



Annual Report 2009 - 2010



Chairperson's message



Mission

Our Mission is to assist people to live and participate in their community.

Vision

Our Vision is that people will choose Care Options.

Values

We value:

- People and their communities
- Integrity
- Excellence

How We Will Work

We will work in ways that:

- Recognise that the wellbeing of people is our primary concern
- Provide the best possible service and value
- Encourage open communication and participation in decision making
- Foster a sense of fun and enjoyment
- Are viable and sustainable

It is with great pleasure that I present Care Options' Annual Report for 2009-10.

This financial year has been marked by a combination of great change and successful progress and I would like to pay tribute to the hard work, dedication and assistance of our board members, staff and volunteers for their unwavering support.

Staff and volunteers in particular can often find periods of change especially challenging, but I would like to commend the highly capable individuals at Care Options for working as a team and showing great commitment to the improvements that have been made throughout the financial year - everyone has played their part and should be very proud of what has been achieved.

This financial year, we introduced a range of new systems and processes aimed at monitoring and improving our contract performance. These provided staff with the information needed to track and greatly improve our performance. I am genuinely delighted to report that these changes have been outstandingly successful.

During the year we also experienced significant reliability issues with our information systems. This led to the support, control and management of these systems being brought in-house. While there were some teething problems, this decision has proven to be successful both in terms of system performance and planning for the future. In addition, we have commenced work on a further technology update and hope to upgrade both our hardware and information systems in 2010-11.

For some time Care Options administration and coordination staff have operated from two locations; Challenger Lodge and LifeLinks building. This is an impediment to good communications between staff and efficient work practices. To address this, earlier on this year we decided to consolidate our administration and coordination staff in LifeLinks. As such, a long term lease has been signed and the

transition will be completed by early 2011. I would like to acknowledge the generous support of the City of Rockingham for extending Care Options' Challenger Lodge lease until 30 July 2011.

A further highlight of this financial year occurred in June 2010 when the Board approved a new five year strategic framework for 2010-15 which was based on feedback from clients, staff, volunteers and key stakeholders. The framework clearly sets out the type of organisation we wish to build, our strategic direction and our core services.

Throughout this year, our funders have continued to support Care Options and, on behalf of our clients and everyone involved with our organisation, I would like to extend our grateful thanks as we could not provide services to the community without this ongoing support.

I would also like to again thank my fellow board members for their commitment to Care Options and on behalf of the board I would especially like to thank our Chief Executive Ross Bradshaw for his support, endless energy and for achieving exceptional results over the past twelve months. His leadership has been instrumental in Care Options achieving the success it has this financial year.

Thank you also again to our support workers, volunteers, management team, coordinators, schedulers and administration staff for their collective professionalism and dedication to the organisation, our clients, their families and the communities in which we are present.

Barbara Powell
Chairperson

Overview of 2009/2010 year in review

The 2009/2010 financial year has been dedicated to improving internal systems and processes at Care Options and can be defined as one of great change. As a result, over the last 12 months a significant number of enhancements have been implemented. At a glance, these include:

- Improvements to client billing processes
- Improved efficiency in scheduling of client services
- The development of an intranet to better communicate with staff and volunteers
- Conducting of staff workshops to provide information for a new five year strategic framework
- The appointment of a new finance manager which has paved the way for significant improvements to our finance systems
- An overhaul of our IT and infrastructure requirements, facilitated by the appointment of our Information Systems Manager in early 2010
- The successful negotiation of an Employee Collective Agreement and the acceptance of the agreement by the Workplace Authority
- A review of our vehicle fleet, resulting in a 20 per cent reduction of cars, which will generate future savings
- Significant improvement to contract performance

In broader terms, an emphasis on a 'whole of organisation' commitment to operational improvement has contributed to these and many more changes being successfully implemented. The improvements have, in turn, supported other successes, such as full compliance in the quality audit for our Community Aged Care Packages.

During this year, we have also been focused on our staff and volunteers. In October 2009, TLC Solutions was engaged to run a series of facilitated discussion forums. These were organised to ascertain staff and volunteers' own sense of skills and motivation, and their views of our strengths, weaknesses, opportunities and threats. The information from these forums has informed Care Options' strategic planning and ongoing priorities.

This financial year we have provided assistance to 1,976 clients, an increase of 12 per cent on the previous year. Through our support, these individuals have been assisted to remain living independently at home and in the community.

In addition to in home and centre based day care services, Care Options also provided transport and respite services across the south west metropolitan health area, plus financial support to clients through the City of Melville Seniors Assistance Fund, which is administered by Care Options.



It is pleasing to know that much of the work undertaken this year has set the foundations for improvements and enhancements to our services in the future. This work is now set out in our five year strategic framework which was also developed during the year and sets out our future direction.

Condensing an organisation's activity, growth, highlights and achievements over 12 months is always challenging. However, for the team at Care Options, our absolute priority lies in providing quality services which assist people to live and participate in their community. This is what has been at the core of our activity over the last year, and it will remain our continued focus into the future.

Care Options services

Seniors Assistance Fund

The Seniors Assistance Fund (SAF) is an initiative of the City of Melville which is managed by Care Options. The program was set up to meet the unmet needs of seniors in the local government area of Melville by providing one-off or short term assistance. Recipients of this scheme must be ineligible to receive services through HACC or other government funding.

During the 2009-2010 financial year, the SAF fund paid out \$43,982 to 106 clients.

The majority of referrals received were for assistance with the purchase of equipment. In one instance a referral was received from an Occupational Therapist who felt that a woman's garden hose posed a significant falls risk. The purchase and installation of a retractable hose reel subsequently provided both safety and independence in maintaining her at home.

In another example, a resident of the City of Melville was assisted to remain living at home as a result of funds being provided to purchase an electronic hospital bed.



Introducing Linda Lee...

"I'm a multi-skilled carer and domestic help, and I've been working for Care Options as a support worker for over three years now.

"I really do love my job, it's the people and the clients who I visit, I get to meet all sorts of people and more often than not we have a good laugh. I guess it's good to maintain a sense of humour in life.

"Sometimes, when you visit people, you might be the only person that they've seen all day, or for a few days, but it's incredibly rewarding when you realise you're supporting that person to live at home, which is where they want to be. And that in itself is enough to make me smile."



Supporting people to live at home... like Antoinette Bailey

76 year old Antoinette Bailey has been receiving support services from Care Options for 18 months. Antoinette, who has restless legs syndrome, receives domestic assistance every week and also social support once a fortnight.

"I love seeing Nola and we have a very good rapport," Antoinette explains.

"Nola cleans my floors every week and also wipes my kitchen down, and she also takes me shopping every fortnight.

"Her support is so important to me, it means that I can have a life and I can spend time with my two dogs and my cat, rather than struggling with keeping my house clean. I really don't know what I'd do without her."

In home services

This financial year, Care Options has provided a range of in-home services to 1,223 clients located across the South West Metropolitan area, covering the local government areas of Melville, East Fremantle, Fremantle, Cockburn, Kwinana and Rockingham, and in some instances Mandurah.



Introducing Vanessa Piper, Activities Co-ordinator

"I've been working with the team at Care Options now for around six years and my role is to organise activities for the clients who visit us on a regular basis.

"To do this, we have a client meeting at the start of every month and that's where decisions are made about our activities for the following month. At Kennedy House we do lots of things from quizzes to carpet bowls, to memory games and craft activities.

"And for our more active clients at Lakelands we organise lots of outings, including visits to the RAAF museum in Bull Creek, Serpentine Dam, the heritage tea rooms in Pinjarra, the Ravenswood Tavern and various other places of interest.

"We also welcome young people with disabilities to our Ray Street centre every week, and we have a whole different range of activities for them.

"During the year we make sure that we celebrate events throughout the year, such as St Patrick's Day, Easter, Halloween and Christmas - both in December and of course in July!

"It's a great feeling to see the clients enjoying themselves, they have a good laugh and a joke while they're with us - they say laughter is the best medicine and I can certainly vouch for that."

Centre based programs

Care Options runs its centre-based day care services from three separate locations. Kennedy House, which is located in Port Kennedy, Ray Street in Rockingham and Lakelands in Mandurah.

Each centre provides social and recreational activities in a friendly environment for people who are frail aged, and for young and aged people with a disability. They also provide carers with respite from their caring responsibilities in a home-like environment.

Kennedy House operates from Monday to Friday and every second Saturday. On an average week 50 clients attend the centre.

Transport

Care Options transport services are primarily run by dedicated volunteers who provide transport to and from medical and other appointments within the Perth metropolitan area. This service also operates for limited social appointments such as shopping, social support and a library run.



Meet Ken Lewis - our volunteer driver

Rockingham resident Ken Lewis retired 16 years ago, and since then he has been as busy as ever.

With a career in the transport industry under his belt, Ken decided he would make the most of his extra time by devoting it to help others - and since the start of his retirement in July 1994, Ken has been Care Options' volunteer bus driver.

Driving an average of 200kms to 300kms a day, Ken admits that he loves volunteering and has gained a great level of satisfaction from helping others.

He drives clients from the Rockingham area to their various medical appointments at hospitals around Perth.

"I really enjoy it," he says. "I like driving and get a lot of satisfaction out of helping people and giving something back to the community. And I've met lots of friends."

Financial summary

Income & Expenditure Account for the year ended 30 June 2010

	2010	2009
	\$	\$
Income		
HACC Recurrent	3,592,631	3,192,110
Commonwealth	118,823	116,354
Disability	-	402,426
Other Grants	541,886	451,750
Other Income	538,693	504,856
Interest Received	70,102	73,671
Total Income	4,862,135	4,741,167
Expenditure		
Staff Costs	3,558,183	3,025,311
Accounting & Professional Fees	89,553	39,009
External Agency Services	197,074	486,626
Consumables	56,216	66,858
Office & Accommodation Costs	145,859	156,043
Other Administration Costs	243,093	239,134
Insurance	113,072	102,282
Depreciation	264,785	258,729
Motor Vehicle Costs	234,423	313,036
Total Expenditure	4,902,258	4,687,028
Net Operating Surplus/(Deficit)	(40,123)	54,139
HACC Non-Recurrent Income	222,744	86,666
Exceptional Items	(176,932)	-
Net Surplus/(Deficit)	5,689	140,805

Statement of Financial Position as at 30 June 2010

	2010	2009
	\$	\$
Current Assets		
Cash & Cash Equivalents	1,455,799	1,438,666
Trade & Other Receivables	110,063	129,423
Total Current Assets	1,565,862	1,568,089
Non-current Assets		
Property Plant & Equipment	1,327,716	1,489,932
Total Non-current Assets	1,327,716	1,489,932
Total Assets	2,893,578	3,058,021
Current Liabilities		
Income In Advance	118,263	392,422
Trade & Other Payables	233,378	259,882
Other	90,153	292,955
Employee Benefits	227,947	133,330
Total Current Liabilities	669,741	1,078,589
Non-current Liabilities		
Trade & Other Payables	125,648	243,947
Employee Benefits	26,584	32,819
Total Non-current Liabilities	152,232	276,766
Total Liabilities	821,973	1,355,355
Net Assets	2,071,605	1,702,666
Members' Funds		
Reserves	471,103	107,853
Retained Surpluses	1,600,502	1,594,813
Total Members' Funds	2,071,605	1,702,666

Board profiles

Barbara Powell

Barbara Powell joined the Board of Care Options in 2005 and has been in the position of Chair of the Board for the past year. Barbara has over 25 years experience in community services and development management in local government. She currently holds the position of Director of Community Development at the Town of Kwinana. In her previous role at the City of Fremantle, she was responsible for managing a large range of diverse services similar to those offered to the community by Care Options and as a consequence has considerable knowledge of and commitment to ensuring quality service delivery to the community.

John Quilty

John Quilty joined the Care Options Board in 2008. An environmental consultant with over 40 years experience in his profession, John is also the Chair of the Care Options' Finance and Audit Committee.

John has particular interest in the not-for-profit sector, having volunteered over many years for organisations working with the disabled and the disadvantaged in the community.

Chris Fitzhardinge

Chris Fitzhardinge was appointed to the Care Options Board in November 2009. A civil engineer with close to 40 years experience in his profession, Chris has also worked for State Government for over four decades and in more than 20 different locations throughout Western Australia.

Chris has a particular interest in the health and community development sector and was instrumental in developing local Telecentres in the 1990's, when numbers rose from 32 to 98 under his stewardship.

Sue Limbert

Sue Limbert, CMC, JP was appointed to the Care Options Board on 29 September 2004. Sue serves her community in many capacities. She has extensive experience in Local Government serving as Councillor for the City of Cockburn. Policy direction and Strategic delivery of services are her main roles.

Sue is a member of many Community and Local Government Committees including Chair of Cockburn's Disability Reference Group. Over 20 years as a continuing and long serving officer with the Town of East Fremantle, Sue has gained enormous experience managing the Town's HACC Program. Sue is also appointed by the Attorney General to actively serve in the capacity as a Justice of the Peace for Western Australia and a Civil Marriage Celebrant for Australia.

Community issues are of great importance to Sue, with a particular focus on community service. She is very proud to serve as a Board Member of Care Options.

Gay Thornton

Gay is the Director Community Development, City of Rockingham, and is responsible for the social and cultural development of the City, together with community safety. An Occupational Therapist by profession, she has been a member of the Care Options board since 2003. Gay is also currently a director on the Board of the Local Government Managers Australia.

Laurie Smith

Pharmacist Laurie Smith joined the Care Options Board in January 2010. Laurie is a Life Member of the Rockingham Chamber of Commerce and the State President and also a Life Member of the Association of Apex Clubs. He is also a Patron of the Rockingham Royal

Historical Society, Shire President and has held positions as a Councillor and Mayor of the City of Rockingham as well as the Director of the Rockingham Economical Committee. During his career, Laurie was also awarded a Rotary Paul Harris Fellowship and was the inaugural Board Chairman of Kolbe Catholic College. He is married to Nola and has five sons and three daughters.

Richard Wilson

Richard has been a Care Options Board member since 2005. He was the Chair of the Finance and Audit Committee until December 2009 and is a senior executive with the Western Australian Government.

Anne Banks-McAllister

Anne has worked in State and Local Government for over 30 years and is the immediate past Chair of Care Options.

Anne was a founding member of the WA Branch of the Australian Local Government Women's Association, and is a past State President and National Board member. She is also a member of the Minister for Local Government's Advisory Committee on Women in Local Government.

Christine Young

A Board member since 2009, Christine has over 25 years experience working both in the community services industry and in the community development field.

Christine is the Director Community Development at the City of Melville and is responsible for managing a large portfolio that includes service areas such as Neighbourhood Development, Neighbourhood Amenity, Community Services, Health and Lifestyle Services and Administrative Support.

Locations

LifeLinks Building (Main Office)

4 Civic Boulevard, Rockingham WA 6168

Alfred Cove Office

Unit 1, 1 North Lake Road, Alfred Cove WA 6154

Challenger Lodge

17 Read Street, Rockingham WA 6168

Kennedy House (Day Centre)

1 LeMans Elbow, Port Kennedy WA 6172

Ray Street (Day Centre)

20 Ray Street, Rockingham WA 6168

Contact Details

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Care Options Services

Care Options has multiple programs spanning the South West Metropolitan area. Brief details of these programs are shown below.

Home and Community Care (HACC) Services

The Home and Community Care (HACC) program provides basic support and maintenance services to frail aged people, people with disabilities and their carers to assist them to continue living independently at home. Services include:

- Transport
- Domestic assistance
- Personal care
- Respite care
- Social support
- Meal preparation
- Gardening and home maintenance
- Day centre programs

Community Aged Care Packages (CACPs)

CACPs provide a planned and managed package of community care for people with complex care needs who wish to remain living in their own homes.

Assistance with Care and Housing for the Aged (ACHA)

ACHA is designed to help frail, low-income older people who are renting, in insecure housing or who are homeless, to remain in the community. For the person or their carer in this situation, support can be given through help with accessing the right kind of housing and community care specific to individual need.

Seniors Assistance Fund (SAF)

SAF is available to City of Melville residents, assisting people to maintain their independence in their own homes.

Veterans' Home Care

Veterans' Home Care is a Department of Veterans' Affairs (DVA) program designed to assist those veterans and war widows or widowers who wish to continue living at home, but who need a small amount of practical help to do so. Veterans' Home Care services include:

- Domestic assistance
- Personal care
- Respite care

Veterans' Home Care is similar to the Home and Community Care (HACC) program.

Rockingham Community Transport Services

Rockingham Community Transport Services are available to City of Rockingham residents to assist people who are 'transport disadvantaged'. The service is a door to door service, picking up people from their place of residence, and dropping off at specified locations.

Acknowledgement

Care Options gratefully acknowledges the support of the following organisations: