Clinical Care, Midwifery, Quality, Nursing education, Health Service Management and Aged Care. Highlights of her career have included working for the RFDS as a flight sister in Carnarvon, Director of Nursing of the Donnybrook hospital, lecturing in the nursing programme at ECU in Bunbury and more recently teaching and managing staff in Aged Care.

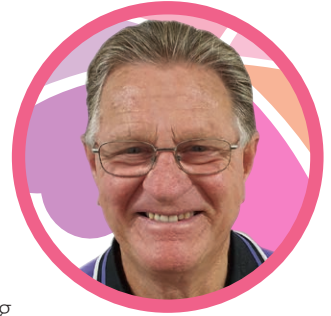
Growing up on a farm in Kirup and many years later returning to marry a Donnybrook farmer, Ann knows the South West well. Her interests include judging olive oil as an accredited West Australian judge and playing seniors tennis for WA.



RAY THOMAS

Ray joined the CHC Board in 2022, he has been a resident of Bridgetown for the past 19 years. Ray's experience profile includes 21 years in accounting, finance, sales and marketing roles in the heavy equipment industries followed by 12 years of tertiary education in the sales and marketing disciplines.

Ray has been an active Meals on Wheels and transport volunteer for many years prior to making the decision to "give back" further to the community by enhancing CHC's cause as a board member.



Partial Term Board Members 2021/22

CHC recognises the contribution of the two following individuals, who performed the duties of CHC Board Members for partial periods in the 2021/22 Board Term Year:

Chris Sousa

Bridgetown

Neville Pearsall

Bunbury

Chairperson's Report

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**

Reflecting on the 2021/22 year, I recall the challenges that we faced with COVID-19. While the state lockdowns helped to contain the infections to a minimum, one key concern that we had was the risk of staff infections causing a total shutdown of the entire organisation. This could give rise to the termination of all services. This was not to be. Thankfully our Chief Executive Krystal and Executive Manager of Care Marieta developed two groups of support workers (Covid Champions) to manage any COVID-19 outbreak at any site if the need arose. Even though many staff members contracted COVID-19, thankfully there was no transmission from our staff to our elderly clients. This has been a fantastic outcome.

With the organisation continuing to forward plan, a new strategic plan was developed for Community Home Care. A summary of the plan has been provided on page 7. The activity was led by Krystal with the engagement of executive staff, team members, volunteers and the Board of management. A three-year plan spanning period July 2022- June 2025, it will be continually reviewed to ensure it remains relevant and current. The Board approved the new strategic plan in May 2022, it was launched at all sites to staff and volunteers over June and July.

In April of this year, we appointed and welcomed a new Executive Manager Finance- Mr Peter Logvyn. In the short time that Peter has been with us he has identified many areas for improvement, this for the benefit of the clients and the organisation. Under his watch leading the overall finance team, I am confident that finances are and will remain in good hands. Thank you, Peter, for your leadership of the finance team.

CHC has continued to implement and adapt to changes that have been passed down from the Royal Commission and the ongoing changes of the funding model. With this we have also experienced challenges of staff recruitment across the aged care industry.

As always, as I reflect on the past year and think about our numerous challenges, my thoughts move to our purpose. Our focus at CHC is of our valued elderly and vulnerable clients in our care. That to me, makes solving those challenges all very worthwhile. I acknowledge our valuable clients, their families, CHC Association Members and our greater communities for their support of and commitment to CHC.

At this point I would like to take the opportunity to thank our very experienced and knowledgeable CEO Krystal Laurentschi, for her tireless work leading the organisation over the past twelve months. I also extend a big thank you to our executive management team, corporate team and our special volunteer coordinator Wendy Newell for her continued support of our volunteers. At a site level, I acknowledge our office-based staff and community-based team (staff and volunteers).

In closing, I would like to acknowledge Neville McNeill and Mark Kusin who retired from the Board last year. I thank you both for your time, contribution and commitment to the elderly and the CHC Board of Management, I wish you well.

Last but not least, a big thank you to my fellow Board of Management members for your support, contribution and commitment in support of our elderly clients' services and the CHC organisation.

Strategic Plan

FY23 - FY25

Our Core Services



Lifestyle & Wellness Supports (activity, connection with people & community)



Wellbeing Supports (mental wellness, spiritual & cultural)



Specialised Supports (palliative approach, dementia, allied health)



Care Supports (personal care, nursing)



Home Supports (home & yard services)



Enabling Supports (transport, meals, shopping)

1

Our Clients, their families & our communities

The people & communities that we service

2

Team CHC

Our staff & volunteers

3

Our Business Model

Business systems, financial viability and sustainability

4

Governance & Compliance

All systems & processes including risk, quality, compliance, technology and governance

5

Brand & Marketing

Our brand, who we are, what we do and how we communicate it



Our Strategic Priorities



Respect

We seek an **inclusive** and **welcoming** environment.

We promote **empathy & care** for ourselves and others



Integrity

We act with **fairness** and **honesty**.

We are **accountable** for our actions



Personal Approach

We embrace **individuality, choice & preferences**.

Our clients are **centre** to our organisation



Continuous Improvement

We embrace **innovation & quality**.

We **listen, learn** & seek out **improvements**

Our Core Values

Our Mission

CHC's mission is to provide care, assistance and support to **older people** in the **South West** area, to enable individuals to remain in their own home and enjoy maximum **independence**.

To be **trusted** and **valued** by our clients, their families and communities, providing the services and supports to remain **independent** and **connected**.

Our Vision

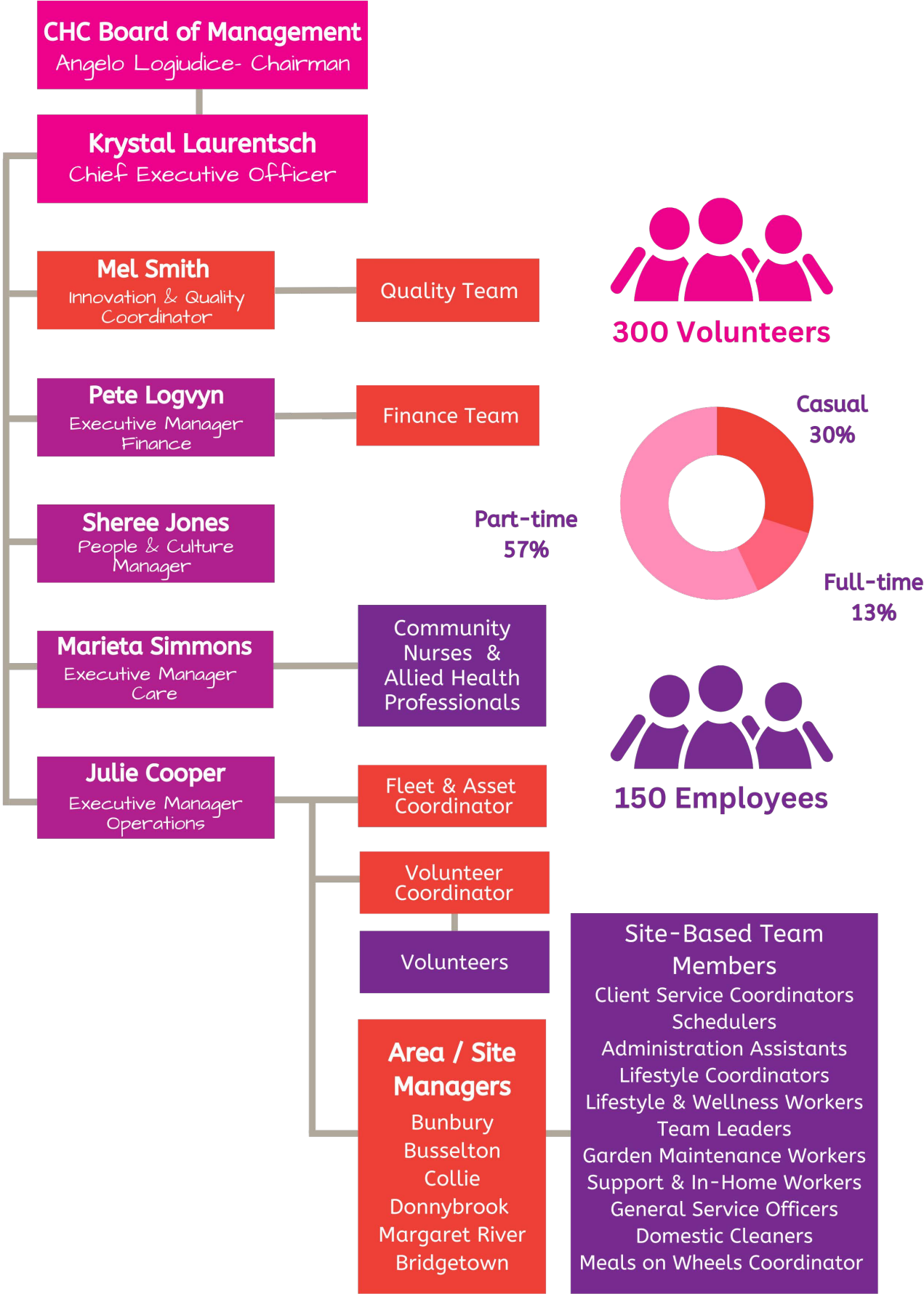


Supporting your independence

(Our Purpose)

CHC Organisational Chart

Team CHC



Chief Executive Report

After another busy year serving our communities, it has been important to pause and reflect on the year that has recently passed.



Krystal Lauretsch,
CEO

Community Home Care's team of more than 500 people across our valuable volunteers and staff, has delivered regular care and services to more than 3,000 clients over the past year. I am immensely proud of our team and their continued focus on care and service, while many were also personally impacted by the COVID-19 pandemic.

At an organisational level, our group was impacted by the ongoing pandemic, border closures, workforce shortages, escalating costs and insufficient clarity regarding key elements of the reform agenda Support at Home Program which was originally due to commence 1st July 2023. Progress on the Government's reform agenda has been mixed and was interrupted by the Federal Election and caretaker conventions. The commencement of the new Support at Home Program, a complete replacement of our two primary programs and funding sources being Home Care Packages and Commonwealth Home Support Programme has been deferred to 1st July 2024. CHC will use this opportunity to prepare for the significant changes that we anticipate the new program will present.

CHC is now a member of the newly formed Aged and Community Care Provider Association (ACCPA). The achievement of a single representative body for the aged care sector was a recommendation of the Royal Commission and a long-awaited milestone for the sector. ACCPA brings together all aged care providers and will advocate for the essential reforms to ensure older Australians are cared for and served in

accordance with community values, recommendations from the Royal Commission and by providers who have financial and regulatory certainty.

The year has again been challenging from an operating and financial perspective. Most of the meaningful sector reforms to funding, quality and safety, regulation and pricing are still to come. In the meantime, expectations of provider delivery have increased without an increase in funding and in the context of serious labour constraints.

CHC's overall financial results are below what we would expect to deliver in a properly funded environment. The organisation notes that many providers in the sector are now delivering operating losses. On a positive note, I had opportunity to work closely with our Board of Management to develop and launch our new Strategic Plan 2023-25. We have identified 5 strategic priorities to guide our operational planning. We took opportunity in the year to develop and build on expanded service types, while continuing to stabilise the business, harness efficiencies and prepare for the much needed sector reforms.

To every member of our team- staff, volunteers and executive, thank you for being a part of Team CHC. It has been a privilege to lead you through the 2021/22 year. To our Board of Management, thank you for your governance and leadership. To our clients, families and communities, thank you for the trust in choosing CHC as your provider. We look forward to continuing to support your independence.

Our Clinical Care

Over the year we were surrounded by COVID-19 (COVID) and faced the challenges that it presented. To alleviate risk to our clients, CHC implemented a COVID-19 Pandemic Management Plan with robust protocols.



Marieta Simmons,
Executive Manager Care



Bronwyn Keown, Senior Community Nurse

Marieta Simmons, Executive Manager Care

Mandatory COVID-19 vaccinations of our workforce and increasing personal protective equipment (PPE) stock levels played a big part in being able to provide uninterrupted care to our clients. Each Site had a dedicated skilled and trained COVID-19 "SWOT" team in place to ensure clients were able to continue to receive essential services if they contracted COVID-19. Social isolation and loneliness in the elderly remain our biggest challenge, and COVID-19 really tested us in ensuring we monitor our clients closely.

Our nurses and support workers underwent additional infection control training, donning and doffing training and training on the use of Rapid Antigen Tests (RATs). We ensured PPE was distributed to all staff, with an inventory of critical supplies kept at the Bunbury Corporate office.

A highlight in the year at CHC involved an expansion of services, including Nursing and Lifestyle & Wellness. We changed our Home Care Package (HCP) management model to ensure all HCP clients with level 3 and 4 packages have regular nursing oversight into their case management. In addition, the nursing team accept referrals and review each incident involving clinical care and changes in client condition reported through our client management system.

CHC can now offer holistic care, which will enable clients to remain in their own home and enjoy maximum independence. Over the next year, we plan to extend our chronic disease management and end of life care.

CHC is committed to helping older Australians to remain living at home and focus on recruiting a diverse range of staff to match the client's needs. Apart from the challenges COVID-19 brings, Aged Care funding still lacks hugely in providing care in a timely manner. Too many elderly clients are not getting the level of care they need due to delays in assessment, reassessment and home care package allocation. For some clients, a level 4 package (the highest level available) remains inadequate to meet their care needs.

Our Clinical team is very passionate about providing person-centred care within a safe and supportive environment and is committed to continuous improvement. While I have the privilege of leading the clinical team at CHC, I recognise the increased commitment to and investment in clinical care at CHC that has been led by our CEO Krystal Laurentsich. A Registered Nurse herself, Krystal's commitment to client outcomes and more specifically clinical outcomes, has been of significant benefit to our organisation and our people over this year.



CHC Clinical Governance Pillars

CHC's Amazing Volunteers

Wendy Newell, Volunteer Coordinator

2021-2022 has again been another very challenging period for our Volunteers, with Covid-19 still so prevalent within our Communities. Our volunteers have been amazing; they have stepped up and followed the changing of procedures and protocols not only to protect our clients but also themselves. Our numbers have declined slightly and currently we have approximately 280 active Volunteers.

Thanks to the Shire of Augusta Margaret River, we were grateful to apply and receive a Grant. The grant funds were used to register several of our Augusta/Margaret River Volunteers in a First Aid Training course held in October. The training has provided our Volunteers with confidence to manage emergency situations. The grant funds also gave us the opportunity to purchase four first aid kits / snakebite kits for our vehicles. Our Margaret River Volunteer Elly Davey attended the training – see below Elly's summary on the day.

"CHC gave their Volunteers a chance to train in First Aid. It's a great course and made me feel that at least I could do something instead of standing by not knowing how to help. I hope I never get to use it, but you never know what's around the corner. One day, when I need a Volunteer, I hope someone will Volunteer for me."

November 2021 I was fortunate to attend the bi-annual National Volunteering Conference. Mark Pearce the CEO from Volunteering Australia opened the conference, which was attended by more than 200 delegates, over the two days there were more than 50 guest speakers, covering varying topics. It was a great opportunity to mingle with likeminded Volunteer Managers and gain skills and tips.

National Volunteer Week ran 16th-22nd May. We thank Lotterywest and Volunteering WA for their generous grant that we received. The grant allowed us to purchase "Thank You" pens for all of our volunteers, these along with a Volunteer "Certificate of Appreciation" were issued to all Volunteers.

One hundred and ten volunteers for varying reasons have resigned from CHC throughout the year. COVID-19 uncertainty has played a part in some of the Volunteers resigning. Some of our long serving Volunteers had volunteered for 12 -14 years. They have given a huge contribution to CHC and to our Clients.

I would like to thank our wonderful team of Volunteers that tirelessly give their time so generously to support CHC and our clients.



Program Operations

COVID-19 was still a major consideration in all CHC service planning, employment and volunteer recruitment. As a team, the site managers excelled in supporting each other. Being able to lend willing staff to work at secondary sites that needed coverage helped alleviate some cancellations.



Julie Cooper,
Executive Manager Operations

Unfortunately, it did not completely solve the problem and we were unable to accept domestic referrals to some sites for a period of time. This is a continuing issue for all providers of aged care unfortunately.

We listened to client feedback which indicated their desire for more self-determination in service delivery, with regular support workers attending the home and coordinating their services. Geographically mapped teams have been set up in the bigger sites of Bunbury and Busselton, the new model commenced implementation mid-2022. We have been trialling expanded transport services to Nannup during the year to assess demand following local consultation in the town.

CHC approached Alzheimer's WA with a request for consideration that we host their nationally accredited Dementia Change Champion Course at CHC Bunbury, inviting other home care providers to join the course. Alzheimer's WA agreed and the course commenced in

March with 6 staff enrolled. The course's primary aim is to build capacity within the community care sector, to support the needs of people living with dementia. The model has an emphasis on the use of a person-centred philosophy. Our aim was to have staff share their learnings with their teams and once they have completed the course.

The Work Health & Safety committee completed the 5-day Health & Safety Representatives course during the year and now have a better understanding of the role they play in keeping the workplace safe. The Leadership Development Program (LDP) has been a positive initiative to develop our future leaders internally that is gaining momentum as CHC continues to grow.

Although it has been another year with challenges we are now looking forward, working towards being prepared for the new Support at Home Program when it commences in 2024.



Our Leadership Development Program (LDP) has been a positive initiative to develop our future leaders internally. Pictured is our LDP team with some of our Leaders.



20,277
lifestyle &
wellness activities



18,373
transport trips



15,531
garden &
maintenance services



32,389
cleaning, bins &
shopping services



43,570
Meals on Wheels
deliveries



10,250
In-home meal
preparation services



20,860
personal care
services



13,443
medication assistance
services



598
nursing services

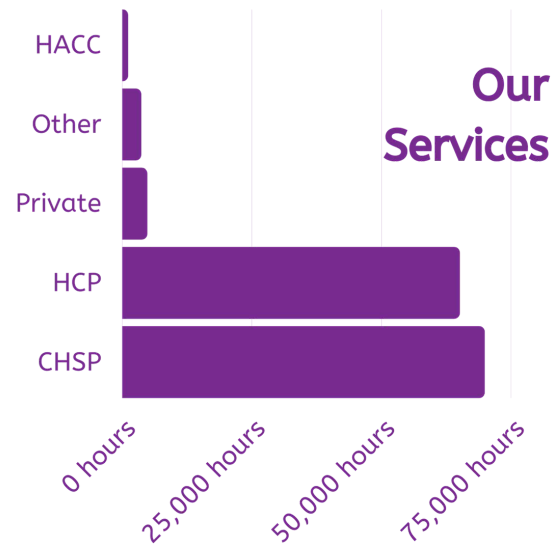
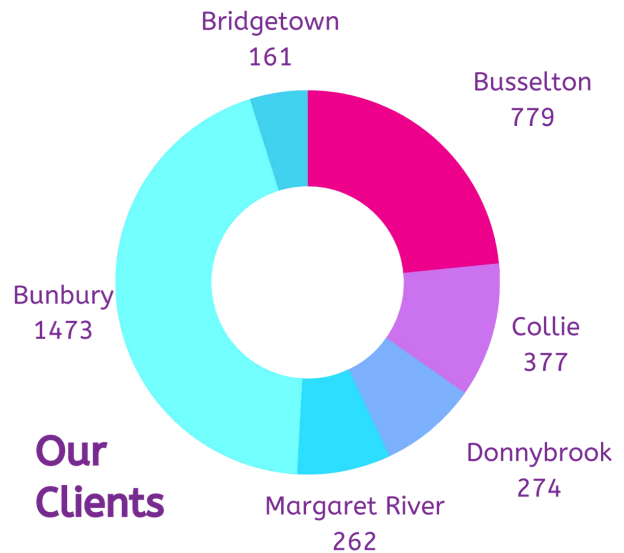


1,504
allied health
services



17,388
hours of package
coordination

2022 Snapshots



Our People & Culture

The introduction of CHC's first dedicated Human Resource role resulted in my commencement with the organisation in September 2021. A very busy year, 2021-22 presented its challenges in both recruitment and retention, with the introduction of mandatory COVID-19 and Influenza vaccinations for all new staff from the 1st October 2021.



Sheree Jones,
People & Culture Manager

Existing staff were also required to provide evidence of their COVID-19 vaccinations for continued services to be provided to our clients.

With the continued increasing demand for services across aged care, CHC strategically modified our organisational structure. Previously requiring all staff providing services in client's homes to be Certificate III Support Workers, we expanded our team to include Domestic Cleaners (no qualifications), In-Home Workers (Disability or other skills background) to complement our Certificate III qualified staff. This provided CHC an opportunity to provide increased services across the Southwest, which had been previously restricted in the services that could be offered due to limited resources.

This year, CHC committed resources to improving staff safety, focusing on injury prevention through to robust internal management of injuries. In the past 12 months, CHC has had 3 Workers Compensation claims, compared to 13 claims in the 20/21 period indicating our improvement activities are having positive impact.

In January 2022, CHC selected and implemented a new HR Management System- Employment Hero, to enable electronic processes for recruiting, performance reviews, leave management, policy compliance, safety reporting and more. Key highlights from Employment Hero implementation includes instant, effective communication and staff recognition, reporting processes and electronic leave management.

CHC has been actively partnering with ATC over the past 12 months in providing Certificate III traineeships for Support Workers. We recently had four trainees complete their training, all were offered permanent positions with CHC. Congratulations and well done to Mario in Donnybrook, Sharee and Alison in Bunbury and Suzie in Busselton. Zoe also completed her



Certificate III in Business through ATC in Bunbury and is now a member of our finance team.

The past year has also seen our long term staff across CHC reach some service milestones of 10 and 15 years and we would like to thank those staff for their continued service, hard work and loyalty to CHC.

Long Service Recognition

15 plus Years of Service

Dawn Viggers	18 years
Jenny Roney	18 years
Erica Helms	17 years
Cara Keskkula	16 years
Julie Cooper	15 years
Rayleen Graham	15 years

10-14 Years of Service

Andrew Robinson	14 years
David Rice	14 years
Debra Saunders	13 years
Leonie King	13 years
Julie Jones	13 years
John Ferraro	13 years
Robert Gazendam	12 years
Alyson Verrier	11 years
Trista Atkin	11 years
Anthony O'Doherty	10 years
Ann Golden	10 years

CHC Safety

Mel Smith from Bunbury and Leah Tate from Margaret River attended the 5 day Health & Safety Representative training in June as part of their WHS Committee role.



GRAI Training

CHC hosted the National LGBTI training on 21st June 2022 which was delivered by GLBTI Rights in Ageing Inc. (GRAI). We had over 25 participants attend from CHC, including some external providers – Advocare, Bethanie, Regional Aged Care Team and Home Instead. The training was funded by the Commonwealth Department of Health to promote a better understanding of the needs of LGBTI people.



CHC Blokes

Male workers at CHC are employed in a range of roles with us, including Client Service Coordinators, Team Leaders, Support Workers, Home Maintenance Workers and Admin Managers.



Bunbury Pink Ladies

Our Bunbury Activity Centre hosts the lovely Pink Ladies, who attend Moving to Music Exercise class every week.



DEMENTIA CHANGE CHAMPION COURSE

In March six of our support workers commenced the nationally Accredited Dementia Change Champion Course. The aim is to build capacity within the organisation to support the needs of people living with dementia with an emphasis on the use of a person-centred philosophy.

The capacity-building model has been identified as the most effective way to share innovation and best practice in dementia care with organisations in Western Australia.

Each month for 6 months the staff met with a trainer for a full day classroom session where they learnt how to develop strategies to meet unmet need, respond to behaviours of concerns and creating enabling environments for people living with dementia.

The staff graduated in September.



Comment from Carol Lineham, one of our Dementia Champions: "The course hasn't been easy. But I have learnt a lot more about dementia and other diseases associated with dementia. The one thing I enjoyed is knowing how to make an environment comfortable for dementia people, So they can enjoy what they are doing and be safe. But most importantly we treat them normal."

Our Innovation & Quality

Whilst I have the pleasure of providing a report for Innovation and quality for this financial year, my transfer to the Innovation and Quality Coordinator role occurred early in the following year. I have continued on the work commenced by my predecessors.



Mel Smith,
Innovation & Quality Coordinator

Document quality and control has been a primary focus over the 2021-22 year, ensuring content is relevant, accurate and best practice. We have established our quality framework and platform, as essential components of every aged care organisation. In this journey, CHC has developed and customised our subscription of LogiQC Quality Management System, our new Quality Management software. LogiQC that will soon become home to our policies and procedures, as well as the recording system for risks, feedback, incidents, grants, contracts and continuous improvement activities. This is currently in the build stage and plan for it to be fully operational by the end of 2022.

Our quality team have been preparing for industry reforms including the expansion of Serious Incident

Response Scheme (SIRS) into home care, the future support at home program and numerous other changes resulting from the Royal Commission into Aged Care recommendations. We are also considering ways to improve how we operate and maximise the effective and efficient use of technology.

Previously the majority of our IT issues were outsourced to a third party for support. Moving forward we are working on basic IT issues in house and only reach out for technical support when there are more complex issues. This model ensures we are responsive while also ensuring that we are spending wisely and minimising unnecessary expenditure. Whilst there are some big and exciting projects in the works, Marketing and our Social Media presence will be a major focus moving forward.

Area Report

CHC Bunbury

Donna Rudolf

It has been another busy year as demand for services continued to grow, with both new clients and existing clients requiring additional support. Like all sites, Bunbury had numerous staff impacted by COVID-19 or requiring leave to provide care for family members with COVID-19 or other illness. It was essential to multi-skill staff. In particular, Medication Training has been a priority to ensure we had the enough trained staff to meet the growing need of our HCP clients.

To reduce traffic through the main building during the COVID-19 peak, the Meals on Wheels freezers and shelving moved from the Activities Centre kitchen, into the Café space. This allowed volunteers to pick up and drop off at the outside hutch, reducing the number of people in the building at any one time.



With an identified increase in clients experiencing social isolation, we focused on building on our Lifestyle Social Support program. Racks were installed on the activity transport buses, as many clients now attend with walking frames. This freed up space so more clients can be transported to the Bunbury Activity Centre, and out on our social excursions.

To improve our environment in the activity centre, an audit of the equipment, chairs and tables was completed. New aged care specific chairs and new tables were purchased. To strengthen our food safety program, we purchased a new



Bunbury Volunteers John & Jill Winstone

John and Jill Winstone, Bunbury: *John and I have been Volunteers for a little under seven years and thoroughly enjoy it. We no longer have older people of our own and enjoy their company and the varied type of trips we do. We have had the good times like when one of our ladies played the piano at the Busselton museum at age 94; that was great! Sad times too, as we lose those we have gotten to admire. Certainly, a very worthwhile experience and we hope to continue a while longer as we are ageing too.*



dishwater, large commercial fridge and stainless-steel shelves for the activity centre kitchen in addition to installing a new handwashing station.

We have experienced increased demand for individual or small group social support for people living with Dementia. As part of our Social Support program we are developing a dementia support Café, which will enable people with Dementia to socially engage with family and friends in an enabling and safe space. In March we were successful in getting a grant from Southern Ports Community Small Grants Program, to purchase a coffee machine for the the Café. We are working towards it opening later in the year.

To celebrate Volunteers Week, we set up a Pop-Up Café in our reception area. It was a great opportunity to use our new coffee machine. All volunteers working in transport, Meals on Wheels and lifestyle support were offered hot drinks and a range of tasty treats.

I would like to thank the Bunbury Staff and Volunteers who have pulled together to provide cover for each other's roles in what has been a busy year. Collectively you have ensured that services were delivered and made a difference in clients' lives. I look forward to working with you all in the coming year.

Site Report

CHC Busselton

Cara Keskkula

Busselton has seen a steady growth in all services during the year, with plenty of referrals received from My Aged Care, clients, families and professionals. Several other local providers reduced their acceptance of referrals in our area this year, potentially due to staffing challenges as this has been a consistent issue.

We continue to gain new clients in both CHSP and HCP programs. We have been very fortunate to employ several workers, both certificate 3 trained support workers plus cleaners for domestic assistance only. With this increase in our workforce, we have been able to ensure that we are providing a high level of regular support, which is something that we are known for.

We have been assured from compliments regarding our services, the care and support of our staff, and the ongoing communication from our office staff to our current and new clients that we are meeting our client's needs and expectations. This is very important to our team.



There have been several changes in our team, some Support Workers have moved into different positions in the organisation, as Team Leaders and positions based in the office. This year involved a significant change for me personally, as I moved to the Margaret River office in a dual role of Manager (job share) and Client Services Coordinator. Margaret River Site Manager Carolyn van Buren moved into the Manager role in Busselton.

Staff training and development is an ongoing priority in all areas of Home Maintenance, in home workers and office staff. We have had the opportunity to take



The Nannup excursion.

on trainees in both administration and support work during the year.

Recently we farewelled four Busselton volunteers with a combined 52 years of service supporting our clients with meals on wheels delivery and transport. We cannot thank them enough. Our volunteers always say it enriches their lives volunteering and they do not need thanks. However, we take opportunity to hold them up high and tell them how amazing they are.

Finally, I warmly welcome our new staff and volunteers. I hope your time with us will be as rewarding as I have found it to be. I thank all of our volunteers and staff for their continued commitment to our Busselton clients, in what has been a busy and challenging year.

Busselton Volunteer Arthur Shirley

In 2015 I volunteered as a transport driver for CHC (then known as BESS) and came to look forward each week to meeting clients while driving them to appointments and outings, it provided me with a sense of accomplishment in helping others. Then during 2020 the desire to travel more and a belief that I needed to do something else led me to resign and leave CHC. Fast forward to 2022 with my involvement in Men's Shed and POOPs (Pets of Older People) as a volunteer I still had too much time on my time hands, I needed something else and remembered that sense of achievement, the satisfaction of helping others through volunteering for CHC and working with a group of committed people. So, I returned and now happily drive each Tuesday for CHC providing a much needed service for our clients and in return receiving a warm glow of satisfaction knowing that your efforts are appreciated.

Site Report

CHC Collie

Elona Gade

The past year at the Collie site has been exciting with the Collie Activity Centre activities getting back to normality with only a few restrictions and precautions in place. We have focused on expanding the centre and finding new and exciting activities to do and interesting places for our clients to visit.

Client numbers in Collie have increased over the past year, as have the volume of services that we are providing to the Collie community.

The clients have enjoyed a variety of events throughout the year, with some of these have been mentioned below.

We spent Melbourne Cup with the Boyup Brook Social Group and had a lovely time dressing up and enjoying a beautiful lunch.

For Valentines day, we captured some beautiful photos of our lovely clients with photos of their special loved ones on their wedding day.

On Daffodil Day, we held a fundraiser for Cancer Council raising \$535.25. We had a great attendance from the local community, with everyone enjoying lots of funny games and delicious morning tea provided by our wonderful Staff and Volunteers.

The Biggest Morning tea was held in May, it was a great success. We raised a total of \$420.00, well done to everyone that participated in this great event. We had over 30 people attend, enjoying lots of fun games and raffles.

The Collie team was very proud to have come third at this year's Live Lighter Games.



For Workability Week we were lucky to have 4 young adults from Forrest Personnel join our team for "WorkAbility Week" in October we received lovely feedback from them.

"CHC was a happy place to work at", "It was a good experience" and "David discovered he liked helping people". "Kathleen has discovered she wants to follow the career path in aged care support and is looking at doing her Cert 3. She has an interview for a position in the industry, she found confidence in workability week with you, so thank you! "



Live Lighter Games.



Daffodil Day.



Melbourne Cup.

Site Report

CHC Donnybrook

Jess Rudolf

Overall, this year Donnybrook and Balingup region continued to see growth. Towards the end of the year, we experienced some staffing challenges while COVID-19 numbers were on the rise in the community. We had several support staff who needed to isolate at home. Thankfully this issue has levelled out now and there is capacity in the team to grow services.

In November 2021, CHC teamed up with Country Womens Association in a community walk against Family Violence. Many of community members rallied together for the cause to help raise awareness that affects people from all walks of life, including older people.

As Covid restrictions eased across the state, we reopened our social activities to full capacity. The "Wednesday Club" is no longer split in two groups. The clients enjoyed being able to get out again each week and catch up with their friends.



This year we have welcomed the arrival of our new Lifestyle Coordinator Judith. Judith has been coordinating our Social Support Group program across Donnybrook and Balingup. She is currently working towards her Certificate 4 in Leisure and Health. Judith aims to broaden the experience for our clients by introducing new activities to get clients moving and motivated, guided by their interests.



We have lots of fresh faces in our support team including our first trainee Mario who has now graduated from her traineeship to be a fully qualified Support Worker. We have a wonderful team across Support and In-Home Workers, Garden Maintenance Workers, and office-based team members, thank you for your daily commitment to our community!

Our wonderful volunteers go above and beyond to support our local clients, delivering meals on wheels, making social calls, providing transport and assisting in our social groups. We celebrated Volunteer week in May 2022 with afternoon tea where volunteers were presented with a lovely thankyou pen and certificate.

At the end of the financial year, we said farewell to our previous Manager Di Needham who had been here in the Donnybrook area for going on 4 years. The team wish Di well with her new ventures and thank her for everything she did at CHC Donnybrook.

Site Report

CHC Bridgetown

Jess Rudolf

Overall, this year our numbers have remained steady across in home services. We are hitting 99 percent of our Domestic Assistance targets. 76 percent of our Transport targets and 71 per cent of our Meals on Wheels targets, both the transport and Meals on Wheels services are delivered by our wonderful volunteers.

We have seen a rise in Home Care Package referrals across the region. There has been a take up across more rural areas including Boyup Brook, Catterick and Greenbushes.

Unfortunately our weekly social group in Boyup Brook has been put on hold due to staffing issues. We are hoping to get the group up and running again soon.

This year has seen some movement of staff, whilst we farewelled some, we have also welcomed new staff and Volunteers to the Bridgetown team.

In May we celebrated National Volunteers Week. Our volunteers enjoyed a lovely morning tea outside soaking up the autumn sunshine. We recognise all the time and effort our long standing,



and new, volunteers put in to providing services for our clients. We are very grateful to have such a supportive volunteer base that live local to the area.

Site Report

CHC Margaret River

Sharon Ross & Carolyn van Buren

Margaret River office has had an interesting year full of change. We have battled our way through staff shortages like most other businesses, with a wonderful core group of staff that have kept client services going.

We are always trying new and different ways to attract, recruit and retain people to both Support Worker and Domestic Assistant roles, so we are positive there will be light at the end of the tunnel.

Augusta has had a slow but steady increase in Domestic Assistance referrals prior to us closing off. We also have 2.5 days per month that we assist with Garden and Home Maintenance that way. This will all

be a work in progress to grow services, as it relies on staffing issues being resolved.

Our Augusta transport is a little slow, generally being just a couple of transports each week. We also have only a handful of volunteers in Augusta so this will be a work in progress during the next year, both recruiting volunteers and promoting the service. The folks that are using it are incredibly grateful.

The effects of Covid on families

It has been particularly hard for Clients who have families who live interstate or overseas to be able to visit their love ones.

We have a lovely client in Collie who is in the early stages of dementia and is living alone. CHCs wonderful support staff have been supporting Joseph three times each day as he has no local family with his daughter Karen living in NSW.

Collie Manager Elona mentioned to Karen that we could do a face time so she could see her dad and talk to him. A day and time was set up and Karen and Joseph spent about 15 mins talking to each other. The huge smile on Joseph's face to see his daughter was so precious. Karen could not thank me enough to be able to see her dad.

Through COVID restrictions for WA it was a very stressful and challenging time for family living in other states particularly when care was required. I was very grateful for the offer by Elona Gade of being able to set up a FaceTime session with my dad after being denied entry to WA for almost a year. To my surprise when I saw my dad live I was amazed as I have never seen my dad with a beard!

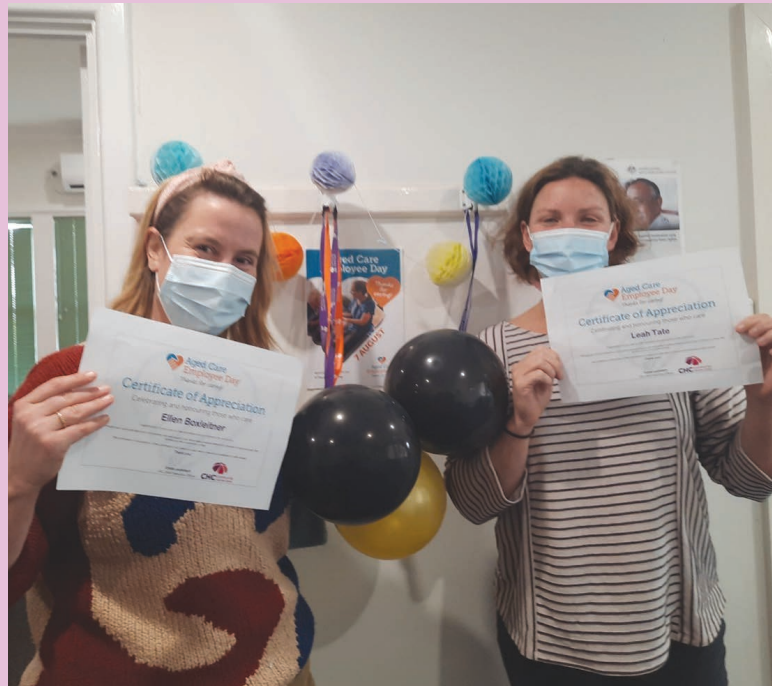


Always clean shaven his entire life and through the journey of dementia this was something I thought I would never see - dad always said you can't trust someone with a beard. Not that he believed the statement he just always said it when he had missed a days shaving. Mind you he grew a great Santa beard. When he was transferred to hospital staff presumed that was his style. A trip to the hairdresser gave me back my dad again. FaceTime was my only joy so I'm very grateful and appreciate the thought. Sadly dad doesn't use a mobile now and I couldn't get him to take my old phone so Elona you are a treasure. Thank you for your time with my dad Joseph.

Margaret River transport continues to be steady, with a great bunch of volunteers helping out, when they are not off (understandably) making the most of their own retirement. We continue to rely a great deal on our fabulous volunteers to assist with Meals on Wheels and transport services.

The Meals on Wheels service has resulted in CHC Margaret River currently placed with the most clients we have ever had. This is thanks to Tino the chef at Baptistcare Mirrambeena, as we order the wonderful meals for our Meals on Wheels service from there. Tino really cares about the food he cooks. He is also kind and considerate towards our volunteers, so we have a great working relationship overall.

Onwards and upwards for Margaret River, with some new challenges and exciting prospects in the next year.



Finance Report



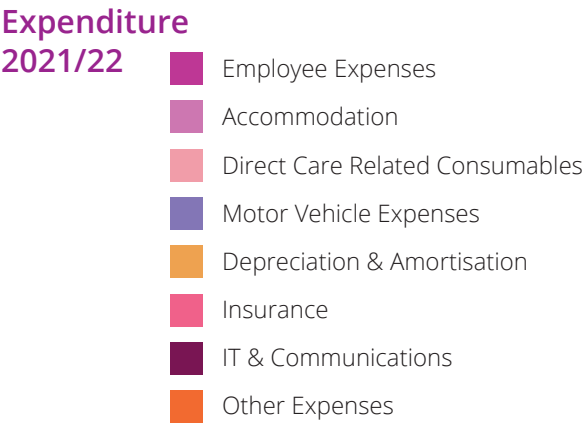
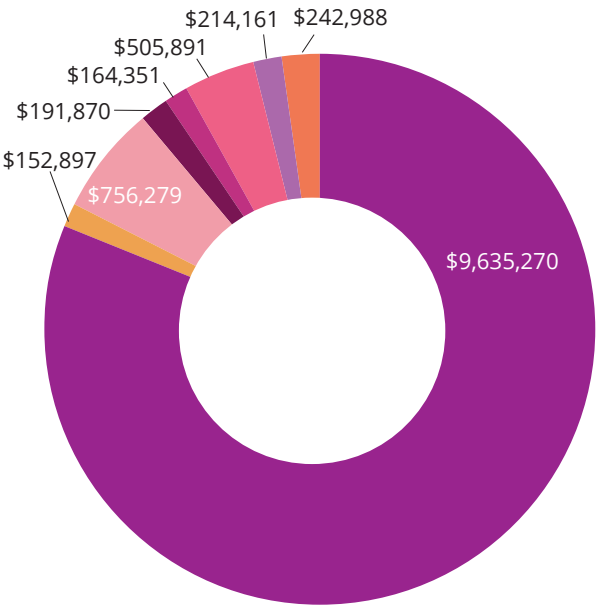
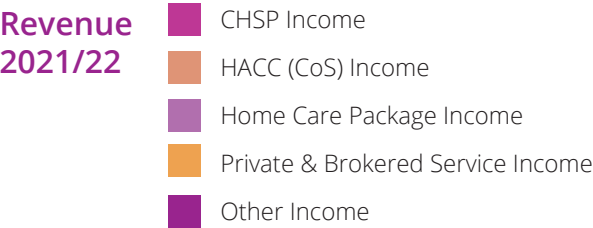
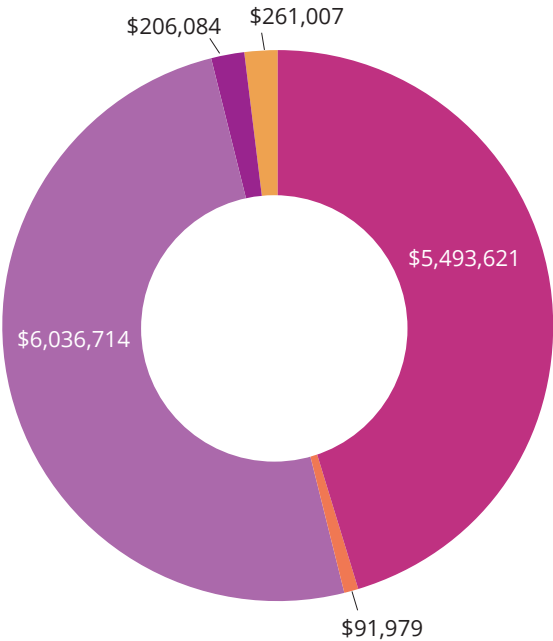
Peter Logvyn,
Executive Manager Finance

The 2021/22 financial year has been another strong financial performance for CHC with underlying revenue from the Commonwealth Home Support Program (CHSP) and the Home Care Package (HCP) strengthening from the 2020/21 financial year.

The HCP revenue represented 51% of our revenue base for the financial year with CHSP 38%, close to 90% of our revenue is sourced from these two schemes. As a “not for profit” organisation our primary goal is to service the needs of our clients and as such CHC made a modest profit of \$225,697 for the year which was in-line with forecast expectations.

CHC has a solid balance sheet with net assets increasing from the previous year. The comforting thing for CHC is that liquid assets, those easily

converted to cash, are in excess of our liabilities. We are well positioned to fully fund our creditors, employee provisions and invest in areas of growth should the opportunity arise. Net assets for the group including fixed assets are \$9.6m, our total liabilities are \$3.2m. Our equity, or net worth, is \$6.4m.



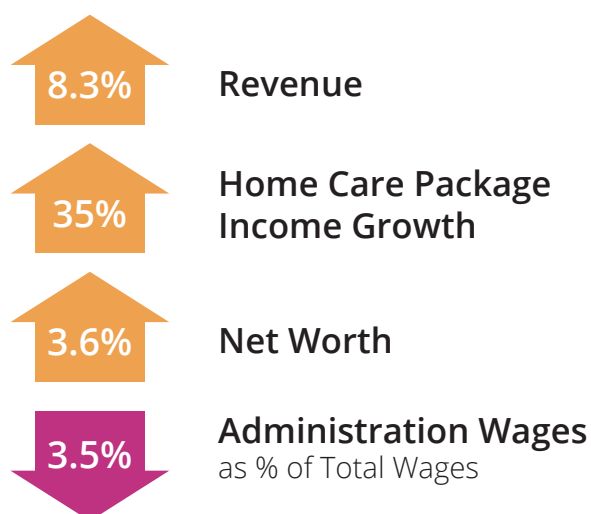


Financial Position 2021/22

As an organisation we are fortunate to have excellent employees and a committed volunteer base. From a financial perspective the majority of our costs (75%) are labour related so it is important to manage this aspect of our cost structure. We could not deliver the level of service to our clients without the dedicated people within our teams, our costs would also be much higher without the workforce structures that we have in place.

Our priorities for the coming year will be to ensure that we continue to maintain the high standards of governance required for a not for profit organisation

Finances (2022 Relative to 2021)



within the aged care industry. This will include the management of revenue streams, prudent expenditure reflective of our revenue base and management of our assets and liabilities. As an organisation we will continue to invest in our people so we are well resourced and trained to maintain the standards required for us to provide first class services to our clients.

The CHC finance team, although small, is an integral part of the organisation. I thank the team for their continued support and the professional standards of work that they display on a daily basis.



COMMUNITY HOME CARE INC.
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2022

		2022	2021
	Note	\$	\$
Current Assets			
Cash and Cash Equivalents	2	6,532,526	9,018,915
Trade and Other Receivables	3	143,889	135,073
Other Current Assets	4	576,831	668,104
Total Current Assets		7,253,246	9,822,092
Non-Current Assets			
Property, Plant and Equipment	5	2,488,587	2,662,503
Total Non-Current Assets		2,488,587	2,662,503
Total Assets		9,741,833	12,484,595
Current Liabilities			
Trade and Other Payables	6	345,888	341,861
Provisions	7	626,895	640,286
Other Current Liabilities	8	2,118,810	5,111,120
Total Current Liabilities		3,091,593	6,093,267
Non-Current Liabilities			
Provisions	7	204,994	171,780
Total Non-Current Liabilities		204,994	171,780
Total Liabilities		3,296,587	6,265,047
Net Assets		6,445,246	6,219,548
Equity			
Retained Earnings		6,445,246	6,219,548
Total Equity		6,445,246	6,219,548

COMMUNITY HOME CARE INC.
STATEMENT OF PROFIT & LOSS
FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
Income		
Grant Funding		
CHSP Funding	4,540,758	5,011,371
HACC Funding	84,155	201,480
Total Grant Funding	4,624,913	5,212,851
Client Contributions		
CHSP Client Contributions	952,863	856,514
HACC Client Contributions	7,824	10,790
Total Client Contributions	960,687	867,304
Home Care Package Funding		
Home Care Package Funding	6,036,714	4,456,950
Total Home Care Package Funding	6,036,714	4,456,950
Private and Brokerage Income	261,007	297,953
Interest Received	11,735	41,650
Gain on Asset Disposal	12,137	-
Other Income	182,212	287,121
Total Income	12,089,405	11,163,829
Direct Costs		
Salary and Wages	7,755,191	6,559,052
Consumables	756,279	660,334
Subcontractors	749,179	647,380
Volunteer Reimbursements	33,576	28,171
Total Direct Costs	9,294,225	7,894,937
Gross Surplus	2,795,180	3,268,892
Expenses		
Administration Salary and Wages	894,820	1,055,811
Accountancy and Audit	22,610	20,510
Accommodation	164,351	162,818
Depreciation and Amortisation	152,897	185,990
Insurance	505,891	430,266
IT and Communication Expenses	191,870	136,844
Loss on Sale of Assets	-	98
Marketing and Promotion	14,766	47,537
Motor Vehicle Expenses	214,161	178,867
Operating Expenses	162,845	74,019
Other Employee Expenses	202,504	164,330
Other Expenses	42,767	74,730
Repayment HACC Funding	-	135,016
Total Expenses	2,569,482	2,666,836
Net Surplus	225,698	602,056

COMMUNITY HOME CARE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Cash Flows from Operating Activities			
Recurrent Grants		5,191,357	6,241,402
Client Funding and Other Income		3,970,786	5,695,961
Interest Received		11,735	41,650
Payments to Suppliers and Employees		(11,693,423)	(11,121,902)
Net cash (used in) / provided by operating activities		(2,519,545)	857,112
Cash Flows from Investing Activities			
Men's Shed Busselton Inc. - Transfer	13	-	(12,385)
Payments/(Receipts) for Property, Plant & Equipment		33,156	189,705
Net cash provided by investing activities		33,156	177,320
Cash Flows from Financing Activities			
Loan Drawdowns and Repayments		-	-
Net cash provided by financing activities		-	-
Net (Decrease) / Increase in Cash Held		(2,486,389)	1,034,432
Cash at Beginning of the Financial Year		9,018,915	7,984,484
Cash as at 30 June 2022	2	6,532,526	9,018,915

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

Surplus from ordinary activities	225,698	602,056
Adjustments for:		
Depreciation	152,897	177,197
Net (gain)/loss on disposal of plant & equipment	(12,137)	98
Change in operating assets & liabilities		
Accounts receivable and other accruals	114,498	(439,846)
Other assets	(2,473)	25,000
Accounts payable and other accruals	(3,017,851)	453,888
Provisions	19,823	38,719
	(2,519,545)	857,112

COMMUNITY HOME CARE INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022

	Note	Retained Earnings \$	Total \$
Balance at 1 July 2020		<u>6,132,186</u>	<u>6,132,186</u>
Surplus for the year		602,056	602,056
Men's Shed Busselton Inc. - Transfer	13	(401,581)	(401,581)
Balance as at 30 June 2021		<u>6,332,661</u>	<u>6,332,661</u>
Prior period adjustment CHSP	14	(113,113)	(113,113)
Re-stated Balance as at 30 June 2021		<u>6,219,548</u>	<u>6,219,548</u>
Surplus for the year		225,698	225,698
Balance at 30 June 2022		<u>6,445,246</u>	<u>6,445,246</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

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 2022 is as follows:

- Motor Vehicles	\$42,272
- Buildings	\$52,361
- Furniture, Plant & Equipment	\$23,404
- IT Capital	\$34,860
	<u>\$152,897</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

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.

	2022	2021
	\$	\$
2 Cash and cash equivalents		
Cash at Bank - Bunbury	6,411,009	8,965,192
Cash at Bank - Donnybrook	15,545	6,190
Cash at Bank - Bridgetown	9,474	6,651
Cash at Bank - Busselton	57,194	19,106
Cash at Bank - Collie	23,433	8,591
Cash at Bank - Margaret River	15,017	11,306
Cash on Hand	854	1,879
	6,532,526	9,018,915
3 Trade and other receivables		
Current		
Trade Debtors	158,721	135,073
Less Provision for Debtor Impairment	(14,832)	-
	143,889	135,073
4 Other assets		
Current		
Prepayments	76,705	74,232
Outstanding Workers Compensation Claims	1,965	12,378
GST Receivable	102,368	72,800
Funding Receivable	390,621	508,694
Other Sundry Receivables	5,172	-
	576,831	668,104
5 Property, plant and equipment		
Bunbury		
Plant & Equipment	118,926	118,673
Less: Accumulated Depreciation	(102,884)	(95,449)
	16,042	23,224
Motor Vehicles	346,573	346,573
Less: Accumulated Depreciation	(296,901)	(282,896)
	49,672	63,677
Office Furniture & Equipment	123,138	98,104
Less: Accumulated Depreciation	(91,210)	(84,514)
	31,928	13,590
Buildings & Improvements	2,575,007	2,568,258
Less: Accumulated Depreciation	(387,594)	(335,233)
	2,187,413	2,233,025
	2,285,055	2,333,516

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
Collie		
Plant & Equipment	129,888	126,171
Less: Accumulated Depreciation	<u>(112,428)</u>	<u>(107,734)</u>
	17,460	18,437
 Motor Vehicles	 325,581	 325,581
Less: Accumulated Depreciation	<u>(311,604)</u>	<u>(307,759)</u>
	13,977	17,822
 Office Furniture & Equipment	 34,191	 33,855
Less: Accumulated Depreciation	<u>(31,804)</u>	<u>(31,435)</u>
	2,387	2,420
 Low Value Pool	 <u>1,331</u>	 <u>1,447</u>
	<u>35,155</u>	<u>40,126</u>
 Donnybrook		
Plant & Equipment	2,084	1,748
Less: Accumulated Depreciation	<u>(1,669)</u>	<u>(1,515)</u>
	415	233
 Motor Vehicles	 86,538	 86,538
Less: Accumulated Depreciation	<u>(75,535)</u>	<u>(72,842)</u>
	11,003	13,696
 Building & Improvements (WIP)	 -	 36,622
	<u>-</u>	<u>36,622</u>
	<u>11,418</u>	<u>50,551</u>

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
Busselton		
Plant & Equipment	10,505	7,610
Less: Accumulated Depreciation	<u>(2,018)</u>	<u>(423)</u>
	8,487	7,187
 Motor Vehicles	 242,796	 242,796
Less: Accumulated Depreciation	<u>(210,015)</u>	<u>(199,087)</u>
	32,781	43,709
 Office Furniture & Equipment	 20,277	 19,942
Less: Accumulated Depreciation	<u>(19,896)</u>	<u>(19,788)</u>
	381	154
	41,649	51,050
 Bridgetown		
Plant & Equipment	6,957	6,957
Less: Accumulated Depreciation	<u>(1,331)</u>	<u>(204)</u>
	5,626	6,753
 Motor Vehicles	 34,410	 100,228
Less: Accumulated Depreciation	<u>(26,244)</u>	<u>(27,580)</u>
	8,166	72,648
 Office Furniture & Equipment	 1,794	 1,459
Less: Accumulated Depreciation	<u>(792)</u>	<u>(486)</u>
	1,002	973
	14,794	80,374
 Margaret River		
Plant & Equipment	5,889	5,325
Less: Accumulated Depreciation	<u>(910)</u>	<u>(104)</u>
	4,979	5,221
 Other Assets		
IT Capital	236,672	207,942
Less: Accumulated Depreciation	<u>(141,135)</u>	<u>(106,277)</u>
	95,537	101,665
 Total Property, Plant & Equipment	 2,488,587	 2,662,503

COMMUNITY HOME CARE INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
6 Trade and other payables		
Current		
Trade Creditors	30,907	143,951
Debtor in Advance	122	122
Accrued Expenses	115,772	7,560
Superannuation Payable	84,820	95,928
Accrued Wages	114,267	94,300
	<u>345,888</u>	<u>341,861</u>
7 Provisions		
Current		
Provision for Annual Leave	403,794	377,063
Provision for Long Service Leave	223,101	263,223
	<u>626,895</u>	<u>640,286</u>
Non-Current		
Provision for Long Service Leave	204,994	171,780
	<u>204,994</u>	<u>171,780</u>
8 Other Liabilities		
Current		
PAYG Withholding	17,150	5,875
Unknown Deposits	2,869	5,043
HCP Client Funds	1,414,181	4,983,681
Funds - Craft Group	728	728
Funds - Collie Ceramics Group	4,069	2,424
Funds - Singing Group	62	62
CHSP Grants in Advance	679,557	113,113
Unspent Capital Grants	194	194
	<u>2,118,810</u>	<u>5,111,120</u>

COMMUNITY HOME CARE INC.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

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).

Funding from the Australian Government, Department of Health (Commonwealth) has been secured until 31 July 2023.

10. Bunbury Activity Centre Building

The Bunbury Activity Centre (originally known as 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 Activity 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 (now known as Collie Activity Centre Building) 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	1 December 2025	\$36,464
Margaret River Office	30 June 2023	\$11,825
Donnybrook Office	30 September 2025	\$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 2022

14. Prior Period Adjustment - CHSP

CHSP

Community Home Care Inc. identified the 30 June 2021 acquittal relating to CHSP funds included funds to be carried forward to the 2021/2022 financial year. The annual financial statements of Community Home Care Inc. did not include the unspent DHSP funds as a liability at 30 June 2021. As a result, the adjustment of \$113,113 CHSP funds to be carried forward as a liability has been made direct to the Statement of Changes in Equity and Statement of Financial Position.

COMMUNITY HOME CARE INC.
STATEMENT BY MEMBERS OF THE BOARD
FOR THE YEAR ENDED 30 JUNE 2022

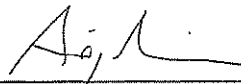
The Board have determined that the association is not a reporting entity.

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.

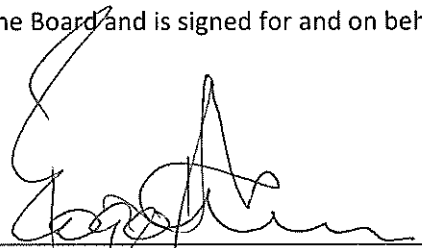
In the opinion of the Board the attached financial statement:

1. Presents fairly the financial position of Community Home Care Inc. as at 30 June 2022 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 28th day of October 2022

**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 2022, 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 19th day of October 2022

**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 2022, 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 respects, of the financial position of Community Home Care as at 30 June 2022, 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

Acknowledgements

Community Home Care takes opportunity to acknowledge the following groups, departments and organisations for our continued relationship in 2021/22.

Advocare
Advocacy WA
Aged Care Quality and Safety Commission
Alzheimer's WA
ATC Work Smart
Australian Government – Department of Health
Bendigo Bank
Cancer Council
Capital Guardians
Government of Western Australia – Department of Health
Grai – GLTBI Rights in Aging Inc.
Let's Get Care
Meals on Wheels WA
Parkinson's 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

Sponsors, Donators & Supporters:

Augusta/Margaret River Shire
Fred Lewis
Hope Christian College
Jodie Hanns MLA
Preveli Wines
Reckitt
Southern Ports
South 32
Woolworths

Most importantly:

CHC Clients
CHC Staff
CHC Volunteers
Client Family Members
Community Members
CHC Association 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