



West Coast Homecare

# ANNUAL REPORT

2021-2022



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The Annual Report aims to provide you with information about the activities and audited annual financial Statement of West Coast Homecare for the year 2021-2022.

The 2021-2022 Annual Report, including the financial report for the year ended 30 June 2022, can be viewed and downloaded from West Coast Homecare’s website at:

[www.westcoasthomecare.com-Annual Report](http://www.westcoasthomecare.com-Annual Report)



## OUR OBJECTIVES

**West Coast Community Services Inc is a not for profit organisation established to serve the objectives of the Association.**

The name of our association is West Coast Community Services Incorporated trading as West Coast Homecare.

The association was established as Lower Eyre Peninsula Accommodation for Disabled Incorporated on 8 May 1987. The association changed its name to West Coast Community Service Inc on 28 May 2003. The Association was registered as a charity with the Australian Charities and Not-for-Profits Commission on 3 December 2012 and holds the entity sub-types of “Advancing social or public welfare”, “Public Benevolent Institution” and “Another purpose beneficial to the community”.

**West Coast Community Service Incorporated objectives are:**

- ▶ **As a primary objective**, to develop and provide home and or community based services for older people and people with disability and their Carers to provide relief of benevolence needs;
- ▶ **As secondary objectives, to:**
  1. Support people to make informed choices for their care and services to live the life they choose
  2. Promote a culture of safe, inclusive quality care and services
  3. Grow local workforce solutions to deliver quality and safe services
  4. Invest in innovative approaches for sustainable home care services
  5. Support the development and expansion of home and/or community based support services and charitable enterprises
  6. Increase community awareness regarding ageing, People with Disabilities and Carers and promote the accessibility of comprehensive services for these people.



# OUR PURPOSE

West Coast Homecare is a provider of in-home aged care and disability support services to Eyre Peninsula. West Coast Homecare has been facilitating care in the community for more than 30 years.

**Our people live local, work local, know local.**

Through our network of trusted homecare professionals, we offer a range of services, supporting you to continue the lifestyle you enjoy in your own home and community.

Adaptability is in our nature, so we can support more often, or step back when people have it covered. We are here to support people to live life how they want to.

We are best described as invigorating in our optimism and "can do" attitude that we bring to our customers, family members, contractors and our community.

In the evolving landscape of the in-home aged care and disability support sectors, West Coast Homecare is a progressive provider on Eyre Peninsula

Our friendly responsive team aim to provide people with access to the best matched services and support, making people feel strong, healthy, and full of energy. Their local knowledge helps to build partnerships and local capacity to support access to lifestyle opportunities.

These tailored services are facilitated, coordinated and delivered to strengthen and support choices for independent living.



# 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 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 with office locations at:

- ▶ **Port Lincoln** – 56 St Andrews Terrace Port Lincoln 5606
- ▶ **Tumby Bay** – 3 Spencer Street Tumby Bay 5605
- ▶ **Cummins** – 58 Bruce Terrace Cummins 5607
- ▶ **Cleve** – 27A Main Street Cleve 5640







## 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 BOARD OF MANAGEMENT

West Coast Homecare Board Directors are volunteers from our communities who give generously of their time and energy and interrupt their personal and professional lives to support West Coast Homecare as a not for profit organisation because they believe in its mission.

This group of individuals together are ultimately responsible for overseeing the operations and making sure West Coast Homecare is working towards achieving its charitable purpose and meet a set of legal duties and act in the best interest of the organisation.

They also accept responsibility and accountability for the delivery of safe and quality care and services.

The organisation is required to comply with the Australian Charities and Not-for-profits Commission (ACNC), Aged Care Quality Standards and NDIS Practice Standards

Our Board of Management want local people accessing our services to be confident that the organisation is well run and that they can partner in improving the delivery of care and services to consumers are accountable for the delivery of safe and quality care and services.



**Catherine Pearson**  
Chairperson



**Vicky Wilkins**  
Vice Chairperson



**Sandra Andrew**  
Life Member



**Kathy Dry**



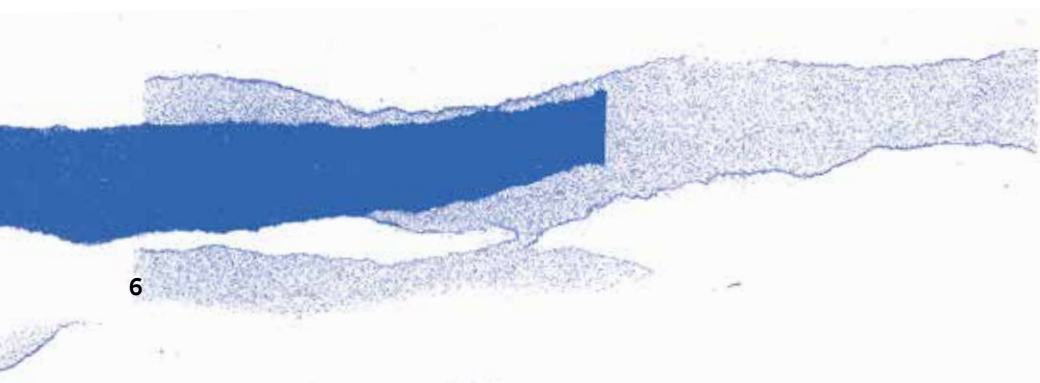
**Gerry Taylor**



**Meagan Franklin**



**Matt Hayman**



# OUR FUTURE DIRECTIONS SNAPSHOT

People are seeking increased choices to live independently with tailored support services to remain in their home, connected to family, friends and community to live the life they choose.

Both the aged care and disability support sectors continue to make important changes.

The Royal Commission into age care and disability will provide future directions to strengthen the delivery of quality care and services.

West Coast Homecare will continue to partner with consumers and communities to learn and listen to what

individuals really require to remain living in their own community.

Our future directions continue our mission and enforces our vision to 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 strategy for a sustainable West Coast Homecare optimises our structure to support growth, systemises and streamlines our business efficiencies and innovates for continued expansion and growth to rural communities on Eyre Peninsula.

## OPTIMISE

### OUR BUSINESS

#### ENGAGEMENT INFORMS OUR FUTURE

- ▶ Consumer Engagement Strategy
- ▶ Community Engagement Strategy
- ▶ Partners in Care Strategy
- ▶ Strategic Planning
- ▶ Financial Management Plan

### OUR SERVICES

#### FLEXIBLE SERVICE CHOICES SUPPORT PEOPLE TO LIVE THEIR LIFE

- ▶ Service Scope of practice and workforce
- ▶ Individual Consumer Dignity and Choices Framework

### OUR WORKFORCE

#### BUILDING, ATTRACTING AND RETAINING A SKILLED BOARD AND WORKFORCE

- ▶ Board Recruitment Strategy
- ▶ Workforce Strategy
- ▶ WCHC is an employer of choice

## SYSTEMISE

### OUR BUSINESS

#### SYSTEMISE TO CREATE EFFICIENCIES

- ▶ ICT Strategy for streamlining and efficiencies
- ▶ Information Management Strategy

### OUR SERVICES

#### STREAMLINE THE DELIVERY OF SAFE, QUALITY CARE & SERVICES

- ▶ Customer Relations Management Strategy
- ▶ Consumer e-communication Strategy

### OUR WORKFORCE

#### STRUCTURE FOR PEAK PERFORMANCE

- ▶ Workforce solutions create time efficiencies
- ▶ Training and Development Plan

## INNOVATE

### OUR BUSINESS

#### EXPAND AND GROW

- ▶ Research projected client populations
- ▶ Consider opportunities for expansion across Eyre
- ▶ Research opportunities to introduce best practice programs

### OUR SERVICES

#### NEW WAYS MAXIMISE CONSUMER WELLBEING

- ▶ Research opportunity to lead wellness and reablement approaches
- ▶ Research gaps in community programs to support independent living in rural communities

### OUR WORKFORCE

#### CREATE WORKFORCE MODELS FOR SUSTAINED RURAL LIVING

- ▶ Workforce engagement Strategy to inform workforce models
- ▶ Consumer engagement informs workforce models
- ▶ WCHC champions rural workforce models

# OUR TEAM

1 July 2021 - 30 June 2022

Role	Name	Location	Start Date	Resignation Date
<b>ADMINISTRATION</b>				
Chief Executive Officer	Deanne Hartwig	Port Lincoln	22 Aug 16	
Executive Manager Business Operations	Marcus Turner	Port Lincoln	18 Jan 21	27 May 22
Quality Coordinator	Gill Mahoney	Port Lincoln	1 June 17	
Workforce and Sector Support Coordinator	Katrina Bright	Port Lincoln	18 May 20	
Executive Manager Finance & Corporate Services	Garry Hollands	Port Lincoln	11 Oct 16	
Manager Finance & Corporate Services	Shane Porter	Port Lincoln	31 May 21	
Senior Finance & Corporate Services Officer	Karen Carlson	Port Lincoln	19 Aug 02	
Consumer Engagement Coordinator	Kate Eglinton	Port Lincoln	11 Oct 21	
Administration Officer - Reception, Finance & Corporate Services	Samantha Rogers	Port Lincoln	15 Feb 21	
Administration Officer Trainee	India Priest	Tumby Bay Port Lincoln	26 April 22	
Administration Officer - Casual	Sally Westbury	Port Lincoln	28 Oct 19	

<b>HOME CARE PROGRAM</b>				
Executive Manager Home Care Programs Registered Nurse	Sharmane Cooper	Port Lincoln	27 Oct 14	16 Dec 21
Executive Manager Home Care Programs Registered Nurse	Pauline Lewis	Port Lincoln	6 Dec 21	
Manager - Clinical Care & Services Registered Nurse	Pauline Lewis	Port Lincoln	1 Nov 21	5 Dec 21
Manager - Clinical Care & Services Registered Nurse	Kathryn Howitt	Port Lincoln	12 Apr 21	
Administration Officer Home Care Services & Scheduling	Jodi Vivian	Port Lincoln	19 Oct 11	
Home Care Coordinator Enrolled Nurse	Maz Newton	Port Lincoln	28 Feb 19	
Home Care Coordinator Enrolled Nurse	Janet Sinclair	Tumby Bay	28 Feb 19	
Home Care Coordinator Enrolled Nurse	Kerrie Traeger	Cleve	29 Jun 20	



Role	Name	Location	Start Date	Resignation Date
Home Care Coordinator Enrolled Nurse Trainee	Bree Sexton	Port Lincoln	23 Sep 19	
Home Care Coordinator	Cheryl Gaskin	Tumby Bay	18 May 20	
NDIS Senior Service Coordinator	Jill Schultz	Port Lincoln	5 Sep 11	
NDIS Service Coordinator	Shana Swadek	Port Lincoln	9 Nov 20	
Home Care Coordinator Registered Nurse	Libby Dolphin	Port Lincoln	5 June 18	3 Sept 21
Home Care Coordinator Enrolled Nurse	Kim Rowe	Port Lincoln	9 Feb 21	
Home Care Coordinator	Lisa Hansen	Port Lincoln	5 Oct 21	
Home Care Coordinator	Kelly White	Port Lincoln	5 Oct 21	
Home Care Coordinator	Simone Humphrys	Cleve	21 June 21	
Home Care Coordinator	Linda Symonds	Cummins	4 Apr 22	
Community Care Worker	Nathan Sanderson	Tumby Bay	25 Feb 22	
Community Care Worker	Sharon Parry	Port Lincoln	2 Dec 20	
Community Care Worker	Cassia Milligan	Port Lincoln	2 Dec 20	
Community Care Worker	Nicole Joyce	Port Lincoln	2 Dec 20	8 March 22
Community Care Worker	Maddie Weiss	Port Lincoln	11 Jan 21	
Community Care Worker	Debbie Tenamu	Port Lincoln	13 Sept 21	7 March 22
Community Care Worker	Noparmas (May) Thompson	Port Lincoln	29 Mar 22	
Community Care Worker	Sophie Evans	Port Lincoln	19 Jul 21	
Domestic Assistance Worker	Jenna Parker	Port Lincoln	22 Nov 21	
Domestic Assistance Worker	Kristie Lee Taylor	Port Lincoln	22 Nov 21	

# OUR TEAM



**Deanne Hartwig**  
Chief Executive Officer



**Garry Hollands**  
Executive Manager  
Finance & Corporate  
Services



**Shane Porter**  
Manager Finance &  
Corporate Services



**Gillian Mahoney**  
Quality Coordinator



**Katrina Bright**  
Workforce & Sector  
Support Coordinator



**Kate Eglinton**  
Consumer Engagement  
Coordinator



**Jodi Vivian**  
Administration Officer  
Home Care Services



**Karen Carlson**  
Senior Finance &  
Corporate Services



**Samantha Rogers**  
Administration Officer  
Reception, Finance &  
Corporate Services



**Sally Westbury**  
Administration Officer  
Casual



**Pauline Lewis**  
Executive Manager Home  
Care Programs



**Jill Schultz**  
NDIS Senior Service  
Coordinator  
Port Lincoln



**Maz Newton**  
Home Care Coordinator  
Enrolled Nurse  
Port Lincoln



**Shana Swadek**  
NDIS Service Coordinator  
Port Lincoln



**Bree Sexton**  
Home Care Coordinator  
Port Lincoln



**Lisa Hansen**  
Home Care Coordinator  
Port Lincoln



**Kelly White**  
Home Care Coordinator  
Port Lincoln



**Kim Rowe**  
Home Care Coordinator  
Casual



**Kathryn Howitt**  
Home Care Coordinator  
Registered Nurse



**Janet Sinclair**  
Home Care Coordinator  
Enrolled Nurse  
Tumby Bay





**Cheryl Gaskin**  
Home Care Coordinator  
Tumby Bay



**Kerrie Traeger**  
Home Care Coordinator  
Enrolled Nurse  
Cleve



**Simone Humphrys**  
Home Care Coordinator  
Cleve



**Linda Symonds**  
Home Care Coordinator  
Cummins & Tumby Bay



**Cassia Milligan**  
Community Careworker  
Port Lincoln



**Sharon Parry**  
Community Careworker  
Port Lincoln



**Maddie Weiss**  
Community Careworker  
Port Lincoln



**May Nopamars  
Thompson**  
Community Careworker  
Port Lincoln



**Nathan Sanderson**  
Community Careworker  
Port Lincoln



**Jenna Parker**  
Domestic Worker  
Port Lincoln



**Kristie-Lee Taylor**  
Domestic Worker  
Port Lincoln



**Sophie Evans**  
Community Careworker  
Tumby Bay



# OUR CUSTOMER SERVICE CHARTER

Our customer's experience is at the heart of our business

## OUR CHARTER

At West Coast Homecare, we strive to go above and beyond to create customised care for our clients. Using our local knowledge, we partner with you on your journey.

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## OUR SERVICES

In-home aged care and disability support services for adults on the Eyre Peninsula.

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## OUR CUSTOMER SERVICE PRINCIPLES

### Strive for Excellence

- ▶ We will partner with you to plan and review your needs, goals and preferences
- ▶ We will deliver quality services that are safe and right for you
- ▶ We will provide information that is current, accurate and timely

### Client Dignity & Choice

- ▶ We will support you to live your best life in your community
- ▶ We will care for you, promoting purpose & independence
- ▶ We will respect your privacy
- ▶ We celebrate diversity, helping you to maintain your cultural identity

### Quality Service

- ▶ We engage and seek feedback for improved quality care
- ▶ We invest in professional development for a skilled workforce
- ▶ Regular audits ensure our compliance to national standards

# OUR PROGRAMS

## COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

### Grant Funding - Entry Level Care

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 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 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:

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





## 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 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 your 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 in your home – including cleaning, home maintenance and modifications, assistive technology.
3. Services to keep people connected to your 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







## 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







## MY CHOICES

### Fee for Service – 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



# CONSUMER ENGAGEMENT

**Consumer and carer engagement is an ongoing process, not a one-off event. It occurs at every interaction between consumers and service providers. West Coast Homecare Board of Management is committed to strengthening the relation with consumers to understand their needs better and identify ways the organisation can keep improving service delivery.**

In December 2021 West Coast Homecare developed a new Consumer Engagement Framework. As a service provider for both aged care and disability, West Coast Homecare understands that placing consumers at the centre of their care is integral to improving the quality, safety, responsiveness and accountability of services, and directly supports good health and well-being outcomes.

The framework outlines how a consumer partnership and a consumer participation approach can drive positive change in care and ensure the provision of quality care.

Co-production and orienting organisations around the consumer, influences governance, the way staff are recruited and trained, the way risk is assessed and managed, and the way performance is measured.

In November 2021 West Coast Homecare held their first Annual Event in Port Lincoln to present the 2020/2021 Annual Report. Board members, executive staff and homecare coordinators attended. Executive staff and board members presented the Annual Report and provided

additional information about future development. Small group discussion was facilitated by staff to encourage feedback regarding services, identify issues of concern and ideas for improving services. Afternoon tea was provided a much appreciated social component to the afternoon.

Following the success of this event in Port Lincoln, West Coast Homecare committed to holding a series of consumer engagement events – called ‘Consumer Conversations’ in other local areas where homecare services are currently provided. In the first six months of 2022 Consumer Conversation meetings were held in Port Neill, Cummins, Tumbly Bay, Coffin Bay and Cleve. A second meeting was also held in Port Lincoln in June 2022 with 44 consumers attending – double the number from the previous meeting. The CEO, Board members and local staff attended each meeting. The meetings are friendly and fun and the facilitated small group activities provide the opportunity for safe sharing of issues and ideas and telling of stories. Consumers said that they enjoyed the meetings and wanted more opportunities to connect with other consumers, friends and staff.

Concerns/issues raised at these meetings included; lack of transport for appointments and social activities, more time required for some services, loss of mobility and fear of being institutionalised, loneliness, ageism, need more physical activity programs and access to legal, financial and wellbeing information.



*Consumer "Conversations" at Port Lincoln Hotel, June 2022*

Our response to these issues include; review of time required for some services e.g. when transport to appointments is included, co-plan with consumers to be more creative and flexible with service provision, identify social support options, promote positive ageing and living with disability, ageism awareness, continue Consumer Engagement meetings and regular newsletter and continue to encourage consumer feedback.

The next annual event to be held in Port Lincoln is planned for later in October 2022 with similar meetings planned for Cleve, Cummins and Tumby Bay in November 2022. These sessions will engage with consumers to provide input into the organisation's strategic planning process.

**Kate Eglinton**  
**Consumer Engagement Coordinator**



*Chairperson, Catherine Pearson scribing notes at the Port Lincoln meeting.*



## FROM THE CHAIRPERSON

**West Coast Home Care has experienced enormous growth under the watchful eye of CEO, Deanne Hartwig. The past 5 years have been an exciting time for the organisation and now its time to consolidate that huge growth and regroup. That does not mean we will sit still, but rather we will take stock and analyse how we can do business even better and smarter.**

On behalf of the board, I would like to pass on a thank you to the staff and contractors of WCHC. We really appreciate you for turning up each day and taking ownership of your role & tasks. Being employed in this industry means a lot of change, and often. Keeping abreast of the change can be a challenge, but so worthwhile in maintaining your expertise in the field of aged care and NDIS.

I would also like to thank our clients and consumers of the services. West Coast Homecare prides itself on being a local service in your community. We understand the importance of having services delivered by local people, in your home, in your community.

We have enjoyed the consumer forums and your feedback. I have personally loved these events and look forward to attending more. It's so nice to meet and greet you all! These events have helped to form our recent strategic plan. This is so important for the board directors as we continue to serve you by governing West Coast Homecare.

If you have not attended a consumer engagement event, I urge you to do so. Your presence and ideas are very much welcomed and valued.

**Catherine Pearson**  
**Chairperson**



## FROM THE CEO



**The 2021-2022 year has been another successful year for West Coast Homecare thanks to the dedication and resilience of our staff, management and Board Members.**

**Our dedicated staff are the heart of our success and we thank each individual who has contributed tirelessly. I am always amazed at how our staff support each other, work together, and are truly committed to support people to live the life they choose. They continue to rise to each new challenge in the everchanging landscape.**

COVID-19 has provided us with an unprecedented challenge, and the management of this has required significant focus. Together our team have met the challenges and above all our responsibility to care safely for our Consumers and staff.

The essence of our brand is invigorating in our optimism and “can do” attitude that we bring to customers, family members, contractors and the community.

West Coast Homecare’s reputation is built from our team’s genuine, honest, authentic caring nature that has built trusting relationships with people.

We continue to recruit with a focus to grow our amazing culture that continues to be recognised and acknowledged by Consumers through ongoing positive feedback.

Our commitment to small rural communities is evident by the growth and reflects our adaptability that facilitates differences for people’s support through extensive networking to develop strong local opportunities.

Our Service Providers are truly amazing as they go above and beyond to support consumers or simply cheer them up. They achieve this by being radiant, engaging, happy, friendly, likeable, down to earth, and part of the community which makes people feel comfortable. What more could we ask for.

Our Consumers tell us that they enjoy being around those who are joyful, contagious and invigorating. This is the feeling they get from the West Coast Homecare team.

Our Wellness Re-ablement Program (WRAP) continued in partnership with EP Physio Plus and has been supported and enjoyed by Consumers.

We have continued to distribute our Conversations Newspaper to all Consumers with a variety of information on Aged Care and NDIS.

Our Executive team have been engaged in a 12-Month Leadership Development Program and mentoring. Our Care Team look forward to undertaking the Increasing Effectiveness Training Program to continually enhance their performance.

A successful NDIS Compliance Audit was completed in November 2021 with ongoing NDIS certification with positive comments received from the auditor.

Our Board of Management is supported by local people volunteering their time to ensure Consumers can be confident that the organisation is well run and that they can partner in improving the delivery of care and services.

Through the year we farewelled our Chairperson Julie Low (March 2022) and Vice Chairperson Geoff Dodd (October 2021).



We welcomed new Chairperson Catherine Pearson (March 2022) and Vice Chairperson Vicky Wilkins (March 2022) and new Board Directors Meagan Franklin (February 2022) and Matthew Hayman (May 2022).

We thank each of our Board Directors for their contribution to West Coast Homecare and look forward to their ongoing contribution to ensure a bright and exciting future.

Our end of financial year position is reflective of our significant investment in software programs. These programs aim to improve our systems resulting in efficiencies to help staff in their roles and to enhance Consumer record management, human resource, feedback, incident, and quality improvement systems.

The Royal Commission into Aged Care Final Report was released in March 2021 focussing on a new vision for a new aged care system. We welcome new legislation that is aimed at delivering high quality and safe systems of care that Australian seniors deserve and expect. Our future will be guided by us preparing and embracing the new aged care system.

The Disability Royal Commission was established in April 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of people with disability. A final report will be

delivered to the Australian Government by 29th September 2023. In this report, the Royal Commission will recommend how to improve laws, policies, structures and practices to ensure a more inclusive and just society.

We are engaging in opportunities to have a voice and provide input into the future of aged care and disability support services for our regional, rural and remote communities.

I have absolutely enjoyed attending our Consumer Engagement events “Conversations”. These have been a lot of fun and have been well supported by Consumers across our catchment communities. We have had meaningful engagement with individuals who welcomed the opportunity to meet with Board Members, CEO, managers, staff and other Consumers. Feedback has been collated with actions for improvement.

I look forward to many more “Conversations” to listen and learn from Consumers to enhance their experiences with West Coast Homecare.

Let’s make it happen!

**Deanne Hartwig**  
CEO



Consumer “Conversations”  
at Cleve with Carol and  
Ken Wetherby and Heather  
Nield, May 2022 ▶

# ORGANISATION SNAPSHOT

## OUR REGISTERED SERVICE PROVIDERS (RSP)

As at 06 May 2022

**77**

Total Number of RSPs

**24**

Year Old

Age of youngest RSP

**78**

Year Old

Age of eldest RSP

Age Group	Number of RSPs in Age Group
21-30	3
31-40	3
41-50	9
51-60	35
61-70	25
71-80	2

**56**

Year Old

Average ago of RSPs

**58**

Year Old

Median age of RSPs

**7**

Total RSPs above retirement age

**62**

80.5%

RSPs above 50 years of age

**14**

Hours

Average number of weekly work per RSP



## OUR COMMUNITY CONSUMERS

2021-2022

**15,731**

Hours of Services

Commonwealth Home Support Program (CHSP) provided to 335 Consumers

**4,714**

Hours of Services

Home Care Packages (HCP) provided to 181 Consumers

**1,520**

Hours of Services

MY Choices services provided to 8 Consumers

**17,537**

Hours of Services

NDIS services provided to 49 Participants

**59,502**

Hours of Services

Total Hours of services provided for 2021-2022

Region	Number of Consumers
Port Lincoln	350
Tumby Bay	154
Lower Eyre Peninsula	74
Eastern Eyre Peninsula	45
<b>TOTAL</b>	<b>573</b>

**573**

Consumers Supported by West Coast Homecare

**20-103**

Client Age Range Aged Care: 55-103 NDIS: 20-68

# FINANCE REPORT



## From the Executive Manager Finance & Corporate Services

The 2021-22 financial year has seen another year of growth and development as we continue to position ourselves as the premier Homecare provider on the Eyre Peninsula.

Our full year financial performance delivered a net profit of \$155,384 from the \$5.995 million that we generated in revenue. This is down from \$373,224 in 2020-21, however, significant investment has been made in 2021-22 growing our workforce and in information technology systems to create efficiencies and meet the demand of our expanding services.

Previous 5 years financial performance as follows:

- ▶ 2016-17      \$96,770 Loss
- ▶ 2017-18      \$54,739 Profit
- ▶ 2018-19      \$43,855 Profit
- ▶ 2019-20      \$356,377 Profit
- ▶ 2020-21      \$155,384 Profit

As of June 30, our number of employees had grown to 34 with a particular emphasis placed on recruiting to service-based positions to keep pace with growth and to ensure the continuance of the high-quality services for which West Coast Homecare has become renown.

Homecare Packages continue to be our main source of revenue with \$3.25 million achieved in 2021-22 representing an increase of \$849,000 on the previous year. Further growth in packages is expected in the 2022-23 financial year, albeit at a more moderate level compared with previous years.

National Disability Insurance Scheme (NDIS) packages of care also continue to be a significant revenue stream achieving \$1.48 million in 2021-22, however, was down on the \$1.54 million achieved in 2020-21 due to a reduced requirement for services.

Approximately \$4.130m or 70% of our expenditure centres around payments to our highly valued Employees and Registered Service Providers for direct consumer services with the remainder of our expenditure attributable to organisational overheads and services support.

On that note I would like acknowledge the amazing work of our dedicated and professional Employees and Registered Service Providers who make up our Homecare Services team who truly are the backbone of our organisation.

I would also like to thank Karen, Samantha and India who make up the hard working and dedicated Finance & Corporate Services team who give their all in supporting the Home Care Services team and keep the front and back-office functions of the organisation on track.

On a final note, I would like to pay tribute and thank my predecessor, Mr Garry Hollands, who retired on the 29th of June 2022 after 5 ½ years of service. Garry not only diligently led the Finance & Corporate Services functions of the business but helped shape the organisation into what it is today, providing invaluable support to all, including myself, to ensure the organisation continues to thrive and maintain its place as the premier provider of Home Care Service on the Eyre Peninsula.

**Shane Porter**



**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**BOARD'S REPORT**

Your Board submits the financial report of the West Coast Community Services Incorporated for the financial year ended 30 June 2022.

**Board Members**

The names of Board members throughout the year and at the date of this report are:

Catherine Pearson (Chairperson) appointed (23/03/2022)  
Geoff Dodd resigned (28/10/2021)  
Gerry Taylor  
Julie Low resigned (23/03/2022)  
Kathryn Dry  
Matthew Hayman appointed (23/06/2022)  
Meagan Franklin appointed (14/12/2021)  
Sandra Andrew  
Vicky Wilkins (Vice Chairperson) appointed (23/03/2022)

**Principal Activities**

The principal activities of the Association during the financial year were to provide home and/or community based services for older people and people with disabilities and their carers to provide benevolent relief for their needs.

**Significant Changes**

No significant change in the nature of these activities occurred during the year.

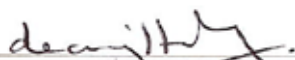
**Operating Result**

The surplus for the 2022 financial year amounted to \$155,384 (2021: \$373,224).

Signed in accordance with a resolution of the Members of the Board.



*Catherine Pearson (Chairperson)*



*Deanne Hartwig (CEO)*

Dated this 30<sup>th</sup> day of September 2022



**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022 \$	2021 \$
<b>Revenue</b>			
CHSP Client Contributions		100,377	106,633
Commonwealth Government Grants		72,032	111,028
Commonwealth Home Support Program - Sector Support Grant		74,557	73,311
Commonwealth Home Support Program Grant		874,407	856,352
HACC Client Contributions		-	3,225
Home & Community Care Program Grant		6,652	60,144
Home Care Package Revenue		3,250,559	2,401,474
Insurance Recoupe		15,839	20,600
My Choices		88,607	165,776
NDIS Revenue		1,483,331	1,548,788
Sundry Revenue		25,498	10,960
Bank Interest		3,227	5,489
		<u>5,995,086</u>	<u>5,363,780</u>
<b>Expenses</b>			
Audit & Legal		82,220	90,962
Bad Debts Written Off		880	2,875
Bank Fees		16,055	5,554
Bank Interest - Mortgage		10,075	8,796
Cleaning Products & Equipment		2,749	539
Clinical Consumables		4,392	3,257
Commonwealth Home Support Program		387,660	401,282
Depreciation & Asset Write Off		84,928	44,823
Electricity		3,113	7,542
Fringe Benefits Tax		13,068	8,509
Furniture & Equipment		7,000	21,976
Home & Community Care Program		1,227	26,824
Home Care Packages		1,269,690	1,158,718
Information Technology		228,665	82,632
Insurance		32,458	21,448
Marketing & Promotion		38,713	53,659
Motor Vehicle Expenses		47,565	24,749
My Choices Expenses		56,637	112,220
National Disability Insurance Scheme Program		795,962	855,204
Postage		6,220	6,135
Printing and Stationery		10,873	23,257
Provision for Annual Leave & Long Service Leave		67,508	88,624
Quality Assurance		5,702	-
Recruitment Expenses		33,751	-
Relocation Costs		-	9,012
Rent & Rates		4,491	96,227
Repairs & Maintenance - Buildings		19,331	15,216
Repairs & Maintenance - Equipment		18,222	18,476
Return To Work SA		57,759	30,385
Staff Development, Training & Amenities		78,477	88,458
Strategic Planning		-	6,240
Subscriptions		19,690	12,168
Sundry Expenses		6,046	918
Superannuation		220,812	148,983
Telephone & Fax		28,176	36,696
Travel and Accommodation		408	702
Wages		2,168,326	1,469,588
Workplace Health & Safety		10,853	7,902
		<u>5,839,702</u>	<u>4,990,556</u>

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022 \$	2021 \$
Current year surplus before income tax		155,384	373,224
Income tax expense		-	-
<b>Net current year surplus</b>		<u>155,384</u>	<u>373,224</u>
Other comprehensive income		-	-
Total other comprehensive income for the year		-	-
<b>Total comprehensive income for the year</b>		<u>155,384</u>	<u>373,224</u>
<b>Total comprehensive income attributable to members of the association</b>		<u>155,384</u>	<u>373,224</u>

The accompanying notes form part of these financial statements.

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022**

	Note	2022 \$	2021 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	1,236,207	2,036,861
Accounts receivable and other debtors	4	127,355	167,958
Prepayments		3,998	3,998
Accrued revenue		272,654	245,994
<b>TOTAL CURRENT ASSETS</b>		<u>1,640,214</u>	<u>2,454,811</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	557,605	568,008
Right-of-use asset	8	228,902	208,603
<b>TOTAL NON-CURRENT ASSETS</b>		<u>786,507</u>	<u>776,611</u>
<b>TOTAL ASSETS</b>		<u>2,426,721</u>	<u>3,231,422</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	6	106,651	153,767
Unearned revenue		403,657	1,347,241
Employee provisions	7	326,263	258,755
Lease liabilities		92,549	92,238
Borrowings		13,927	15,372
<b>TOTAL CURRENT LIABILITIES</b>		<u>943,047</u>	<u>1,867,373</u>
<b>NON-CURRENT LIABILITIES</b>			
Lease liabilities		54,076	75,895
Borrowings		250,794	264,734
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>304,870</u>	<u>340,629</u>
<b>TOTAL LIABILITIES</b>		<u>1,247,917</u>	<u>2,208,002</u>
<b>NET ASSETS</b>		<u>1,178,804</u>	<u>1,023,420</u>
<b>EQUITY</b>			
Retained surplus		1,178,804	1,023,420
<b>TOTAL EQUITY</b>		<u>1,178,804</u>	<u>1,023,420</u>

The accompanying notes form part of these financial statements.

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2022**

Note	Retained Surplus \$	Total \$
<b>Balance at 1 July 2020</b>	638,074	638,074
<b>Comprehensive income</b>		
Total comprehensive income attributable to members of the association	373,224	373,224
Prior period adjustments	12,122	12,122
<b>Balance at 30 June 2021</b>	<u>1,023,420</u>	<u>1,023,420</u>
<b>Balance as at 1 July 2021</b>	1,023,420	1,023,420
<b>Comprehensive income</b>		
Total comprehensive income attributable to members of the association	155,384	155,384
<b>Balance at 30 June 2022</b>	<u>1,178,804</u>	<u>1,178,804</u>

The accompanying notes form part of these financial statements.

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022**

Note	2022 \$	2021 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from grants & provision of services	5,167,441	5,880,624
Payments to suppliers and employees	(5,813,476)	(4,921,233)
Interest received	3,227	5,489
Interest and other costs of finance paid	(26,130)	(14,811)
Net cash provided by/(used in) operating activities	<u>(668,938)</u>	<u>930,069</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of property, plant and equipment	-	-
Purchase of property, plant and equipment	(18,182)	(558,549)
Net cash provided by/(used in) investing activities	<u>(18,182)</u>	<u>(558,549)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Repayment of lease liabilities	(97,148)	(56,136)
Proceeds/(repayments) of borrowings	(15,386)	280,106
Net cash provided by/(used in) financing activities	<u>(112,534)</u>	<u>223,970</u>
Net increase/(decrease) in cash held	(799,654)	595,490
Cash and cash equivalents at beginning of financial year	2,036,861	1,441,371
Cash and cash equivalents at end of financial year	3 <u>1,237,207</u>	<u>2,036,861</u>

The accompanying notes form part of these financial statements.

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**

**Note 2 Key Management Personnel Compensation**

**Key Management Personnel**

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the Association directly or indirectly, including any director (whether executive or otherwise) is considered key management personnel (KMP). The CEO along with Directors are considered key management personnel. Directors receive nil remuneration.

The totals of remuneration paid to key management personnel (KMP) of the Association during the year are as follows:

	2022	2021
	\$	\$
Key management personnel compensation		
Short-term employee benefits	137,287	137,894
Post-employment benefits	24,145	13,100
	<u>161,432</u>	<u>150,994</u>

**Note 3 Cash and Cash Equivalents**

	2022	2021
	\$	\$
<b>Note</b>		
Bendigo General #3588	80,438	38,087
Bendigo Cards #3679	8,649	13,710
Bendigo Holding #3737	1,147,120	1,556,069
Bendigo Term Deposit	-	428,995
	<u>1,236,207</u>	<u>2,035,861</u>

**Note 4 Accounts Receivable and Other Debtors**

	2022	2021
	\$	\$
<b>Note</b>		
Trade Debtors	128,355	168,958
Provision for bad debts	(1,000)	(1,000)
Total current accounts receivable and other debtors	<u>127,355</u>	<u>167,958</u>

**Note 5 Property, Plant and Equipment**

	2022	2021
	\$	\$
56 St Andrews Tce Property	450,000	450,000
Accumulated depreciation	(16,451)	(7,458)
	<u>433,549</u>	<u>442,542</u>
Caravan - Bendigo 'Charlie'	13,985	13,985
Accumulated depreciation	(7,235)	(6,386)
	<u>6,750</u>	<u>7,599</u>
Kitchen - Aircond, Furn, Fixt	99,975	99,975
Accumulated depreciation	(15,597)	(6,318)
	<u>84,378</u>	<u>93,657</u>
Computers	19,115	19,115
Accumulated depreciation	(15,399)	(12,616)
	<u>3,716</u>	<u>6,499</u>



**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**

Tumby Bay Office	35,405	35,405
Accumulated depreciation	<u>(23,603)</u>	<u>(17,694)</u>
	<u>11,802</u>	<u>17,711</u>
Solar Power System	19,182	-
Accumulated depreciation	<u>(1,772)</u>	<u>-</u>
	<u>17,410</u>	<u>-</u>
Total property, plant and equipment	<u>557,605</u>	<u>568,008</u>

**Note 6 Accounts Payable and Other Payables**

	2022	2021
Note	\$	\$
<b>CURRENT</b>		
Accounts payable	5,395	92,061
Accruals	102,602	61,896
Wages Payable	564	-
Superannuation Payable	(3,243)	-
PAYG Payroll Deductions	-	20,895
GST	1,335	(21,085)
	<u>106,653</u>	<u>153,767</u>

**Note 7 Employee Provisions**

	2022	2021
Note	\$	\$
<b>CURRENT</b>		
Employee provisions - annual leave entitlements	196,901	145,619
Employee provisions - long service leave	<u>129,362</u>	<u>113,136</u>
	<u>326,263</u>	<u>258,755</u>

**Employee provisions – annual leave entitlements**

The provision for employee benefits represents amounts accrued for annual leave. Based on past experience, the association does not expect the full amount of annual leave to be settled wholly within the next 12 months. However, the amount must be classified as a current liability because the association does not have an unconditional right to defer the settlement of the amount in the event employees wishes to use their leave entitlements.

**Note 8 Right-of-use Assets**

The Association's lease portfolio includes motor vehicles & rent of premises. These leases have an average of 3 years as their lease term.

**(a) Options to Extend or Terminate**

The options to extend or terminate are contained in several of the property leases of the Association. There were no extension options for motor vehicle leases. All of the extension or termination options are only exercisable by the Association. The extension options or termination options which were reasonably certain to be exercised have been included in the calculation of the right-of-use asset.

**(b) Concessionary Lease**

During the current year, the Association had no concessionary leases.

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**

**i) AASB 16 related amounts recognised in the balance sheet**

<u>Right-of-use assets</u>	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Phone	19,617	19,617
Accumulated depreciation	<u>(7,800)</u>	<u>(5,348)</u>
	<u>11,817</u>	<u>14,269</u>
Motor Vehicles	224,134	140,876
Accumulated depreciation	<u>(47,735)</u>	<u>(14,059)</u>
	<u>176,399</u>	<u>126,817</u>
Premises	70,956	70,956
Accumulated depreciation	<u>(30,270)</u>	<u>(3,439)</u>
	<u>40,686</u>	<u>67,517</u>
Total right-of-use assets	<u>228,902</u>	<u>208,603</u>

**Movements in carrying amounts:**

	Phone	Motor Vehicles	Premises	Total
	\$	\$	\$	\$
Balance at 1 July 2020	19,617	72,856	-	92,473
Additions	-	68,020	70,956	138,976
Disposals	-	-	-	-
Depreciation expense	<u>(5,348)</u>	<u>(14,059)</u>	<u>(3,439)</u>	<u>(22,846)</u>
Carrying amount at 30 June 2021	<u>14,269</u>	<u>126,817</u>	<u>67,517</u>	<u>208,603</u>
Additions	-	74,819	-	74,819
Disposals	-	-	-	-
Depreciation expense	<u>(2,452)</u>	<u>(25,237)</u>	<u>(26,831)</u>	<u>(54,520)</u>
Carrying amount at 30 June 2022	<u>11,817</u>	<u>176,399</u>	<u>40,686</u>	<u>228,902</u>

**ii) AASB 16 related amounts recognised in the statement of profit or loss**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Depreciation charge related to right-of-use assets	54,520	22,846
Interest expense on lease liabilities	12,787	6,015
Short-term leases expense	-	1,223
Total amount recognised in the statement of profit or loss	<u>12,787</u>	<u>30,084</u>

**iii) Total future lease payments at the end of the reporting period**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
No later than 1 year	92,549	92,238
Between 1 and 5 years	54,076	75,895
Greater than 5 years	-	-
Total future lease payments	<u>146,625</u>	<u>168,133</u>

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**

**Note 9 Cash Flow Information**

	2022	2021
<b>a. Reconciliation of Cash Flows from Operating Activities with Net Current Year Surplus</b>		
	<b>\$</b>	<b>\$</b>
Net current year surplus/(deficit)	155,384	373,224
Adjustment for:		
Depreciation and amortisation expense	84,928	44,823
Retained surplus adjustment	-	12,121
Movement in working capital changes:		
(Increase)/decrease in accounts receivable and other debtors	40,603	3,188
(Increase)/decrease in prepayments	-	4,696
(Increase)/decrease in accrued revenue	(26,660)	(46,646)
Increase/(decrease) in accounts payable and other payables	(47,116)	9,473
Increase/(decrease) in deferred income	(943,585)	440,566
Increase/(decrease) in employee provisions	67,508	68,624
	<u>(668,938)</u>	<u>930,069</u>

**Note 10 Events After the Reporting Period**

At 30 June 2022, the Board is not aware of any events subsequent to the reporting date that would have a material impact on this financial report.

**Note 11 Contingent Liabilities**

As at 30 June 2022, the Board is unaware of any liability, contingent or otherwise, which have not already been recorded elsewhere in this financial report.

**Note 12 Capital Commitments**

As at 30 June 2022, the Board is unaware of any capital commitments, which have not already been recorded elsewhere in this financial report.

**Note 13 Related Party Transactions**

During the year ended 30 June 2022 the Association transacted with EP Physio Plus for which Matthew Hayman acts CEO, to provide physio services.

	2022	2021
	<b>\$</b>	<b>\$</b>
Total expenses amounted to	<u>30,053</u>	<u>37,356</u>

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

**Note 14 Auditor's Remuneration**

	2022	2021
Remuneration of the auditor:	<b>\$</b>	<b>\$</b>
— auditing or reviewing the financial statements	<u>14,492</u>	<u>14,350</u>
	<u>14,492</u>	<u>14,350</u>

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**

**Note 15 Association Details**

The registered office of the association is:  
West Coast Community Services Incorporated  
56 St Andrews Tce Port Lincoln SA 5606

The principal place of business is:  
West Coast Community Services Incorporated  
56 St Andrews Tce Port Lincoln SA 5606

**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**STATEMENT BY MEMBERS OF THE BOARD**

The Board has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial report comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of changes in equity, statement of cash flows and the notes to the financial statements:

1. present fairly the financial position of West Coast Community Services Incorporated as at 30 June 2022 and its performance for the year ended on that date;
2. at the date of this statement, there are reasonable grounds to believe that West Coast Community Services Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with subs. 60.15(2) of the Australia Charities and Not-for-profits Commission Regulation 2013.



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*Catherine Pearson (Chairperson)*



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*Deanne Hartwig (CEO)*

Dated this 30<sup>th</sup> day of September 2022



**WEST COAST COMMUNITY SERVICES INCORPORATED**  
**ABN: 61 576 249 165**  
**CERTIFICATE BY MEMBERS OF THE BOARD**

In accordance with Section 35(5) of the Association Incorporation Act 1985, the Board of West Coast Community Services Incorporated hereby state that during the financial year to which the accounts relate:

- No officer of West Coast Community Services Incorporated, or a firm in which the officer is a member, or a corporation in which the officer has substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the Officer, a firm of which the officer is a member or a corporation in which the officer has a substantial financial interest and West Coast Community Services Incorporated except for as disclosed in Note 13 to the financial statements.
1. No officer of West Coast Community Services Incorporated has received directly or indirectly from West Coast Community Services Incorporated any payment or other benefit of a pecuniary value other than minor emoluments based primarily on expenditure incurred.
  2. No officer of West Coast Community Services Incorporated has received directly or indirectly from West Coast Community Services Incorporated any payment or other benefit of a pecuniary value other than minor emoluments based primarily on expenditure incurred.

This report is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



**Catherine Pearson (Chairperson)**



**Deanne Hartwig (CEO)**

Dated this 30<sup>th</sup> day of September 2022

**Let's make it happen!**







## West Coast Homecare

(08) 8682 2177

[admin@westcoasthomecare.com](mailto:admin@westcoasthomecare.com)

56 St Andrews Terrace, Port Lincoln, SA 5606

PO Box 881, Port Lincoln, SA 5606

[www.westcoasthomecare.com](http://www.westcoasthomecare.com)