



# Blackall Range

CARE GROUP LTD

## ANNUAL REPORT 2021





# AGENDA

## ANNUAL GENERAL MEETING

Friday 5th November 2021  
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 2020**
3. **Chair's Report:** Lenore Simpson
4. **Chief Executive Officer's Report:** Greg Mannion
5. **Financial Report:** Leigh Watkins
6. **Members approval of changes to BRCG Constitution  
by vote:** Chair
7. **Election of Life Member by vote:** Chair
8. **Appointment of Auditor for 2021-2022 by vote:** Chair
9. **Questions and General Business**
10. **Meeting Closure**

# OUR HISTORY

NDC was formed in 1984 to provide community services.

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

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

1984

1986

1991

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 off jobs, nursing care, drivers to medical facilities and Meals on Wheels in the Montville area.

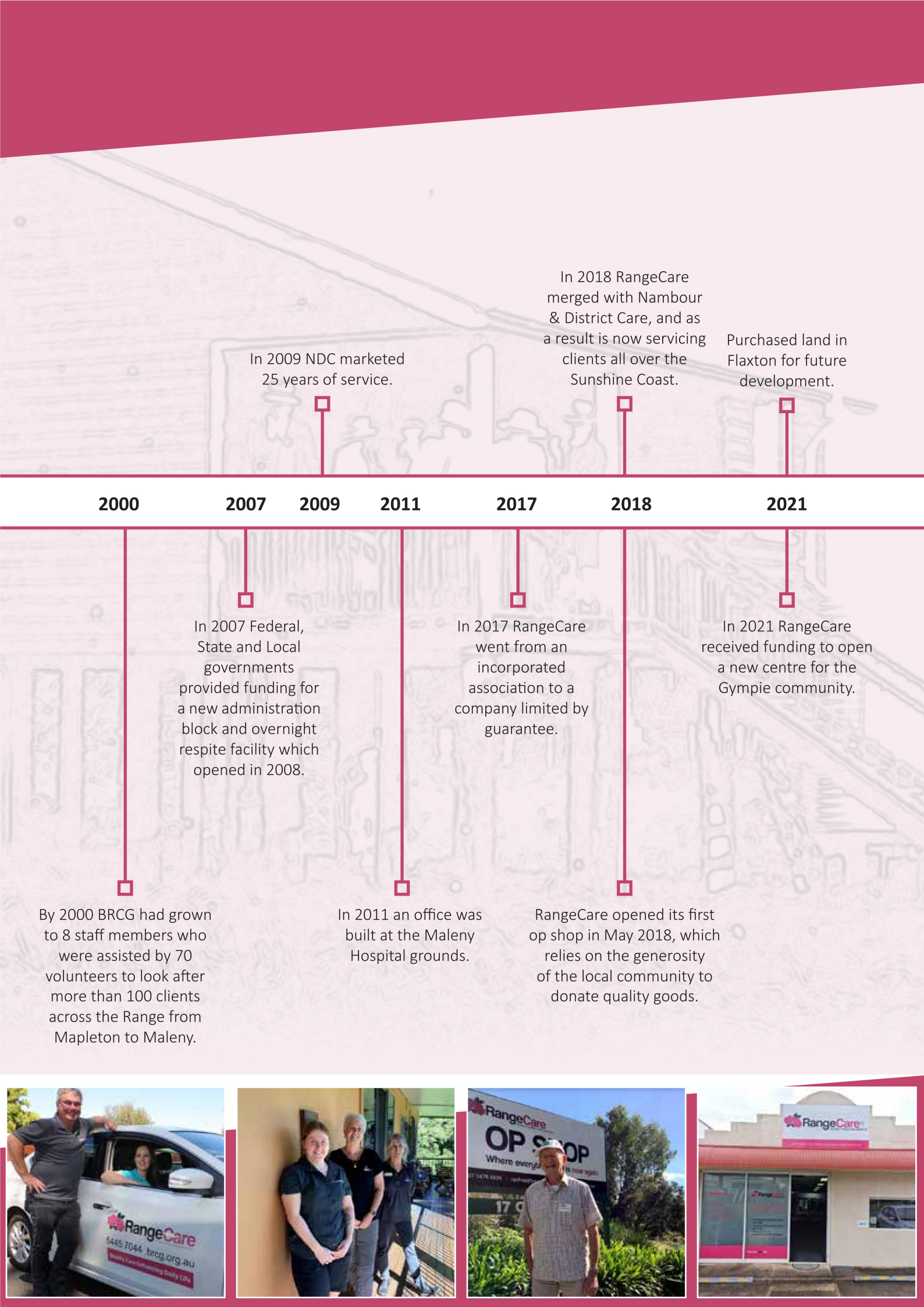
Then in 1995 the Group received a grant to build a Day Respite Centre (The Care Cottage), and Mrs Patricia Rowe was appointed as the first full time paid Coordinator. At the same time the Nambour centre was moved to Doolan Street and a club house for the Young Ones was added with the help of the Apex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







# MEET OUR **BOARD MEMBERS**

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## **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.



## **PATRICIA HABNER (Vice Chair)**

With a passion for community leadership Patricia has been involved with the growth of BRCG for a number of years. This has involved major changes to Government funding, a change from Association to CLG, a merger with Nambour and District Care and the recent negotiations for opening Gympie Care Centre. In 2019 she was presented with the Woman of Achievement Award from Zonta for outstanding service to the Blackall Range Community. Patricia has held Executive and Director roles for over 30 years across a wide range of industries and, most recently, has been elected State President of Croquet Queensland, with 7 Regions and 1600 members.



## **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**

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 business, Simply Delicious a natural foods takeaway and he establishing the Blackburn & Lockwood real estate franchise in Bendigo.





#### DR NITA C LESTER

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.



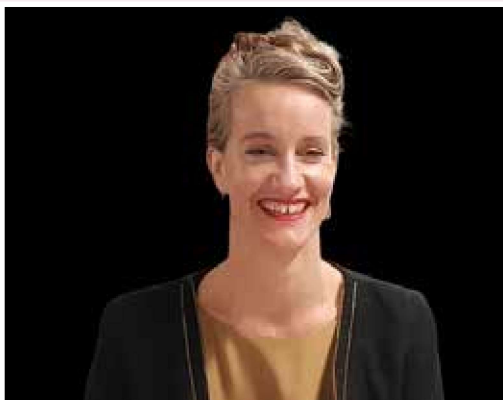
#### KENNETH WINSOR

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.



#### MARTYN BALDWIN

Martyn is an active member of the community volunteering in several organisations, and participating in various other sporting groups. Martyn brings to the board extensive senior management experience of amalgamations, audit, finance, governance, risk, disaster management and recovery, compliance and ICT strategy and operations management. Martyn brings his experience in health, aged, disability and youth services to the Board of BRCG to ensure a sustainable and balanced position for Range Care and the community it supports.



#### Supported by company secretary, JACLYN LEWIS

Jaclyn joined BRCG in 2018 as Company Secretary. Jaclyn has held a number of management positions in the construction industry specialising in corporate governance, risk management, and business development. Jaclyn has recently been elected President of the Sunshine Coast Toastmasters Club, completed her Post Graduate Degree in Business Administration and is currently undertaking an MBA.

# CHAIR REPORT

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At last year's AGM, we all looked forward to 2021 believing that the global pandemic was nearing its conclusion. How wrong were we?? 2021 has been marked with lockdowns, border closures and restrictions, making life difficult for everyone.

RangeCare has continued to provide the services that have helped our clients get through a very difficult 18 months. We were fortunate in qualifying for Jobkeeper during 2020 which helped reduce financial concerns for both our employees and the organisation and allowed us to continue to look after our clients.

We have also focussed some attention of growth opportunities, which is critical to securing our future. Expansion of activities in Gympie, development plans for Flaxton, and continuing to expand our footprint all occurred during the last year.

Our industry is going through some major changes and we must be prepared as these changes occur. The Royal Commission into Age Care concluded this year and has recommend some major changes to the way the industry is funded. While the changes are significant, they are all focused on improving the experience for the client so RangeCare is already ahead of the game due to our focus on the client.

The way we are funded is also changing, both for the CHSP program and the Home Care Packages. This will put some financial pressure on the business in the future, fortunately, our work over the last few years has positioned us well to cope with this financial pressure.

The global pandemic has tested our resilience and ability to adapt to an ever changing world. We are incredibly lucky in that our purpose is clear- Helping our clients to live their best life in wellness, feeling cared for and able to stay in their homes, in our Communities. So every decision we make is guided by this simple purpose.

I am very grateful to the amazingly dedicated people who work with us – our CEO, his Leadership team, our employees and our contractors. Their skill, compassion and care for the client makes RangeCare the organisation it is today. I particularly want to thank our volunteers who continue to offer their time and effort to help make others lives better, even during a global pandemic!

Some of those volunteers are our Board members. The Board is working extremely well and has provided guidance during a very challenging time. I thank the Board members for their dedication and many hours of contribution and the Company Secretary who has supported them throughout the year.

The aged care sector is always changing and evolving. I am confident that our purpose will ensure we remain the organisation our founders and predecessors, some of whom are with us today, created and grew since 1986.

Thank you  
**LENORE SIMPSON**  
Chairperson







Live  
your  
best  
life!





# MEET OUR **MANAGEMENT TEAM**

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**GREG MANNION**

**CEO**

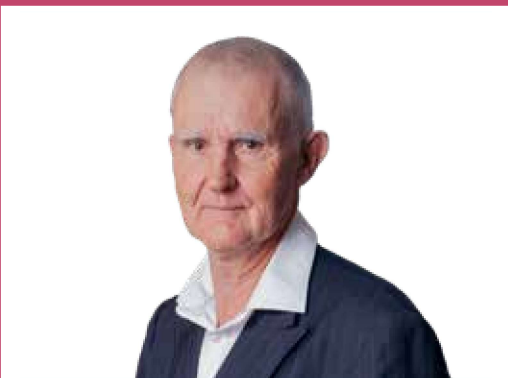
Greg moved to the Sunshine Coast from Tasmania in 2018. In Tasmania, he held a number of senior leadership roles in the electricity industry, before moving into the Aged Care Industry in 2012 as Business Manager. He has a background and a multitude of qualifications in Finance, Psychology, Mediation,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



**AMIE MARRIOTT**

**CORPORATE SERVICES MANAGER**

Amie Marriott has been with BRCG for seven years and has previously carried out the roles of Human Resources Manager and Company Secretary. Amie brings with her qualifications in human resources, work health and safety, and return to work coordination.



**ROLEY SYKES**

**FINANCIAL CONTROLLER**

Roley has qualifications as an accountant in the UK and in Australia. He joined BRCG as Financial Controller in 2017. Prior to that he worked at a senior level for a range of organisations ranging from small private enterprises to major public listed organisations in seven countries.



**GARY HOLLAND**

**OPERATIONS MANAGER**

Gary is a Registered Nurse with post graduate studies in dementia and business management. He has 30 years of experience in Clinical and Management positions in Residential Aged Care both in Victoria and Queensland.





JESS GAREY

**BUSINESS DEVELOPMENT MANAGER**

Jess moved to the Sunshine Coast from Sydney in 2017. She joined RangeCare in 2019, and has held roles in Marketing and Business Development.



TANIA COLLIER

**CONTRACT & COMPLIANCE MANAGER**

Tania has been with BRCG for 2 years and was previously the Manager of Nambour & District Care prior to the merger with BRCG. Tania has 13 years' experience in Aged Care working in areas of Assessment, Direct Care, Service Coordination and Management



AMANDA EKERT

**FIELD TEAM MANAGER (NAMBOUR)**

Amanda Ekert is new to the BRCG management team as the Field Team Manager for Nambour. Amanda brings with her qualifications in Human Services and over ten years of experience within the care sector, including various leadership roles throughout this time.



JANENE MCCARTHY

**FIELD TEAM MANAGER (FLAXTON & MALNEY)**

Janene is our longest serving member of the Management Team, having started in 2005. Janene has held a number of roles over that time and holds a range of Aged Care specific and Management qualifications.



VICKI MARTIN

**CARE SERVICES TEAM MANAGER**

Vicki started with BRCG over 10 years ago as a Care Support Worker. During her time with the organisation, Vicki has held various positions within the Care Management side of the business. Vicki holds qualifications in Management, Services Coordination and Quality Auditing.

# CEO REPORT

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The last 12 months has seen RangeCare continue to grow and further enhance our reputation in the community. We were recently awarded the Queensland winner of the Excellence in Aged Care Award by LASA, demonstrating the recognition we are receiving not just in our local community, but within the wider industry.

The worldwide pandemic continued and has now permanently changed some things in all our lives. For our business, we continued to show agility by having to open and then shutdown group activities, restrict services, and meet changing PPE requirements. On a personal level, there is “pandemic fatigue” in our people – employees, contractors, volunteers, and clients. Some are also experiencing ongoing mental health and isolation issues.

Once again RangeCare stepped up for our community. I am extremely proud of what RangeCare has done during this pandemic. We helped local businesses stay afloat, we helped keep isolated people in contact with friends and family interstate and overseas, and we constantly strived to help every client live their best life. We continued to deliver meals to our client’s homes – we have now delivered well over 10,000 meals since the pandemic commenced. We stayed in touch with 100’s of our clients who were isolated without any family support. And many of our clients have learned how to use an iPad so they can stay connected to their community and their family.

Despite the pandemic, we remained focused on the potential for growth, critical to secure our future. During the year we secured some funding to expand our operations in Gympie and purchased some land in Flaxton which will allow our expansion on the Range.

We also saw some huge industry changes over the last year. The Royal Commission recommendations along with the funding changes will continue to test our industry. RangeCare is well positioned for all these changes due to our financial stability

and our clear purpose of helping clients live their best lives. Our level of care is already extremely high and our positive reputation in the community continues to grow. We have shown we can adapt and respond quickly to changing circumstances and continue to provide what our clients need.

I want to close by thanking the whole RangeCare team – employees, volunteers, and contractors -who continue to make performing my role as CEO an honour. Our people are amazing and are driven by one thing – making a difference to our clients. And I want to thank the Chair and the Board for their unwavering support and encouragement.

The future looks bright for RangeCare – building on the great foundations set by those before us.

**GREG MANNION**

Chief Executive Officer







*Live  
your  
best  
life!*





# FINANCIAL REPORT 2021

## PRESENTED BY LEIGH WATKINS

The financial year 2020-21 saw the organisation deliver a healthy surplus while continuing to cope with the global pandemic. Our service levels remained low at the start of the financial year which qualified the organisation for JobKeeper payments for the period July to December 2020. This allowed us to continue to keep our people employed and delivering services to our clients in their time of need. As people adapted to the pandemic, we saw service levels slowly increase. However, the pandemic has increased the costs of providing these services as we abide by the restrictions and requirements of health directives. Example include limiting numbers in day centres and the op shop, limiting numbers in cars and buses, and the costs of providing additional PPE to staff and volunteers.

Overall income rose by \$2,156,608 (22%) compared to last year. Our package and NDIS income increased as we grow those activities, and our volunteer donations grew as our valued volunteers came back to help us out after the initial lockdowns. Our other income increased primarily due to increased Government pandemic stimulus payments.

Expenses rose by 15% compared to last year. Indirect costs were higher as we purchased the technology equipment for clients facilitating our highly recognised ROSE project, along with upgrading our technology for our field workforce. Clients support costs dropped due to a change in accounting treatment of external package payments. The labour costs were higher due to "top-up" payments for the JobKeeper program and the increase in service levels.

Looking forward to 2021-22, we can expect a reduced surplus compared to this year, as the Government stimulus payments have ceased. We expect a reasonable surplus with a growth in packages, NDIS services, and our expansion of the Gympie operation.

Our Balance Sheet has strengthened this year with equity of over \$5 million, no financing debt, and a healthy bank balance. This has provided some security for the business and provides an opportunity to grow and expand the great services that we provide.

**LEIGH WATKINS**

Chair of the Finance and Asset Committee

### Profit and Loss Summary for the 2020/2021 Financial Year

	This Year 2020/2021	Last Year 2019/2020	Difference 2021-2020	%	Previous Year 2018/2019
<b>Income</b>					
Grants	4,189,021	3,864,120	324,901	8%	4,165,996
Client Fees	1,210,749	1,059,081	151,668	14%	804,802
Brokerage	132,902	180,307	(47,405)	-26%	151,127
Package Care	3,549,131	2,952,067	597,064	20%	2,160,679
Private	157,260	155,743	1,517	1%	56,830
Volunteer Labour Donations	557,373	455,032	102,341	22%	544,198
Other Income	2,209,030	1,182,508	1,026,522	87%	236,300
<b>Total Income</b>	<b>12,005,466</b>	<b>9,848,858</b>	<b>2,156,608</b>	<b>22%</b>	<b>8,119,932</b>
<b>Expenses</b>					
Indirect Expenses	551,661	420,172	131,489	31%	358,703
Depreciation	130,694	179,920	(49,226)	-27%	149,919
Insurance	39,520	34,916	4,604	13%	23,404
Motor Vehicle Expenses	73,368	58,561	14,807	25%	66,713
Client Support Costs	1,174,896	1,416,215	(241,319)	-17%	1,145,188
Volunteer Labour	557,373	455,032	102,341	22%	544,198
Employment Expenses	8,306,620	6,845,830	1,460,790	21%	5,842,405
Volunteer Costs	20,439	8,238	12,201	148%	17,350
<b>Total Expenses</b>	<b>10,854,571</b>	<b>9,418,884</b>	<b>1,435,687</b>	<b>15%</b>	<b>8,147,880</b>
<b>Profit(Loss)</b>	<b>1,150,895</b>	<b>429,974</b>	<b>720,921</b>	<b>168%</b>	<b>(27,948)</b>





New  
Gympie  
Day & Overnight  
Respite Centre



# 2020-2021 HIGHLIGHTS



## — Remuneration —

2020/2021	\$8,758,569
2019/2020	\$7,263,387
2018/2019	\$6,356,614



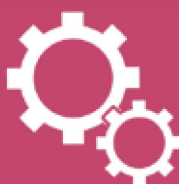
## — Revenue —

2020/2021	\$8,305,234
2019/2020	\$8,354,230
2018/2019	\$7,448,280



## — Volunteer Labour Donations —

2020/2021	\$557,373
2019/2020	\$455,032
2018/2019	\$535,108



## — Total Services Hours —

2020/2021	135,836
2019/2020	134,069
2018/2019	141,691



## — Package Numbers —

2020/2021	185
2019/2020	148
2018/2019	99



## — Support Local Community —

2020/2021	\$1,425,048
2019/2020	\$1,411,958
2018/2019	\$1,138,939



## — New Services Provided —

2020/2021	4500
2019/2020	1239





RangeCare  
Lifestyle  
Programs

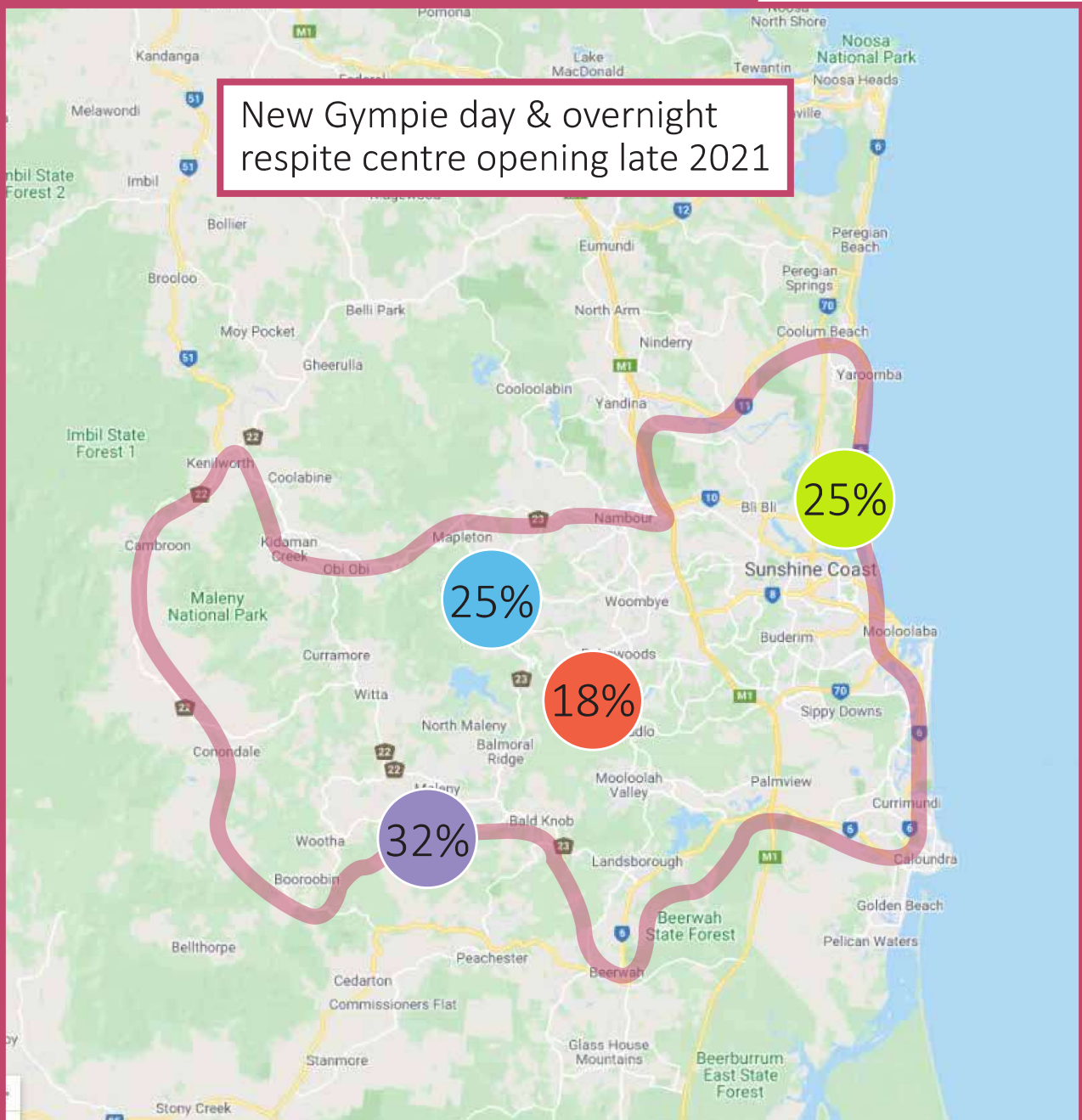








# OUR GEOGRAPHICAL FOOTPRINT



- The Range Maleny 32%
- The Range Montville 25%
- Nambour 18%
- Coast 25%

# OUR SERVICES (2020-2021) HOME AND COMMUNITY



## In Home Care

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

## Allied Health

Hours of service: 1,267

## Cottage Respite

Hours of service: 5,273

## Domestic Assistance

Hours of service: 21,471

## Flexible Respite

Hours of service: 5,663

## Home Maintenance

Hours of service: 10,843

## Home Modification

Hours of service: 744

## Meals on Wheels

Hours of service: 2,629

## Nursing Care

Hours of service: 2,586

## Personal Care

Hours of service: 12,476

## Social Support

Hours of service: 30,779

## Social Support (Group)

Hours of service: 24,647

## Transport

Hours of service: 11,606

## Case Management

Hours of service: 4,550

## 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
- Life Story Group - Flaxton
- Be Connected IT Tuition
- Buff Bones Pilates





*Live  
your  
best  
life!*







# ***WITH THANKS*** TO OUR DONORS FOR 2020/2021

Blackall Range Care Group Ltd would like to remember the late Margaret Siddall who provided our organisation with a significant bequest.

Blackall Range Care Group Ltd would like to acknowledge our donors for 2020/2021 and list below the following donors who contributed \$50.00 or more:

- Maleny Fresh Food
- I Duncan
- R Loughnan
- E Cox
- R Hacket-Jones
- G Snell
- C Brady
- S & G Wilson
- N Lester

Number of Total Donors 114

Amount of Donations Received \$30,987

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

## **Life members**

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

**07 5445 7044**

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