



# ANNUAL REPORT

2024 - 2025

**Belong**  
at Home



## Our Vision

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

## Our Mission

Belong at Home'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**.

## Our Core Values

### Our Purpose

Belong at Home is dedicated to servicing the Southwest of WA.



### 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 Quality Goals – The Umbrella Framework

### Quality Framework: The Umbrella Approach

Belong at Home is committed to delivering high-quality, safe care for every client, every time. This commitment is guided by our Umbrella Framework, developed in consultation with clients, staff, the Board and Executive Team in December 2024. The framework, built around clearly defined Quality Goals, is set to roll out in late 2025. These goals outline what high-quality care looks like and what we aim to achieve for every client.





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# Annual General Meeting Agenda 2025

Date: Thursday **27<sup>th</sup> November 2025** at 2:30pm

Venue: Belong at Home, Bunbury Hub Activity Centre  
3 Parade Road, Bunbury

## Agenda

Opening and Welcome

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Acknowledgment of Country

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Attendance and Apologies

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Confirmation of Minutes of Annual General Meeting 26 November 2024

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Chairperson's Report

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Chief Executive Officer's Report

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Finance Report to 30 June 2025

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Appointment of Auditor for 2025 / 2026

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Confirmation of Board Members

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Election of Board of Management Office Bearers

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General Business

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Closure and Refreshments



# Annual General Meeting 2024 Minutes

## 1. Opening and Welcome

Meeting opened at 2:30pm.

Community Home Care Inc Board Chairperson Angelo Logiudice (Chair) welcomed members and guests. The Chair introduced guest Tim Partridge, AMD Director-Audit, who oversees the annual Financial Audit.

The Chair clarified while our trading name is Belong at Home, our legal name remains Community Home Care Incorporated.

## 2. Acknowledgement of Country

The Chair took the opportunity to acknowledge the Wardandi Noongar people as the traditional custodians of the land upon where we met.

He also recognised the traditional custodians of country throughout the Southwest and recognised their continuing connection to land, waters and culture. Paying respects to their Elders past, present and emerging.

## 3. Attendance and Apologies

### 3.1. Attendees:

Angelo Logiudice	Member / Board Chairperson
Jane Manning	Member / Board Member
Heather Magee	Member / Board Member
Roger Veen	Member / Board Member
Jess Rudolf	Member
Julie Cooper	Member
Sheilagh Smythe	Member
David Priestley	Member
Michelle De Ronchi	CEO
Octavia Woodfield	Executive
Tim Partridge AMD	Guest

Sheree Jones	Executive
Jodie James Sige	Executive

### 3.2. Apologies:

Brian Moore	Member
Ray Thomas	Board Member
Gloria Foremen	Member
Fran Temby	Board Member
Ann Clifford	Board Member
Jaysen De San Miguel	City of Bunbury

### 3.3 Quorum: 5 Members Personally Present

Under our constitution Association Object C, a quorum for membership meetings is 5 members present. As there were 8 members present, quorum was confirmed, and the meeting was duly convened.

## 4. Confirmation of the Minutes of the AGM held 28<sup>th</sup> November 2023

Previous Minutes taken as read. The Chair called for a motion to approve the Annual General Meeting 28<sup>th</sup> of November 2023 Minutes as circulated.

**Moved:** Heather Magee

**Seconded:** Roger Veen

**PASSED**

## 5. Chairperson's Report

Chair Angelo Logiudice presented his report, as per the printed Annual Report that was circulated to Members on the day. Key points on note included:

- Recognition and thanks to fellow Board Members.
- Thank you to outgoing CEO Krystal Lauretsch.
- Welcome to incoming CEO Michelle De Ronchi, Michelle comes with a wealth of experience.

# Annual General Meeting 2024 Minutes

- Thank you to Tim Partridge and the team for carrying out the Audit.
- Belong at Home has seen remarkable financial results this year enabling us to shift our focus on to training staff and other expenditures in line with our strategic plan.
- Final thanks to all staff, volunteers and clients.

The Chair called for a motion to approve the Chairpersons report as presented.

**Moved:** *Jane Manning*

**Seconded:** *Heather Magee*

**PASSED**

## 6. Chief Executive Officer's Report

CEO Michelle De Ronchi presented her report, key points on note included:

- Welcome to all members and guests.
- The 2024 FY was another busy year in Belong at Home, leveraging our new brand & culture to focus on clinical and quality governance and service delivery. Including Client Advisory Committee & Quality Care Advisory Committee.
- Late March, we had a Quality Audit carried out by the Aged Care Quality & Safety Commission. The results identified areas for improvements across 5 of 8 standards. CEO thanked the whole team who have worked tirelessly with the Commission to address these.
- We welcomed new faces to the Executive Team, Octavia Woodfield as our new Finance Manager & Jodie James-Sige as our new Quality & Client Experience Manager.
- Introduction of the "Hotline" phone support for support workers is seeing timely and accurate information being logged into our system, assisting us to trend our quality & clinical data.

- From 1 July 2025, Support at Home will replace the existing HCP and CHSP will transition to the new program no earlier than 1 July 2027.
- FY25 will have a focus on preparing Belong at Home, our systems, services, team and our clients ready for the new Support at Home program.
- CEO is grateful for the extraordinary commitment and care shown by all our Employees, Volunteers, Committee Members and Board.

The Chair called for a motion to approve the CEO report as presented.

**Moved:** *Heather Magee*

**Seconded:** *Roger Veen*

**PASSED**

## 7. Finance Report to 30 June 2024

Finance Manager Octavia Woodfield presented her report, key points on note included:

- Over the past year we have been dedicated to strengthening our operational foundation.
- The Commonwealth Home Support Program (CHSP) had a 14% increase in revenue compared to the previous year, driven by the delivery of an additional 27,699 units.
- Home Care Packages achieved a 32% increase in revenue, supported by 36 new packages and a 3% rise in package utilisation compared to the prior year.
- Private & Brokered Income experienced a 41% decline from FY2023, reflecting our focus in the other growth sectors.
- Investment Income soared, with a 76% increase in interest from term deposits, contributing to a 25% overall rise in income from FY2023 to FY2024

# Annual General Meeting 2024 Minutes

- While revenue growth was strong, it was accompanied by a 24% increase in direct costs. This resulted in a contribution margin of 25.9% toward overheads.
- These results underscore our strong financial foundation, which is critical as we prepare for sector-wide changes in July 2025, including the introduction of the Support at Home program.

Tim Partridge from AMD addressed the members and advised that the Financial Audit was carried out in accordance with current legislation. He advised that Belong at Home have appropriate controls in place and they were satisfied with the results. The audit team can see that we are working towards implementing Improvements for future sustainability. Tim asked if members had any questions, there were no questions raised.

The Chair called for a motion to approve the Finance report as presented.

**Moved:** *Roger Veen*

**Seconded:** *Jane Manning*

**PASSED**

## 8. Appointment of Auditor for 23/24

The Chair called for a motion to appoint AMD as the auditors for the financial year 2024/25.

**Moved:** *Jane Manning*

**Seconded:** *Roger Veen*

**PASSED**

## 9. Confirmation of 2023/24 Board Members

Four Board Members have continuing terms into 2024/25 being:

1. Jane Manning (Expiry 2025)
2. Ray Thomas (Expiry 2025)
3. Ann Clifford (Extended to 2025 under the new Rules)
4. Fran Temby (Extended to 2026 under the new Rules)

To ensure staggered dates of expiry, two nominations have been received for renewal of Board Membership each for 3-year terms expiring 2027 being:

1. Angelo Logiudice (Expiry 2027)
2. Heather Magee (Expiry 2027)

One Board Member had tendered his resignation:

1. Roger Veen (Expiry 2024)

The Chair thanked Roger on behalf of Belong at Home for his contribution and time spent on the Board and wished him well for all future endeavours.

Roger addressed the group and advised it had been a good journey over the last 13 years on the Board of management but he is ready to enjoy his retirement filled with travel and family time.

As only 2 nominations were received against the potential 5 vacancies (produced from 4 continuing terms against 9 maximum Board Member positions), the 2 renewing nominations were accepted for a three-year term, expiring 2027.

The remaining vacancies can be filled through the casual vacancy recruitment processed outlined in the association's constitution.

The Chair called for a motion to adopt the Community Home Care Inc Board Membership for 2025 as presented.

**Moved:** *Roger Veen*

**Seconded:** *Jane Manning*

**PASSED**

## 10. Election of Office Bearers of Board of Management

Michelle De Ronchi took the chair for the election of the office bearers.

One nomination each was received for the office positions of Chairperson, Vice Chair and



# Annual General Meeting 2024 Minutes

Treasurer for 2025. As such, nil voting was required for these positions and the Board Members were considered elected.

The confirmed office holders are:

1. Angelo Logiudice - Chairperson
2. Heather Magee - Vice Chair
3. Ray Thomas - Treasurer

No nomination had been received for the position of Secretary. CEO called for nominations from Belong at Home Board Members for the vacancy and explained that Board members may hold up to 2 offices at the same time. (Rule 27(4)).

No further nominations were received on the day so the matter will be dealt with at the next Board in the February 2025.

CEO then returned the Chair back to Angelo.

## 11. General Business

The Chair outlined some upcoming priorities including:

- Quality Workshop to develop our Quality Care Goals. The Board of Management, along with Staff, Clients and Volunteers will be commencing a project to strengthen our quality and clinical governance structures.
- Maintaining compliance moving forward including upgrading IT systems and increased staff training.

## 12. Closure

The Chair thanked everyone for coming and took the opportunity to wish everyone a Merry Christmas and a safe and happy new year. Members were then invited to join the Board of Management for light refreshments.

Meeting closed at 3:09pm



# 2025 Chairperson's Report

I am pleased to present the 2025 Annual Report on behalf of Community Home Care Incorporated, trading as Belong at Home. It is a privilege to continue leading this organisation as Chairman of the Board.

At this point, I would like to acknowledge and thank my fellow Board members for their generosity of time and commitment in serving on the Board and its sub-committees. Your dedication is greatly appreciated.

I also extend my sincere gratitude to retiring Board members Jane Manning, Ray Thomas, and Roger Veen for their tireless commitment and valuable contributions to the Board of Management and sub-committees. We wish you all the best in your future endeavours.

We warmly welcome incoming Board members Tiffanie Rushton and John Barratt, and look forward to the expertise and fresh perspectives you will bring.

I am pleased to advise that in November 2024, Belong at Home received confirmation from the Aged Care Quality and Safety Commission that, following their review of our documentation and corrective actions addressing previous non-compliance, we now demonstrate reasonable conformance and have implemented appropriate measures to mitigate risks.

This past financial year has been both challenging and frustrating, particularly regarding the implementation of the Support at Home program. This program was scheduled to commence on 1 July 2025, but was deferred to 1 November 2025, with only three weeks' notice, largely due to the Government systems and awaiting the Senate to approve two key Bills.

During this period, new Home Care Packages, were not being released by the Government, making it impossible to deliver services to

Angelo Logiudice



people who had already been assessed as requiring support, being left waiting for a package so care can begin.

The Board and I acknowledge and extend our thanks to the Executive and leadership teams, who have worked tirelessly, to lead and provide support to the team and our clients, ensuring that the organisation was as prepared as possible for the implementation of Support at Home.

The Finance Team, under the guidance of Finance Manager Octavia Woodfield, achieved an outstanding financial year surplus, as detailed in this report.

This surplus will enable us to manage the many changes and costs associated with delivering the new Support at Home program, as well as support our strategic plan, staff training, new fit-for-purpose systems, and our mission and vision going forward. I sincerely thank Octavia and her team for this exceptional result. The organisation remains in strong financial health, as confirmed by the full-year audit report.

I would also like to acknowledge and thank our auditors, AMD, led by Mr Tim Partridge and his team, for providing an outstanding audit process.

## Closing Acknowledgement

Finally, on behalf of the Board of Management, I proudly acknowledge and sincerely thank our CEO, Executive, Employees, and Volunteers for your unwavering commitment to supporting our elderly clients to continue living independently in their own homes over the past twelve months.

Thank you.





## Angelo Logiudice

### *Chairperson*

Angelo has been a Board Member with Community Home Care since 2011. A Belong at Home representative for the Donnybrook Balingup community, he has been chairperson of the Board for the past 6 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 of the Shire of Donnybrook Balingup Audit and Risk Committee. 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.



## Heather Magee

### *Vice Chairperson*

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 & disability fields, she also holds the valuable consumer representative portfolio on the Board with her Father being a long-term client of Belong at Home. Heather previously sat on the board of the Collie Senior Citizens and the Collie HACC service prior to their amalgamation with Belong at Home.



## Ray Thomas

### *Treasurer*

Treasurer - Ray Thomas

Ray joined the Belong at Home 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 industry followed by 12 years teaching at ECU 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 our organisation's cause as a board member.



## Francine Temby

### *Secretary*

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 Belong at Home 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. The Margaret River Hospital provides for 8 aged care beds and 12 acute care beds. A Shire Councillor from 1999 – 2000 Fran led a committee that lead the opening of the 46 bed Residential Care facility- Mirrambeena, together with 40+ Independent Living Units and a Day Centre in Margaret River.



## Ann Clifford

### *Board Member*

Ann joined the Belong at Home 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 extensive experience in Clinical Care, Quality, Midwifery, 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 in Kirup and 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.

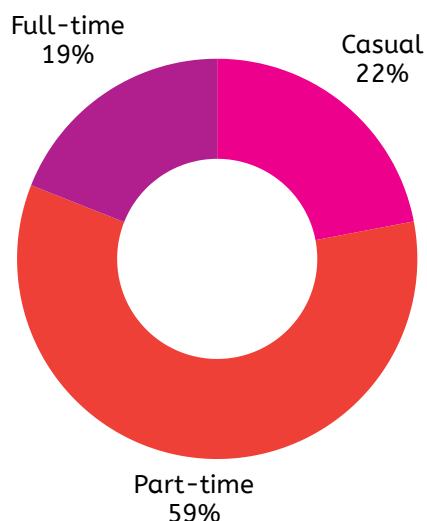
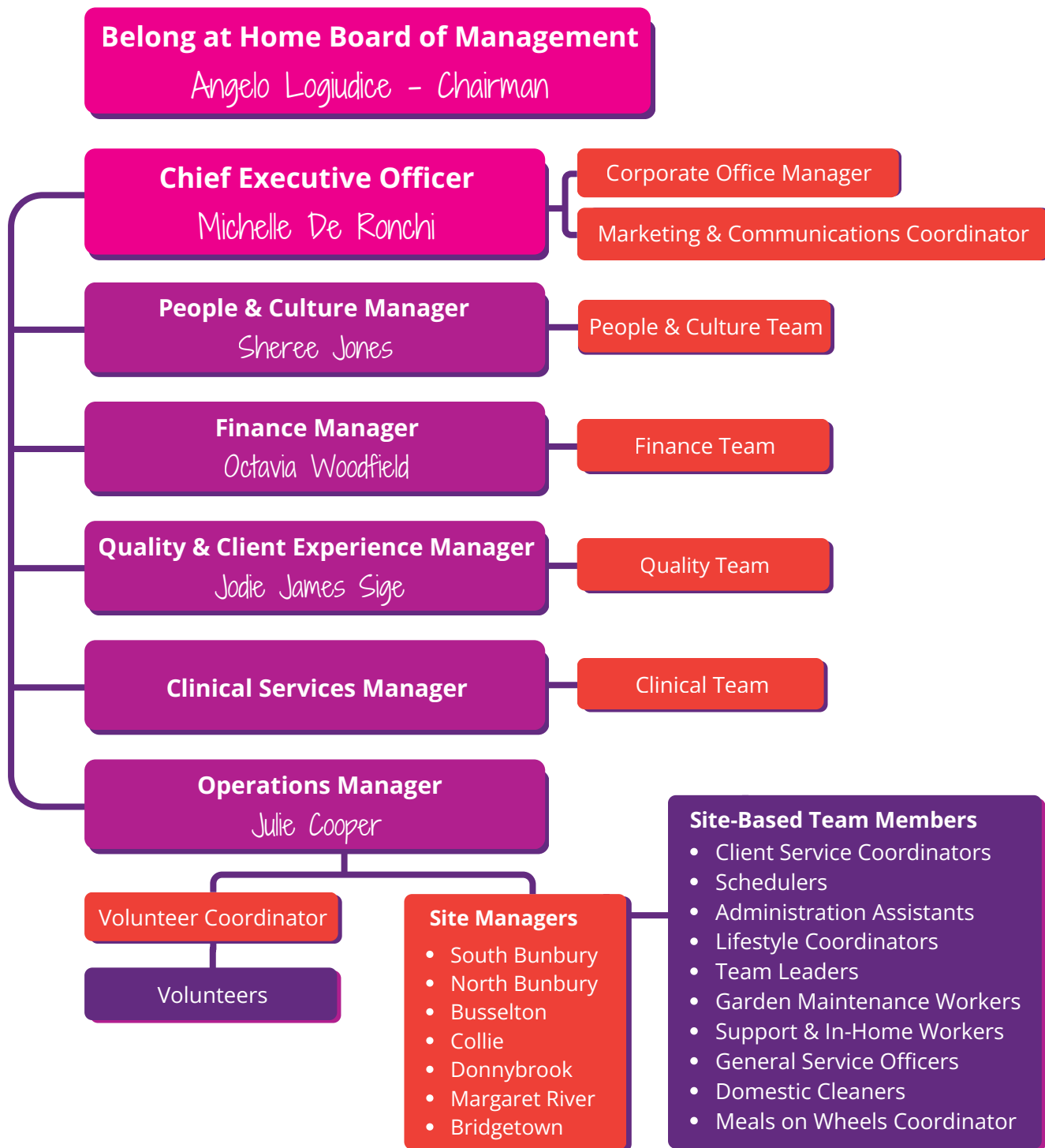


## Jane Manning

### *Board Member*

Representing Busselton, Jane transitioned across to the Belong at Home 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 Southwest, 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.

# Belong at Home Team



201 Employees



216 Volunteers

# Services Provided This Year

## Staff Recognition

In 2025, several long-serving team members were acknowledged for their dedication, loyalty and contribution to Belong at Home. Congratulations and thank you to:



## Services provided this year



**43,978 Hours**

Lifestyle, Wellness Activity, Social Support, Respite and Wellness Checks



**30,436 Deliveries**

Meals on Wheels



**44,206 Hours**

Domestic Assistance, Shop by List and Meal Preparation



**685,514 km**

Travelled



**35,840 Hours**

Hours of Package Coordination



**17,838 Services**

Home and Garden Maintenance



**37,849 Services**

Personal Care and Medication Assistance

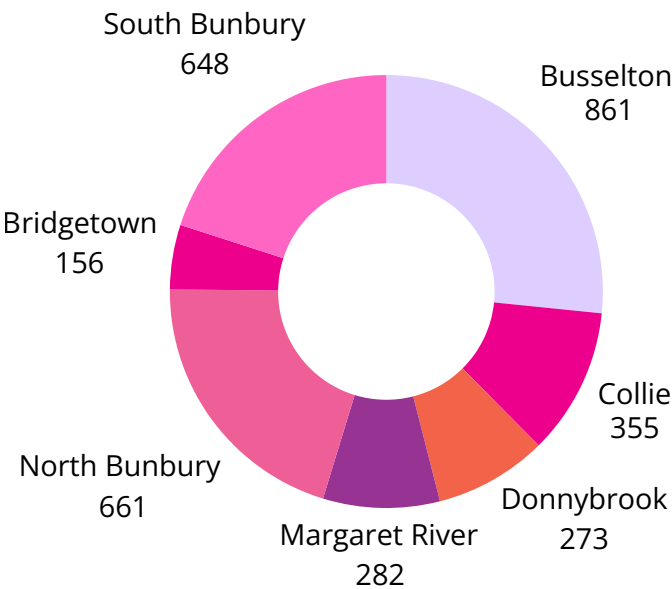


**3,097 Services**

Nursing

## Our Clients

**3,236 Clients serviced in the year**







# CEO Report

Michelle De Ronchi

This has been another busy year for both Belong at Home and for the wider Aged Care industry with the new Aged Care Act becoming law. Our focus has continued to be clinical and quality governance, service delivery improvements, staff training and the transformation requirements for the new Act and Support at Home program.

As reported last year, in March 24, we had our first Aged Care Quality and Safety Commission (ACQSC) Quality Audit. The results of the audit identified areas of non-compliance and areas for improvement. The team has worked tirelessly to address these, and we are pleased to advise that in November 25 the Aged Care Quality and Safety Commission advised that we have successfully resolved the non-compliances. I thank the whole team from our supportive Board, Executive, the leadership team, frontline staff, and our volunteers for your dedication, hard work and support to ensure the necessary improvements are implemented effectively and efficiently.

Several new initiatives have been undertaken to ensure an outstanding staff and client experience:

- Quality Goals “The Umbrella Framework” was developed with extensive consultation with clients, volunteers, workers, the leadership and executive teams and our Board, to support the delivery of high-quality, safe care and services for every client, every time. The Umbrella Framework outlines our commitment to quality and clinical excellence and describes the governance systems that are

in place to allow everyone at Belong at Home to contribute to quality outcomes.

- Staff training and support with the roll out of our Annual Staff Update which provides training and information for all new and existing team members and volunteers. This face-to-face training is led by the executive team. We use this time to provide updates on the industry, safety, changes to policies / requirements, infection control, the new requirements under the strengthened aged care standards and code of conduct, and hands on manual handling training including the use of equipment such as hoists and to enables the team to ask questions of the Executive and / or flag any concerns / roadblocks they may be experiencing.
- We have rolled out new dedicated training programs for our in-home workers / domestic cleaners and our home and gardening teams, along with a handbook to ensure they are consistently and safely delivering services to our clients. We have also provided our clients updates / information on how we deliver these services.
- The investment in and of development of a data warehouse and a suite of performance dashboards enables live time access to service delivery punctuality and cancellations, client portfolios including the location of our clients and our team members to assist with scheduling our staff closer to where they live (local people delivering services in their local communities), client review dates, heat maps showing where we have staff availability (assists with scheduling and recruitment). These reports have assisted us make to improvements for both our client and staff experience.



Monthly flash reports developed and distributed to our Board to ensure that they are kept up to date on key metrics including clinical indicators, client experience and feedback, client numbers, service delivery and cancellations, staff safety, financial performance, key risks and project updates.

We have worked to improve our systems and processes to ensure we are well positioned for the upcoming changes and roll out of the Support at Home Program.

The independent finance auditors were pleased to report that our audit procedures indicated financial records, and related internal controls have been maintained to high standards and I am pleased to report there are no audit recommendations arising from this year's audit.

Our positive financial and operational results for FY25 reflect the commitment and hard

work of the Board and the management team, working effectively together, and will enable us to continue to deliver quality services in the South West.

I wish to sincerely thank my executive, the leadership and wider teams for your ongoing incredible commitment to myself, each other and our clients.

I also thank our clients and those who support them for choosing Belong at Home as your service provider and for assisting us by providing feedback, suggestions to further improve our services to them.

Lastly, I extend my thanks and appreciation for our dedicated and supportive Board.

Warm regards,

*Michelle De Ronchi*

Belong at Home Chief Executive Officer



*Bron (EN) (Senior Community Nurse) & Karina (EN) (Care Support Officer) man the "Hotline" phones.*

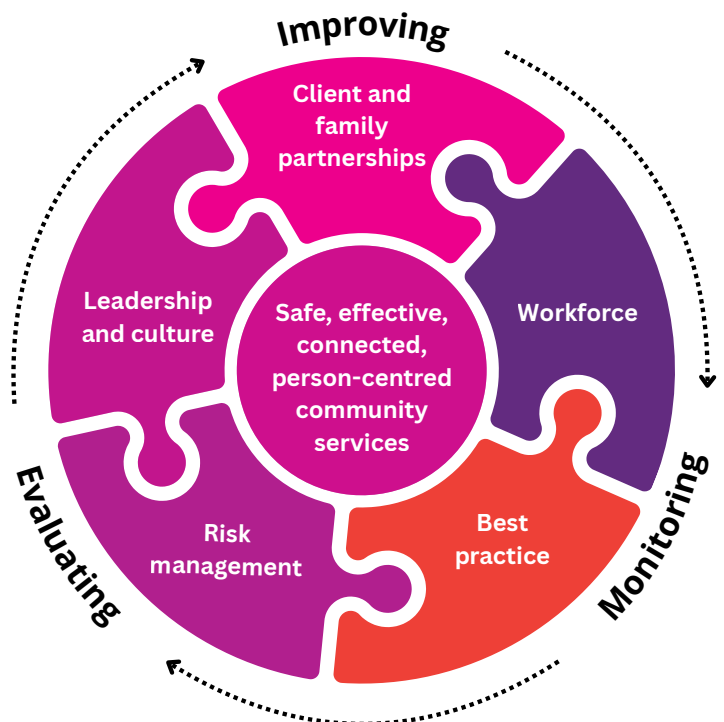


Our Dedicated Nurses run our "Hotline" phones providing clinical support to front line staff in the field.

**Providing...**

**3,815 Hotline Hours**

## Belong at Home Governance Pillars





## People & Culture Manager

Sheree Jones

Business Area Overview of the last year 2024-2025 has been another busy year for Belong at Home with a key focus being on training and development throughout the year, as well as the continued day to day recruitment needs across the different sites.

Belong at Home's team had a total of 203 staff as of June 2024 with a high percentage converting to part time, with 78% of our staff now being permanent, once they had reached the 12 month service milestone.

### Major Projects completed during the year:

Belong at Home's Certificate 3 in Individual Support traineeship programme continued into 2025 resulting in six new staff enrolling from Bunbury and Busselton.



Busselton staff successfully completed their Certificate III

Additionally, Belong at Home continued to invest in training through the year with our first Annual Update initiative rolled out during 2025.

All staff across Belong at Home attended a one day annual update presented by the Executive team on Operations, Finance, People & Culture and Quality to update everyone on the current business initiatives and changes in the aged care industry, especially on the new Support at Home programme.

As part of update all staff completed a one hour general ergonomic manual handling session and our Support Workers finished the day with a hoist refresher update.

To ensure our staff and clients have consistent Domestic Cleaning Services being provided across all our sites, we rolled out Domestic Cleaning training for all Support Workers, Team Leaders and Domestic Cleaners to ensure that everyone was trained and understood the expectations of both the clients and Belong at Home. As part of the support and training we have also appointed a Domestic Cleaner Team Leader so our staff have someone to refer to provide any guidance or advice where needed. Congratulations, Sue Wells, we know you are already adding a lot of value to both Belong at Home and the team where needed. This training will continue for new staff as they come on board.

Belong at Home has also recently invested in training all of our Gardeners in a comprehensive, competency-based training programme in the correct operation, maintenance and manual handling of all the gardening equipment to ensure we minimise any potential injuries to our staff but also to ensure we are maintaining the equipment correctly. This will also continue as new gardeners join Belong at Home.



# Operations Manager

Julie Cooper

Another busy and positive year at Belong at Home, where we saw meaningful progress with our processes, and service delivery. We strengthened leadership, improved our systems, and focused on delivering higher quality, more sustainable support to our clients.

## Staffing and Site Management

We welcomed a new manager for Bunbury South and retained Donna Rudolf in Collie after her interim placement, allowing her to continue the strong progress she had started. Donna also provided short-term support in Bridgetown to support the transition while the new Donnybrook – Bridgetown manager established themselves at Donnybrook before taking on the second site.

## Teamwork and Culture

The mutual support shown by managers and their teams throughout the year has been excellent and reflects the successful work to bring the six sites together as a cohesive group. This collaboration has strengthened our culture, improved coordination, and ensured consistent standards for clients, volunteers and staff.

The annual staff update training further developed the team approach and was well received by staff. It was great to see a few volunteers attend as well. It reinforced the culture of support and teamwork and gave community staff clearer insight into behind the scenes work. Being able to give information face to face around the reasons for recent changes, has helped them appreciate the rationale.



## Process Improvements and Data

We implemented multiple process improvements and upgraded our software systems, enabling the collection of accurate, timely data.

These insights have highlighted opportunities for improvement and allowed us to work on optimising scheduling and enhance client satisfaction.

## Service Delivery and Client Outcomes

CHSP client numbers increased over the year, demonstrating growth in our community services. HCP numbers declined slightly as a result of lower than expected package releases due to the Support at Home implementation.

We know it will be another busy 12 months ahead with the new Support at Home programme commencing November 1<sup>st</sup>. The progress we have made over the last year has helped us prepare us for the challenges ahead.





# Quality & Client Experience Manager

Jodie James Sige

## Quality and Client Experience

I joined Belong at Home in August 2024 and what a year it's been! This year, Belong at Home made significant strides in strengthening our commitment to quality care and consistency in client satisfaction. Central to this progress was the enhancement of our feedback and incident management systems. By refining how we collect, analyse, and respond to client and worker input, we've become more agile in identifying trends, addressing concerns, and shaping our service delivery for the better.

A cornerstone of our quality journey was the co-development of our new Quality and Clinical Governance Framework in partnership with Ignis Consulting. This framework was shaped through extensive consultation with clients, carers, direct care workers, volunteers, management and our Board of Management.

It reflects a shared vision of what good quality care means at Belong at Home sets clear goals to guide us.

You will start to see us refer to these goals as the Umbrella Framework, and the four goal areas are:

- Person Focused
- Safe
- Right Way
- Connected

In direct response to feedback, we introduced targeted training programs for our team that have already led to a reduction in complaints related to service quality such as Domestic Assistance and Home/Garden Maintenance.

We were especially proud of the results from our annual Client Feedback Survey, with nearly 25% of our clients sharing their experiences. The survey revealed a marked improvement in how clients feel about our services, with many expressing increased trust and satisfaction. Importantly, the feedback also highlighted areas for growth, which we are actively addressing as part of our continuous improvement cycle.

## Umbrella Framework - Quality Goals:



# Finance Manager

Octavia Woodfield



Over the past year, we have focused on strengthening our data capabilities, improving operational efficiency, and making strategic investments that position us for sustainable growth. Key initiatives included building a data warehouse to enhance reporting and analytics, replacing our IT hardware to ensure reliability, and preparing to bring the payroll function in-house for greater visibility and control over our largest expense. These steps reflect our commitment to transparency, efficiency, and readiness for future challenges, including the upcoming Support at Home program.

Home Care Package (HCP) continues to be a major contributor to overall revenue, accounting for 61% of total income and increasing by 11% from the previous year. The complementary Commonwealth Home Support Program (CHSP) represents 35% of revenue and grew by 4.8%, reinforcing our stable and diversified funding base.

Building on this financial performance, HCP utilisation reached 82.2% in FY 2024–25, up from 75.6% the previous year, reflecting a notable improvement in service uptake and operational efficiency.

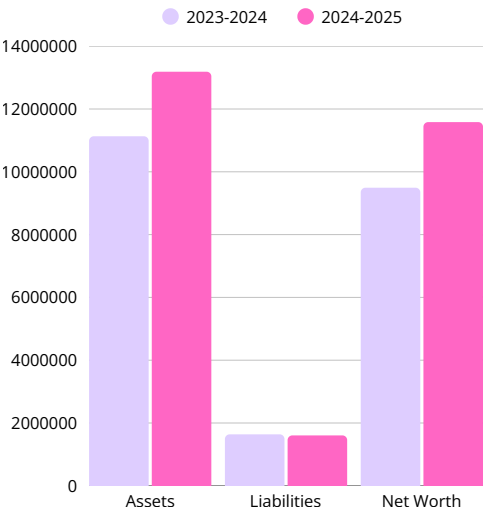
The total HCP subsidy available increased by \$501,028, bringing overall funding to \$15,024,398.

Service activity rose by 15%, while product purchases saw a more substantial increase of 36%, equating to an additional \$589,811 in package revenue. Although product purchases are passed through the package at cost, the growth indicates stronger client participation and demand for support resources.

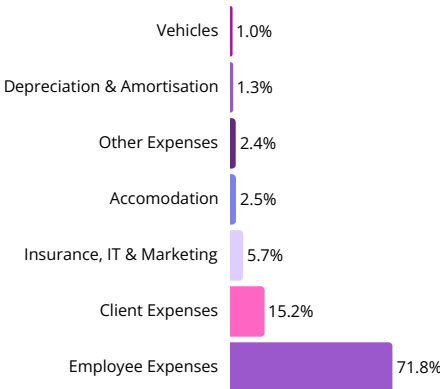
Interest and other revenue increased by 24%, with interest income up 11.7% despite lower interest rates, reflecting effective investment strategies and prudent financial management.

The surplus achieved this year enables us to reinvest in critical areas such as technology, data infrastructure, and payroll systems, ensuring greater transparency and operational efficiency. These investments are essential as we prepare for the upcoming Support at Home program, which will introduce reduced funding and margins, forcing us to innovate and operate with even greater efficiency to maintain service quality and sustainability.

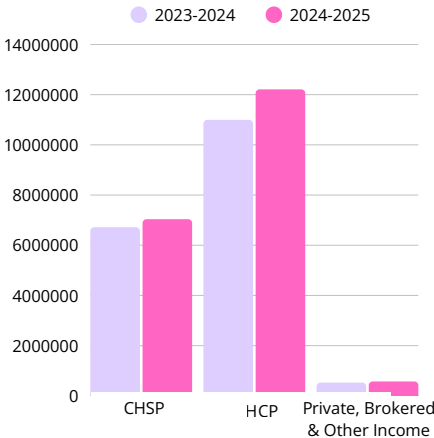
## Financial Position



## Expenditure



## Revenue







# Bunbury North & South Site Managers

Karen McPherson  
(South Bunbury)

Cordelia Slater  
(North Bunbury)

It's hard to believe that 12 months have already passed since Karen joined us here at Belong at Home. Reflecting on her first year, Karen shares that she feels incredibly grateful to be part of such a supportive, passionate, and dedicated team. From day one, she felt welcomed, valued, and inspired by the work we do each day.

The past year has brought meaningful moments, new challenges, and rewarding experiences. We are proud to be part of an organisation that truly makes a difference in people's lives, and we look forward to continuing this journey together.

## Vibrant Community at the Activity Centre

Our Activity Centre continues to thrive, offering a vibrant and diverse range of weekly activities. From our popular Move to Music exercise classes and creative craft sessions to engaging game afternoons, a lively book club, and a dedicated men's group so there is something for everyone.

We also regularly host excursions and other engaging programs that foster connection, fun, and well-being for our clients.

## Team Strength and Adaptability

Reflecting on the past financial year, we've seen remarkable growth and adaptability across our team. As we navigate the current and coming year, we remain committed to supporting our staff through all challenges and changes.

Each day brings unique interactions across all levels of our team, highlighting the strength of our collective efforts. Cordelia and Karen,

as Site Managers in Bunbury, share a strong partnership, when one is unavailable, the team knows they can rely on the other. We truly believe we've built an outstanding team here in Bunbury, something clearly reflected in the smiles we see on our clients' faces.

We would also like to extend our sincere thanks to the Bunbury North and South Teams for the incredible work they have completed throughout 2025.

## Heartfelt Thanks to Our Staff & Volunteers

Finally, we would like to express our heartfelt thanks to our incredible staff and volunteers. Your dedication and compassion are the foundation of everything we do. We are grateful to be part of such a committed and caring team.





# Collie Site Manager

## Donna Rudolf

Working as a Site Manager with Belong at Home is incredibly rewarding. I'm fortunate to lead a team who are genuinely passionate about their work - supportive, cohesive, and always committed to meeting our clients' needs with care and consistency. The 2024/2025 financial year brought significant developments, and I'd like to extend a heartfelt thank you to the Collie team. Their unwavering support enabled me to take on the management of Bridgetown, and they stepped up in every way - handling scheduling, admin duties, Bridgetown Meals on Wheels, client payments and a noticeable increase in phone enquiries. It was a true team effort, and I'm proud of what we accomplished together.

### Good News Stories from the 2024/2025 Year Client Christmas Celebration

As always, our Client Christmas event was a huge success. Santa and his little helper brought joy to everyone.



### Long-term Client Recognition

We celebrated long-term client Margaret Coulson and her daughter Leanne.



### Monday Knitting Group Outreach

Our wonderful Monday Knitting Group created beanies, gloves, scarves, socks and blankets for people experiencing homelessness. All the wool was donated by the Collie community. We were invited to a local church where Father Gerard serves hot meals on Tuesdays, and we were able to personally hand out our handmade gifts.



### RU OK? Day Morning Tea

A lovely morning tea was held to mark RU OK? Day, reminding us all of the importance of checking in with friends and family.



### Staff achievements and positive feedback

In November, we welcomed Pania Childs to the Admin/Reception role. She's been a fantastic addition to the team and has done an excellent job managing the Collie debtor list. Jenelle Wood was promoted internally to Scheduler and is thriving in her new role.





# Bridgetown Site Manager

Donna Rudolf

As Site Manager, one of the most rewarding aspects of my role is building a strong, supportive team that works collaboratively to deliver the best outcomes for our clients. During the year, I also had the pleasure of overseeing Bridgetown alongside my Collie responsibilities. It was a privilege to get to know the Bridgetown clients and team, and I thoroughly enjoyed working with you all.

## Highlights & Developments (2024–2025)

We welcomed Tiffany Wakeham as our new Client Service Coordinator. Tiffany brings a wealth of experience in aged care, particularly in home care, and her approachable communication style and sense of humour have been warmly received by clients, staff and volunteers.

## Client Engagement & Social Support

Bridgetown clients began participating in monthly Social Support Outings, joining Collie clients on the “Out and About” bus. Highlights included a picnic at Balingup Tree Farm, a visit to the Tulip Festival in Nannup, and a tour of the Greenbushes Mine followed by lunch. These outings have been a wonderful way to foster connection and joy among our clients.

## Growth & Recognition

We’ve seen continued growth in both client and staff numbers. Staff achievements were celebrated on Aged Care Employees Day, and we recognised long-serving team members and those who completed traineeships or received internal promotions.

## Volunteer Contributions

Bridgetown’s volunteer team remains a cornerstone of our service, providing exceptional support through transport and Meals on Wheels delivery.

The Volunteer Christmas Celebration was a highlight, with heartfelt thanks from our Board Chairperson, Angelo, for their ongoing commitment.



# Margaret River Site Manager

Leah Tate



One of the most rewarding aspects of my role as Site Manager is working alongside the amazing team we have here in Margaret River, both staff and volunteers. I truly enjoy getting to know our clients and supporting them in ways that enhance their wellbeing and quality of life.

## Highlights from 2024–2025

This year brought some exciting developments to our site. We were thrilled to welcome Jane Cardwell to the team as our new Client Services Coordinator in early 2024. Jane brings a wealth of knowledge and experience, and her presence has already made a positive impact.

We also celebrated some incredible client milestones, including a very special 104th birthday in September! Our annual client survey brought in some lovely feedback, with high Net Promoter Scores reflecting the positive experiences of those we support.

## Good News Stories

Our group outings have continued to thrive, thanks in large part to the dedication of our wonderful volunteer, Helen Day. Her enthusiasm has helped boost participation, and we regularly hear from clients who look forward to these outings each week. Many have even formed new friendships through these shared experiences, which is heartening to see.

## Words of Appreciation

We received a touching letter from a family member of one of our clients that truly encapsulates the impact of our work:

*"A big thank you to all staff involved in the care of our brother. He would never have been able to stay at home for as long as he did without your help. Thank you to all support staff whose*

*care and companionship was so vital to my brother's wellbeing."*

## Staff Achievements and Milestones

We're proud to celebrate the achievements of our team this year. Toni Brader marked 10 years of service, and Leah Tate reached her 8 year milestone, both incredible contributions to our community. We also congratulate Hayley Lynn and Amy Whitcombe, who successfully completed their Certificate III in Individual Support through the traineeship program.

## Volunteer Reflections

One of our volunteers shared how much the outings have meant to her personally:

*"The outings bring joy to my week. I love catching up with others and going for a drive to see the region. Since joining the outings, the quality of my life has improved significantly."*



Hayley Lynn & Amy Whitcombe successfully completed their Cert III



# Busselton & Donnybrook Site Managers



Carolyn van Buren  
Busselton



Julie Cooper  
Donnybrook

## Donnybrook

Donnybrook had a change of manager during last year. Deb Lloyd resigned due to family health concerns, and we thank her for her work over the 9 months she was with us.

Trish Schreuder commenced as the Donnybrook/Bridgetown Manager in January. Bridgetown was supported by Collie manager Donna Rudolf for the first 6 months while Trish became familiar with processes.

We also employed a new Client Service Coordinator, Suzie Pihu who has shown a strong passion for supporting clients and bring a positive energy to the office.

Despite some staffing changes during the year, the team demonstrated great commitment by increasing their availability through additional days and extended hours. This flexibility directly supported clients and is always greatly appreciated.

While there was some client movement, overall client numbers remained fairly steady across the year.

The Home, Garden Maintenance team has 2 core staff members but is now supported by a casual team member who can provide several days' coverage per week and leave cover. This addition has strengthened our capacity as gardening services continue to be highly valued by Donnybrook clients.

## Busselton

As the Site Manager for Busselton Belong at Home, I find deep fulfillment in being part of a service that genuinely improves the lives of elderly individuals in our community. Each day presents an opportunity to make a meaningful difference, whether through coordinating care, ensuring safety, or simply offering a kind word.

I take great pride in building strong relationships with clients, learning their stories, and earning their trust. These connections are not only rewarding but also essential to delivering compassionate and efficient services that uphold dignity and wellbeing. Supporting independence is another aspect of the role that matters deeply to me. Many older adults wish to remain in their homes and communities, and I am committed to making that possible through tailored support.

Leading a team that shares this commitment allows me to foster a positive, respectful, and client-focused environment. The role also challenges me to grow professionally and personally as I navigate complex needs and find creative solutions. Ultimately, it is the smiles, the gratitude, and the sense of belonging that make this work so special.

Our team continues to demonstrate exceptional strength and dedication in providing outstanding care to elderly clients within the community. Their compassion, professionalism, and commitment to enhancing quality of life is truly commendable.





# Volunteer Coordinator

## Wendy Newell

As Volunteer Coordinator, one of the most rewarding parts of my role is building strong relationships with our volunteers. I take pride in being a consistent support for them and ensuring that communication remains clear and up to date.

### Highlights from 2024-2025

A key highlight this year was receiving a grant from Volunteering WA for Volunteer Week. This funding enabled us to recognise our volunteers with certificates of appreciation, small gifts such as air fresheners, and morning teas at each site, simple but meaningful ways to show our gratitude.

### Celebrating Our Volunteers

We were proud to acknowledge Collie volunteer Ray Colgan in our latest newsletter. At 95 years of age and now retired, Ray's dedication and service have left a lasting impact. His story is a wonderful reflection of the strength and spirit of our volunteer community.

### Community Events and Recognition

To mark International Volunteer Day, I had the pleasure of attending a special event with several volunteers. Hosted by the Minister for Volunteering, Don Punch, in partnership with Volunteer South West, the 'Christmas Thank You' morning tea at the Bunbury Trotting Club was a heartfelt celebration of the contributions made by volunteers across the region.



Ray Colgan's Remarkable Journey of Service - Retired at 95 Yrs of age



Christmas Thank You' Morning Tea



International Volunteer Day Morning Tea



Volunteer Christmas Celebration Luncheon





# Cherished Moments in 2024 - 2025



Harvey Day Out



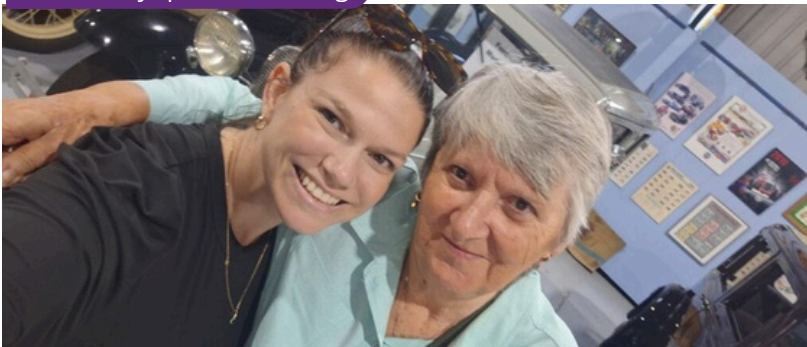
Skyfest 2025



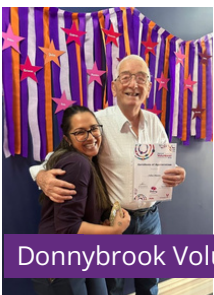
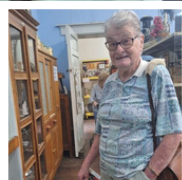
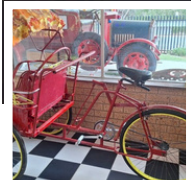
Staff Christmas Party 2024



Collie - Boyup Brook Outing



Staff Christmas Party 2024



Donnybrook Volunteer Appreciation Day



Arm Chair Travel to Vietnam



Margaret River Day Out



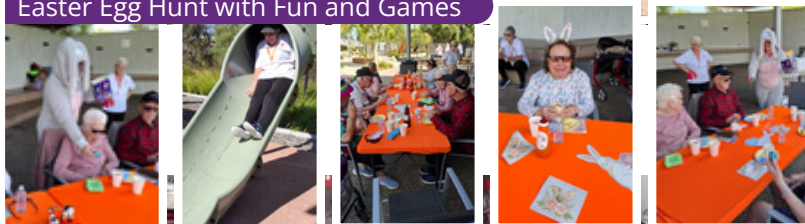
Annebrooke Flower Emporium and Cafe







Easter Egg Hunt with Fun and Games



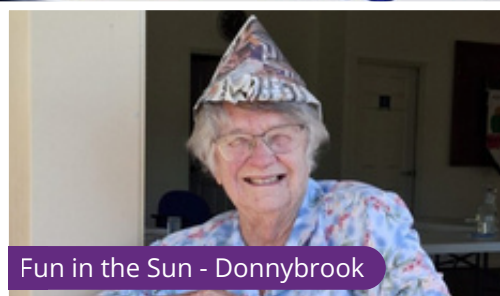
Collie Christmas 2024



Bunnings Easter Craft



Aged Care Games



Fun in the Sun - Donnybrook



Lunch & Games



Painting with Lidia



Cancer Council - Biggest Morning Tea







**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 2025, 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**

A handwritten signature in black ink, appearing to read 'TIM PARTRIDGE'.

**TIM PARTRIDGE FCA**  
**Director**

Bunbury, WA

Dated this 17<sup>th</sup> day of October 2025





## Community Home Care Inc.

### Statement of financial position

As at 30 June 2025

	Note	2025 \$	2024 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	2	5,075,829	3,626,413
Trade and other receivables	3	113,107	171,244
Inventories	5	14,590	-
Other financial assets	4	4,000,000	3,000,000
Other current assets	6	1,206,760	1,671,728
<b>Total current assets</b>		<b>10,410,286</b>	<b>8,469,385</b>
<b>Non-current assets</b>			
Property, plant and equipment	7	2,776,959	2,661,932
<b>Total assets</b>		<b>13,187,245</b>	<b>11,131,317</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	8	823,354	684,726
Provisions	9	744,968	670,797
Other current liabilities	10	14,213	234,630
<b>Total current liabilities</b>		<b>1,582,535</b>	<b>1,590,153</b>
<b>Non-current liabilities</b>			
Provisions	9	22,100	48,182
<b>Total liabilities</b>		<b>1,604,635</b>	<b>1,638,335</b>
<b>Net assets</b>		<b>11,582,610</b>	<b>9,492,982</b>
<b>Equity</b>			
Retained earnings		11,582,610	9,492,982

The accompanying notes form part of these financial statements.



## Community Home Care Inc.

### Statement of profit or loss and other comprehensive income

For the year ended 30 June 2025

	2025	2024
	\$	\$
<b>Income</b>		
CHSP Income	7,038,111	6,717,447
Home care package funding	12,211,101	10,996,043
<b>Other income</b>		
Private and brokerage income	140,745	177,803
Interest received	346,987	310,571
Gain on asset disposal	46,211	12,813
Other income	38,662	24,996
<b>Total income</b>	<b>19,821,817</b>	<b>18,239,673</b>
<b>Direct costs</b>		
Salary and wages	(11,581,280)	(10,871,457)
Consumables	(1,104,320)	(854,332)
Subcontractors	(1,594,446)	(1,304,128)
Volunteer reimbursements	(50,659)	(54,911)
<b>Total direct costs</b>	<b>(14,330,705)</b>	<b>(13,084,828)</b>
<b>Gross surplus</b>	<b>5,491,112</b>	<b>5,154,845</b>
<b>Expenses</b>		
Administration salary and wages	(960,377)	(823,903)
Accountancy and audit	(29,040)	(35,700)
Accommodation	(442,053)	(333,735)
Depreciation and amortisation	(235,730)	(214,776)
Insurance	(691,369)	(559,457)
IT and communication expenses	(223,446)	(161,317)
Marketing and promotion	(95,852)	(117,567)
Motor vehicle expenses	(182,555)	(220,592)
Operating expenses	(380,980)	(458,716)
Other employee expenses	(139,586)	(201,351)
Other expenses	(20,496)	(32,091)
<b>Total expenses</b>	<b>(3,401,484)</b>	<b>(3,159,205)</b>
<b>Net surplus</b>	<b>2,089,628</b>	<b>1,995,640</b>

The accompanying notes form part of these financial statements.



## Community Home Care Inc.

Statement of cash flows  
For the year ended 30 June 2025

	Note	2025 \$	2024 \$
<b>Cash flows from operating activities:</b>			
CHSP grant funding		7,344,896	5,769,590
Client funding and other income		12,458,031	10,365,790
Interest received		346,987	310,571
Payment to supplies and employees		(17,395,952)	(15,792,666)
<b>Net cash flows from/(used in) operating activities</b>		<b>2,753,962</b>	<b>653,285</b>
<b>Cash flows from investing activities:</b>			
Proceeds from sale of plant and equipment		86,100	-
Purchase of property, plant and equipment		(390,646)	(444,282)
Purchase of investments		(1,000,000)	-
Reduction in investments		-	1,000,000
<b>Net cash provided by/(used in) investing activities</b>		<b>(1,304,546)</b>	<b>555,718</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>1,449,416</b>	<b>1,209,003</b>
Cash and cash equivalents at beginning of year		3,626,413	2,404,597
Cash and cash equivalents at end of financial year	2	5,075,829	3,613,600
<b>Reconciliation of net cash flows from operations with net surplus from operating activities:</b>			
		2025 \$	2024 \$
Surplus from ordinary activities		2,089,628	1,995,640
Adjustments for:			
Depreciation		235,730	214,776
Net (gain)/loss on disposal of plant & equipment		(46,211)	(12,813)
Change in operating assets & liabilities			
Accounts receivable and other accruals		835,064	(1,058,660)
Other assets		(49,634)	(19,968)
Inventories		(14,590)	-
Accounts payable and other accruals		(344,114)	(369,223)
Provisions		48,089	(96,467)
		<b>2,753,962</b>	<b>653,285</b>

The accompanying notes form part of these financial statements.





## Community Home Care Inc.

Statement of changes in equity  
For the year ended 30 June 2025

2024	Retained earnings \$	Total \$
Opening balance	7,497,342	7,497,342
Profit for the year	1,995,640	1,995,640
Closing balance	9,492,982	9,492,982

2025	Retained earnings \$	Total \$
Opening balance	9,492,982	9,492,982
Profit for the year	2,089,628	2,089,628
Closing balance	11,582,610	11,582,610

The accompanying notes form part of these financial statements.



## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 1. Material accounting policy information

#### 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, the Australian Charities and Not-For Profits Commissions Act 2012 and 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.

#### 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.



## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 1. Material accounting policy information (continued)

#### 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 2025 is as follows:

	\$
Motor vehicles	102,423
Buildings	52,550
Furniture, plant & equipment	52,508
IT capital	28,249
	235,730

#### e. Long service leave

Long Service Leave is brought to account as a liability in the balance sheet by employee following five years of continuous service by an employee, 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.

#### f. Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less.

Term deposits with a maturity exceeding three months are recognised as other financial assets.

#### g. Goods and services tax (GST)

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

Receivables and payable are stated inclusive of GST.

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

#### h. Comparatives

Comparative figures have been adjusted to conform to changes in presentation for the current financial year.





## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 2. Cash and cash equivalents

	2025	2024
	\$	\$
Cash at bank	5,074,001	3,624,679
Cash on hand	1,828	1,734
	5,075,829	3,626,413

### 3. Trade and other receivables

Current	2025	2024
	\$	\$
Trade receivables	122,067	202,190
Less provision for debtor impairment	(8,960)	(30,946)
	113,107	171,244

### 4. Other financial assets

Current	2025	2024
	\$	\$
Term deposits	4,000,000	3,000,000

### 5. Inventories

Current	2025	2024
	\$	\$
At cost		
Clinical stock and uniforms	14,590	-

### 6. Other assets

Current	2025	2024
	\$	\$
Other assets		
Prepayments	169,613	124,979
Outstanding workers compensation claims	85	22,606
GST receivable	-	159,805
Funding receivable	1,037,062	1,364,338
	1,206,760	1,671,728



## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 7. Property, plant and equipment

Summary	2025 \$	2024 \$
Buildings	2,029,679	2,082,229
Capital works in progress	70,949	-
Plant and equipment	65,416	66,973
Office equipment	119,201	93,192
Motor vehicles	472,716	372,774
Other property, plant and equipment	18,998	46,764
	2,776,959	2,661,932

### 8. Trade and other payables

Current	2025 \$	2024 \$
Trade creditors	262,262	200,624
Credit card	2,690	-
Accrued expenses	92,380	228,915
Accrued wages	262,383	255,187
Superannuation payable	101,119	-
GST payable	102,520	-
	823,354	684,726

### 9. Provisions

Current	2025 \$	2024 \$
Provision for long service leave	227,680	210,394
Provision for annual leave	517,288	460,403
	744,968	670,797

Non-current	2025 \$	2024 \$
Provision for long service leave	22,100	48,182



## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 10. Other liabilities

Current	2025 \$	2024 \$
HCP client funds	12,717	84,135
Client funds pending return	1,496	1,732
CHSP funds subject to recovery FY23/24	-	148,763
	14,213	234,630

### 11. 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).

Community Home Support Program (CHSP) funding from the Australian Government, Department of Health and Aged Care (Commonwealth) has been secured until 30 June 2027.

### 12. 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. This option was exercised in September 2023.

### 13. Collie Activity Centre building

The Collie Activity Centre at 7 Vernon Street, Collie is currently being leased from the Government of Western Australia, Department of Health, with an agreement in place until 2030 and a peppercorn annual rental.

On 7 July 2025, the Board approved management to proceed with the purchase (subject to approvals) of the building from the Government at a price of \$220,000 (excluding GST).





## Community Home Care Inc.

Notes to the financial statements

For the year ended 30 June 2025

### 14. Property lease commitments

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

Office location	Lease expiry	Annual commitment \$
Busselton office	1 December 2025	45,409
Margaret river office	30 June 2026	11,571
Donnybrook office	1 October 2027	14,826
Bridgetown	30 April 2026	8,864
Bunbury office	15 April 2028	49,797

### 15. Key Management Personnel

The remuneration paid to key management personnel during the year was \$822,620 (2024: \$891,243).

### 16. Related party transactions

During the year mobility supplies totalling \$12,331 were purchased from a business owned by a Member of the Board. There were no amounts outstanding at 30 June 2025.

### 17. Future activities

As the Board review the financial performance and the surplus reflected in the 30 June 2025 Financial Report, it is important to consider this within the broader context of future organisational needs and strategic investments. The surplus offers a strong foundation for the sustainability of the organisation and presents an opportunity to support several key initiatives aimed at long-term growth, service enhancements, and operational efficiencies.

The Australian Government via the Department of Health Disability and Ageing are reforming in-home aged care to help older people live at home longer. Support at Home will replace Home Care Packages and the Short-Term Restorative Care Programme from 1 November 2025. The Commonwealth Home Support Programme will transition to Support at Home no earlier than 1 July 2027. At the date of this report Community Home Care Inc. acknowledge these reforms are significant and will be working with the Department and clients throughout 2025/2026 and subsequent years to provide continuity of client services under the new arrangements.

Future activities which the Board are implementing and/or considering include the following:

- Allocating resources for transformation to the new Aged Care Act;
- Progress IT Strategic Roadmap;
- Motor vehicle fleet update;
- Explore the expansion of the Bunbury Hub site; and
- Exploring property acquisition opportunities for our site offices.



## Community Home Care Inc.

Certificate by members of committee

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 2025 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

Dated:

Raymond Thomas

Treasurer



## 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 2025, 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 2025, 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 2022*

### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of Community Home Care Inc. in accordance with the ethical requirements of the *Associations Incorporation Act (WA) 2015*, *Australian Charities and Not-for-profits Commission Act 2012* and the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Emphasis of Matter- Basis of Accounting**

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

### **Emphasis of Matter- Economic Dependency**

We draw attention to Note 10 to the financial statements whereby in order to continue as a going concern, Community Home Care Inc. is dependent upon the continued receipt of funding from the 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 17<sup>th</sup> day of October 2025

# ACKNOWLEDGEMENTS

Belong at Home takes opportunity to acknowledge the following groups, departments and organisations for our continued relationship in 2024 / 2025

## Funders, Partners and Agencies

- Advocate
- Advocacy WA
- Aged Care Quality and Safety Commission
- Alzheimer's WA
- ATC Work Smart
- National Bank
- Cancer Council
- Capital Guardians
- Department of Health- Western Australia
- Department of Health- Australia
- 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.

## Sponsors, Donators & Supporters

- Kia The Jones Boys Motors
- Esplanade Busselton
- Richard Taylor
- Bunbury Mowers
- Siesta Park
- The Hilton Busselton
- The Shelter Brewing Co

## Most Importantly

- Our Clients
- Our Staff
- Our Volunteers
- Client Family Members & Primary Caregivers
- Community Members
- CHC Association Members

## Within Each of Our Serviced Areas

- Southwest Regional Assessment Service
- 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
- Men's Sheds







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