



ANNUAL REPORT

2008—2009



Mandurah Community Care Inc. Values

our vision statement

“to be a premier community service
Organisation responding to the
needs of the Peel community”

our mission statement

“improving the quality of life and
independence of individuals and
families”

organizational values

“to serve with grace”

C – compassionate caring

H – harmonious environment

A – assuring efficiency

R – respect with boundaries

I – independence support

S – sustainable resources

mandurah community care inc.

Is a non-profit, community based agency which offers a wide range of services to help people who are at risk of inappropriate admission to long term residential care.

We also provide support for the carers of people who are frail and people with disabilities.

Our Services are

Housekeeping – provided in the home by maintaining routine household chores such as vacuuming, mopping and bathroom cleaning.

Gardening and Home Maintenance – provides a basic gardening service to maintain safety, including pruning, window and gutter cleaning.

In Home Respite – provides a break for the usual carers of people with disabilities or people who are frail aged.

Personal Care – helping people with regular personal care tasks including showering and dressing.

Social Support and Shopping/Bill Paying Assistance – is usually provided in the clients home, however outings can be arranged. We also provide assistance with shopping and bill paying

Community Transport – providing transport in the local area to those who are unable to use other means of transport.

Volunteer Transport – offers one on one assistance with transport in the local area, for people who have mobility problems.

Centre Based Day Care Programs.....

Our House – respite provided in a friendly atmosphere, focusing on the individual needs of people.

Life Club – offers a wide range of activities and outings for those with disabilities.

Men's Club – has been created for men who are socially isolated, providing suitable activities and regular outings.

Luncheon Club – a group who meet weekly and visit local restaurants and cafes for a social lunch.

MANDURAH COMMUNITY CARE (Inc)
MINUTES
OF
ANNUAL GENERAL MEETING 23Rd OCTOBER 2008

Held In the North Wing –Baptist Church 370 Pinjarra Rd Mandurah 6210

Meeting opened at 11am by Cavan Brown (Chairman)

Chairman gave a welcoming message to all attendees, describing how a gift of a handcrafted pen with the inscription of 'Eternity' has a hidden message for all.

Meeting closed. 11.15am reason being.
Failure to reach a quorum as per Constitution.

Meeting restarted by Chairman 11.30am with minimum attendees as per constitution.

Present: Cavan Brown (Chairman) Tim Atkinson (Vice chairman) Lorraine Woods (Treasurer)
Frances Wallace (CEO) Joy Chandler (Committee Member) Jean Campbell (Secretary) Mrs. Darby
Mrs. R Tewes, Mr. J Warburton, Mrs. J Hind, Mrs. Ross, Miss B Gibson, Mrs. Mar Coles,, Mrs. P Dwyer,
Mrs. Wilton, Mrs. J Knowles, Mrs. J Sutton,

Apologies From: Mr. Kim O'Neil, Mrs. E Marland, Mrs.S Hindmarsh, Mrs. Warburton, Mrs.S Dore

Accepted Unanimously

Minutes of previous meeting held on 21st October 2007 tabled
Accepted: Pauline Dwyer. Seconded: Tim Atkinson

Acceptance of all Reports included in the Agenda.
Accepted Tim Atkinson, Seconded Miss B Gibson.

Election of Office Bearers:
All Board members returned without contest

New Committee Members elected unopposed. Mrs. S Hindmarsh, Mrs. S Wilton.

Appointment of Auditors 2008/2009 Financial Year, Dixon Rd Accounting .
Unanimously accepted.

Meeting Closed 12pm

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chief executive officer

The 20th Anniversary of Mandurah Community Care Inc, when people look back over this period what will their comments be about the organisation, about the staff, and more importantly the service that they received? It is a sobering thought as we move forward. I know there isn't a lot we can do about past history, we can only look to the future, and strive to make the community in which we work a better place to live, and the people we serve, happy, healthier and safe.

Working within the community service industry, and specifically a Home and Community Care funded program has seen an ever changing and improving emphasis on the health of older Australians, people with disabilities and their carers. The most recent change is the "Wellness" approach to service delivery. As we are aware the purpose of the HACC program is to provide basic support to the people mentioned above, who have moderate to severe disabilities so that they can remain living independently at home and in the community. The "Wellness" approach to community homecare will focus on building capacities by looking at a persons abilities, rather than their difficulties; looking at what the person can do rather than what they can't do: promotes improving the quality of life of older people; aims to provide and opportunity to regain confidence and skills whilst supported to do so; recognizes the value and importance of continued connections with the community; independence will be promoted by the way the staff behave towards a person and the attitudes they portray; the staff will work in a manner that assists but doesn't take



over the tasks that a person can do for themselves; ensure success for the client by supporting individuals to start with what they can do and then gradually extend themselves; look at the reasons behind a change in function/request for extra assistance instead of just increasing services; and ensure that every opportunity to promote a person's highest level of involvement in daily activities is sustained.

Quite a change of direction for all the staff, managers and field staff, trying to digest all the implications this has for assessment, and delivering a service, it will take some time for the "Wellness" approach to be fully implemented.

Thank you all so much for a great year, Merry Christmas and all the best wishes for the New Year, 2010.

Frances Wallace
Chief Executive Officer
October 2009.

chairman of the board report

This year is special as we have now been operating for twenty years and that is significant. Many care organizations do not survive ten years. I have now been involved in the care industry in Mandurah for ten years and can recall some organizations that are no longer with us.

Mandurah Community, over its twenty years, has enjoyed a stability that should be celebrated. In Fran Wallace, we have a dedicated C.E.O. who has been with us for nearly all that time and has maintained an efficient but warm environment. We also have had the advantage of a long term core staff in Herta Ubings, Pauline Dwyer, Roger Sutcliffe and Marj Cole.

This group recently set about defining a set of values for the future and chose the Greek word "Charis" which means to serve with grace and charisma. This word has been taken up as a value statement;

Compassionate Caring

Harmonious Environment

Assuring efficiency

Respect without boundaries

Independence support

Sustainable resources.

With values like this we will be around for another twenty years.

A few years ago we had a major problem with 'sustainable resources' in that our finances were short. This year we have turned that around and the financial statement has almost gone back to being boring. The finances have required some careful management by the Staff, Board and Auditors and now the 'bottom line' is under control.

In this past year, we have extended the work with a Centre Based Day Care now operating in Falcon. We are also looking at setting up a Carers' Group that will address the needs of Carers. Some groups that were doing this ten years ago are no longer functioning. We are also looking at a work among the indigenous people and submissions for finance are now being considered.

During the year, the Board has some new members in Teresa Twining and Sharlene Hindmarsh. Teresa is a CPA with gives us some good extra accounting expertise. Sharlene has worked in the Care industry for some time and has an interest in Corporate Governance. I would like to thank them for their contribution and also thank Jean Campbell and Lorraine Woods for their ongoing work as Secretary and Treasurer.

Cavan Brown,
CHAIRPERSON
October 2009

board of directors

Cavan Brown

Chairperson

Cavan Brown, is a Baptist Minister and has a wide variety of experience dealing with community and not-for-profit organizations. He is a long standing member of the Mandurah Community Care (Inc) Management Committee and brings with him knowledge of governance and leadership.

Jean Campbell

Secretary

Jean Campbell, is an experienced business women from the for profit sector and now enjoys sharing that knowledge in her role as a committee member of MCC. She is dedicated, supportive and also works as a volunteer in administration.

Lorraine Woods

Treasurer

Lorraine Woods, now retired, worked in the banking system for twenty three years and brings with her a vast experience from her finance career. As treasurer she is an asset to the organization.

Teresa Twining

Board Member

Teresa Twining, works full-time for a for-profit organisation in the Mandurah community. Her profession is Accounting therefore she bring to the organisation commitment and valued experience.

Sharlene Hindmarsh

Board Member

Sharlene Hindmarsh, works part-time in the primary health sector and has previous experience as a HACC Project Officer. She brings with her good organizational skills and project planning experience.

the executive team

Herta Ubbing – In Home Services Manager

The last year has been focused on high quality training for Support workers and Management to meet the requirements of the HACC Wellness Program

There has been a change in the way how we conduct our Assessments in the future With the introduction of the wellness approach “ what you can do for yourself” not “what can the service do for you.”

Simply put this means working with the client to:

Retain their existing skills to an optimal level und where appropriate regain skills in everyday activities.

This can be achieved by actively working with the client to build on their strengths through the provision of short or longer term support from HACC, not just compensating for their deficits by the provision of that support.

The approach is based on the premise that people want to retain autonomy and build capacity, that clients have the potential to make gains in their well being and that HACC can improve its capacity to support this way of working.



Support workers:

Vicki, Shannon, Sheila and Denise have left the agency, some to move away, some to do more studies and some for personal reason. Joined our team have Connie, Maribeth, Pam, Wendy and Trish.

Herta Ubbing
In Home Services Manager
October 2009

Marj Coles – Centre Based Day Care Manager

The Centre Based Day Care department has grown in the past twelve months. The Falcon program commenced on 5th and 6th March 09. These are small mixed groups that run Thursday and Friday of each week. These programs provide respite to the primary carer and socialization and inclusion in the community to the frail aged and socially isolated who live south of the new bridge. I would like to give special thanks to my most experienced staff members who have all done an excellent job of running the Falcon groups under some very trying circumstances at times. They are Colleen Cole, Colleen Liddell and Jeff Little. Janine and her team at the Falcon E-Library have been very obliging and made us more than welcome.

All of the other programs have continued to run smoothly thanks to our wonderful Centre Based Day Care team of staff and volunteers. It is a pleasure to be associated with such dedicated caring people and I'm sure that each and every one of them have made a difference to the lives of all those receiving our services. It is a pleasure to welcome Liz Nichols and Connie Little to our team. Their help is greatly appreciated. Clare Quinn has recently retired due to ill health. Thank you to Clare and we wish her all the best in her retirement.

The Commonwealth Government policy that strongly encourages people who would have previously volunteered to find paid employment, still impacted greatly on the programs for the first ten months of this financial year. That of course, unfortunately has added pressure on the Centre Cased Day Care team who have just had to work harder to keep the programs running smoothly while short staffed.



We have a continued working relationship with both Mandurah Senior High school and Mandurah Senior College. Mandurah Senior College students, under the supervision of the gardening home maintenance department re-vamped and rebuilt the Our House vegetable/herb garden. I would like to thank Roger (Gardening/Home Maintenance Manager) and his staff for their assistance and supervision of the students during this project. Thanks also to Tiffany Mclean and the Community Service Program team from Mandurah Senior College and the students for their hard work on the re-establishment of the Our House herb garden.

Thank you to Jan Davies (Student Community Service Coordinator) from M.S.H.S. who provided us with eight students in the past year that completed their twenty community service program hours in the Our House programs. Volunteering students have been welcomed by both the frail aged and people with disabilities that attend our programs.

We have had one student through the 'Youth Pathways to Employment Program' and also one student from the 'Workplace Learning Program' gaining valuable work experience in the Our House programs.

MENS CLUB

Our new Men's Club Coordinator Colleen Liddell is doing a fantastic job. The Men's Club members have just completed a six week 'Living with a Long Term Health Condition' course. This was found to be a very worthwhile topic. We have had the pleasure of welcoming two new volunteers to the Men's Club team this year. Both John Demasson and Christene Hunter are great team members and we appreciate their efforts. Bruce Zilm and Jeff Little are the other two dedicated members of the Men's Club team. I would personally like to thank our previous Men's Club volunteer Theo Van Gorcom who still volunteers weekly in the Our House Friday group. I would also like to thank Cedric Birch for his assistance over the past few months.

LUNCHEON CLUB

The new Luncheon Club Coordinator is Sue Whyte, with the assistance of Judy Brown and Lois Munro. This program is growing again. Thank you to Sue, Lois and Judy for a job well done.

LIFE CLUB

Diana Oliver is the Life Club Coordinator with the support of Jeff Little, Colleen Liddell, Sue Whyte and volunteers, Tony Field, Judy Brown, Lois Munro, Dot and Terry Trewin and Kerri Leach. Lyn Orenshaw still kindly assists when they are short staffed. The Life Club team is a close knit group of dedicated caring people. Nothing is too much for the Life Club members. This diligence is what makes Life Club such a great program. Once again their two annual events were a great success. The "Walkathon" held in November 08 and "Life Club camp" in March 09. Thank you to those who attended or donated to the fundraising Walkathon. Thank you so much also to the Life Club volunteers and staff who give up a week of their time and make each camp one to remember.

Life Club members participated in the "Moving Arts Parade" at the annual City of Mandurah Stretch Festival again this year. The Life Club members participated in the costume making at Life Club over some months. Diana's artistic talents and dedication to inclusion of people with disabilities was certainly noticed. She won an award to have her photo with some Life Club members on the front cover of the Yellow Pages. Well done Diana

A thank you for a job well done must go to Jeff Little for coordinating Life Club during the past year when needed, once for a period of eight weeks. Well done Jeff. Colleen Liddell and Sue Whyte have done an excellent job relieving at Life Club also.

We have had the pleasure of welcoming back Kim O'Neil after a serious illness.

The Aged Games 09 is being held on Tuesday 20th October. We will once again have an Our House and a Men's Club team participating. Thank you to Colleen Cole for her efforts with the purchase of, coordination and sale of chocolates to raise money for the purchase of tee shirts for the two teams to wear at the games. Well done Colleen.

Thank you to all those that sold and purchased chocolates, we appreciate your assistance. We hope to continue adding something to our team uniforms each year as there is a prize for the best dressed team.

Mandurah Community Care Centre Based Day Care department have just commenced a working relationship with Community First International whose woodworking program for people with disabilities will be assisting us by making lounge raisers that will enable the frail aged people that attend the Our House programs to be able to sit down in and get up from the lounges easier.

STATISTICS

Centre Based Day Care

	No of Clients 08/09	No of Services 08/09	Total Hours 08/09
Mens Club	23	608	3,354
Luncheon Club	12	371	907
Life Club	27	839	4,558
Our House	40	1391	7,403.25
Falcon	9	148	829.25

Roger Suttcliffe – Gardening Home Maintenance Manager

The gardening team has once again produced a year of quality services for our clients and I thank them for supporting me. Stephen Kelleher took over the gardening role in November following Colin Atkinson's retirement and has quickly fitted into the job proving to be a popular member of the team. Diane Jensen and Phil Oakley have also given consistent and reliable service and Collin Dwyer joined the team in January and has fitted in very well with some youthful energy.



I would like to thank our Volunteers, Peter White, John Smith, John Bircsak for their contribution over the last year and are a great asset to the organization.

We have regularly advertised the private CHS garden maintenance services in the local press and this has produced additional volumes which are reflected in the statistics.

As a result of the funding we received from The Lotteries Commission we have built a new shed at the back of 15 Tindale St in September 2008, for housing the Gardening vehicle, trailer and equipment. It is also used to house the Transport car. This addition has saved considerable expenditure on travel and the rental premises we were using at Erskine for storage. We have now applied for additional funding to enable us to concrete the yard area.

	Clients 07/08	Clients 08/09	% + Or % -	No of Ser- vices 07/08	No of Ser- vices 08/09	% + or % -	Total Hours 07/08	Total Hours 08/09	% + Or % -
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HACC

Gardening & HM	224	261	+16.5 1%	1546	1849	+19.6 %	1936	2083	+7.59 %
Volunteer Gardening	NA	NA					360	522	+45%

CHS

Lawn Mowing	18	46	+155 %	97	254	+161. 85%	149	370	+148.3 0%
Maintenance	48	106	+120. 83%	437	661	+51.2 6%	1084	1579	+45.66 %

finance/administration manager

Pauline Dwyer

With the hard work behind us, MCC is heading into 2010 in a positive financial position. With the reduction the deficit by \$71,460 MCC is meeting the targets and deadlines as outlined in the 3 year plan submitted to the Health Department in 2008.



Administration changes have included:

- A warm welcome to our new assessment person Wendy Corby who commenced for two days per week August 09.
- Although we have no reception the office runs smoothly with everybody doing their bit when it comes to dealing with phone calls and reception.
- Our CBDC Manager (Marj) now spends five days a week in administration due to MCC securing non-recurrent funding to commence another CBDC program.

HACC

The Health Department introduced the HACC Annual Reporting Package – accrual basis which is an excel spreadsheet for use when submitting our annual reports and at the same time calculate the unit costs. The package requires a break up of dollar allocations and hours of each service group into categories which are then broken up for indirect service, direct service, management and administration.

All projects will continue to report activity by individual service type to the national data repository. Where contracts are organized by service group, aggregation of the service type activity will be performed to enable a valid comparison against contracts.

The aligning of our reporting structure is under way the modifications necessary will affect the budget, MYOB and SMS. I recently had the opportunity to attend a Unit Cost Spreadsheet workshop. Key outcomes of the workshop were:

- Gain knowledge of how financial data is treated by the spreadsheet and its formula;
- How the entered data builds to the financial statements and the unit cost calculations;
- Distinguish between cash and non cash costs;

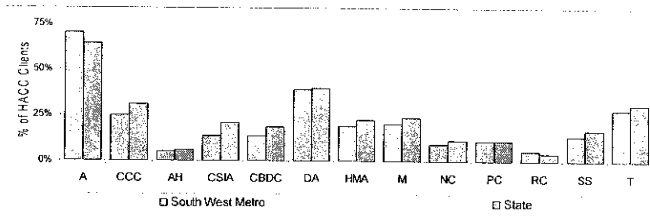
How to interpret the unit cost data calculated by the spreadsheet.

At a HACC Planning 2009/10 meeting held in March this year featuring sub-regions of Inner South West Metro, Outer South West Metro and Dale. A summary of indicative priorities was handed out for all areas the following was listed for Dale:

- Smallest population but fastest growth.
- Smallest client group but fastest growth.
- Highest disability rate but good coverage.

The following graph shows the regional client coverage by service type to March 09.

Regional Client Coverage by service type



DSC

The Quality Systems Improvement Grant of \$5,200 has been expensed with the introduction of Annual Client and Service Data Collection (ACDC) Online. Service hours and dollar allocations per client in In-Home Support Service & Intensive Family Support are collated and reported in ACDC on a monthly basis. The wages template provided on the DSC web site streamlines the reporting of all DSC support worker hours.

As MCC have provided all reports in timely manner in relation to the Direct Care Workers Wage Increase, DSC waived the requirement for submission of the independently audited report for the period 1st January to 30 June 2009 with no further submissions required.

I wish you all a very Merry Christmas and look forward to another year at MCC.

PJ Dwyer
Finance/Administration Manager
October 2009

triple bottom line report

economic outcomes

The primary source of income during the period of this report, is the Home and Community Care program distributed by the Department of Health WA. Other sources of funding have been the Disability Service Commission of WA, Lotterywest, and the private arm Community Home Services.

Economic Performance Indicators:	2008-2009	2007-2008
Revenues from ordinary activities	\$1,256,047	\$1,025,862
Total payroll and benefits	\$ 894,212	\$ 802,937
Interest paid on borrowings	\$ 2,450	\$ 2,450
Increase/decrease in retained earnings	\$ 81,328	\$ 56,366

Along with the above activities MCC reports against the following key environmental performance indicators

Environmental outcomes

Environmental Performance Indicators	2008	2007
Energy use (electricity and gas)	14,086	n/a
Petrol and diesel fuel use (litres)	7690.66	9344.34
Water consumption	124kl	n/a
Incidence and fines for non-compliance With all environment regulations	Nil	Nil

MCC Executive Team continues to work towards "Greening Our Workplace". The above table indicates the petrol and diesel consumption is reduced this financial year by 1,653.68 litres. There are no other figures available for comparison.

Social outcomes

Disability Service Commission funding increase this year for a young family. MCC in consultation and a positive working relationship with Local Area Coordination of DSC was successful in gaining this increase.

HACC funding also increased in the following programs Domestic Assistance, Centre Based Day Care, Social Support, Client Care and Coordination.

social outcomes
HACC program

Social Performance Indicators	2008-2009	2007-2008
Domestic Assistance - hours	5227	5084
Social Support – hours	1751	1843
Personal Care – hours	1091	1150
Centre Based Day Care – hours	17196	15089
Respite Care – hours	2446	3020
Assessment – hours	842	788
Client Care and Coordination – hours	540	637
Gardening Home Maintenance	2083	1938
Transport – occasions of service	6037	7556

disability service commission

Social Performance Indicators	2008-2009	2007-2008
Coordination	132	376
Accommodation - hours	4399	3140
Intensive Family Support - hours	2988	2791

workforce numbers

	2008-2009
Full-time	4
Part-time	31
Volunteers	34
Board Members	5
Casual	Nil

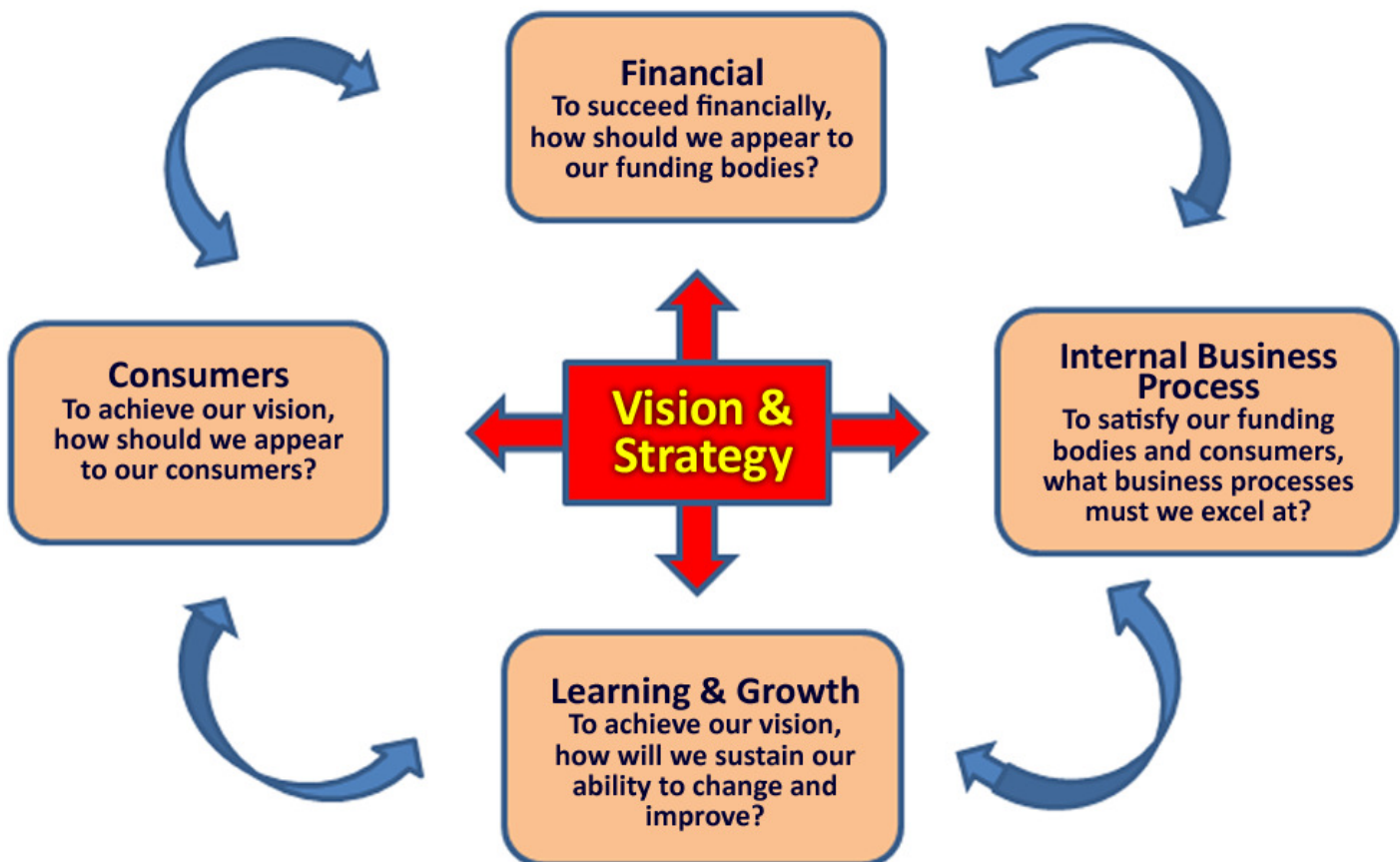
MCC has an excellent and stable workforce. I wish to commend all volunteers, staff and board members for their continued support and commitment to the consumers, clients and their community.

business excellence

The process to develop the organisation strategic plan is due in 2010. A new system will be tried this year “Balanced Score Card Measures”. The BSC measures are derived from the vision and strategies of the organisation, and are in the centre of the BSC system (see below).

This system allows the organisation to translate its vision and strategies through the framework chosen.

Examples of some frameworks are in the diagrams below, clients, internal business processes, Financial and learning and growth. Goals, objectives, and then measurements are developed to assess the frameworks. The use of measurement is critical to the achievement of organizational strategy.



treasurer's report

The 2008/9 year has been a very successful year financially, due to the on-going dedication and determination shown by all the staff and volunteers at MCC as we continue to meet our commitments and remain in surplus.

Our CEO Fran Wallace and Financial/Administration Manager, Pauline Dwyer's management of MCC finances on a daily basis, make my tasks so much easier. I do appreciate their efforts in keeping me informed.

Their competence has been invaluable to the board, in providing all the information required throughout the year.

The 3 year plan established for the period 2007 to 2010 and put forward to the Health Department, has facilitated the reduction of our debt such that it has now been cleared. We can now plan for future allowances as recommended by the department.

The budget for 2009/10 allows for Asset accumulation & growth in preparation for the expanding needs of our community, a review will be undertaken in January. The financial team will continue to monitor costs closely, to maximize all funding available, whilst enabling us to maintain the objectives of the organisation.

With the continued support and invaluable work of our dedicated team of service providers, the board is confident the needs of the Mandurah community will be met.

Lorraine G. Woods
Treasurer
October 2009