



Let's
make it
happen!



WEST COAST COMMUNITY SERVICES INCORPORATED

ANNUAL REPORT

2019 - 2020





1

OUR PURPOSE

2

OUR VISION,
MISSION &
VALUES

3

OUR LOCAL

4

OUR BOARD

5 – 7

OUR TEAM

8 – 11

OUR
PROGRAMS

12

FROM THE
CHAIRPERSON

13 – 14

FROM THE CEO

15

FROM THE
FINANCE MANAGER

16 – 22

FINANCIAL
STATEMENTS

ABOUT THIS ANNUAL REPORT

The 2019-2020 Annual Report, including the financial report for the year ended 30 June 2020, can be downloaded from West Coast Homecare's website at: www.westcoasthomecare.com

The Annual Report aims to provide you with useful information about West Coast Homecare and the programs we deliver to communities on Eyre Peninsula and provide our annual financial Statement.

Our Purpose:

WEST COAST COMMUNITY SERVICES INCORPORATED ASSOCIATION OBJECTIVES ARE:

(a) As a primary objective, to develop and provide home and/or community based services for older people and People with Disabilities and their Carers to provide benevolent relief for their needs;

(b) Secondary objectives, to:

(1) identify gaps in aged and community care services and lobby for and work towards the advancement of these needs to be addressed by the three tiers of government;

(2) increase community awareness regarding Ageing, People with Disabilities, and their Carers and to promote and be involved in the development of policies which ensure comprehensive coordinated and accessible services for these people; and

(3) support the development and expansion of home and/or community based support services and charitable enterprises in any manner the Board determines, including through the establishment of a separate subsidiary entity to further the objectives of the Association.



Our Mission

Our purpose is to use expert local knowledge to enrich the health and happiness of people in the Eyre Peninsula by providing personalized aged care and disability support services in the heart of our community.

Our Vision

We will grow alongside our community, through times of change by expanding our local networks to connect people to the right care, at the right time.

Our Values

STRIVE FOR EXCELLENCE

We strive to be leaders in care. We listen and learn, seeking continuous feedback from our customers, contractors and networks to deliver high quality services that meet the needs of local people.

LOCAL AT HEART

We are experts in our community. We connect people with the best local services to cultivate growth within the Eyre Peninsula.

COMMUNITY ENGAGEMENT

We prioritise people above all else. Whether it is our staff, our customers, or our community, we are here to listen and respond to human needs and create long lasting networks of connection.

SHARING IN KNOWLEDGE

We digest complex, ever-evolving information about the aged care and disability industries, and local context to develop innovative services that meet the needs of the community, and provide clear and insightful advice to our customers and network.

EMBRACE DIVERSITY

We believe everyone is deserving of a happy and healthy life, and we appreciate the diversity within our community. We strive to deliver fair and equitable support for all by guiding people to maintain control and influence over their life.

Our Local

Eyre Peninsula is a triangular peninsula in South Australia. It is bounded on the east by Spencer Gulf, the west by the Great Australian Bight, and the north by the Gawler Ranges.

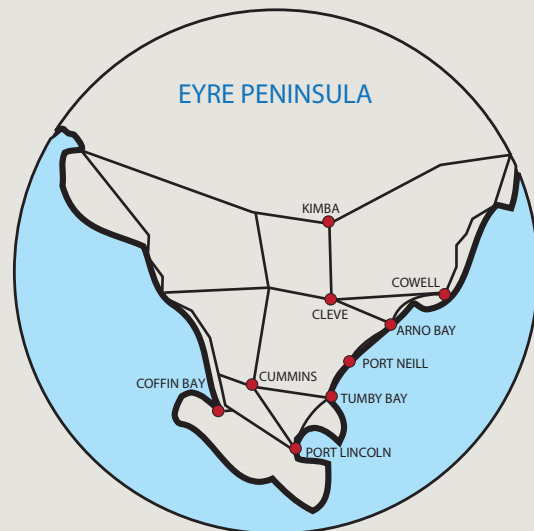
The region's economy is primarily agricultural, with growing aquaculture, mining and tourism.

It boasts fantastic food and wine, luxury accommodation and abundant wildlife, but it's best known for its world-famous aquatic activities.

West Coast Homecare is committed to supporting small rural communities on Eyre Peninsula and this is evident with the opening of new offices in Tumby Bay and Cummins and a new office planned to open in Cleve in July 2020.

Office locations:

- Port Lincoln - 4 Eyre Street
- Tumby Bay - 3 Spencer Street
- Cummins - 46 Railway Terrace
- Cleve - 27A Main Street



Port Lincoln Office



Cummins Office



Cleve Office



Tumby Bay Office

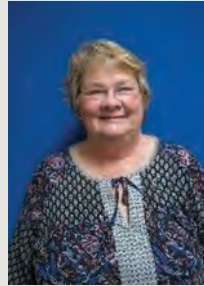
Our Board



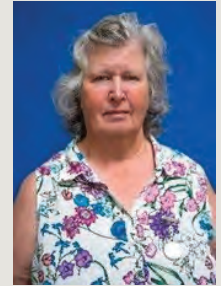
JULIE LOW
Chairperson



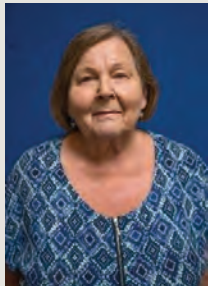
GEOFF DODD
Vice Chairperson



KATHRYN DRY
Secretary



SANDRA ANDREW
Treasurer
Public Officer
Seal Holder



VICKY WILKINS
Board Member



BROOKE GEORGE
Board Member



GERRY TAYLOR
Board Member

Our Team

1 JULY 2019- 30 JUNE 2020

	NAME	POSITION	FTE	PERIOD OF EMPLOYMENT FROM
1.	Deanne Hartwig	Chief Executive Officer	1.0	22 August 2016
2.	Garry Hollands	Manager Finance & Corporate Services	0.6	11 Oct 2016
3.	Gillian Mahoney	Manager Quality, Risk & Safety	0.8	1 June 2017
4.	Kate Eglinton	Manager Community Engagement	0.6	20 March 2013
5.	Katrina Bright	Manager Workforce & Public Relations	1.0	18 May 2020
6.	Karen Carlson	Senior Finance & Corporate Services Officer	1.0	19 August 2002
7.	Jodi Vivian	Home Care Support Officer	1.0	19 October 2011
8.	Sharmane Cooper	Manager Home Care Programs	1.0	27 October 2014
9.	Jillian Schultz	Acting Manager NDIS & Disability Support	1.0	7 September 2011
10.	Libby Kenny	Care Coordinator Age Care	0.8	5 June 2018
11.	Marion Newton	Home Support Coordinator	1.0	28 February 2019
12.	Bree Sexton	Home Support Coordinator	1.0	28 February 2019
13.	Janet Sinclair	Home Support Coordinator	1.0	28 February 2019
14.	Cheryl Gaskin	Home Care Coordinator	0.8	18 May 2020
15.	Kerrie Traeger	Home Care Coordinator	0.8	29 June 2020
16.	Jan Bebbington	Home Support Coordinator	Relief	10 February 2020
17.	Sally Westbury	Home Care Support Officer	Relief	14 February 2019

Our Team



Deanne Hartwig
Chief Executive Officer



Garry Hollands
Manager Finance &
Corporate Services



Sharmane Cooper
Manager Home Care Programs



Katrina Bright
Manger Workforce &
Public Relations



Jillian Schultz
Acting Manager NDIS &
Disability Support



Gillian Mahoney
Manger Quality
Risk & Safety



Libby Kenny
Home Care Coordinator



Kate Eglinton
Manager Community Engagement



Maz Newton
Home Care Coordinator

Our Team



Karen Carlson
Senior Finance &
Corporate Services Officer



Bree Sexton
Home Care Coordinator



Jodi Vivian
Home Care Support Officer



Janet Sinclair
Home Care Coordinator
TUMBY BAY



Cheryl Gaskin
Home Care Coordinator
TUMBY BAY



Jan Bebbington
Home Care Coordinator



Kerrie Traeger
Home Care Coordinator
CLEVE



Sally Westbury
Administration Officer



Our Programs

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

GRANT FUNDING - ENTRY LEVEL SUPPORT

The CHSP provides small amounts of entry-level support to assist older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community.

CHSP services may be short-term, intermittent or ongoing. The program places a strong focus on activities that support independence and social connectedness and take into account each person's individual goals and choices.

The CHSP provides a small amount of services to help frail older people maintain their independence and continue living safely at home and in their communities. The CHSP is not designed for older people with more intensive or complex care needs. Clients who need ongoing high intensity care are outside the scope of this programme.

People with higher needs can receive appropriate support through other aged care programs, such as the Home Care Package (HCP) program or residential aged care.

The CHSP does not replace or fund support systems provided under the health care system.

CHSP services delivered to a client should be lower than the subsidised cost of a Level 1 HCP (less than \$8,000 per annum).

CHSP providers may deliver higher intensity services on a short-term basis where clear improvements in function or capacity can be made, or further decline avoided. These services aim to get the client "back on their feet" and able to resume previous activities without the need for ongoing support.

All services are delivered compliant with the Department of Health Agreement, CHSP Program Manual 2020-2022 and Living Well at Home – CHSP Good Practice Guide 2020

West Coast Homecare is funded to deliver the following service types based on assessed need by My Age Care less than \$8,000 per annum:

- Allied Health & Therapy Services
- Domestic assistance
- Flexible Respite
- Home Maintenance
- Other Food Services
- Personal Care
- Social Support
- Transport
- Home Modifications



Our Programs

HOME CARE PACKAGE (HCP)

INDIVIDUALISED PACKAGE OF CARE

West Coast Homecare was approved as an Age Care Provider on 1 June 2017 under section 8-5 of the Aged Care Act 1997 (the act).

A Home Care Package is a commonwealth government funded program that provides a package of services based on assessed need.

A Home Care Package is designed for people with more complex care needs that go beyond what the Commonwealth Home Support Programme can provide.

Home Care Packages can be an option if people require a coordinated approach to the delivery of help at home, perhaps because they need help with many everyday tasks, or the care need is more complex or intensive.

The Aged Care Assessment Team (ACAT) assess the individual and allocate a particular level of packages based on care and service needs. The different level of packages provide a different amount of funding (subsidy) that is allocated to the consumer and paid to WCHC by the Australian Government to deliver the care and services.

The Home Care Package is delivered based on what the individual requires so they, or their family/or carer can select the services they want, delivered by West Coast Homecare as their provider of choice.

The three main categories of services are:

1. Services to keep people well and independent – including personal care, nursing services, allied health.
2. Services to keep people safe at home – including cleaning, home maintenance and modifications, assistive technology.
3. Services to keep people connected to their community – including transport, social support services.

The package level assigned is based on individual consumer needs.

PACKAGE LEVEL	LEVEL OF CARE NEEDS
Level 1	Basic care needs
Level 2	Low care needs
Level 3	Intermediate care needs
Level 4	High care needs



Our Programs

NATIONAL DISABILITY INSURANCE SERVICES

INDIVIDUAL PARTICIPANT PLAN

West Coast Homecare was approved by the National Disability Insurance Agency (NDIA) on 16 February 2018 as a registered NDIS Service Provider.

The NDIS is a planning and service system that has been developed by the Australian Government to assist Australians with a disability.

To access the NDIS, generally, the person must be less than 65 years of age. For people over 65 years of age the My Aged Care system is available.

The NDIS will provide people with a permanent and significant disability, aged under 65, with the reasonable and necessary supports they need to live an ordinary life.

Eligible people, known as participants, are given a plan of supports which is developed and tailored to their individual needs. A plan could include informal supports that a person receives through family, friends, mainstream or other community services. If required, the NDIS will also fund reasonable and necessary supports that help participants achieve their goals.

Not all people with disability will become NDIS participants. Only those people who meet the assessment criteria will become a participant and receive an individualised plan.

West Coast Home care will aim to provide people with disability, their families and carers support through information, linkages and capacity building by connecting people to the mainstream community.

We will assist Participants in the NDIS to develop a personal, goal-based plan about how they will be provided with support within the scope of approved West Coast Homecare approved service types.

West Coast Homecare provides support to adults with disability aged 18 – 65 years and is a registered NDIS Service Provider approved to deliver the following supports based on the Participants assessed Service Plan for:

- 0117 - Development - Life Skills
- 0106 - Assist – Life Transition
- 0125 - Participate Community
- 0116 - Innovative Community Participation
- 0120 - Household tasks
- 0136 - Group / Centre Activities
- 0107 - Assist Personal Activities
- 0108 - Assist Travel / Transport



Our Programs

MY CHOICES

NON-SUBSIDISED FEE FOR SERVICE

West Coast Homecare offer the MY Choices selection to provide additional choice and flexibility to people on a non-subsidised fee for service basis.

MY Choices will be delivered following age care and disability legislation and be compliant with West Coast Homecare policies, procedures and scope of practice for the safe and quality delivery of low - medium care requirements as assessed by West Coast Homecare.

Eligibility for MY Choices is for:

- low to medium care requirements
- people >65 years
- adults with disability >18 years
- carers

Consumer Care and services are provided:

- Within the West Coast Homecare Scope of Practice for services and workforce
- On receipt of MY Choices referral form with supporting information
- On approval and acceptance by the West Coast Homecare Intake Committee

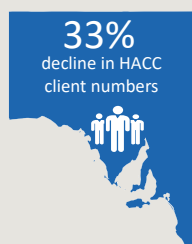
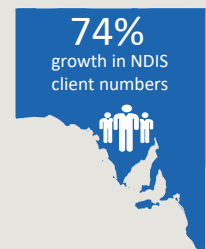
MY Choices Selections

People may choose to purchase services on a non-subsidised full fee for service for:

- "Top up" services to their existing level of care and services
- "External Agency" receive services from WCHC paid for by the agency where the agency is not approved to provide NDIS or Age Care Services.

Available services are flexible within the scope of West Coast Homecare age care and disability support program service types:

- Allied Health & Therapy Services
- Domestic assistance
- Flexible Respite
- Home Maintenance
- Other Food Services
- Personal Care
- Social Support
- Transport
- Home Modifications



from The Chairperson

West Coast Homecare continues to grow and strengthen their commitment to delivering services in both the age care and disability sector in the local community.

Our team of dedicated staff under the progressive leadership of CEO Deanne Hartwig in the past year has experienced growth in both sectors resulting in continual and constant change.

Legislative requirements and other sector changes has meant our dedicated team has had to review our practices and standards and to consider the future direction of the organization.

As part of looking to the future Board members supported the leasing of an office in Tumby Bay and Cummins which has proven to be successful and to consider opportunities in Eastern Eyre Peninsula.

Looking to the long term future and increasing staff members the Board decided to purchase a new office space in Port Lincoln rather than to continue our current leasing arrangements.

In the past year we have been successful in obtaining Aged Care and NDIS accreditation.

We have also been successful in sourcing funding to assist with boosting and upskilling the workforce as well as improving Governance framework and standards. The Board is also reviewing our Strategic Plan, all of which is aimed at strengthening our position as a committed and sustainable local industry provider.

The Board's decision to advertise and promote West Coast Homecare is proving successful.

The Board formally recognized the long contribution of past Chairperson Rosemary Davidson and current Board member Sandy Andrews by awarding them life membership.

On behalf of the Board I recognise and thank Brad Flaherty for his contribution to the Board and welcome Gerry Taylor to the Board.

A special thankyou to Michael Sanders who has retired from the role of Financial Auditor completing his first audit for the organisation on 21 November 1988 and each year since.

The team have a busy year ahead and on behalf of the Board I thank CEO Deanne Hartwig and her team for their loyalty and strong commitment and hard work to ensure West Coast Homecare is a significant industry participant.

JULIE LOW



Long standing Board Members who were awarded with a Life membership in December 2019. Congratulations to Sandra Andrew and Rosemary Davison, pictured here with Chairperson Julie Low and CEO Deanne Hartwig.

From The CEO

The 2019-2020 financial year has continued to be another successful and progressive year for West Coast Homecare, despite the challenges that COVID-19 has presented. The Royal Commission for both aged care and NDIS is welcome and we look forward to significant system reform to improve the care and services available and delivered to older people and people with disability.

Consumer numbers have continued to grow with a significant increase in service hours and revenue for both in-home age care and disability support services. Our success is underpinned by our welcoming and friendly culture that all staff display.

A big congratulations to our fabulous TEAM who have continued to go over and above resulting in many successful outcomes for people to live the life they choose. Our dedicated team have absolutely united to deliver timely and responsive continuity of care and services to consumers based on their individual requirements and unique needs. New staff have been welcomed throughout the year to respond to the ongoing leadership, care coordination and requirements for workforce compliance. The Home Care Team led by Sharmane Cooper has continued to improve service delivery processes and practices that has resulted in many of our successes. Sharmane has been well supported by the team of Home Care Coordinators, Libby Dolphin, Maz Newton, Bree Sexton, Jan Bebbington, Janet Sinclair, Cheryl Gaskin and newly appointed Kerrie Traeger at Cleve. The Home Care Coordinators have demonstrated strength and resilience in the face of COVID-19, and re-scheduling pressures that has resulted from continual growth. They are all to be commended for their ability to "Let's make it happen" for all consumers.

A special mention to Jill Schultz as Acting Manager NDIS and Disability Support, she has worked tirelessly to support people to navigate the complex NDIS system to make their Support Plans a reality. She has dedicated much of her time to ensuring people are well supported and guided. This continuous focus has resulted in a gradual increase in consumers with NDIS service hours now matching the total of age care hours delivered. Jill has also supported the growth of our MY Choices service option which has resulted in continuous growth.

Our service delivery would not be possible or as successful without our AMAZING dedicated local service providers who never fail to deliver. They simply continue to bring a "can do" attitude that is invigorating to our consumers, customers, family members and the community. Service provider networking forums were introduced in 2019 to show our appreciation for the on-going dedication and the value that their contribution makes to lives of people they support. We welcomed Katrina Bright in May 2019 to manage and grow our workforce systems and numbers across the region.

A big thankyou to Gill Mahoney who led our successful Quality Audits. We were rewarded with 100% compliance to both the Age Care Quality Audit in May 2019 and the NDIS Quality Audit in November 2019.

Our consumer networking forums were well attended and received in Port Lincoln and Tumby Bay and we look forward to continuing these to provide an opportunity for consumers to meet with us and provide valuable feedback for future continuous improvements.

Kate Eglinton continued to lead the Sector Support and Development Program facilitating capacity building strategies and training and development across the region. Kate has also led the implementation of our website development and social media and marketing which has contributed raising our profile for success.

The Finance and Corporate Services Team under the leadership of Garry Hollands has continued to adapt to the continual growth in consumers and service hours delivered.

Garry has been well supported by Karen Carlson, Jodi Vivian and Sally Westbury as they have continued to undertake on-going review, monitoring and improvements of practices to meet the changing sector requirements in order to support our business operations. Garry Hollands has continued to provide support as required and support and relieve in the CEO role as required.

Michael Sanders our auditor since 1988, has delivered his final audited financial report for West Coast Homecare. Michael has provided many years of support and guidance to the organisation. We sincerely wish Michael well in his retirement.



Thankyou to the Board of Management for their on-going support throughout the year. They have continued to provide good direction and governance. We were pleased to acknowledge and recognize the significant contributions made by two long standing Board Members who were awarded with a Life membership in December 2019. Congratulations to Rosemary Davison and Sandra Andrew. Sandra continues to dedicate her time to the organisation and currently holds the position of Treasurer, Public Officer and Seal Holder.

Our commitment and passion for equity in small rural communities is evidenced through the expansion of our geographical footprint with offices opened in Tumby Bay and Cummins with Cleve planned for July 2020. These communities have embraced our local presence resulting in responsive, equitable and accessible services for consumers and workforce opportunities to support sustainable rural areas.

To ensure future sustainability a review of strategic priorities and workforce structure is near completion. This will demonstrate our commitment that we will remain as a local provider to the smaller rural communities on Eyre Peninsula.

Our programs have continued with extensions of the Commonwealth Home Support Program (CHSP) to 30 June 2022, the Sector Support Program to 30 June 2021 and HACCC to 31 January 2021. We continued our Wellness and Re-ablement programs (WRAP) and delivered Monkeyshine and Macaroons program to enhance strength, balance and to reduce loneliness. Thanks to Brooke George from Holistic Occupational Therapy and Tim Manning, Exercise Physiologist from EP Physio Plus for their ongoing support of the program in Port Lincoln and Tumby Bay. Our Living Safer at Home Program continued to be well supported by CHSP consumers in the past year.

A grant from Boosting the Local Workforce was welcomed and has supported Strategic Planning and staff training and development. Staff will be privileged to receive ongoing upskilling and our leadership team individual mentoring through the custom designed Communication and Service Excellence and Leadership Mentoring Program facilitated by "Future Proof".

We have been extremely fortunate to receive a Service Development Assistance Panel Grant from the Department of Health. KPMG were the successful consultant to work with us up to October 2021 to continuously improve our clinical care and services systems and business practices.

In conclusion...

- Our success is guided by the difference we make in people's lives.
- We recognize that local people have continued to support and choose West Coast Homecare as their local provider. We absolutely value their vote of confidence which has led to our success.
- I look forward to a bright future for West Coast Homecare.

DEANNE HARTWIG

Finance Report

The 2019/20 financial year has been a rewarding year for West Coast Home Care as the benefit of refocussing our business has resulted in a very strong financial result.

West Coast Home Care has completed the year with an excess of Income over Expenditure of \$356,377 which represents a significant improvement over the 2018/19 profit of \$43,855 and is the result of previous investment in the provision of extra Care Coordination staff together with our new Tumby Bay Office combined with continued growth in HCP & NDIS services.

Previous 5 years financial performance has been:

- 2014/15 \$63,492 Loss
- 2015/16 \$145,316 Loss
- 2016/17 \$96,770 Loss
- 2017-18 \$54,739 Profit
- 2018-19 \$43,855 Profit

This financial year is the third year in which West Coast Homecare has operated as a Homecare Package Service provider in our own right. Accordingly Homecare Packages were the major source of revenue during the year and is evidence of our desire to diversify our sources of revenue in future years. Package revenue totalled \$1,434,445 which was very pleasing. Further growth is anticipated in this revenue source during the 2020/21 financial year as we continue to grow our package numbers through brand awareness and word of mouth referrals. Congratulations must be passed on to Sharmane, and her Care Coordinators who worked hard to generate and support the growth in package numbers during the year.

This financial year also saw the continuance of West Coast Homecare as a major supplier of services to clients under the National Disability Insurance Scheme (NDIS). During the year our client numbers continued to grow. Accordingly NDIS has become the second largest source of revenue to West Coast Homecare and in 2019/20 it totalled \$1,035,556. Congratulations must go to Jill who managed the programme and oversaw the growth in NDIS clients. It is expected that this source of revenue will also continue to grow in 2020/21 albeit at a more modest pace.

We remain highly regarded by our clients and the community in general and accordingly we have continued to invest in Care Coordinator staff as we strive to ensure our services meet our clients needs and are of the highest standard. Accordingly our staff wages expense has increased by 21% to \$953,544 (\$791,169).

Over the past two years our revenue sources have diversified through the Homecare Packages and NDIS programme and we remain a premier Homecare service provider in a very competitive environment.

Thank you to Karen Carlson & Jodi Vivian and Sally Westbury for their continued guidance and support during another very busy year.

In summary 2019/20 was a very strong year for our business as we made our third successive and largest operating profit. It is anticipated that 2020/21 will be a positive year although the level of growth experienced over the past two years is expected to moderate.

GARRY HOLLANDS



**West Coast Community
Services Incorporated**

ABN 61 576 249 165

**Financial Statements
For the year ended 30 June 2020**

HAZEAL NEWMAN & ASSOCIATES
112 Tarran Terrace
PORT LINCOLN SA 5606

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Email: hnaa@hnaa.com.au
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**WEST COAST COMMUNITY SERVICES INC
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30TH JUNE, 2020**

2019	<u>INCOME</u>	2020
908,593.32	CHSP - over 65 Grant	916,343.93
96,562.00	HACC - under 65 Grant	77,735.09
768,565.44	Home Care Packages	1,434,444.99
335,004.13	National Disability Insurance	1,035,556.26
30,506.92	NDIS Small Business Solutions Grant	-
-	Covid 19 Cash Flow Boost	50,000.00
96,453.54	Client Contributions CHSP over 65	100,205.36
7,395.00	Client Contributions HACC under 65	6,191.25
3,648.00	Country Health Connect - Service Delivery	3,072.00
17,691.96	Disability SA - ISS - Service Delivery	-
13,515.50	Helping Hand - Service Delivery	13,970.00
1,596.50	My Choices - Service Delivery	20,298.00
-	Brokerage - EML	2,310.50
-	Brokerage - Kincare	7,821.24
26,648.60	Brokerage - RTWSA	55,660.25
10,000.00	NDIS Readiness Grant	-
13,066.82	Sundries	20,202.86
10,259.24	Interest	11,517.07
<u>\$ 2,339,506.97</u>		<u>\$ 3,755,328.80</u>

**WEST COAST COMMUNITY SERVICES INC
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30TH JUNE, 2020**

2019	<u>EXPENDITURE</u>	2020	
23,640.00	Helping Hand - Service Delivery	47,900.75	
3,902.00	My Choice - Service Delivery	23,111.25	
47,473.37	HACC Under 65	36,971.01	
319,272.41	Home Care Packages	647,721.76	
385,007.71	CHSP - over 65	400,904.74	
196,394.06	National Disability Insurance	589,913.21	
40,355.89	NDIS Small Business Solution Grant	11,471.84	
2,010.00	Country Health Connect - Service Delivery	2,030.00	
14,499.60	Disability SA - ISS - Service Delivery	-	
791,169.35	Wages	953,544.94	
75,023.52	Superannuation	89,286.68	
17,441.97	Workcover	23,228.89	
16,509.73	Staff Development, Training and Amenities	26,665.94	
46,994.13	Motor Vehicle Expenses	59,966.19	
6,695.99	Travel and Accommodation	5,714.36	
13,427.62	Repairs & Maintenance – Plant & Equipment	50,297.06	
47,494.70	Information Technology	59,096.50	
73,116.37	Rent & Rates	81,878.87	
2,508.25	Building Maintenance	5,863.04	
2,100.00	Cleaning	2,546.29	
22,131.41	Insurance	33,011.84	
5,291.09	Electricity	6,957.50	
20,045.29	Printing and Stationery	22,706.89	
17,131.41	Advertising & Promotion	34,694.91	
20,323.29	Telephone & Fax	30,954.18	
3,301.65	Postage	5,985.41	
15,699.00	Audit and Legal	30,462.50	
1,856.83	Bank Charges	2,239.13	
6,018.07	Subscription	7,756.76	
7,156.00	Depreciation & asset write off	27,996.00	
2,028.81	Networking	3,514.13	
3,423.62	Occupation Health & Safety	8,586.83	
-	Quality Assurance	4,417.14	
8,304.00	Fringe Benefits Tax	8,378.80	
31,755.35	Provision for Holiday and Long Service Leave	42,824.73	
1,000.00	Provision for doubtful debts	-	
1,100.00	Strategic Planning	4,851.54	
-	Bad Debts Written Off	1,490.60	
4,049.48	Sundries	4,009.01	
<u>\$ 2,295,651.97</u>		<u>\$ 3,398,951.22</u>	
<u>\$ 43,855.00</u>	SURPLUS FOR THE YEAR	<u>\$ 356,377.58</u>	

**WEST COAST COMMUNITY SERVICES INC
BALANCE SHEET
FOR THE YEAR ENDED 30TH JUNE, 2020**

2019	<u>Accumulated Fund</u>	2020	
237,841.58	Balance brought forward 01/07/2019	281,696.58	
43,855.00	Surplus for the year	<u>356,377.58</u>	
<u>\$ 281,696.58</u>			<u>\$ 638,074.16</u>
	<u>Fixed Assets (at estimated value or cost)</u>		
10,541.00	Computers	10,541.00	
3,511.00	Less Accumulated Depreciation	<u>7,026.00</u>	
<u>\$ 7,030.00</u>			<u>\$ 3,515.00</u>
13,985.00	Caravan	13,985.00	
4,488.00	Less Accumulated Depreciation	<u>5,438.00</u>	
<u>\$ 9,497.00</u>			<u>\$ 8,547.00</u>
25,901.00	Shed	25,901.00	
11,221.00	Less Accumulated Depreciation	<u>25,901.00</u>	
<u>\$ 14,680.00</u>			<u>\$ -</u>
26,433.00	Tumby Bay Office	35,405.00	
-	Less Accumulated Depreciation	<u>8,851.00</u>	
<u>\$ 26,433.00</u>			<u>\$ 26,554.00</u>
<u>\$ 57,640.00</u>			<u>38,616.00</u>
	<u>Current Assets</u>		
217,855.00	Term Deposit	423,318.68	
3,544.65	Bendigo Card	5,581.27	
15,259.78	Bendigo Operating	133,405.76	
372,699.06	Bendigo Holding	869,065.44	
175,271.32	Sundry Debtors (Less Prov Doubtful Debts \$1000)	370,493.71	
-	Building Deposit	10,000.00	
5,336.28	Prepayments	<u>8,694.29</u>	
<u>789,966.09</u>			<u>\$ 1,820,559.15</u>
<u>\$ 847,606.09</u>	TOTAL ASSETS		<u>\$ 1,859,175.15</u>
	<u>Current Liabilities</u>		
398,625.35	Sundry Creditors	998,707.76	
13,500.00	Grants Unexpended	20,000.00	
26,478.00	Accrued Wages	32,262.34	
127,306.16	Provision for Holiday & Long Service Leave	<u>170,130.89</u>	
<u>\$ 565,909.51</u>	TOTAL LIABILITIES		<u>\$ 1,221,100.99</u>
<u>\$ 281,696.58</u>	EXCESS OF ASSETS OVER LIABILITIES		<u>\$ 638,074.16</u>

**WEST COAST COMMUNITY SERVICES INC
CASH FLOW STATEMENT
FOR THE YEAR ENDED 30TH JUNE, 2020**

2019		2020
	Reconciliation of Net Cash provided by Operating Activities	
43,855.00	Surplus for the year	356,377.00
7,156.00	Depreciation	27,996.00
1,000.00	Doubtful Debts	-
199,415.00	Increase/Decrease in Creditors	628,566.00
- 89,056.00	Increase/Decrease in Debtors & Prepayments	- 198,581.00
31,755.00	Increase/Decrease in Employee Benefits	42,825.00
<u>\$ 194,125.00</u>	Net Cash Flow from Operating Activities	<u>\$ 857,183.00</u>
	Cash Flow from Operations	
2,410,476.00	Receipts from Services and Subsidies	4,108,447.00
10,259.00	Interest	11,517.00
<u>\$ 2,420,735.00</u>		<u>\$ 4,119,964.00</u>
850,368.00	Payment for Wages	1,046,765.00
1,376,242.00	Payment for Goods & Services	2,216,016.00
<u>2,226,610.00</u>		<u>3,262,781.00</u>
<u>\$ 194,125.00</u>		<u>\$ 857,183.00</u>
	Cash Outflow from Investing	
-	Purchase Land & Buildings	10,000.00
26,433.00	Purchase Plant & Equipment	8,972.00
- 30,506.00	GST	16,199.00
- 4,073.00		<u>35,171.00</u>
<u>\$ 198,198.00</u>	Net Cash Flow	<u>\$ 822,012.00</u>
411,161.00	Cash at Beginning	609,359.00
198,198.00	Net Cash Inflow	822,012.00
<u>\$ 609,359.00</u>	Cash at End	<u>\$ 1,431,371.00</u>
	Cash at End	
217,855.00	Term Deposit	423,319.00
3,545.00	Bendigo Card	5,581.00
15,260.00	Bendigo Operating	133,406.00
372,699.00	Bendigo Holding	869,065.00
<u>\$ 609,359.00</u>		<u>\$ 1,431,371.00</u>

WEST COAST COMMUNITY SERVICES INC

NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30th JUNE 2020

1. STATEMENT OF ACCOUNTING METHODS

The accounts have been prepared in accordance with the following accounting standards:

AASB 110 Events after Balance Sheet date
AASB 1031 Materiality

And the requirements of the Associations Incorporations Act (SA).
The accounts have been prepared on the basis of historical costs and do not take into account changing money values, or, except where stated, current valuation of non-current assets.

Income, expenditure and fixed assets are shown exclusive of GST where the GST is required to be paid to, or claimed from the Australian Taxation Office.

2. TAXATION

The organisation is exempt from paying income tax but is registered under the Goods and Services legislation.

3. GOING CONCERN

The organisation is reliant on continual government funding to enable it to operate. Should this funding be withdrawn prematurely then a potential liability could exist for the payment of rent and vehicle leases.

4. FIXED ASSETS

Assets costing less than \$2,000 each are fully expensed when purchased. Other assets are depreciated over their effective life.

5. ACCREDITATION

The service has received accreditation under the Aged Care Act for 3 years to May 2022.

6. EMPLOYEE BENEFITS

Annual Leave is measured at the amount unpaid at the reported date at current remuneration values.

Long Service Leave is recognized after seven years service.



**HAZEAL
NEWMAN
&
ASSOCIATES**

*Accountants
& Business
Consultants*

**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
WEST COAST COMMUNITY SERVICES INC.
FOR THE YEAR ENDED 30th JUNE 2020**

We have audited the financial report of the members of West Coast Community Services Inc, which comprises the statement of financial position as at 30 June 2020, the statement of 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 members of the management committee declaration.

In our opinion the financial report of West Coast Community Services Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a) giving a true and fair view of the registered entity's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- b) complying with the Australian Accounting Standards to the extent described in Note1, and Division 60 the *Australian Charities and Not for Profits Commissions 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 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.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Responsible Entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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Liability limited by a scheme approved under Professional Standards Legislation.

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

The responsible entities are responsible for overseeing the registered entity's financial reporting process.

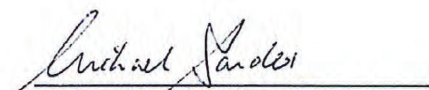
Auditor's Responsibilities for the Audit of the Financial Report

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 the financial report.

As part of an audit in accordance with 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' 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 responsible entities 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.



Michael Sanders

02/09/2020

Hazeal Newman & Associates

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