

# TransCare<sup>Hunter Ltd</sup>



## **2018 – 2019**

# **Annual Report**

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# Executive Report

The 2018-2019 financial year began with a focus on transitioning TransCare to a more modern aged care and transport provider in the Upper Hunter. A new strategic plan was enacted by the Board of Directors and this document provided management with the necessary framework to begin the process of change.

The governance of the company was the first area to be reviewed and the Board adopted an updated version of the TransCare Constitution at the AGM in October 2018. A new chart of accounts was introduced to enable more transparency in financial reporting and a new auditor, who is associated with a local firm, was appointed for the 2018-2019 audit. The financial performance of the company was pleasing with a modest surplus being recorded after a considerable loss in the previous financial year. This result also allowed TransCare to establish a vehicle Asset Replacement Fund of \$225k which we will build on over time to ensure the company has adequate funds to replace vehicles when the time comes.

As a registered charity with the Australian Charities and Not-for-profits Commission (ACNC) we were no longer required to update our director and company details with ASIC. TransCare now reports directly to the ACNC and we lodged our 2018 Annual Information Statement in November of that year. We added two directors to the Board during the year which included representatives from both Muswellbrook Shire Council and Upper Hunter Shire Council.

On an operational level we continued to experience problems with our client management systems and considerable work and effort by staff was employed to try and resolve problems and issues. Several alternatives to our systems were explored and we commenced the transition to cloud based technology with the introduction of a Human Resources software program. We also developed a new website for TransCare, replaced the old phone system, upgraded our office alarm system, and replaced all the lights throughout the building.

The Coordinator Transport Service and I attended the annual Community Transport Conference held in Canberra during October 2018. In the same month our Community Coordinator attended the NSW Meals on Wheels State Conference held in Penrith. We also became a member of Aged and Community Services Australia (ACSA) for the first time and the Team Leader for In-Home Assistance and myself attended their Regional Forum in March 2019.

In November 2018 we began investing in staff training with the delivery of customer service modules by Forsythes Training from Newcastle to all office staff, care workers, drivers and volunteers. Senior office staff then attended a management training course in Sydney conducted by Pathways Australian during February 2019. Office staff were also provided with onsite training in Word, Excel and Outlook through the Scone Neighbourhood Centre during March 2019.

The Board of Directors are focussed on supporting management to transition TransCare's operations and our staff and volunteers continue to support our clients in the most meaningful way possible.

Garry Lane  
General Manager

# Board of Directors

## Directors

The names of directors in office during the 2018-2019 financial year.

Ordinary Meetings				
Name	Position	Status	Held	Attended
Penelope Fenley	Chairperson	Appointed 17/11/2015	6	6
Paul Hennessy	Deputy Chair and Treasurer	Appointed 08/11/2016	6	6
Marie Laurie	Director	Appointed 22/10/2014	6	5
Virginia Mulcahy	Director	Appointed 20/09/2006	6	6
Carolyn O'Brien	Director	Appointed 18/12/2018	4	3
Amanda Catzikiris	Director	Appointed 16/04/2019	1	1
Garry Lane	General Manager	Company Secretary	6	6
Annual General Meeting held 16/10/2018				
Name	Position	Status	Attended	
Penelope Fenley	Director	Active Member	Yes	
Paul Hennessy	Director	Active Member	Yes	
Marie Laurie	Director	Active Member	Yes	
Virginia Mulcahy	Director	Active Member	Yes	
Garry Lane	General Manager	Company Secretary	Yes	

## Company Secretary

Mr Garry Lane held the position of company secretary having responsibility for managerial, financial and administrative duties within the organisation.





# In-Home Assistance Report

In-Home Assistance continues to grow in service demand. Domestic and personal care requests are increasing as more providers go over to packaged care and decrease their CHSP service availability.

Our availability for services has been over capacity for the year and as we move into packaged care we encourage clients to take up packages, and move their services to this funding model. This will enable us to continue to provide them with the quality of service they are accustomed to.

Package care has been implemented and is predicted to increase over the next year as awareness in the community rises and more clients receive their letter to accept a package.

Transition Aged Care Package (TACP) service has increased this year, we continue to have a strong relationship with the hospital staff and have signed a continual agreement contract with this service.



The National Disability Insurance Scheme (NDIS) client numbers have remained steady, however the service hours have increased as the clients have more flexibility in their service provision. This service is envisioned to increase over the next few years.

We have also been able to increase our Insurance and Brokerage services. These services are building our name and reputation into more business and

professional service areas.

For our Regional Assessment Services (RAS) our staff attended training for a new program for Wellness and Reablement which is part of the government initiative to enable people to remain independent in their home for as long as possible. We were their only contractor to be asked to take part in this programme, this indicated confidence in our staff and assessment ability.

I would like to thank our staff both in the office and support staff for their continual role in keeping TransCare's reputation for providing friendly, honest and reliable service to all our valued clients.

We are fortunate to have retained staff for long periods and their knowledge of the aged care industry and service provision is invaluable. Our team demonstrates on a daily basis the standards and values that TransCare promotes and their commitment to continued high quality professional service is a credit to each of them.

Judi Morgan - Team Leader

# Community Wellbeing Report

The Community Wellbeing service area has remained consistent and steady throughout 2018-2019, including a service name change, a new Meals menu book and plenty of positive feedback.

The Social Support Individual accompanied activities outputs are lower compared to last year as local direct transport services are no longer being provided through Community Wellbeing.

Currently, 14% of Social Support Individual accompanied activities clients have a permanent roster, I am hoping to increase this figure following in home assessments and care plan reviews throughout 2019.



The CHSP service Meals, includes Meals on Wheels and Meals at Centre. Meals on Wheels Scone client numbers have remained steady, while there has been an increase in Muswellbrook client numbers. Meals at Centre, Scone and Muswellbrook, continues to be a popular and well utilised service. Three new restaurants approached TransCare to participate in the program. CHSP clients registered with My Aged Care and with a referral for Meals at Centre are eligible for this service.

A standardised pricing was introduced with the production of TransCare's own menu book in August 2018. The introduction of our own menu book allows for personalisation to our organisation, advertising additional services, cancellation policy and fixed pricing. Pricing and the menu book have been well received by clients. The transition from volunteers delivering meals to Community Wellbeing staff delivering meals has been smooth and clients are responding favourably.

Home maintenance services were used sporadically due to weather conditions. The garden maintenance service is still the most utilised of the home maintenance area. Clients are providing complimentary feedback regarding the service and contractors. TransCare Home Maintenance vouchers were used by over 120 CHSP clients. TransCare contractors meet all CHSP service mandatory competencies requirements.

Social Club trialled bi-monthly local social bus trips hoping to increase numbers. Due to poor and declining attendance at the Seniors Citizens centre for activities it was resolved that Social Club would cease in February 2019. Transport services will continue to provide local social bus trips for CHSP transport clients.

TransCare is a member of the Be Connected Network and we offer support to residents in the Muswellbrook Shire Council and Upper Hunter Shire Council regions who are aged over 50 and looking for assistance with using technology. We held a number short courses and workshops free of charge so clients could develop their digital skills and confidence.

Samm Turri - Community Coordinator

# Transport Report

## Fleet

During this financial year the vehicle fleet was reconfigured to better suit service requirements and minimise ongoing costs. We now have 6 buses and 11 cars including the use of a Toyota Camry supplied by the Cancer Council to provide transport to treatment for clients. Due to changes in contract requirements we now need to keep contract assets for a longer period of time. As a consequence we are adapting how to best manage age related vehicle issues such as increased maintenance costs and appearance due to being out in the open all the time.

## Service Delivery

Service provision included Monday to Friday bus services and social outings covering Muswellbrook Shire Council and Upper Hunter Shire Council. Car transport is to ensure people are able to access services and remain in their own homes. Recording of transport statistic is through CTABS using RouteMatch as part of Transport for NSW contract arrangements.

CHSP Transport continues to be in demand due to an aging population and the distances that people need to travel to get to specialist appointments. Reporting to funding bodies on service provision has been difficult but the issues are being worked through by all parties.

The Community Transport Program (CTP) provides vital options for people in our rural communities. Unfortunately, we have had several regular service users leave the area in the last 12 months. There is still spare capacity on most of these services and hopefully with more community awareness and understanding we will be able to increase patronage.

NDIS from a transport point of view is people accessing the already scheduled bus services. There is currently a subsidy that we are able to apply to these people to assist with the actual transport costs as they no longer fall under other funding that we receive. This subsidy is only available for the next 2 years and is a maximum of \$10 per trip. One-on-one transport for NDIS participants falls under plan management through the customers NDIS plan.

Point to Point/Brokerage – We are still in the set up stage of this arrangement. All our volunteer drivers already meet the driver requirements for the program but they will need to arrange to have the PT (Passenger Transport) code put on their drivers licences. We now have access to the portal and will be able to put driver details in. As we envisage we will only be doing small numbers the reporting requirements are not as complex. We will need to access the required signage to put on the vehicles while being used for point to point and keep a close eye on our costings to make sure it is a viable service.

Helen Schlegel - Coordinator Transport Service





# Special Events

During the 2018-2019 financial year TransCare focused on participating in events that suit our demographic.

TransCare attended the NAIDOC Flag Raising and Cultural Day event held on Monday 9 July 2018 at Simpson Park in Muswellbrook. The day was quite busy with lots of people around and a number stopping to chat and get information. It was a good opportunity to be present in the community.



The Annual Barefoot Bowls Night Fundraiser in 2018 was held on Thursday 18 October at the Scone Bowling Club. The event raised \$7,401.80 and was attended by approximately 120 people despite the threat of rain during the day and shower at start time. Donations for the raffle and auction were down due to businesses struggling with the current climate. A bale of hay was donated by the Morgan family and auctioned, with the proceeds donated to the Lions Club of Scone 'Need for Feed' fund.

Our second Muswellbrook Seniors Expo was held on Friday 9 November 2018 at the Muswellbrook RSL Club. There were 22 businesses and services on display with approximately 60 guests attending the event. We received \$1,744.26 from the Ridgeland Community Fund for advertising the event which was put towards local radio and print promotions.



TransCare hosted the Scone Seniors Expo on Thursday 11 April 2019 at the Scone Bowling Club. While still well supported by 14 businesses and organisations the event was not well attended by the public. Discussions following the event identified the possible reason for this being the people that attended last year had no cause to attend again. A decision has been made to run Scone and Muswellbrook Expos on alternating years.

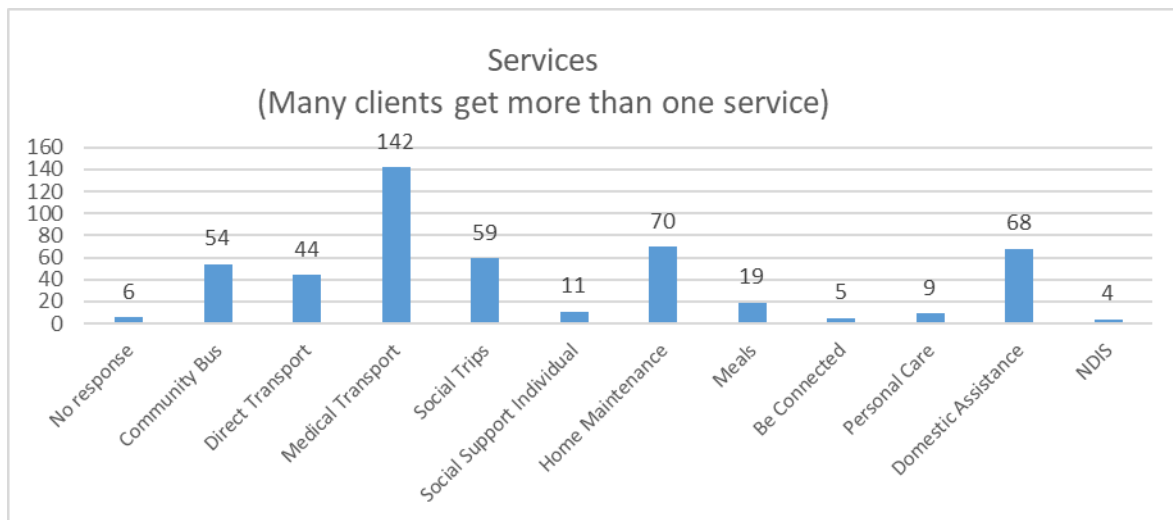
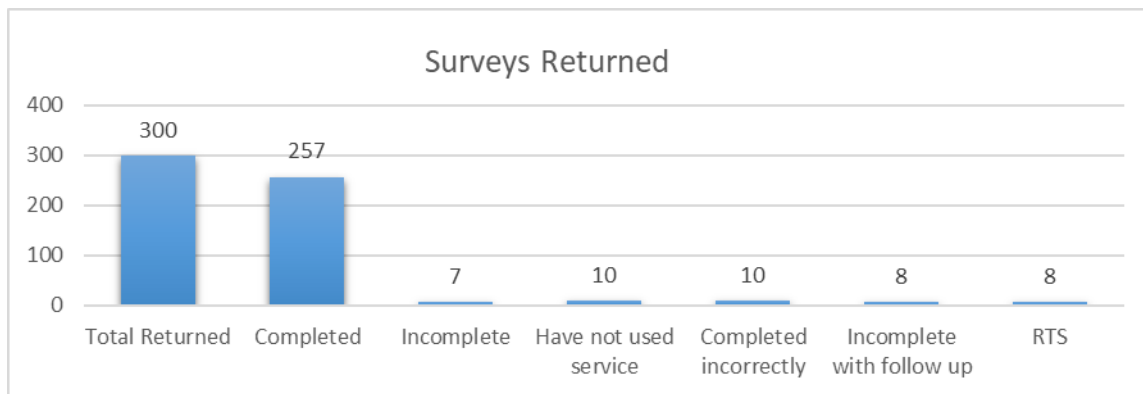
We celebrated the amazing contribution our volunteers make to the organisation with a luncheon during Volunteers Week on Friday 24 May 2019. It was a great celebration which included the presentation of the 2018 'Volunteer of the Year' award to Ros Anderson. Ros has been volunteering with TransCare for almost three years as a helper on our bus services.



Jemma Anshaw – Promotions Officer



# 2019 Client Survey



**Key - 1- Strongly Agree, 2- Agree, 3- Neutral, 4- Disagree, 5- Strongly Disagree**

1. The service I receive from TransCare has met my expectations	1	2	3	4	5	No reply	Total
	196	49	1	2	1	8	257
2. TransCare staff were helpful and courteous when I was in the office	1	2	3	4	5	No reply	Total
	155	24	4	0	1	73	257
3. I received the information I required when dealing with TransCare over the phone	1	2	3	4	5	No reply	Total
	201	36	6	1	1	12	257
4. I have been able to access services with ease.	1	2	3	4	5	No reply	Total
	190	41	4	2	1	19	257
5. I feel like I am receiving an adequate amount of service time from TransCare	1	2	3	4	5	No reply	Total
	189	37	6	2	1	22	257
6. I have found the TransCare volunteers friendly and professional.	1	2	3	4	5	No reply	Total
	215	28	2	1	0	11	257
7. I would recommend TransCare services to others	1	2	3	4	5	No reply	Total
	216	32	1	1	1	6	257
8. I have used the TransCare website to access information about services.	1	2	3	4	5	No reply	Total
	36	10	24	10	15	162	257



# TransCare Supporters

Without the support of local businesses TransCare would not be able to do all that we do for the community.

## **Meals at Centre and Social Activities**

Awana Restaurant  
Buttai Barn  
Doncaster Bistro at the Scone RSL  
Eatons Hotel  
Hunter Belle Cheese Café  
Little Bali  
Lucky Star Bistro at the Muswellbrook RSL  
Muswellbrook Workies  
Num Wah Thai  
On Par Steakhouse at Muswellbrook Golf Club  
Peak Restaurant at Scone Bowling Club  
Quirindi RSL  
Royal Hotel Motel Scone  
Royal Hotel Scone  
Scone Dominoes  
Scone McDonalds  
Scone Public School  
Scone Senior Citizens  
Scone Sporties  
Tea of Life  
The Railway Hotel Muswellbrook  
Tummy Thai  
Vines Restaurant at Hollydene  
Willow Tree Café

## **2018 Barefoot Bowls Night**

Anytime Fitness Scone  
Asser House Café  
Australia Post Shop Scone  
Australian Stockhorse Society  
Avon  
Bunnings Warehouse Singleton  
Chocolate & Moss  
General Surf Co Scone  
HealthSAVE Scone  
Heddon Greta Drive-in  
Highway Services BP Scone  
Hunter Belle Cheese Café  
Ice Box Liquor  
Joy Mann  
Kate Mailer Solicitor  
Majestic Cinema Singleton  
Melanie's Mathews Family Jewellers Scone  
Nova Cruises  
PicBox Photobooth  
Pukara Estate  
Ruby's Girl  
Scone Bowling Club  
Scone Chemist  
Scone Outdoor  
Scone Post Office  
Tanya Barton  
The Lions Club of Scone  
The Scone Advocate  
Two Rivers Wines  
Widelands Motor Group

# Financials

## TRANSCARE HUNTER LIMITED

ABN: 38129529040

### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Revenue	2	1,242,276	1,124,842
Other income	2	884,142	918,964
Employee benefits expense		(1,421,636)	(1,591,528)
Depreciation and amortisation expense	3	(174,208)	(183,258)
Audit, legal and consultancy fees		(10,944)	(49,779)
Volunteer and client activities		(126,544)	(73,217)
Administration expenses		(145,061)	(235,404)
Interest expense		(45)	(1,581)
Vehicle running expenses		(207,404)	(133,518)
Repairs and maintenance		(25,312)	(38,295)
<b>Current year surplus before income tax</b>		<u>15,264</u>	<u>(262,774)</u>
Income tax expense		-	-
<b>Net current year surplus</b>		<u>15,264</u>	<u>(262,774)</u>
<b>Other comprehensive income</b>			
<b>Total other comprehensive (losses)/income for the year</b>		-	-
<b>Total comprehensive income attributable to members of the entity</b>		<u>15,264</u>	<u>(262,774)</u>

The accompanying notes form part of these financial statements.

**TRANSCARE HUNTER LIMITED**  
**ABN: 38129529040**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	599,455	406,274
Accounts receivable and other debtors	5	46,163	62,168
Inventories	6	-	219
Other current assets	7	5,600	-
<b>TOTAL CURRENT ASSETS</b>		<u>651,218</u>	<u>468,661</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	1,033,097	1,164,657
<b>TOTAL NON-CURRENT ASSETS</b>		<u>1,033,097</u>	<u>1,164,657</u>
<b>TOTAL ASSETS</b>		<u>1,684,315</u>	<u>1,633,318</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	9	82,530	75,177
Borrowings	10	-	5,321
Employee provisions	11	102,137	77,615
<b>TOTAL CURRENT LIABILITIES</b>		<u>184,667</u>	<u>158,113</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee provisions	11	48,966	39,789
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>48,966</u>	<u>39,789</u>
<b>TOTAL LIABILITIES</b>		<u>233,633</u>	<u>197,902</u>
<b>NET ASSETS</b>		<u>1,450,682</u>	<u>1,435,416</u>
<b>EQUITY</b>			
Retained surplus		997,802	1,067,536
Reserves - asset revaluation		142,880	142,880
Reserves - vehicle replacement		310,000	225,000
<b>TOTAL EQUITY</b>		<u>1,450,682</u>	<u>1,435,416</u>

The accompanying notes form part of these financial statements.



**TRANSCARE HUNTER LIMITED**  
**ABN: 38129529040**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**TRANSCARE HUNTER LIMITED**

**Opinion**

We have audited the financial report of TransCare Hunter Limited (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies and the directors' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act), including:

- i. giving a true and fair view of the registered entity's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**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 the registered entity in accordance with the auditor independence requirements of the ACNC Act, the ethical requirements of 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.

**Information Other than the Financial Report and Auditor's Report Thereon**

The directors are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Responsibilities of the Directors for the Financial Report**

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

**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 the 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 this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

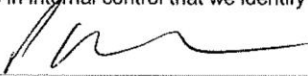
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a 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 registered entity's internal control.

**TRANSCARE HUNTER LIMITED**  
**ABN: 38129529040**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**TRANSCARE HUNTER LIMITED**

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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 the directors 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.

Auditor's name and signature:

  
Paul Heaton

Address: 109 Liverpool Street  
SCONE NSW 2337

Dated this 29th day of October 2019