

Blackall Range
CARE GROUP LTD.

Annual Report 2018



Annual General Meeting Agenda

Tuesday 16 October 2018 10am

Flaxton Cottage Social Centre

Welcome: Pat Habner, Chair of the Board

Attendance: As per Attendance Sheet

Apologies: As per Apologies List

Minutes of Annual General Meeting of 12 September 2017

Chair's Report: Pat Habner

Chief Executive Officer's Report: Jenny McCafferty

Financial Report: Leigh Watkins

Appointment of Auditor and Pro Bono Lawyer for 2018-19

Questions & General Business

Election of Directors

Meeting Closure

Chair's Report

Presented by Pat Habner

It has been another year of significant change and amazing growth.

We have had our first year operating as a Company instead of an Incorporated body as a result of which there is now a Board of Directors and a plethora of different legislation.

One week after last year's AGM an invitation was received from Nambour District Care Inc. to merge with them. All care organisations were facing difficult challenges and Thea, RangeCare's ex-CEO, was NDC's Secretary and believed that BRCG had the same philosophy of high quality care and the same priorities. There were other organisations invited to merge but through a number of meetings it became evident that the two cultures aligned.

Management and staff have worked tirelessly to ensure that the change happened seamlessly from the client's perspective with minimal difference in the care they received. NDC staff have also merged wonderfully well with RangeCare staff.

Our employees have been particularly focused on continuing to deliver an excellent quality service within existing monetary restrictions.

Both the aged care reform and the NDIS changes are still difficult to grasp for some of the most vulnerable of our clients. NDIS has already begun its rollout on the Sunshine Coast and we will soon begin assisting our eligible clients to transition to the different processes and funding.

There are still many organisations coming into the area to compete for our client base, both Not for Profit and For Profit.

However, the community as a whole are becoming more aware how precious a local organisation like RangeCare is to the community. The headquarters is here, the jobs are here and every dollar that comes to organisation stays within the Blackall Range community and economy.

As discussed last year we had identified the need to establish discretionary funding to enable us to assist those with terminal prognosis, those in emergency need and those who are waiting for funding decisions. RangeCare is enormously grateful to MADCA for enabling us to run the Op Shop, the proceeds from which are being fed into our discretionary fund which has enabled us to have already helped many people on the Range who we could not otherwise have helped. These discretionary funds are boosted by the many donations we have received during the year which will be touched on during the Financial Report.

Community Engagement Groups continue to be run quarterly so the Community can remain informed, and their feedback and ideas obtained for services that could be provided. Our next venture is likely to be RangeCare Friends – a new way to be involved with RangeCare and to support us financially in a number of ways.

Changes will continue in the coming year particularly with the Royal Commission into Aged Care but RangeCare will continue taking the steps needed in order to maintain high quality standards and a sustainable future for BRCG.

That high quality is entirely down to the most wonderful people who work with us, the Managers, the staff and the volunteers. I want to say a huge thank you to all of them. They always go the extra mile to maintain our reputation of which we are so proud. I also want to thank the Board for their many hours of voluntary work during the year. The industry is complex and needs a lot of work and hours to stay on top of the legislation and funding.

CEO's Report

Presented by Jenny McCafferty

Thank you all for coming today. We appreciate this time to be able to provide you all with an update on what has happened this past year.

Our year in review

Our organisation has experienced significant growth over the past year and:

- supports more than 2,000 clients
- employs 13 full time, 17 part time and 105 casual staff
- has experienced a 250% increase in home care packages
- benefits from a network of volunteers who contribute nearly half a million dollars in unpaid work.

The four major milestones that have occurred for our organisation are:

- the merge of RangeCare and NDC
- our organisational restructure
- the quality audit, and the
- the opening of our new op shop.

The merge of RangeCare and Nambour & District Care

In July this year, RangeCare and Nambour & District Care, or NDC, merged under the Blackall Range Care Group Limited umbrella. One of the main drivers for deciding to work together was the increasing complexity of government reporting requirements. By choosing to work together, the two organisations have benefited from sharing a number of behind-the-scenes systems and processes so that we can better meet our government obligations and improve our services.

Our organisational restructure

The merge also meant that we needed an organisational restructure.

Our new structure is built upon four functional pillars: services, support services, compliance and HR, and finance. It promotes building strong shared services in areas such as finance, HR, administration, IT, and volunteer management so we can deliver quality service to all our clients in our RangeCare and NDC divisions.

The Aged Care Quality Audit

In the midst of a merge and the organisational restructure, we also navigated a quality audit. These audits are undertaken by the Aged Care Quality Agency every three years to ensure that care providers are meeting all the standards set by government for the care of clients.

I am happy to report that we met all the expected outcomes, with a few minor areas for follow up. These areas have all been either actioned or are currently in progress, with a follow up assessment date set for late November with the agency.

I would like to thank all our staff for doing such a wonderful job in what has been a massive undertaking.

There will be new standards from July 2019 which will require a further adjustment of our policies and procedures, and systems and processes, and we will be working towards this over the coming months. And we expect that further changes will come as a result of the Aged Care Commission, with a report expected around April 2020.

The new RangeCare Op Shop

We have opened our new op shop. This was a new venture for RangeCare. The community's strong support has been demonstrated by the volume of donations that we have received.

And we are receiving a lot of positive feedback from volunteers and the community, which is great news for us, there is always room for improvement and we are working on this, making small changes progressively over time.

Recognising our team

It's at this point that I want to formally recognise our amazing team. Everyone from our reception and admin staff, schedulers, client liaison and client management team, as well as the home care package teams, finance and IT departments, volunteer coordinators and intake officers, our field staff – care support workers and domestic assistants - who are, to many, the real “face” of RangeCare and Nambour & District Care.

It is this team of people who have ensured that, in amongst all these larger projects – mergers, organisational restructures, audits, etc. – that our clients' needs have been met. And to them, I say thank you.

Looking to the future.

We are a values-driven organisation – supportive, trusted, resilient and responsive – and these values are at the heart of all we do. They provide strong guidance for how we will interact with staff, volunteers, clients and the broader community.

As I mentioned earlier, the management team has been working closely with a management consultant to develop a new, four-year strategic plan. While still in the draft stage, we anticipate the plan will be finalised next week and is likely to focus on the following areas:

- Broadening our market
- Financial security
- Service improvements
- Innovation.

Thank you

I want to thank Pat and all the board members for their dedication and commitment to our organisation. I also want to thank our volunteers, community stakeholders and the business who regularly support all that we do. We are a wonderful organisation that I am proud to lead.

Financial Report

Presented by Leigh Watkins

Profit & Loss Account for the 2017/2018 Financial Year			
	This Year (2017/2018)	Last Year (2016/2017)	Difference
Income			
Grants	2,261,579	2,423,271	(161,692)
Client Fees	472,935	451,399	21,536
Brokerage	82,330	72,056	10,274
Package Care	1,289,345	505,151	784,194
PRIVATE SERVICES	62,869	54,796	8,073
Volunteer Labour Donations	406,098		406,098
Other Income	244,961	66,087	178,874
Total Income	4,820,117	3,572,760	1,247,357
Expenses			
Indirect costs	310,801	194,283	(116,518)
Depreciation	123,512	68,954	(54,558)
Insurance	21,095	17,213	(3,882)
Motor Vehicle Costs	47,530	41,270	(6,260)
Client Support services	802,923	646,038	(156,885)
Volunteer Labour	406,098		(406,098)
Employment Expenses	3,127,498	3,146,532	19,034
Volunteer Costs	23,309	20,734	(2,575)
Total Expenses	4,862,766	4,135,024	(727,742)
Surplus/(Deficit) from Core Business	(42,648)	(562,264)	519,616
Donation from Nambour District Care	2,527,232		2,527,232
Annual Surplus	2,484,584	(562,264)	3,046,848

Overview

In the 2018 financial year the core business recorded a deficit of \$42,648 compared to a deficit of \$562,264 in the 2017 financial year. This improvement was mainly due to a significant increase in the income from packages from \$505,151 last year to \$1,289,345 this year (an increase of \$784,194), while at the same time decreasing labour costs from \$3,146,532 last year to \$3,127,498 this year (a decrease of \$19,034).

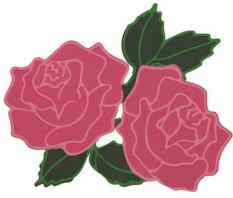
The revised Accounting Standard AASB 1058 allows not for profit organisations to recognise the financial effect of volunteer services where the services would have had to have been purchased if they had not been donated. This is not a mandatory requirement. The Board has decided that the inclusion of the notional cost of the volunteer labour better reflects the financial position of the organisation and has decided to adopt this standard in the 2017-2018 financial year.

The assets that were contributed by the Nambour District Care Inc. for the sum of \$1 were recorded in the accounts at their market value of \$2,527,231 in line with the Accounting Standard AASB 1058. The market value for the buildings made up the majority of this donation. This value was established by an independent valuer. As a result the recorded surplus in the Annual Financial Statements for the 2018 year is \$2,484,584.

As a result the equity of the organisation (total assets less total liabilities) increased from \$1,149,911 at 30 June 2017 to \$3,634,495 at 30 June 2018.

Donors for 2017-18

Aura Light Creations	Maleny Garden Club
B.Brady	Mapleton Community Donation Box
B.Skuthorpe	Mapleton Craft Group
B.Thomsen	MDSCC Inc.
B.Williams	N.Cavanagh
Blackall Range Uniting Church	Op Shop
C.Pearce	P&V Tarbuck
C.Shepherd	P.Henman
D&G Barber	P.Lowe
D.Gordon	P.Russell
F.Wood	P.Stojanovic
G.Sheriff	Peter Porcellini Trust
H.Knolle	Quota International of Maleny
H.Penney	Rotary Club of Maleny
J.Morahan	T&S Donohue
J.Pearce	The Mapleton RSL
K.Hazelhurst	The Zonta Club
L.Aird	
Legacy Fund	
Lions Club	
M.Johnstone	
M.Stafford	
	Total: \$27,787.94



Blackall Range
CARE GROUP LTD.

2017-2018 Board of Directors

Glennis Barber

Thea Caffin

Sue Cotterell

Patricia Habner

Phillip Holmes

Wendy Lonie

Mandy McCosker

Leigh Watkins

