

# TransCare<sup>Hunter Ltd</sup>



## **Annual Report 2019 – 2020**

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# **Executive Report**

The 2019-2020 financial year began with a continued focus on the transitioning of TransCare Hunter Limited's operating systems to cloud based technology. The company also signed Andor IT to provide service desk support and to improve our operating environment.

In August 2019 the Board endorsed the TransCare Strategic Plan 2019-2020 and the Plan for Continuous Improvement. The Board also approved a Customer Charter and a Complaint Handling Policy that are accessible from TransCare's website.

At the AGM in October 2019, Director Virginia Mulcahy resigned her position after 14 years of service to TransCare. The auditor presented the Financial Report for 2018-2019 and provided some recommendations for internal controls and policy development. Overall, the auditor reported that TransCare had a strong balance sheet and this was a positive for the company.

In October 2019 TransCare was awarded a significant grant under the Commonwealth Home Support Programme (CHSP) Innovation Fund. This agreement with the Commonwealth Department of Health provided TransCare with the opportunity to design targeted workshops for our CHSP clients. The overall objective of the program is to align the workshops with customer's goal and provide an innovative way to learn a new skill to enable them to remain in their home. This will maximise their independence at home and in the community while enhancing their wellbeing and quality of life.

The area covered by TransCare (Muswellbrook Shire Council and Upper Hunter Shire Council) had been feeling the effects of the persistent drought and bush fires during 2019 and 2020 before the coronavirus pandemic arrived. This became a very anxious time for our customers and our staff. Every effort was made to secure our workforce at the beginning of the pandemic and to keep our customers informed of developments. When the virus took hold, we were subjected to information overload coming out of the Government and media sources. It was a very stressful time for our communities and although the situation is yet to play out it remains a major concern. TransCare staff and volunteers were extremely responsive to what was required of them during the early period of the crisis and our customers took the necessary precautions to ensure their own safety.

On behalf of the Board of Directors I would like to thank Virginia Mulcahy for her dedication and support of TransCare over a long period of time. Personally, I would like to thank the Board for their support over the past few years and I would like to commend the staff for their adaptability and acceptance of change over the past 12 months.

Garry Lane

General Manager

# Board of Directors

## Directors

Below are the names of Directors in office during the 2019-2020 financial year.

Ordinary Meetings				
Name	Position	Status	Held	Attended
Penelope Fenley	Chairperson	Appointed 17/11/2015	4	4
Paul Hennessy	Deputy Chair and Treasurer	Appointed 08/11/2016	4	4
Marie Laurie	Director	Appointed 22/10/2014	4	4
Virginia Mulcahy	Director	Appointed 20/09/2006 Resigned 29/10/2019	2	2
Carolyn O'Brien	Director	Appointed 18/12/2018	4	3
Amanda Catzikiris	Director	Appointed 16/04/2019	4	4
Garry Lane	General Manager	Company Secretary	4	4
Annual General Meeting held 29/10/2019				
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	
Carolyn O'Brien	Director	Active Member	No	
Amanda Catzikiris	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**

During this period a number of highlights were recorded, including a sharp growth in Home Care Package (HCP) clients, the stream-lining of Commonwealth Home Support Program (CHSP) client data, and a re-focus on our service delivery policies and programs due to the COVID 19 restrictions. A major overhaul of our client databases and consequential fine-tuning of the data and knowledge that we hold on every client is another major feature of this period.

Following extensive research, the decision was made to purchase and commence a significant project transitioning from an outdated database to a suite of e-Tools software including eNDIS (NDIS clients), eHSP (Commonwealth Home Support Program clients), and eHCP (Home Care Package customers).

## **Home Care Package**

Twenty-two active clients located in Scone and Muswellbrook received a wide range of personal care, domestic assistance, assistive technology, transport and social support services. This active cohort is likely to substantially grow with an additional eight pending applications and fourteen substantive enquiries. Two clients transitioned to residential care during this period.

## **Commonwealth Home Support Program**

Following an exhaustive process of data cleansing and transitioning a new cohort of approximately one hundred clients emerged. Fifteen Care Workers provided a range of personal care, domestic assistance and social support services within Scone, Muswellbrook, Murrurundi, Merriwa and Denman. The Care Workers received timely and focused professional learning programs and modules to ensure their preparedness and responsiveness in relation to the COVID 19 pandemic and vulnerability of our clients.

Staff have experienced a sharp increase in Home Care Package inquiries from within this cohort and it is expected that further Home Care Package awards will be granted to many of these clients.

## **NDIS**

Growth within this cohort has been static and further resources were allocated to ensuring that the small number of clients received the best support possible.

I am very proud of the high levels of quality, empathy, passion and care with which all our staff conduct their service deliveries and thank them for contributing to TransCare Hunter's strong reputation out in the community.

Russell Legg

Home Support Manager

# **Community Wellbeing Report**

The Community Wellbeing section provides services under the Commonwealth Home Support Program (CHSP) to eligible My Aged Care clients. Services are delivered using the wellness and reablement approach which supports clients to manage their independent daily living tasks.

The introduction of the eHSP database has significantly increased the accuracy of recording and reporting data within the Community Wellbeing service area. This software program allows for the scheduling of services on a regular basis or as a one-off-service, with the inclusion of feedback regarding client's wellbeing. In January 2020, Community Wellbeing began using the My Aged Care portal which enabled the service area to directly receive referrals and engage potential new clients from the beginning of their service provision.

## **Social Support Individual**

Social Support Individual client numbers have decreased due to in-home assessments carried out from July 2019 to December 2019 which established that a number of clients no longer required accompanied assistance. The COVID-19 restrictions at the beginning of March 2020 put a halt to accompanied activity services. However, in June 2020 18% of accompanied activity clients resumed their service. Telecare services have remained steady.

## **Meals**

Meals services have remained consistent throughout the year. Meals on Wheels currently have 21 active clients while Meals at Centre have continued to grow at 45 active clients. An updated menu book was distributed to clients in September 2019 with a 3% price increase to the existing standardised prices. Staff deliver Meals on Wheels weekly to Scone, Aberdeen, Rouchel and Muswellbrook areas. The Meals at Centre service was placed on hold mid-March due to COVID-19 but we hope that this service will resume in early 2021.

## **Home Maintenance**

In July 2019 this service moved to a paperless system with one \$50.00 service provided each quarter on an annual basis. Clients call or email the Community Wellbeing section directly to book their service which allows us to monitor the quality of service provision. This service had a decline in client numbers during 2019 mainly to do with the severe drought. TransCare gained two new contractors that have fitted in well with our service provision and our clients.

## **Be Connected Network**

TransCare hosted a number of workshops throughout 2019 and our enrolled learners increased to over 100. TransCare partnered with the Scone Neighbourhood Centre, Muswellbrook Library, Scone Library, Denman Library, Murrurundi Visitor Information Centre, and Merriwa Library to host various one-day introductory workshops and 6 week programs.

Samm Turri

Community Coordinator

# **Transport Report**

## **Fleet**

TransCare has a fleet of 19 vehicles including 6 buses and 13 cars. The buses are primarily used for community transport while the cars are used for short and long-distance transport as well as our Regional Assessment Service and office staff. The Cancer Council has partnered with TransCare to supply a Toyota Camry as part of the Transport to Treatment Program. The buses and a number of the cars have a specified life span so we had them professionally polished early in the year as they are garaged without cover.

## **Service Delivery**

COVID-19 in March 2020 has caused significant service disruption including social distancing, cleaning, hygiene and record keeping. Current service delivery is reliant on TransCare adhering to the guidance set out by the Commonwealth Department of Health, the NSW Government and Transport for NSW (TfNSW). It has also meant that social bus trips and bus hires have been put on hold along with scheduled services due to passenger number limits. In November 2019 TransCare employed a car driver on a part-time basis to see how it could work as a long-term option. This has proved to be very beneficial and offers transport services more flexibility.

## **Community Transport Program (CTP)**

CTP service provision included Monday to Friday bus services covering Muswellbrook Shire Council and Upper Hunter Shire Council along with a weekly service to Tamworth. The CTP provides vital options for people in our rural communities with service use fluctuating due to circumstances where people move to or leave the area. Passenger number restrictions are currently limiting seating numbers in vehicles which has an impact on trip numbers. A total of 5,183 trips were provided during the year.

## **CHSP Transport**

CHSP transport is provided to ensure people are able to access services and remain in their own homes and the demand has continued to remain constant. TransCare is in the process of transitioning customers with more complex needs to a Home Care Package (HCP) and this will affect our client number in the future. The impact of this change will be monitored but it may mean an increase in transport vehicles needing to be used for HCP and a change in the number of people accessing CHSP. A total of 8,788 trips were provided during the year.

Recording of transport statistics is through the CTABS program using RouteMatch which is a contractual arrangement with TfNSW. This arrangement will be reviewed in 2019-2020 but it is likely that TransCare will stay with the system as it is also used to provide the Commonwealth Department of Health with statistics through the Data Exchange System (DEX).

NDIS from a transport point of view is people accessing the already scheduled bus services. TfNSW provided a subsidy of a maximum of \$10 per trip which finished at the end of June 2020.

Helen Schlegel

Coordinator Transport Service



# Wellness and Reablement Report

The Wellness and Reablement Program has grown in client attendance throughout 2020. There was a rapid growth in clients attending between the first and fifth workshop in some locations, and steady growth in other locations. There was a consistent mix of both returning and new CHSP clients attending workshops in all locations throughout the year.

Muswellbrook and Scone have our largest number of CHSP clients and had the biggest growth in



the number of clients attending, with 20-25 clients booking in for the programs fifth workshop. Aberdeen, Merriwa, Murrurundi and Denman were slower to grow, and at times attendance numbers depended on the workshop appeal to clients in the beginning of the program. All location now have clients attending regularly and the appeal of the workshops continues to grow to entice new attendees.

The feedback from clients about TransCare's Wellness and Reablement Program workshops has been positive. Clients

have reported on evaluation forms they strongly agree they have learnt new skills that are useful to them and they feel confident they can use their new skills in their own lives. Returning clients have reported verbally how they have applied new skills into their lives and the improvements they have seen because of these skills.

The Wellness and Reablement Program offered a free bus service to all CHSP clients to attend the workshops. Clients utilised the bus for the first and second workshops, but a rapid decline in use was seen by the third workshop, with clients choosing to make their own way to the workshops.

The Wellness and Reablement Program was impacted by restrictions relating to Covid-19, with club restrictions and organisational restrictions seeing changes in client attendance numbers and operations of the program for the fifth workshop, and postponing until after the financial year from the sixth workshop onwards.

Growth in all towns is expected in the new year, however, Covid-19 restrictions will limit growth in the new financial year, with the implementation of restrictions on client numbers able to attend in clubs, and clients reporting they feel the need to stay home with the threat of Covid-19. There has been a small amount of growth in the new financial year and is predicted to continue to grow where possible.

With the promise of our CHSP portal soon to open, I look forward to engaging with new clients so they can gain new skills to become more independent in their own lives. I look forward to continuing to grow the program over the next 2 years.



Patricia Kennedy-Wood

Program Officer



# Special Events

## Annual Barefoot Bowls Night – Thursday 24th October 2019

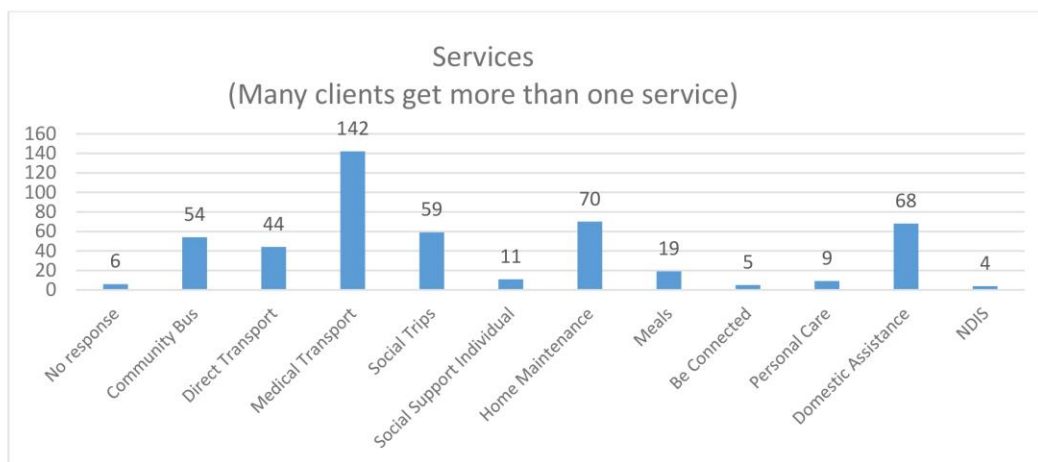
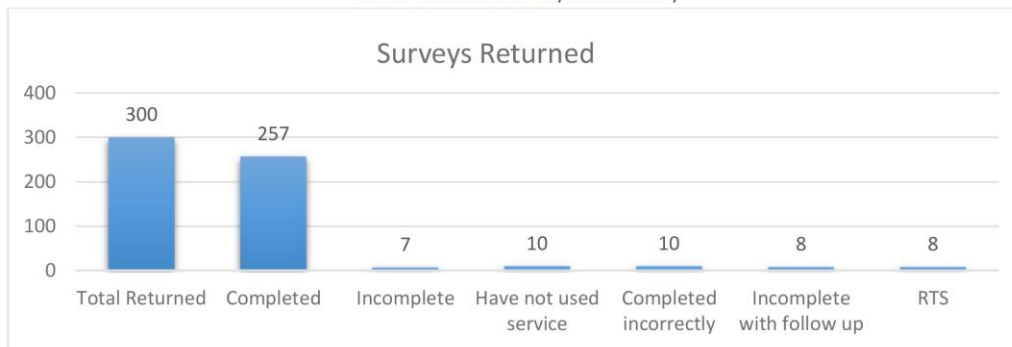
Another year of the event receiving great support from the local community with 24 teams entering and a supportive crowd in attendance. Key supporters for the event were Radio Hunter Valley, Scone Equine Group, Scone Outdoors, Warburton Real Estate, Farrow Mechanical, Nathan Moore Tiling and the Scone Bowling Club who made significant contributions to the auction, making winning bids, entering teams and making cash donations. The decision was made to partner with long term event supporters The Lion Club of Scone for the annual event in 2019. The total raised on the night was \$7,479.00 which was split between The Lions Club of Scone for their drought relief services and TransCare to support our service delivery to clients.



From mid-March 2020 all events were cancelled due to the COVID-19 pandemic.

# 2019 Client Survey

## 2019 Client Survey Summary



**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

## **2019 Barefoot Bowls Night**

Asser House  
Belmore Hotel Scone  
BP Scone Highway Services  
Bunnings Singleton  
Farrow Mechanical  
Godolphin  
Hunter Belle Cheese  
Kate Mailer Solicitor  
Majestic Cinemas Singleton  
Muswellbrook Cinema  
Nathan Moore Tiling  
Nova Cruises  
Pukara Estate  
Radio Hunter Valley  
Scone Bowling Club  
Scone Discount Pharmacy  
Scone Equine Hospital  
Scone Outdoors  
The Lions Club of Scone  
Two Rivers Wines  
Warburton Real Estate

## Financial Overview

<b>Income</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Revenue	1,700,738	1,242,276
Other Income	820,860	884,142
<b>Total Income</b>	<b>2,521,598</b>	<b>2,126,418</b>
<b>Expenses</b>		
Employee Benefits	1,518,759	1,421,636
Depreciation and Amortisation	148,648	174,208
Audit, Legal and Consultancy Fees	10,086	10,944
Client and Volunteer Activities	314,330	126,544
Administration	211,218	145,061
Vehicle Running Costs	156,059	207,404
Repairs and Maintenance	22,952	25,357
<b>Total Expenses</b>	<b>2,382,052</b>	<b>2,111,154</b>
<b>Net Current Year Surplus</b>	<b>139,546</b>	<b>15,264</b>
Total Current Assets	1,052,210	651,218
Total Non-Current Assets	951,608	1,033,097
<b>Total Assets</b>	<b>2,003,818</b>	<b>1,684,315</b>
Total Current Liabilities	355,910	184,667
Total Non-Current Liabilities	57,682	48,966
<b>Total Liabilities</b>	<b>413,592</b>	<b>233,633</b>
<b>Total Equity</b>	<b>1,590,226</b>	<b>1,450,682</b>