

TransCare^{Hunter Ltd}



2017 – 2018 Annual Report

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Executive Report

The financial year of 2017-2018 proved to be a significant turning point for TransCare Hunter Limited with leadership changes at board and senior management levels. It would be fair to say that the period from July to December 2017 presented some real challenges to the company that required some immediate action with a view to the future direction of the organisation.

In July 2017 the Chairman of the Board decided to step down from his position along with another director at the same time. A special meeting of the Board was then held to determine what course of action should be taken and subsequently Director Fenley stepped in as Acting Chairperson. At the AGM in October a former director and chair of TransCare, Brian Brown, was introduced as the incoming Chairman.

In December a consultancy company, Pure Magic International Business Solutions, was engaged to provide change management for TransCare. A major focus for Pure Magic was to develop a contemporary strategic plan for the organisation so that TransCare could focus on service delivery and the direction of TransCare in the next few years.

At the end of December and in consultation with Pure Magic, the Board decided to make the position of CEO redundant and to restructure the executive position within TransCare. The former CEO was offered a consultancy position as a project manager for TransCare but that offer was declined. A new position of General Manager was created and an appointment was made in January 2018.

The development of the TransCare Strategic Plan 2018-2021 took longer than expected but a final draft was adopted by the Board at its meeting in June 2017. Considerable work was carried out during the first half of 2018 to modernise TransCare's processes and the Board also adopted a new Risk Assessment Register, a new Policies and Procedures Manual, and a draft Budget for 2018-2019.

On an operational level the company has undergone some name changes to its sections to represent modern trends and to implement some accountability to the way things are done within the organisation. These changes are reflected in the reports contained within this document and represent a fundamental shift away from the hierarchical structure from the past to a more inclusive and informed workforce.

The company suffered a significant loss for the 2017-2018 financial year but with major disruptions to the Board and management now behind us we anticipate a moderate loss or break-even for 2018-2019.

TransCare retains its great reputation within the Upper Hunter but the Board and staff realise that there is plenty of work to be done in maintaining and enhancing that reputation.

Garry Lane - General Manager

Board of Directors

Directors

The names of directors in office at any time during the 2017-2018 financial year.

Ordinary Meetings and AGM				
Name	Position	Status	Held	Attended
Wayne Bedggood	Chairman	Resigned 25/7/2017	1	1
Penelope Fenley	Director	Active Member	11	11
Celeste Bond	Director	Resigned 25/7/2017	1	1
Paul Hennessy	Director	Active Member	11	9
Kerry Hindle	Director	Resigned 17/10/2017	4	1
Marie Laurie	Director	Active Member	11	10
Virginia Mulcahy	Director	Active Member	11	11
Alan Williams	Director	Resigned 17/10/2017	4	1
Brian Brown	Chairman	Appointed 17/10/2017 Resigned 19/6/2018	8	8
Alan Gordon	CEO	Employee Redundancy 5/1/2018	6	6
Garry Lane	Operations Manager	Employee	5	4
Garry Lane	General Manager	Company Secretary	5	5
Special Meeting held 28/7/2017				
Name	Position	Status	Held	Attended
Penelope Fenley	Acting Chairperson	Active Member	1	1
Alan Williams	Director	Active Member	1	1
Marie Laurie	Director	Active Member	1	1
Paul Hennessy	Director	Active Member	1	1
Virginia Mulcahy	Director	Active Member	1	1
Alan Gordon	CEO	Company Secretary	1	1

Company Secretary

Mr Alan Gordon held the position of company secretary up until the 5th of January 2018 when the position of CEO was made redundant by the Board of Directors.

Mr Garry Lane was appointed as General Manager on the 8th of January 2018 and assumed the role of company secretary having responsibility for managerial, financial and administrative duties within the organisation.

In-Home Assistance Report

In-Home Assistance has had another very successful year. TransCare's reputation for high quality, friendly service has exceeded our client service capacity on occasion and we have had to create a wait list for clients.

I would like to thank our staff for their continual contribution in keeping TransCare's reputation for providing friendly, honest and reliable service at all times.

This year we have provided:

- 4637 hours of Domestic Services;
- 838 Hours of Personal Care Service;
- 312 Hours of Brokerage / Insurance Service; and
- 200 Hours of Transitional Aged Care for Hunter Health.

We developed new care plan and updated a lot of our documents to include a more holistic wellness and enablement approach, including client's goals, needs and achievements which is in line with the age care standards.

Private services ended due to the service becoming unfeasible, we did not make a profit, the staff were treated like housemaids instead of the qualified support workers they are. The consumer often changes the service time, day or duration which also caused interruption to our clients and staff availability.

Insurance and Brokerage services have increased. We have established good working relationships with Calvary Care and now do regular brokerage domestics and personal care services for them. We also work closely with two insurance companies to provide domestics and personal care services for long term clients. These services provide good earnings for TransCare.

We have a staff member assisting with the National Disability Insurance Scheme (NDIS) service and we have established good relationships with the NDIS Coordinators in Muswellbrook. The clients are increasing and the workload is ever changing to meet the individual needs of each person.

The Regional Assessment Service (RAS) completed 1778 assessments across the whole of Hunter, Central Coast, Great Lakes and New England districts. Staff work independently and are required to go anywhere and into unknown homes with unknown clients. They are dedicated to the assessment process and have acquired a reputable standing with our contracted provider Feros, for providing accurate friendly assessments with clients in all areas.

The staff have attended meetings, training, conferences and forums that all contribute to our ongoing knowledge and personal development in this industry.

Judi Morgan - Team Leader

Community Wellbeing Report

Community Wellbeing, previously known as Community Care, had a name change plus other exciting endeavours during 2017-2018. Service provision within the three Commonwealth Home Support Program (CHSP) services remain strong and non-CHSP programs continue to be well supported by community members and clients.

Community Wellbeing CHSP services provided:

- 6539 hours of Social Support (accompanied activities, Telecare & visiting);
- 6153 meals were delivered throughout the Upper Hunter and Muswellbrook Shires; and
- 2115 hours of Home Maintenance (garden maintenance & home maintenance & repairs).

The service continues to be well utilised, with many happy permanent clients. Social Support Individual services still struggles for direct referrals with My Aged Care as identifying the difference between Transport (volunteer driver) and Social Support Individual seems to confuse My Aged Care screening and RAS assessors. Many TransCare clients are making repeat phone calls to My Aged Care to assist with obtaining their referral for service, however, TransCare clients have been very supportive with this process.

The Meals on Wheels service for the Scone region has experienced a consistent decline in clients while there has been an increase in Aberdeen and Muswellbrook clients. CHSP Meals on Wheels clients intermittently require meals, therefore many clients re-able and return to their own meal preparations.

Home Maintenance service client levels have remained stable with an average of 120 clients. The service has experienced an incredible lull due to lack of rain and drought conditions. Many contractors have added 'handyman services' to make their business viable. Contractors remain committed and loyal to TransCare clients with many charging below average prices and providing above average services. All TransCare contractors now have public liability to meet mandatory CHSP competencies.

Community Wellbeing non-CHSP services provided:

Social Club, previously known as TransClub also had a name change, more in line with the actual service provided. Social Club average number of attendees was 17. The introduction of additional local bus trips for 2018 saw attendee numbers increase with bus trips now having a wait list. Activities held at the Senior Citizens Hall were not well attended.

Wheels to Meals in Scone and Muswellbrook is conducted once a month and entails a social day out for lunch with door to door transport for under \$20. This program is very popular and well patronised. TransCare has developed excellent relations with many Scone and Muswellbrook restaurants where meal costs are below average and menu options meet client's tastes. The average Scone attendance each month fluctuates between 20 and 30 and of these 18% are not registered for TransCare services. The average Muswellbrook attendance each month fluctuates between 30 to 37 and of these 22% are not register for TransCare services.

Samm Turri - Community Coordinator

Transport Report

Fleet

Our fleet consists of 20 vehicles (7 buses and 13 cars). The Toyota Coaster that had been converted into an office bus was sold in August 2017. The new wheelchair capable Rosa bus is fitting in well and gives us good coverage for people requiring a hoist. The Rav 4 has proved to be a good addition to the fleet with a variety of people requesting this vehicle due to having trouble getting in and out of the Camrys. There has been constant change throughout the year. Changes to contract arrangements with Transport for NSW mean that the changeover of contracted assets needs to be approved and meet guidelines provide by them. In broad terms this means vehicles need to be kept longer before they are able to be replaced. The cancer council has also supplied a car for use for transporting cancer client to treatment.

Service Delivery

Transport for NSW now requires the use of the CTABS transport system operated through RouteMatch software and this was put in place during December 2017. As with all systems there have been significant challenges, one of the main ones being that we are now running two different systems in the organisation, so maintaining data accuracy in both systems can be difficult. Due to the changes we have also experienced problems being able to report through DEX which is an ongoing issue.

The shuttle service still operates Monday to Friday from Scone to Muswellbrook and from Merriwa to Muswellbrook and Scone. On Tuesdays a bus goes from Scone to Tamworth, a trial was conducted during the year to see if a Thursday service to Tamworth would increase patronage, this proved not to be the case. The day-care bus operates Tuesday to Thursday. There is also a shopper bus in Scone on Friday mornings. NDIS transport will fall under Point to Point and will therefore likely not be taken up by many due to the costs. Clients are able to access the bus services under spare capacity.

We operated an airport shuttle service to and from Williamtown, though this will cease in the new financial year and will be provided, if required, under the Point to Point arrangement. We also still hiring buses to the general public on a booking fee basis.

Office administration has been boosted with a Transport administration position now in operation for 5 days a week.

Statistics

Bus Hire – 80 hires, 18,676 kms, \$22,524.46 revenue

Bus services – 8,795 PAX, 15,256 trips, 167904 kms

Health Related Transport – cars – 921 Journeys, 252,593 km

Helen Schlegel - Coordinator Transport Service

Special Events

TransCare was selected as a charity to benefit from hosting a special movie screening at Muswellbrook Cinema on Monday 7 August 2017. The event was attended by 21 guests who purchased tickets for \$20 each which included a drink and popcorn.

The Annual Barefoot Bowls Night was held on Thursday the 12th October 2017 at the Scone Bowling Club. 28 teams took part and there was a good number of spectators in attendance, great numbers for the auction and raffle. The event raised \$8,119.50 and positive feedback about it being a great fun night was received.



TransCare hosted a Seniors Expo at the Muswellbrook RSL Club on Monday November 13. There were 25 organisations on display. Event feedback was very positive from both vendors and guests about the quality and execution of the event. A lot of good connections were made at this event, a very beneficial morning for all involved. The Upper Hunter Conservatorium of Music took interest for a social music group which has been running since, learning the ukulele.



During 2017 TransCare attended a number of community events including the Koori Interagency Services Expo, Murrurundi Rotary Expo, NAIDOC Flag Raising event in Muswellbrook, the Scone Family Fun Day (pictured), Picnic in the Park, Have a Go in the Brook and the Wanaruah Local Aboriginal Lands Council Cultural Sharing Day. Some events were more beneficial than others but all were viewed as opportunities to be seen in the community.



TransCare hosted our second Scone Seniors Expo on Thursday 12 April 2018 at the Scone Bowling Club which was attended by 27 organisations and approximately 60 guests. TransCare staff were able to attend and meet with the other organisations and interact with the guests who attended.

A series of information sessions were held in late May to early June in Merriwa, Denman, Muswellbrook, Aberdeen and Scone. There was not a lot of public support for these events but the interactions we did have were valuable.

Jemma Anshaw - Promotions Officer

Financials

TRANSCARE HUNTER LIMITED
ABN 38 129 529 040
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Grant Income	1,124,842	1,290,809
Interest Income	13,993	9,599
Other Income	904,971	850,958
Employee Benefits Expense	(1,591,528)	(1,248,976)
Volunteer & Client Activities	(73,217)	(73,217)
Administration Expenses	(235,404)	(268,608)
Audit & Legal Expenses	(49,779)	(15,689)
Interest Expense	(1,581)	(2,537)
Vehicle Running Expenses	(133,518)	(145,049)
Repairs & Maintenance	(38,295)	(50,838)
Depreciation	(183,258)	(144,019)
Current year surplus(deficit) before income tax	(262,774)	202,433
Income tax expense	-	-
Net current year surplus(deficit)	(262,774)	202,433
 Total comprehensive income for the year	 (262,774)	 202,433
 Total comprehensive income attributable to members of the entity	 (262,774)	 202,433

The accompanying notes form part of these financial statements

TRANSCARE HUNTER LIMITED
ABN 38 129 529 040
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	406,274	658,907
Accounts receivable and other debtors	7	62,168	92,616
Inventories	8	219	388
Other current assets	9	-	55,326
TOTAL CURRENT ASSETS		<u>468,661</u>	<u>807,237</u>
NON CURRENT ASSETS			
Property, plant & equipment	10	1,164,657	1,303,262
TOTAL NON CURRENT ASSETS		<u>1,164,657</u>	<u>1,303,262</u>
TOTAL ASSETS		<u>1,633,318</u>	<u>2,110,499</u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	11	75,177	263,879
Borrowings	12	5,321	27,590
Employee provisions	13	77,615	63,490
TOTAL CURRENT LIABILITIES		<u>158,113</u>	<u>354,959</u>
NON-CURRENT LIABILITIES			
Employee provisions	13	39,789	57,350
TOTAL NON-CURRENT LIABILITIES		<u>39,789</u>	<u>57,350</u>
TOTAL LIABILITIES		<u>197,902</u>	<u>412,309</u>
NET ASSETS		<u>1,435,416</u>	<u>1,698,190</u>
EQUITY			
Retained Surplus	3	1,067,536	1,150,310
Reserves - Asset Revaluation	4	142,880	142,880
Reserves - Asset Replacement	5	225,000	405,000
TOTAL EQUITY		<u>1,435,416</u>	<u>1,698,190</u>

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TRANSCARE HUNTER LIMITED
ABN 38 129 529 040
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2018

	<u>Retained Profits</u>	<u>Revaluation Reserve</u>	<u>Replacement Reserve</u>	<u>Total</u>
Balance at 1 July 2016	997,877	142,880	355,000	1,495,757
Comprehensive income				
Surplus for the year attributable to members of the entity	202,433	-	-	202,433
Total comprehensive income attributable to members of the entity for the year	<u>202,433</u>	<u>-</u>	<u>-</u>	<u>202,433</u>
Transactions with owners, in their capacity as owners, and other transfers				
Transfer - Building Reserve	(50,000)	-	50,000	-
Total transactions with owners and other transfers	<u>(50,000)</u>	<u>-</u>	<u>50,000</u>	<u>-</u>
Balance at 30 June 2017	<u>1,150,310</u>	<u>142,880</u>	<u>405,000</u>	<u>1,698,190</u>
Balance at 1 July 2017	<u>1,150,310</u>	<u>142,880</u>	<u>405,000</u>	<u>1,698,190</u>
Comprehensive income				
Surplus(deficit) for the year attributable to members of the entity	(262,774)	-	-	(262,774)
Total comprehensive income attributable to members of the entity for the year	<u>(262,774)</u>	<u>-</u>	<u>-</u>	<u>(262,774)</u>
Transactions with owners, in their capacity as owners, and other transfers				
Transfer - Reserves	180,000)	-	(180,000)	-
Total transactions with owners and other transfers	<u>180,000)</u>	<u>-</u>	<u>(180,000)</u>	<u>-</u>
Balance at 30 June 2018	<u>1,067,536</u>	<u>142,880</u>	<u>225,000</u>	<u>1,435,416</u>

The accompanying notes form part of these financial statements

TRANSCARE HUNTER LIMITED
ABN 38 129 529 040
CASH FLOW STATEMENT FOR YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
Cash Flows from Operating Activities			
Receipts from Grants		1,138,728	1,290,809
Other receipts		987,330	890,836
Interest Received		13,993	9,600
Payments to Suppliers & Employees		(2,324,182)	(1,891,314)
Interest Paid		<u>(1,581)</u>	<u>(2,537)</u>
Net Cash Provided by (used in) Operating Activities	14	<u>(185,712)</u>	<u>297,394</u>
Cash Flows from Financing Activities			
Repayment of Loans		<u>(22,269)</u>	<u>(17,522)</u>
Net Cash (used in) Financing Activities		<u>(22,269)</u>	<u>(17,522)</u>
Cash Flows from Investing Activities			
Proceeds from Motor Vehicles - Buses		8,000	-
Proceeds from Motor Vehicles - Cars		42,284	125,200
Payment for Furniture & Equipment		(36,071)	-
Payment for Motor Vehicles - Cars		(58,866)	(129,341)
Payment for Motor Vehicles - Buses		<u>-</u>	<u>(108,138)</u>
Net Cash (used in) Investing Activities		<u>(44,653)</u>	<u>(112,279)</u>
Net Increase/(Decrease) in Cash Held		(252,634)	167,593
Cash at Beginning of Year		<u>658,908</u>	<u>491,315</u>
Cash at End of Year		<u>406,274</u>	<u>658,908</u>

The accompanying notes form part of these financial statements