

ANNUAL REPORT 2015 - 2016



MELVILLE CARES INC.

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FRONT COVER: Eric – 105 years old with support worker Candy. Celebrating remembrance day.

BACK COVER: Bob Johnston – Board member with our Patron June Barton.



Christmas Party 2015

A message from our patron



The name ‘Melville Cares’ is highly regarded in our community, and as members of this community we benefit not just from the service provided, but also from the appreciation that we live in this kind of society: a society in which the City Of Melville initiated and encouraged the formation of the service and in which volunteers have continued its support so strongly ever since.

As a Melville Councillor at the time, the need for this service was first recognised by Melville Council. I was in a position to help it grow from a few volunteers in a shared room to its current status as a high-profile, effective and vibrant organisation – of which I am proud to be Patron.

But while we look back and celebrate the 30 years since incorporation of Melville Cares it is even more important to look forward. The rate of change in all aspects of life – social, political, economic – has never been greater, and we must remain alert to resist pressures to make changes for short term or sectional benefit that would put the long-term future of Melville Cares at risk.

Melville Cares is a community organisation, independent of all levels of government but cooperating with them for mutual benefit. We rely on our Volunteers, on the members of the Board, who are also volunteers, and on the staff of Melville Cares to maintain and strengthen services to our community in this changing environment.

Kind Regards,

Mrs June Barton – OAM, JP
Councillor - City of Melville
Patron

Chairman's message



David Endersby
Chairman - Board Melville Cares

As we look to celebrate the 30th anniversary of Melville Cares operations it is an opportune time to reflect on the services we provide in the community for which we have become such an integral part of. From in-home care, veterans services, community transport through to disability services for young people, Melville Cares has established a reputation that is both recognised and applauded through our region.

The strength of our acceptance in the community is due to the quality of people that work within the Melville Cares organisation. From our dedicated team of employees to our highly admired volunteer teams, each person brings a commitment to deliver the very best that they can and ensure that our clients are as satisfied as possible.

The culture of Melville Cares has not happened overnight; it has grown with the organisation from humble beginnings through to the modern organisation we have today. The

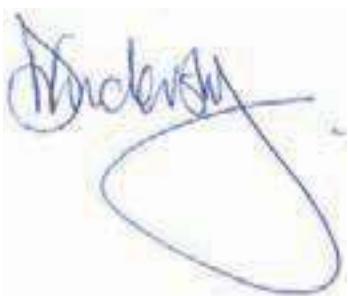
strength of our culture will serve Melville Cares well into the future, which itself may hold many challenges and changes as we move into the ever shifting world of aged and disability services within the community.

This is a time to also recognise the ongoing efforts of our Executive capably led by Mr Richard Foster and his team. The daily issues they deal with are staggering and yet they continue to approach every request or challenge with vigour and a smile. This is modern leadership that serves both our organisation and community to the highest level.

Melville Cares enjoys the patronage of Mrs June Barton who provides the organisation with insight and counsel in areas that sometimes require experience and occasionally a considered approach. On behalf of the Board and Executive we look forward to her continuing support in the years to come.

To my fellow Board members, I would like to extend my appreciation in how they have continued to maintain their commitment to Melville Cares. In particular I would like to acknowledge Mr Bert de Meyere who provided the Board with a steady guiding hand after the loss of our previous Chairman Mr Richard Hill. The stewardship of Bert has ensured that the Melville Cares team was able to continue to perform at the highest levels whilst coping with sudden changes at Board level.

My concluding acknowledgement should be to our community who place their trust and reliance on us as an organisation and have enabled us to continue delivering the highest levels of service across the widest range of areas. Melville Cares is proud to be a part of this community and we look forward to serving that community for another 30 years and beyond.

A handwritten signature in blue ink, appearing to read "David Wilson". Below the signature is a large, light blue oval.

Overview 2016



Richard Foster
CEO
&
El Bennett
Manager Operations

The reporting year has been one of special note for Melville Cares.

1986 was the birth year of Melville Cares as an incorporated entity, taking on the responsibilities and compliances required under the Associations Incorporation Act.

From those beginnings we have built on that foundation to the

organisations scope of support we offer today in the community.

On a comparative note, the illustrated financial statements, represent today's numbers in the applicable accounts as reported in 1985 / 1986, the last full year reporting prior to our incorporation in July 1986.



MELVILLE C. A. R. E. S. INC
(COMMUNITY RESOURCES EXTENSION SERVICES)

RECEIPTS & PAYMENTS

JULY 1985 - JUNE 1986

Receipts:

Government Grant (Home & Community Dev)	\$453.
Donations	455.
Bank Interest	64.
	\$8,972.

Less Payments:

Administration	725.
Advertising / Printing	1,018.
Wages	2,141.
Equipment	437.
Mileage	2325.
	\$ 6,646.

Statement Presented as at 30 June 1986



MELVILLE CARES INC

RECEIPTS & PAYMENTS

JULY 2015 - JUNE 2016

Receipts:

Government Grant (Home & Community Dev)	2,651,935.
Donations	47,673.
Bank Interest	8,488.
	\$ 2,708,096.

Less Payments:

Administration (Station, Postage, Telephone)	61,531.
Advertising / Printing	17,821.
Wages (Home & Community Dev)	1,787,000.
Equipment	3,780.
Mileage (Volunteer)	7,604.
	\$ 1,877,736.

Statement Presented as at 30 June 2016
Comptroller Purposes Only

Overview 2016 Continued

The relationship between the funding dollars received and the required volumes of service outputs, continues in Home & Community Care funding. The increased funded dollars reported today, signifies a proportionate growth in dollars against the volume of services provided and the increase in eligible community members requiring and receiving Melville Cares support.

The Annual Report provides a table of service outputs, illustrating that our service volumes in Home & Community Care have been sustained. An achievement, against the competitive influences of new

players entering the sector, attrition and the introduction of the NDIS.

The partnership with the City of Melville was founded with the inception of Melville Cares. Invaluable assistance being provided through monetary support, accommodation and representation on what was a “Management Committee”. The guidance offered in governance responsibilities and processes, ensured compliance in an area which today is considered the core area of responsibility for the Board of Directors and senior management. We thank the City of Melville for their support and contribution from the beginnings of Melville Cares and for the valued partnership which continues today.



Veteran Mrs Kennedy with Scott from Assisting Your Life To Achieve (AYLA) and Coordinator of Veterans Home services Jay, receiving her first driving lesson on her new mobile scooter.

Melville Cares has established valuable supporters along our journey stemming from community based groups to business. The Inner Wheel Club of Melville has been a strong supporter for many years with regular donations from proceeds raised from their members various fundraising efforts, including sausage sizzles at Bunnings.

Lions clubs of Booragoon and Bullcreek and Rotary of Applecross and Melville are regular supporters of our operations through their donations over the years.

We thank all our supporters as without them a piece of what we do could not happen.

Overview 2016 Continued

This year we have undertaken a community garden project titled “Willagee sensory garden” in collaboration with “Atwork”, work for the dole project and the City of Melville to establish an outdoor garden area suitably designed for aged and people with disabilities. This is due for completion in September 2016.

The journey from those early days, has seen many changes to all areas of operations, which has developed into the business model we operate currently. Ongoing flexibility in implementing change is regarded as paramount for the organisations capacity to move forward.

As we enter this **30th** year since incorporation, focus remains on providing a quality, caring service, with planning for our future business sustainability taking centre stage in our strategic considerations.

Melville Cares core target areas for service are in the frail aged and disabilities community. The reforms currently taking place in both legislation and subsequent policy in these sectors, has generated volumes of dialogue across the entire aged care arena, in both federal and state funded services.

We continue to experience a steady rollout of changes emanating from legislative amendments impacting on associated processes at agency level. Each having an influence on business operations across various levels.

The impending changes scheduled for rollout early in 2017 will impact, initially, providers of Commonwealth funded “packaged home care”. The future of state driven “Community Home Care” as we currently know it, is a little blurred at this time. One certainty is the impact to providers in the foundation area of core funding, this will necessitate a shift in business direction and planning focus to offset possible negative outcomes.

Looking to alternate revenue sources and maintaining a best practice business approach in our service delivery is essential and will factor prominently in planning considerations around business modelling for the future.

We consider one of our main strengths is in our human resources and pride ourselves on our staff and volunteer retention rates. Due to the changing environment in aged care and service delivery focused on client directed care, Melville Cares has undertaken comprehensive skills training for support staff and coordinators in reablement over the last 12 months.

The National Disabilities Insurance Scheme (NDIS) area of operation has grown in its coverage across an increasing geographical area in Perth. During the reporting year, Melville Cares tendered for, and was approved, as a panel service provider to the Disability Service Commission (DSC), this will provide some continuity to those

Overview 2016 Continued

clients moving from the Home and Community Care (HACC) program to the NDIS, who wish to remain with the Melville Cares service and activity programs.

This also supports a continuance of funding source to Melville Cares, albeit being a shift of funds from the HACC program to the NDIS administration.

The regulatory door is opening wider as time goes on, allowing players into the sector from the “for profit” arena where the “user pays” for service model prevails. A model supported by a government shift to self-managed funding by clients receiving services.

As a growing competitive environment across the sector continues to establish itself, we must look to initiatives to guide us into the competitive market space. This could require a possible new look business plan to accommodate variations to our model of operations. The preparation will come from effective strategic planning in identifying opportunities for growth within the current service menu and also from possible diversification to appropriate alternate income streams.

The Board of Melville Cares is comprised of forward thinking professionals who accept willingly, and capably, the challenges the core areas of responsibility present. These are in the areas of excellence



Friendship club Volunteers - Mandy, Peter and Pauline

in governance and strategic planning. The diligence due and afforded by the members in these important aspects, secures the organisations compliance to best practice standards.

I wish to thank our team of staff and volunteers who continue to represent and maintain the organisations positive reputation in the community. At the core of operations are long serving, dedicated support personnel, who combine effectively with an innovative and progressive Board and management team. This enables us to go forward into tomorrow, with enthusiasm and confidence, in the ability to maintain a high standard of relevant, caring and individualised support services to members of our community.

Management Team

Service Statistics at a Glance



Coordinator – Lis

In Home Services

Housekeeping
Shopping Assistance
Personal Care
22,220 Hours



Coordinator – Jay

Veterans' Home Care

Home Help and Gardening
12,050 Hours



Supervisor – Helen

Home and
Garden Maintenance
8,137 Hours



Coordinator – Donna

Centre Based Clubs

Aged
29,990 hours
Younger People With Disabilities
11,300 hours



Coordinator – Lisa

Transport Trips

13,030 Car
20,610 Bus



Coordinator – Avril

City of Melville Community Bus

5,316 Passengers
Managed by Melville Cares



Scheduler – Karen

Volunteers 19,540 Hours

Community Visitors 1,460 Hours



Volunteering provides an opportunity to learn skills, make friends and assist others. It's a great way for people, regardless of their age, cultural background, location or circumstances, to get involved in their community and feel wonderful about giving to those in need.

Melville Cares volunteers are a big part of our team. They are giving, caring and willing to go the extra mile in their role and this is not just reserved to our volunteer drivers. We have a multicultural, multigenerational group of volunteers who multitask daily. They adapt to various roles and roster changes, creating choices for the clients and are committed to assisting people to remain actively involved in their community.

Transport volunteers enjoy the daily interaction with our clients and other members of our community as they transport clients to Doctors and specialist appointments, shopping centres and other necessary appointments. They may be driving their own cars or our Melville Cares vehicles including 20 and 12 seater buses, vans, and wheelchair purpose cars.



Centre Based Activities for our senior clients and younger clients with a disability are supported with a team of artistic, supportive and talented volunteers who enjoy the company of a group of fun loving clients.



The **Community Visitors Scheme** volunteers visit local nursing homes are a dedicated, caring group of individuals. By visiting and befriending an older person, these volunteers have a chance to make a positive difference to the resident's life – as well as their own.

Treasur has been visiting Nancy through the CVS program for 19 years this year.

A volunteer is like a rare gem. When placed in the right setting and cared for, they will shine and give pleasure to all who see them.

Throughout the past year we had many **short term volunteers**.

These include:

- 10 school teachers from CBC Fremantle and Emmanuel Catholic College representing community workplaces.
- 91 school students from seven local schools including Santa Maria College Iona, Seton, Perth Waldorf, Mercedes College, Christian Brothers College and Melville SHS representing the school volunteer program.
- 8 International students from America, South America, South Africa and Japan, 7 Tafe students and 31 university students volunteering to gain experience at Melville Cares towards their chosen careers.

Board Members 2016



David Endersby - Chair



Bert de Meyere



Robert Johnston



Lynton Moore



Orla Hill



Jo Pownall



Cheryl Ashboth



CEO Richard Foster presents Board Treasurer Bert de Meyere a Recognition of Service Award at the 2015 AGM.



Melville Cares (Inc)

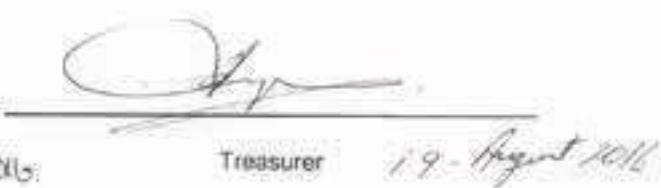
Statement by Members of the Board

The board has determined that Melville Cares Inc is not a reporting entity and that this special purpose financial report has been prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board, the financial statements as set out on the following pages:

1. Present fairly the financial position of Melville Cares Inc as at 30th June 2016 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that Melville Cares Inc will be able to pay its debts as and when they become due and payable.
3. Melville Cares Inc and the board have complied with the obligations imposed by the constitution of Melville Cares Inc and the terms and conditions of the service agreements.

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


Chairman19th August 2016
Treasurer
19 - August 2016

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MELVILLE CARES (INC)

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of the Melville Cares (Inc), which comprises the balance sheet as at 30 June 2016, the profit and loss statement for the year then ended, statement of changes in equity, statement of cash flows for the year ended, notes comprising a summary of significant accounting policies, other explanatory notes and the statement by members of the board.

Committee's Responsibility for the Financial Report

The Committee of the Melville Cares (Inc) is responsible for the preparation of the financial report and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Australian Charities and Not-For-Profits Commission Act 2012 (ACNC Act) and the needs of the members. The committee's responsibility also includes internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

In making those risk assessment, the auditor considers internal control relevant to the charities preparation of the financial report that gives a true and fair view, 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 charities internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of accounting professional and ethical standards board and the Australian Charities and Not-For-Profits Commission Act 2012 (ACNC Act).

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
MELVILLE CARES (INC)****Qualification**

Management has produced separate worksheets to satisfy the Home and Community Care (HACC) requirements. It is not practical or cost efficient for the audit to determine whether the allocation of costs to HACC is reasonable. Our examination of the records has not addressed this issue. Accordingly the management allocates expenses to individual services on a basis of subjective approximation.

Auditor's Opinion

In our opinion, except for the qualification paragraph above, the financial report of Melville Cares (Inc.) has been prepared in accordance with division 60 of the Australian Charities and Not-For-Profits Commission Act 2012 (ACNC Act), including:

- Giving a true and fair view of the charities financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- Complying with Australian Accounting Standards to the extent described in note 1, and Division 60 of the Australian Charities and Not-For-Profits Commission Regulation 2013.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to the Melville Cares (Inc.) to meet the requirements of the Australian Charities and Not-For-Profits Commission Act 2012 & Regulation 2013. As a result, the financial report may not be suitable for another purpose.



DANIEL PAPAPHOTIS CPA
REGISTERED COMPANY AUDITOR
- 410503
FRANCIS A. JONES PTY LTD
154 HIGH STREET
FREMANTLE WA 6160

Date: 24th August 2016

Income & Expenditure

2015 - 2016

Income & Expenses.

	15/16	14/15	15/16	14/15
Income:				
Government Grants			% of Total Income	
HACC Grants	2,624,442	2,423,330	65.0%	63.3%
Veterans Home Care	588,869	557,551	14.7%	14.6%
Community Visitors Scheme	51,753	51,904	1.3%	1.4%
Subtotal	3,265,064	3,032,786	81.3%	79.2%
Client Fees				
HACC Client Fees	536,584	568,325	13.4%	14.8%
VHC Client Fees	39,886	44,697	1.0%	1.2%
Brokered Services & NDIS WA	40,803	18,684	1.0%	0.5%
Subtotal	617,273	631,705	15.4%	16.5%
Other Income				
Miscellaneous Income	26,560	60,867	0.7%	1.6%
Bank Interest	8,128	10,804	0.2%	0.3%
Fundraising / Donations	47,673	13,340	1.2%	0.3%
Community Grants	16,123	40,210	0.4%	1.1%
Non Operating Interest	35,024	39,606	0.9%	1.0%
Subtotal	98,820	93,156	2.5%	2.4%
Total Income	4,015,844	3,829,318		
Expenditure:				
Wages and On Costs				
Service Staff Wages & On Costs	2,300,426	2,267,615	60.0%	59.7%
Admin Wages & On Costs	555,216	522,735	14.5%	13.8%
Subtotal	2,855,641	2,790,349	74.5%	73.5%
Other Expenses				
Purchased Services	340,905	328,387	8.9%	8.6%
Service Costs	239,539	249,914	6.2%	6.6%
Travel Costs	234,990	245,233	6.1%	6.5%
Depreciation	147,304	149,159	3.8%	3.9%
Miscellaneous	15,956	35,292	0.4%	0.9%
Subtotal	978,694	1,007,984	25.5%	26.5%
Total Expenses	3,834,335	3,798,333		
Total Surplus / (Deficiency)	181,509	30,985		

Assets / Liabilities

2015 - 2016

Assets & Liabilities

Assets	15/16	14/15	15/16	14/15
	% of Total Assets			
Cash at Bank	421,447	243,140	19.7%	13.0%
Term Deposits				
Leave Provisions	346,000	333,672	16.2%	17.8%
Asset Replacement and Building Fund	856,440	788,874	40.0%	42.0%
Subtotal	1,202,440	1,122,546	56.2%	59.8%
Other Current Assets				
Trade Debtors	76,392	46,310	3.6%	2.5%
Accrued Income	76,028	74,155	3.6%	4.0%
Prepaid	17,655	17,756	0.8%	0.9%
Subtotal	170,075	138,221	8.0%	7.4%
Non Current Assets				
Plant & Equipment	8,605	21,393	0.4%	1.1%
Motor Vehicles	336,582	352,015	15.7%	18.8%
Subtotal	345,187	373,409	16.1%	19.9%
Total Assets	2,139,149	1,877,315		
Liabilities	15/16	14/15	15/16	14/15
Employee Liabilities				
Accrued wages / expenses	93,137	73,119	12.3%	10.8%
Employee Entitlements	572,511	494,083	75.8%	73.2%
Subtotal	665,648	567,202	88.2%	84.1%
Other Liabilities				
Trade Creditors	78,335	72,555	10.4%	10.8%
Grants in Advance	11,100	35,000	1.5%	5.2%
Subtotal	89,435	107,555	11.8%	15.9%
Total Liabilities	755,083	674,757		
Total Net Assets	1,384,066	1,202,558		

Proudly Supported By

Melville Cares acknowledges the valuable support we receive through the generosity and efforts of individuals, community groups and local government. The contribution made by the City of Melville provides a range of support to Melville Cares operations, inclusive of providing accommodation to house our administration and sites used to facilitate group based activity services to the community. Fund raising activities tirelessly conducted by the members of service groups such as the Inner Wheel Club, Lions and Rotary, strongly supports our efforts to enhance the quality of services we provide to members of the shared community we all live and participate in.

We thank all of our supporters for your valuable contributions and for making a difference.



Community Visitors Scheme
An Australian Government Initiative

