



**Blackall Range**  
CARE GROUP LTD



# ANNUAL REPORT 2023



## ACKNOWLEDGMENT OF COUNTRY

RangeCare acknowledges the Gubbi Gubbi, Butchulla, Jinaburra and Wakka Wakka people as the traditional custodians of the land where we live and work.



# AGENDA

## ANNUAL GENERAL MEETING

Friday 3rd November 2023  
Flaxton Cottage, 360-362 Flaxton Drive  
Flaxton QLD 4560  
10:00 am- 11:30 am

- 1. Welcome and Apologies:**  
Lenore Simpson, Chair of the Board
- 2. Verification of Minutes of Annual General Meeting 2022**
- 3. Chair's Report:** Lenore Simpson
- 4. Chief Operating Officer's Report:** Gary Holland
- 5. Financial Report:** Leigh Watkins
- 6. Election of Directors:**  
Lenore Simpson, Alan Boyle, Ken Winsor, Leigh Watkins,  
James Wilson-Smith – Lenore Simpson/Greg Mannion
- 7. Appointment of Auditor for 2023-2024 by vote:** Chair
- 8. Questions and General Business**
- 9. Meeting Closure**

**ANNUAL  
REPORT  
2023**



# OUR HISTORY

NDC was formed in 1984 to provide community services.



1984

At the time we had 6 staff members and volunteers who operated in Nambour (NDC).



1991

On March 21st, 1996 The Range Care Flaxton Cottage was officially opened.



1995

1996

1998

In 1986 the Montville Care Group was formed. The objectives of the Group were to assist elderly people in Flaxton and Montville to maintain their independence, and to help their families in times of crisis. Initial services provided included a comfort group for special support, someone to talk to on the telephone, maintenance of lawns and odd jobs, nursing care, drivers to medical facilities and Meals on Wheels in the Montville area.



1986

Then in 1995 the Group received a grant to build a Day Respite Centre (The Care Cottage), and Mrs Patricia Rowe was appointed as the first full time paid Coordinator. At the same time the Nambour centre was moved to Doolan Street and a club house for the Young Ones was added with the help of the Apex club.



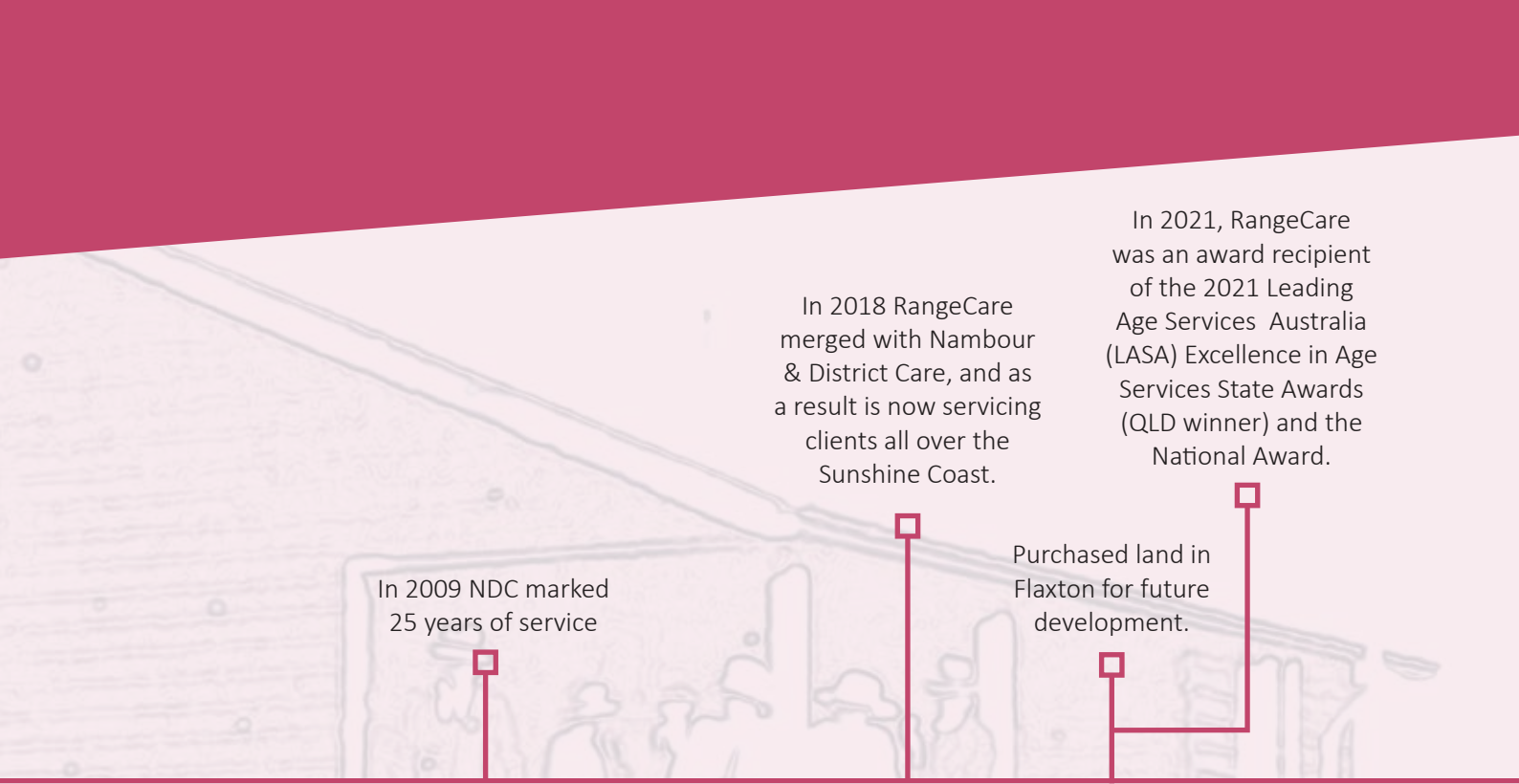
In 1991 the group became the Blackall Range Care Group and expanded its services along the length of the Blackall Range from Mapleton to Maleny.



In 1998 the first BRCG Maleny Office opened in a room at the Maleny Hospital







2000

2007

2009

2011

2017

2018

2021

2023

In 2009 NDC marked 25 years of service

In 2018 RangeCare merged with Nambour & District Care, and as a result is now servicing clients all over the Sunshine Coast.

Purchased land in Flaxton for future development.

In 2021, RangeCare was an award recipient of the 2021 Leading Age Services Australia (LASA) Excellence in Age Services State Awards (QLD winner) and the National Award.

In 2007 Federal, State and Local governments provided funding for a new administration block and overnight respite facility which opened in 2008.

In 2017 RangeCare went from an incorporated association to a company limited by guarantee.

In 2021 RangeCare received funding to open a Day and Overnight Respite Centre and provide home care packages in the Gympie community.

In March 2023 a Time Capsule was dug up revealing contents that had been buried for 15 years. A new Time Capsule was later buried in September of the same year.

By 2000 BRCG had grown to 8 staff members who were assisted by 70 volunteers to look after more than 100 clients across the Range from Mapleton to Maleny.

In 2011 an office was built at the Maleny Hospital grounds.

RangeCare opened its first op shop in May 2018, which relies on the generosity of the local community to donate quality goods.



# MEET OUR BOARD MEMBERS



## **Lenore Simpson** Chair

Lenore has extensive leadership and management experience in the public, private and community sectors with a strong focus on service delivery in health and welfare both nationally and internationally. Lenore has provided guidance and technical expertise to developing and post war economies on health sector rationalisation, governance and the introduction of health funding models. Lenore holds qualifications in Business, Public Health and Health Administration and is a graduate of the Australian Institute of Company Directors and currently holds the role of Manager Strategy and Operational Planning with the Sunshine Coast Hospital and Health Service.



## **Alan Boyle** Vice Chair

Alan Boyle moved to the Sunshine Coast hinterland in 2004. He has a corporate background as Chief Financial Officer and Chief Information Officer for a large public company. A life member of the Chartered Institute of Secretaries and the Governance Institute of Australia and retired Fellow of the Certified Practising Accountants, he has also been involved in Not-for-Profit organisations including Royal NSW Institute for Deaf and Blind Children, North Sydney Community Hospital, and Lincoln Centre for Bone and Joint Diseases. He has served in various positions with the Probus Club of North Blackall Range Inc, including President on two occasions and is currently the Treasurer.



## **Leigh Watkins** Director

A talented leader, experienced and engaging communicator with considerable experience in developing innovative products and programs that deliver considerable value to customers, communities and businesses. A combined 20 year plus experience base as a Director and Chair across Community and Corporate sectors. Whilst Leigh is recognised as a business and community leader, many will also recognise him as an accomplished motorsport professional with a national title to his name. Early in his career Leigh found considerable success in his technical role with Telstra where he quickly grew as a leader, mentor and trainer and continuing to develop his passion for the end-to-end delivery of significant projects. Leigh has created two start up businesses, Simply Delicious a natural foods takeaway and he established the Blackburn & Lockwood real estate franchise in Bendigo.



## **James Wilson-Smith** Director

James is a barrister and non-executive director with extensive legal experience. He commenced legal practice in England in 1996 before moving to the Sunshine Coast with his family in 2006. During his many years as a barrister, James has developed a reputation for his integrity, and clear strategic thinking. In addition to his legal qualifications James also has qualifications in economics and international relations and is a graduate of the Australian Institute of Company Directors.





### **Kenneth Winsor** Director

Ken held various management roles in the retail industry over a period of fifteen years. After a further five years with a Manufacturers agent he became involved in building and managing a large Indoor Cricket Centre in Brisbane becoming Executive Director of Indoor Cricket Qld Inc. a role he held for fifteen years. While involved with The Indoor Sports Industry he also held honorary positions as National President of the Australian Indoor Cricket Federation & Chairman of the Sports Federation of Queensland. Ken is still involved on the Annual Awards Selection Committee for the Queensland Sports Awards. He was awarded the Australian Sports Medal for service to sport in 2000.



### **Dr Nita C Lester** Director

Nita is a strategic leader with over 35 years of experience in both the educational and science fields. Nita has PhDs in these areas and was at the forefront of an award-winning innovative science programme providing outcomes in the leadership area of rare and threatened flora and fauna while improving quality of learning for the future generations. For the past nine years, Nita has been a leader in the botanical art industry. Recently, Nita has assisted a number of families and small communities with health directives and future outcomes. Nita is passionate about community and wellbeing, and believes in transforming ideas into successful innovations to foster sustainable growth, hence her reason for her active involvement with Range Care.



### **Greg Mannion** Executive Director

Greg moved to the Sunshine Coast from Tasmania in 2018. In Tasmania, he held a number of senior leadership roles in the electricity industry, before moving into the Aged Care Industry in 2012 as Business Manager. He has a background and a multitude of qualifications in Finance, Psychology, Mediation, and Leadership. Greg was CEO of RangeCare for 3 years prior to joining the Board of Directors.



### **Carol Trevor** Independent Committee Member

Carol Trevor is currently the Director of Safety, Quality and Innovation at the Sunshine Coast Hospital and Health Service. Carol has held a number of management roles within both the private and public health sector in particular in the area of patient safety and quality improvement. Carol has extensive experience and has provided advice and guidance in setting up Clinical and Corporate Governance Frameworks inclusive of supporting systems and processes for several hospital and health services. Carol is also a competent health care professional with over 35 years' experience as a midwife and child health nurse. Carol is a Graduate of the Australian Institute of Company Directors and has held Non- Executive Director positions.

# CHAIR REPORT

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**2022-2023 was another year of change and growth for RangeCare.**

**Despite ongoing challenges in the environment in which we operate, we remained steadfast in delivering on our priorities while effectively managing emerging issues in a fast-paced operating environment.**

As we all know, the last few years have been tough, and this year was no different and in particular the first half was a difficult one. Despite the challenges that affected many industries and businesses across Australia, we, in true RangeCare style, persevered and remained committed to delivering to our valued clients. Gary (in his first year at the helm) and his team worked to negate the impacting financial and resource pressures to bring us to the end of the financial year stronger than how we began and with a record number of Home Care packages and services provided.

Change and difficult times will continue, we have the aged care reforms resulting from the Royal Commission into Aged Care Quality and Safety that is introducing some fundamental and systemic changes, all of which are still to be finalised and introduced, and the very recently released report and recommendations from the Disability Royal Commission.

Cyber security is not just a passing phase but is a true and real threat to all organisations no matter their size or business. Over the past year we have worked extremely hard to strengthen our digital security processes and to take proactive measures to protect us against cyber security breaches and other malicious cyber criminal activities. Aged sector is under constant change and evolving.

The contributing factor to our survival and sustainability is our ability to remain flexible and agile through the difficult times and our continued ability to do so. Despite the challenges we have always kept our eyes on ensuring our sustainability.

Growth and innovation have enabled us to address and survive pressing local and global challenges. Our teams were able to introduce novel solutions and approaches. We have been recognised locally and nationally for doing so.

I am excited about the positive future that awaits

RangeCare. Our reputation within the community is excellent and our services continue to be in high demand, as individuals and families recognise the benefits of receiving care in the comfort and familiarity of their own homes or enjoy a day out in a welcoming cottage/facility close to home provided by a local and community focused organisation.

There is a tremendous opportunity for our RangeCare to grow and make a lasting impact in the communities we serve. This year we will:

- continue to focus on growth opportunities and innovation.
- continue to expand our footprint across the Sunshine Coast where it is appropriate and aligns with our charity purpose to do so.
- further develop our plans for our land in Flaxton
- implement the Royal commission reforms and changes required.

Our future looks positive. We have a solid, well thought out strategic plan with clarity of direction, an awesome management team, great staff, volunteers and contractors who do their best for our clients and our community. I am supported by a very talented Board and Management team. We are flexible, agile and a cohesive team.

It has been a privilege to be part of the governance of RangeCare and to assist to lead us through another busy year. Sincere thanks to Gary, his management team and all his amazing staff. Thanks to our volunteers as you know we cannot continue to do what we do if you were not part of it. And my fellow Board Members who also as volunteers continue to provide expert and professional support and oversight.

**Lenore Simpson**  
Chairperson







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# MEET OUR MANAGEMENT TEAM



**Gary Holland**  
Chief Operating Officer



**Amie Marriott**  
Corporate Services  
Manager



**Terry Lutteral**  
Operations Manager



**Evan Watson**  
Financial Controller



**Kate Danielsen-Jenson**  
Services Manager



**Jess Garey**  
Business Development  
Manager





**Tania Collier**  
Contracts & Compliance  
Manager



**Annette Pinzone**  
Human Resources  
Manager



**Janene McCarthy**  
Field Team Manager  
(Flaxton & Maleny)



**Amanda Ekert**  
Field Team Manager  
(Nambour)



**Kath Heatherington**  
Field Team Manager  
(Gympie)



**Frank Vos**  
Technical Services  
Manager



**Sam Coe**  
Administration and  
Scheduling Manager



**Simone Laurent**  
Senior Registered Nurse

# COO REPORT

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**In 2023, RangeCare has faced a unique set of challenges, but has overcome these to make substantial advancements, maintain its reputation as a provider of compassionate care and quality services, and demonstrate our resilience and commitment to our clients.**

As we navigated the aftermath of the global pandemic, we encountered unexpected obstacles. Despite the perception that COVID-19 was behind us, the ripple effects of the pandemic continued to impact our operations.

This year was marked by increasing inflation and costs, a global shortage of staff, changes to employee awards, program funding and policy changes, and there was also significant reduction in financial support that we had previously received from the government during the height of COVID-19. These pressures tested us, but also provided the opportunity to demonstrate our maturity as an organisation, and our commitment to providing the best possible care for our clients.

In the initial half of the year, we faced significant difficulty recruiting staff, which greatly impacted our ability to deliver our usual services to our existing clients, including maintaining consistent schedules with the same support worker. To safeguard our clients, we made the strategic decision to halt admissions for new clients and postpone any planned increases in service fees. This decision, while necessary, put considerable financial pressure on our organisation.

Despite this, our entire team worked relentlessly to meet the needs of all our clients. We implemented innovative strategies to attract new employees, and by December these efforts began to yield positive results, allowing us to gradually resume our normal services. We were then able to reopen admissions for new clients, and with our services returning to normal, we were also able to implement appropriate price increases.

Throughout the second half of the year a lot of positive momentum developed. We were able to meet the growing demand for assistance and substantially increased the number of home care packages. We recently achieved a milestone of 400 packages. This momentum was also evident in

Gympie, and the effort and investment at Gympie over the past 3 years has now flourished.

The year also brought other successes and increased opportunities for engagement. We celebrated 40 years of Meals on Wheels in Maleny, a milestone that underscores our long-standing commitment to serving our community.

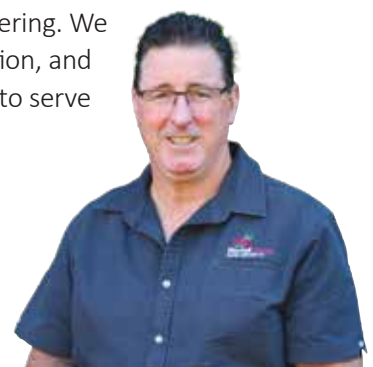
We also held a time capsule event. Unveiling the contents previously buried 15 years ago brought back many memories. It allowed us to reflect on the origins of the organisation, reconnect with the community, and celebrated the many achievements and our great people all the way back to 1986. As part of these celebrations, we have launched a living history book on our website. We will continue to gather the historical information about the organisation and release regular updates.

With our focus needing to be on maintaining and growing our core business and ensuring our clients' needs are met, there has been limited opportunity to focus on other expansion opportunities. Development plans for the new land at Flaxton are continuing slowly, and we have started building a framework for future fundraising.

I want to wholeheartedly thank the entire RangeCare team. I am so proud to work with so many people that are passionate and driven to provide the best care to our clients. Likewise, I wish to express my gratitude to our volunteers that continue to generously give of their own time to enhance the lives of our clients. I finally would like to thank the board for the opportunity and support in my initial months as COO.

In conclusion, while 2023 was a challenging year for RangeCare, it was also a year of resilience and growth. We faced each challenge head-on and found opportunities amidst adversity. Our commitment to helping clients live their best lives has remained unwavering. We are in a financially secure position, and we look forward to continuing to serve our community in 2024, and in the years to come.

**Gary Holland**  
Chief Operating Officer







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# FINANCIAL REPORT 2023

PRESENTED BY LEIGH WATKINS

RangeCare has accomplished remarkable progress and maintained its well-deserved reputation despite the challenges faced in the past year. The financial result for this year showed a profit of \$126,882 before depreciation however after allowing for the depreciation a loss of \$20,164 was recorded. The result can be viewed as a positive outcome considering the circumstances and the strategic decisions made throughout the year.

The financial year can be divided into two distinct halves. The first half presented hardships due to the impact of COVID-19, rising costs, inflation, a national staff shortage, and reduced financial support from the government. However, RangeCare made a conscious and admirable decision to prioritise the well-being of its clients by refraining from increasing client fees and accepting new clients, ensuring uninterrupted services for existing clients.

Fortunately, in December, there was a significant improvement in employee numbers, allowing RangeCare to resume accepting new home care packages and implement a price increase. This

marked the normalisation of business operations and witnessed substantial growth in home care packages. The expansion in Gympie has proven to be a highly successful venture, contributing significantly to RangeCare's earnings and benefiting the Gympie community.

The table serves as a testament to the positive momentum achieved throughout the year. The decision to increase fees and accept new clients, indicated by the dotted line, instils confidence in RangeCare's future financial direction for the coming 12 months, supported by a solid financial balance sheet.

## Profit and Loss Summary for the 2022/2023 Financial Year

	This Year 2022/2023	Last Year 2021/2022	Difference 2023-2022	%	Previous Year 2020/2021
<b>Income</b>					
Program income	4,526,290	4,858,780	(332,490)	-7%	4,189,021
Client Fees	930,178	1,009,016	(78,838)	-8%	1,210,749
Brokerage	149,115	123,667	25,448	21%	132,902
Package Care	4,996,573	3,904,175	1,092,398	28%	3,549,131
Private	123,653	152,732	(29,079)	-19%	157,260
Volunteer Labour Donations	593,981	560,976	33,005	6%	557,373
Other Income	321,519	454,375	(132,856)	-29%	2,209,030
<b>Total Income</b>	<b>11,641,309</b>	<b>11,063,721</b>	<b>577,588</b>	<b>5%</b>	<b>12,005,466</b>
<b>Expenses</b>					
Indirect Expenses	626,211	780,017	(153,806)	-20%	551,661
Depreciation	147,046	112,780	34,266	30%	130,694
Insurance	50,522	42,838	7,684	18%	39,520
Motor Vehicle Expenses	122,671	100,834	21,837	22%	73,368
Client Support Costs	625,015	638,877	(13,862)	-2%	1,174,896
Volunteer Labour	593,981	560,976	33,005	6%	557,373
Employment Expenses	9,487,988	8,481,328	1,006,660	12%	8,306,620
Volunteer Costs	8,039	15,698	(7,659)	-49%	20,439
<b>Total Expenses</b>	<b>11,661,473</b>	<b>10,733,346</b>	<b>928,127</b>	<b>9%</b>	<b>10,854,571</b>
<b>Profit/(Loss)</b>	<b>(20,164)</b>	<b>330,375</b>	<b>(350,539)</b>	<b>-106%</b>	<b>1,150,895</b>



**Table 1: Year to date Profit FY 2022-2023**



Overall income increased by an impressive \$577,588 (5%) compared to the previous year, primarily driven by remarkable growth in home care package numbers. Although CHSP program income decreased due to funding availability carried forward from the prior year, it is important to acknowledge the significant bequest received in the previous year, contributing to the difference in Other Income.

Expenses witnessed a 9% increase compared to the previous year, primarily attributed to wages, which reflects the return to normal staffing levels post-COVID and adjustments in award wages. On a positive note, indirect expenses were lower as the completion of the Gympie site required minimal additional expenses.

Looking ahead to 2023-24, RangeCare anticipates a return to profitability. The increasing wage costs will be balanced by further funding increases and the continued growth of the home care program. With a strong balance sheet and unwavering commitment, RangeCare is well-prepared to deliver exceptional services to its clients, ensuring a bright future for the organisation.

**Leigh Watkins**  
 Chair of the Finance  
 and Asset Committee



# 2020-2023 HIGHLIGHTS



## Remuneration

2022/2023	\$9,987,002
2021/2022	\$8,948,615
2020/2021	\$8,758,569



## Revenue

2022/2023	\$11,641,309
2021/2022	\$11,063,721
2020/2021	\$12,005,466



## Volunteer Labour Donations

2022/2023	\$593,981
2021/2022	\$560,976
2020/2021	\$557,373



## Total Services Hours

2022/2023	129,640
2021/2022	106,149
2020/2021	135,836



## Package Numbers

2022/2023	374
2021/2022	258
2020/2021	185



## Support Local Community

2022/2023	\$2,823,636
2021/2022	\$1,799,112
2020/2021	\$1,425,048



## New Services

2022/2023	6,043
2021/2022	6,472
2020/2021	4,500





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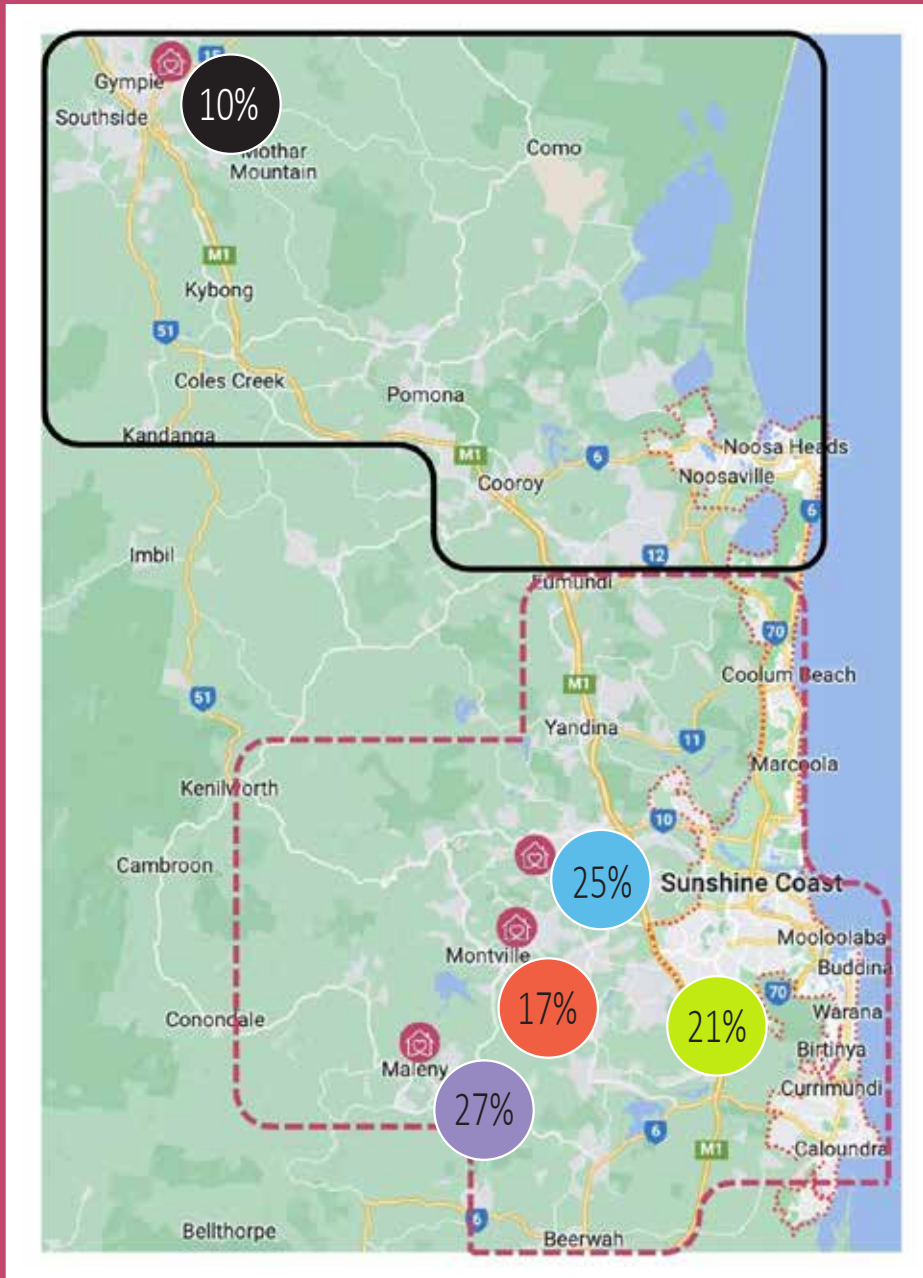








# OUR GEOGRAPHICAL FOOTPRINT



## Client Numbers based on Region

 Maleny	484	27%
 Flaxton and Mapleton	312	17%
 Nambour	464	25%
 Coast	374	21%
 Gympie	188	10%

Total

1,822

Our clients have been identified into five geographic regions.

There are approximately 1,822 Clients.

Client Numbers as of June 2023.

# OUR SERVICES (2022-2023) HOME AND COMMUNITY CARE



**In Home Care**  
(subsidised services Home Care Package and Private Services for both Under and Over 65s)

**Allied Health**  
Hours of service: 6,176

**Transport**  
Hours of service: 8,433

**Domestic Assistance**  
Hours of service: 17,138

**Nursing Care**  
Hours of service: 4,360

**Home Modification**  
Hours of service: 193

**Social Support**  
Hours of service: 23,754

**Social Support (Group)**  
Hours of service: 41,749

**Personal Care**  
Hours of service: 6,228

**Day Respite**  
Hours of service: 2,712

**Overnight Respite**  
Hours of service: 0

**Freeze & Heat Meals**  
Hours of service: 12,353

**Meals on Wheels**  
Hours of service: 3,842

**Technology Support Services**  
Hours of service: 2,539

## Group Activities

- Aqua Aerobics Nambour
- Gym sessions Maleny and Mapleton
- Day respite centre activities
- Nambour, Flaxton and Maleny Shopping trips to the Coast and Nambour
- Younger persons social group Nambour and Flaxton
- Circle Talk Group- 12 week course in Flaxton and Nambour
- Life Story Group- Flaxton and Nambour
- Be Connected IT Tuition
- Buff Bones Pilates
- Chess Club
- Wellness Physio Program





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# ***WITH THANKS*** TO OUR DONORS FOR 2022/2023

# ***WITH THANKS*** TO THESE SPECIAL PEOPLE



**Jennifer Radbourne**

Blackall Range Care Group Ltd would like to acknowledge our donors for 2022/2023 and list below the following donors who contributed:

- Estate of Margaret Siddall
- Maleny Fresh Food
- Estate of Loyd Fleiter
- Roger Loughnan Real Estate
- Barry and Colleen Brady
- Margaret Davoren

Number of Total Donors: 32  
Amount of Donations Received: \$30,909

### **Life members**

- Dorothy Cosandey
- Frank Laver
- Andrew Melville
- Gillian (Gillie) Warren
- Daphne Haderup
- Glennis Barber
- Patricia Habner
- Theodosia Caffin
- Jim Coles

### **Patrons**

- Mr Ted O'Brien MP
- Mr Andrew Powell MP

### **Introducing our new patron, Emeritus Professor Jennifer Radbourne.**

Emeritus Professor Jennifer Radbourne is a retired academic who has both taught and published in the area of fundraising and philanthropy. She retired to the Sunshine Coast in 2011 and lives in Maleny. Jennifer is delighted to be a Rangecare Patron sharing her ideas and taking the journey with Rangecare towards their vision and purpose.



**07 5445 7044**

[www.rangecare.com.au](http://www.rangecare.com.au)