



Melville Cares

The heart of community care.

ANNUAL REPORT 2018 - 2019



www.melvillecares.org.au

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FRONT COVER:

Transport driver Bernard greets Judy, ready for a big day out at the Friendship club.

BACK COVER:

Kevin and Marney

Sharing home cooked meals with clients at our centre based friendship group in Willagee Seniors Centre.





David Endersby

**Chairman - Board
Melville Cares**

As the Chairperson of Melville Cares, I am often asked what are the keys to our success, given the amazing work we have done in the local community for over 30 years.

The answer to that question is always a very simple one. The core strength of our organisation has been, and will continue to be, our capacity to draw together passionate staff and volunteers who all put our clients at the centre of our organisation. For anyone who spends time in the day centre, sitting on our transport or attending our many events, they will understand what value the people of Melville Cares bring to our community.

The hard-working employees and volunteers who give so generously to their community are the clearest example of where any business can have a great plan, but the business will always need great people to make it happen.

One of the great people who assisted Melville Cares in achieving the levels of service delivery into our community is our past Chief Executive Officer Richard Foster. This year, after more than 20 years' commitment and service to the organisation, Richard decided to hang up the boots and enjoy the more relaxing aspects of retirement.

On joining Melville Cares Richard was in charge of a very different organisation that was still developing and growing its' reputation within the community. With what can sometimes be best described as a unique sense of humour, but a genuine empathy and compassion for the more senior members of our community, Richard set about building a team of everyday people that could see the vision he created and would enthusiastically help him make that vision become a reality.

Senior positions within an organisation are often ones that can be quite solitary. Those of us who have been lucky enough to work with Richard have never been left in any doubt about his capacity or commitment to build both individuals and teams alike. Through a number of events recently we have taken the opportunity to thank Richard for his service to our organisation and to wish him and Liz the very best for their future.

As the saying goes, when one door closes another door opens and this year we have been fortunate as an organisation to welcome Ian Carter AM as our new Chief Executive Officer. The experience and reputation that he brings to this role is an exciting moment in the history of Melville Cares. As a Board, the selection of a new Chief Executive is always a moment in time where you need to seriously consider the future direction of the organisation and who might best lead it there.

I would like to personally thank those Board members who worked alongside the recruitment team, and as always, the ongoing commitment and effort that the whole volunteer Board provide to the organisation so selflessly throughout the year. I would also like to take the opportunity to acknowledge the contribution of Lynton Moore who retired from the Board of Melville Cares after 14 years of quality service. Lynton continues to make a contribution to Melville Cares in a volunteer capacity each week and he is the epitome of what the volunteering team means to our organisation.

To the Senior Management Group, we as a Board would like to express our gratitude for their continuing efforts and to recognise that their leadership at the frontline is what enables us as an organisation to be both trusted and relied upon by those in the community who look to us for support.

For our community stakeholders and funding bodies we acknowledge your ongoing support and commitment to the services being provided in the community.

To those in the community who use our services on a daily basis, or book our transport to get them to the nearest shopping centre or those who enjoy a meal and a singalong at the day centre each week we thank you for your support and hope that the coming year continues to deliver beyond your expectations.





Mrs June Barton - OAM, JP

Councillor - City of Melville

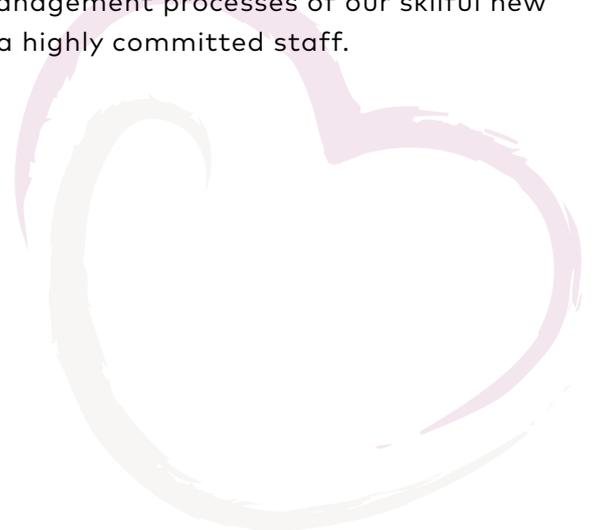
**Director and Patron
Melville Cares**

Annual Reports in this country appear in Spring, encouraging us to look back and review the previous year's achievements and to look forward to the opportunities of the coming year. The Aboriginal and European calendars differ in their details of the Spring season, but both regard Spring as the time for new life. Spring is also the time for new ideas and new energies, so it is no surprise that many important world movements and revolutions have arisen in Spring.

Melville Cares moves into Spring with Mr Richard Foster retiring as CEO after 20 years of outstanding service and a smooth transition following the appointment of Mr Ian Carter AM, who comes to us with excellent credentials and experience.

The focus of Melville Cares is on the people we serve, enhancing the ability of our clients to live independently and to participate more fully within the community. This is not a seasonal activity: the challenge is always there, more so in uncertain and changing times. Year-round, the dedication and commitment of our wonderful volunteers enable Melville Cares to meet that continuing challenge with optimism.

The willing band of volunteers who interact directly and enthusiastically with our clients are in a position to do this so well because of numerous substantial contributions from a broad array of sources: the established infrastructure support over many years from the City of Melville, funding from Governments and contributions from Service Clubs, guidance from a dedicated Board of Directors led by Chair David Endersby, and the management processes of our skilful new CEO Ian Carter and a highly committed staff.





Ian Carter AM

**Chief Executive Officer
Melville Cares**

I am writing my first CEO message at Melville Cares as I transition into this wonderful job which has been occupied by Richard Foster for the last 2 decades! I must admit that I understand what he is going through, as I left Anglicare WA in April of this year after 24 years in the role of CEO. So Richard thank you for all of the good work you have done over so many years and you have left an amazing legacy for me and for Melville Cares.

Melville Cares provides services to over 2,000 clients in Community Aged Care, Community Visitors Scheme, Veterans Home Support and Disability services. We are clearly a very well regarded agency in the greater Melville region and beyond. This has been built up by a brilliant team of staff and volunteers who enhance the quality of life of our clients and support their wishes to live independently in the community. Many of our staff and volunteers, and indeed some of our clients, have been a part of our "Melville Cares family" for ten to twenty years, and beyond. I recently had lunch with members of our Friendship Club at our premises based in the Willagee Seniors Centre and I sat next to a client who had initially been a volunteer and then became a valued client – a fabulous journey in the Melville Community of over 25 years!

As I look forward to the future my "radar screen" is filled with Royal Commissions (for both Aged Care and Disability Services), changing quality standards, new funding models, My Aged Care and the National Disability Agency and I'm sure there's much more.

We are now in a complex "market place" where clients receive funds allocated to them to allow them to shop for providers who deliver support services in their area and make a decision on who they want to "buy services" from at what price and what quality. This model of client funding now happens in both Community Aged Care and Disability Services. It's a very different world from when Richard Foster and myself started in our leadership roles over 20 years ago.

So the challenge for the Melville Cares Board and Executive team, is to look what is happening around us both in terms of Federal and State Government policy and programme changes, as well as the vital feedback from our staff, volunteers and clients, as we design our services to be high quality and client focused which respond directly to the local communities in which we live.

I want to thank David Endersby the Chairman and all of the members of the Melville Cares Board for putting their trust in me and welcoming me so warmly. I also want to thank El Bennett for her ongoing leadership of our day to day operations and all of the staff and volunteers. I very much feel at home now that I am working in my community where I have lived for almost 35 years.



El Bennett

**Manager Operations and
Business Development
Melville Cares**

Melville Cares has been a trusted and growing part of our local community for over 34 years. During this time, we have grown and adapted with our community to meet their needs. The valued contribution from our Volunteers and Staff has been our strength, as we deliver the promise of a good life to all of our clients focused on independence and community connection. I am very proud to be part of this devoted team for over 12 years.

It seems that the ideal choice as people age, is to remain living in their own homes, supported by family, friends and agencies like Melville Cares. Given the Aged Care Royal Commission investigations taking place this year, it has increased the focus of clients and their families to explore the option of seeking out local providers who deliver quality Community Aged Care services. Due to this, the number of Melville Cares clients has steadily increased this last financial year. I am pleased to announce that during this time, we supported over 2000 people within and around the City of Melville Area. Our increased service statistics in this Annual Report tell the rest of this story.

We have worked very hard with our clients and their carers to tailor Home Care Packages with the peace of mind that they receive the best quality of support and ongoing personal focus. In 2018/19 we received requests from members of our local community to provide over 70 Commonwealth Aged Care Packages Levels 1 – 4. Our support staff levels have increased over 25% to cope with this demand.

Needless to say this has once again increased our capacity to deliver the highest quality support services by means of appointing allied health professionals from LifeCare to our team. We have also joined forces with Alchera Living as their 'home care provider of choice' as they launched their flagship development 'The Reserve' in Willagee earlier this year. We look forward to a continued valuable association with both of these organisations in the future.

I would like to take the opportunity to thank our fabulous team consisting of Volunteer Board members, Volunteers, Program Coordinators and staff for their ongoing dedication and the ongoing delivery of quality and passionate care to all of our valued clients.

We look forward to building our capacity to continue this tradition and record of high quality client centred support services throughout our Community.



One of Melville cares long term volunteers Mandy trying out the new addition to the day centre. Donated by Alchera Living.

Volunteering at Melville Cares provides an opportunity to learn new skills, make new friends and give back to your local community. It's a great way for people, regardless of their age, cultural background, location or circumstances, to become involved in helping others. At Melville Cares, we strive to provide a rewarding volunteer experience for everyone.

THANK YOU to our volunteers who are giving, caring and willing to make an incredible difference to our work day, by supporting our staff in their roles to provide transport, centre based group activities and to visit clients in their own homes or at local residential facilities. We have a diverse volunteer team, including multicultural and intergenerational individuals who are committed to the future support of clients requiring assistance, to live their daily lives as best as they can.



**Coordinator of Volunteers Avril
with volunteer John.**



Throughout the past financial year, we have also had many short term volunteers. They incorporate Tafe and university students, with over fifty High school students from five schools, including Santa Maria, Iona, Seton College, Perth Waldorf and Mercedes College as well as three International students from America, South America and Taiwan. They bring their knowledge, skills, excitement and enthusiasm for life to our centre based groups. They also provide entertainment and wonderful companionship for our clients.

Melville Cares Community Visitors Scheme secured a new three-year agreement to continue to provide visitors to residents in local nursing homes. Social isolation and loneliness is steadily increasing in nursing homes with an estimated 40% of residents never receiving a visitor. This scheme has been associated with Melville Cares for the past 26 years since inception. Relationships formed from this model of visiting are sometimes incredibly long lasting. One Community Visitors Scheme friendship at Melville Cares celebrated 21 years this year.

Melville Cares volunteers completed approximately 22,600 hours totaling over \$745,000 worth of services.

Thank you once again to our fabulous volunteers, as together we strive to achieve a supported and happy Community.



Glynn is one of our regular volunteer drivers and has been volunteering for Melville Cares for almost 6 years now. He is an absolute gentleman, which makes him very popular with our clients. Glynn can drive any of our vehicles from the bus to our cars.

He is passionate about our clients and their needs and is a handyman who loves fixing and recycling broken items. He is very sociable and has the ability to talk on several subjects, tell jokes and his fact finding information is of great interest to clients, staff and other volunteers.

He cycles to and from his volunteering which keeps him fit. He also loves to be on the water with his paddleboard or kayak. He is a busy person like all our volunteers but makes the time for the clients and these drives which we greatly appreciate.



Glynn

Glynn with his team of devoted ladies



Volunteers Chas & Roger enjoying an outing with the ladies.



Staff Member Bella engaging with client.

You make a living by what you get, you make a life by what you give.



Volunteers do not necessarily have the time, they just have the heart.

Mr Robert O'Bray & Percy



Mr Robert O'Bray has been a long term client with M/C receiving HGM D/A & Transport. Robert loves his Trike and his little Dog Percy, who is also with him in this photo.

One of our administration staff took this beautiful photo of them both, as Robert was riding down to the Melville Cares administration office pathway to pay his monthly bill.

We really enjoy meeting our clients as they regularly visit the office to say hello and meet our coordination staff located at June Barton House.

Honouring Australian Second World War Veterans

This photo of our Veterans client Mr Wallis, hangs proudly in the Australian War Memorial in Canberra. His wife advised us that at the time the photograph was taken, he was still wearing his garden shorts under his suit jacket!

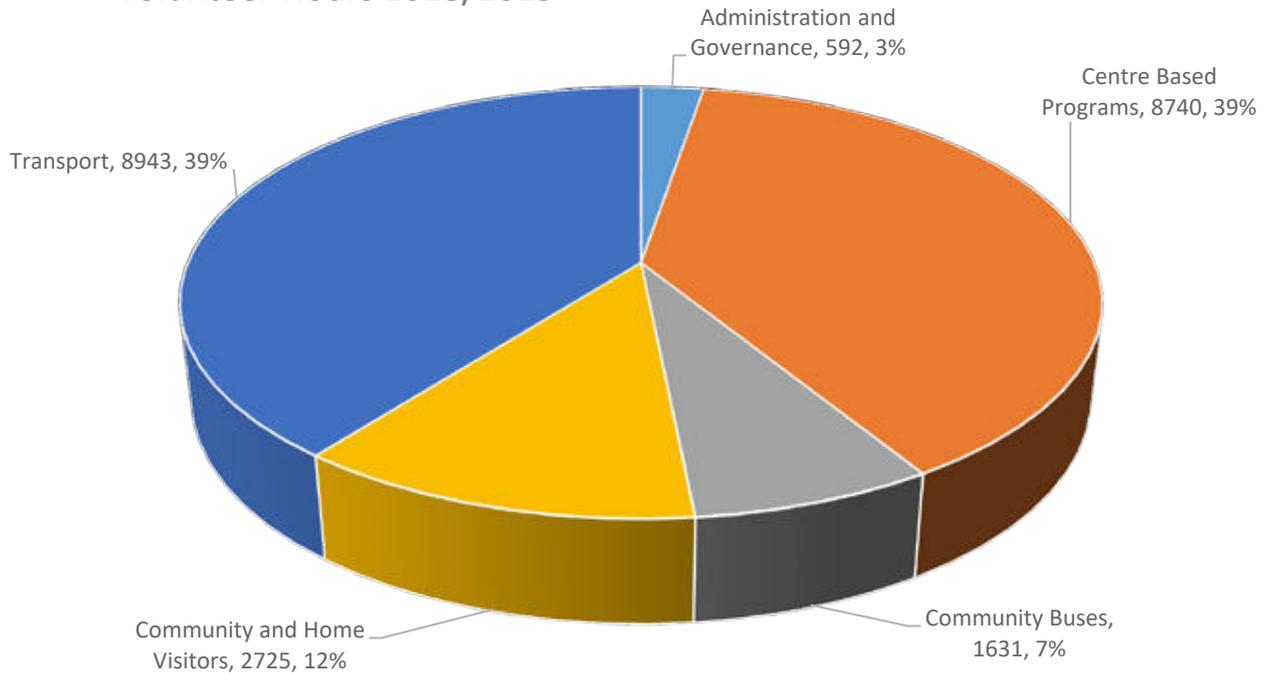
Mr and Mrs Wallis were invited to attend the opening of the Australian War Memorial but had to decline the invitation due to ill health. His family have since visited the museum on their parents' behalf and described to their parents "how beautiful all the photographs were, especially the one of their Dad."

Melville Cares Veterans Services is proud to assist this wonderful couple to continue living independently in their own home. They both thank us on a regular basis for organising their two wonderful Melville Cares support workers that visit them weekly.

It is our honour!

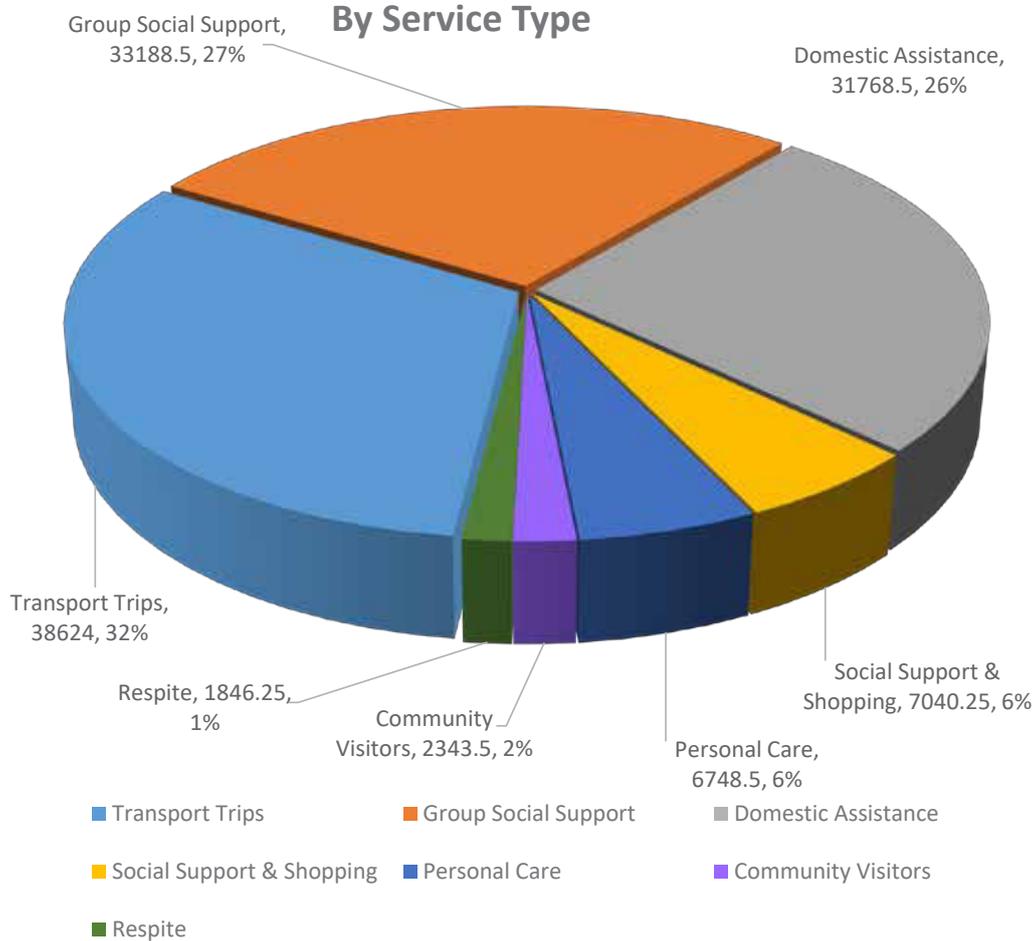


Volunteer Hours 2018/2019

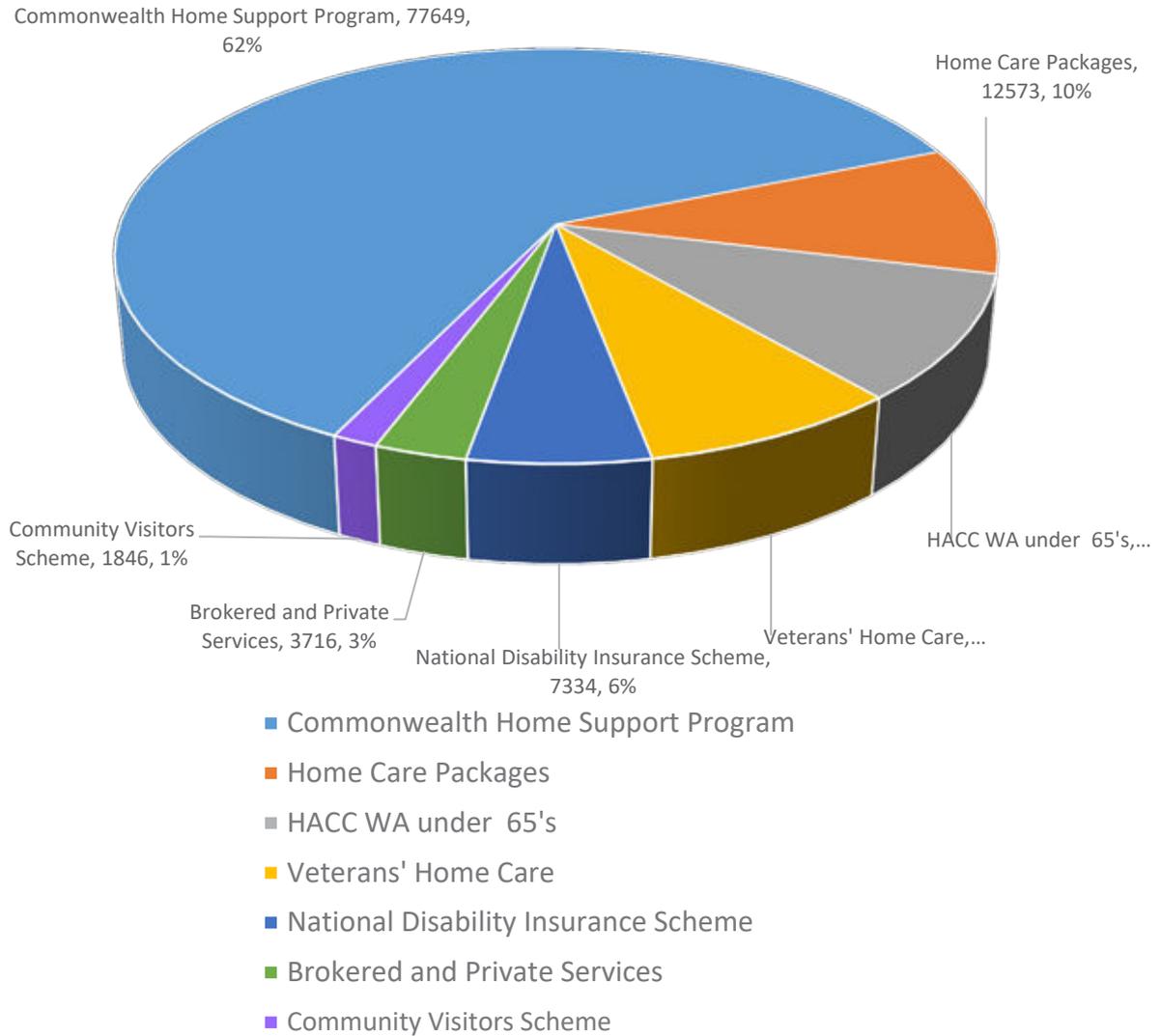


Service Hours Completed 2018/2019

By Service Type



Service Hours Completed 2019 By Funding



Melville Cares support staff



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 30 June 2019 and its performance for the year ended then 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:



05/09/2019 16:28

Chairman

5 / 9 / 2019



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

Report on the Audit of the Financial Report

Audit Opinion

We have audited the accompanying financial report, being a special purpose financial report of Melville Cares Inc. (the Charity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and management's assertion statement.

In our opinion, 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 2019 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 for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the Charity in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia.

We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Charity in meeting the requirements of the Charitable Collections Act (WA) 1946 and the Charities Act 2013 (Cth).

As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Charity and should not be distributed to or used by parties other than the Charity. Our opinion is not modified in respect of this matter.

Continued.

Responsibilities of Management and Those Charged with Governance

The board is responsible for the preparation and fair presentation of the financial report in accordance with Associations Incorporation Act (WA) 2015, and the Charities Act 2013 (Cth), and for such internal control as the board determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board is responsible for assessing the Charities ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board either intends to liquidate the Charity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Charities financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charities internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the charities board.
- Conclude on the appropriateness of the charities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Foundation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit



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

Date: 5th September 2019

2018 - 2019

Income & Expenses.

Income:	18/19	17/18	18/19	17/18
Government Funding			% of Total Income	
HACC WA Grants	318,786	3,418,838	6.0%	65.0%
CHSP	2,497,672	0	46.0%	0.0%
Veterans Home Care	595,122	592,199	11.0%	11.3%
Community Visitors Scheme	52,695	52,789	1.0%	1.0%
Home Care Packages	1,036,821	261,827	19.0%	5.0%
NDIS	36,180	0	1.0%	0.0%
NDIS WA	110,757	82,136	2.0%	1.6%
Subtotal	4,648,032	4,407,790	85.0%	83.8%
Client Contributions				
Client Service Contributions	567,609	538,491	10.0%	10.2%
Brokered Services & Private	115,613	60,202	2.0%	1.1%
Subtotal	683,222	598,693	12.5%	11.4%
Other Income				
Miscellaneous Income	17,033	11,009	0.0%	0.2%
Bank Interest	18,356	11,306	0.0%	0.2%
Fundraising / Donations	8,008	11,927	0.0%	0.2%
Community Grants	46,331	181,361	1.0%	3.4%
Non Operating Interest	47,986	40,530	1.0%	0.8%
Subtotal	137,713	256,134	2.5%	4.9%
Total Income	5,468,967	5,262,616	100.0%	100.0%
Expenditure:	18/19	17/18	18/19	17/18
Wages and On Costs			% of Total Expense	
Service Staff Wages & On Costs	3,391,881	2,628,119	62.9%	54.9%
Admin Wages & On Costs	679,601	678,365	12.6%	14.2%
Subtotal	4,071,482	3,306,483	75.5%	69.1%
Other Expenses				
Purchased Services	434,209	337,349	8.1%	7.1%
Service Costs	330,805	339,125	6.1%	7.1%
Travel Costs	314,167	263,386	5.8%	5.5%
Depreciation	176,720	172,399	3.3%	3.6%
Miscellaneous	63,545	365,589	1.2%	7.6%
Subtotal	1,319,446	1,477,848	24.5%	30.9%
Total Expenses	5,390,929	4,784,331	100.0%	100.0%
Total Surplus / (Deficiency)	78,038	478,285		

2018 - 2019

Assets & Liabilities

Assets	18/19	17/18	18/19	17/18
	% of Total Assets			
Cash at Bank	1,955,677	1,143,553	44.4%	33.6%
Term Deposits				
Leave Provisions	500,000	416,000	11.3%	12.2%
Asset Replacement and Building Fund	1,148,579	1,118,156	26.1%	32.8%
Subtotal	1,648,579	1,534,156	37.4%	45.0%
Other Current Assets				
Trade Debtors	202,363	163,986	4.6%	4.8%
Accrued Income	38,334	33,875	0.9%	1.0%
Prepaid	221,076	14,129	5.0%	0.4%
Subtotal	461,773	211,989	10.5%	6.2%
Non Current Assets				
Plant & Equipment	35,549	57,981	0.8%	1.7%
Motor Vehicles	306,934	458,773	7.0%	13.5%
Subtotal	342,483	516,754	7.8%	15.2%
Total Assets	4,408,512	3,406,453	100.0%	100.0%
Liabilities	18/19	17/18	18/19	17/18
Employee Liabilities	% of Total Liabilities			
Accrued wages / expenses	117,856	91,394	5.2%	7.7%
Employee Entitlements	828,826	729,371	36.4%	61.2%
Subtotal	946,682	820,765	41.6%	68.9%
Other Liabilities				
Trade Creditors	294,740	182,323	13.0%	15.3%
Grants in Advance	1,033,456	188,429	45.4%	15.8%
	1,328,196	370,751	58.4%	31.1%
Total Liabilities	2,274,878	1,191,517	100.0%	100.0%
Total Net Assets	2,133,634	2,214,936		



Tara enjoying the park.

Melville Cares The heart of community care.

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

