

SHINE Community Services ANNUAL REPORT 2016-2017

Collaboration Wellness Joy Consumer Directed
Restorative Friendship Happiness Bright Mobility
Adventure SHINE Social
Compassion Kindness
Community Laughter
Tenacity Independence Matters
Success Determination Confidence
Empowerment Radiant Wellbeing Reablement
Commitment Integrity Respect



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Our purpose

Enabling people to live independent and safe lives their way, remaining connected to their community

Our vision

Independence matters

Our history

TAPSS Community Care (Inc) was incorporated 10th December 1981 as 'The Aged Persons Support Service (Inc)' and soon after attracted funding from Cottesloe, Claremont and Mosman Park Councils and the Shire of Peppermint Grove. The organisation was formed with the sole purpose of meeting the needs of seniors and adults living with disability in the community – to assist them to live safely in their homes for as long as possible and to help them foster and maintain a connection with the community.

This is accomplished by providing services in the home that assist with independence and a safe environment, outings and social events within the community and attendance to the SHINE Social Support and Community Centre. The fostering of independence through the wellness and re-ablement approach underpins our philosophy to support people to live a safe and independent life. Funding from the Western Australian Department of Health began in 1995.

TAPSS Community Care (Inc) began trading as SHINE Community Services in 2014. The purpose of changing the trading name was to have a name that people chose and could relate to in a positive and relevant way.

It reflects the purpose of the organisation enabling people to live a full life.

About us

SHINE Community Services is a proud provider of community services and supports and takes a flexible, individualised and personalised approach to the delivery of required services and supports. We also offer a broad range of services working with consumers to meet their wellness and reablement personal goals and this includes supports and services such as;

- Domestic Assistance
- Personal Care
- Respite Care
- Meals prepared in home or at our reablement centre
- Transport to medical appointments
- Home and Garden Maintenance
- Centre Based activities

Our people

We Value Our People

We are a not for profit business that values our people. We listen to their opinions on consumer service, operational efficiency and what it means to be a SHINE employee and volunteer. We aim to understand our people, that being our staff, volunteers and consumers and innovate and change together to match the pace of growth in our sector.

We Recruit Talent

Our business is built by people who innovate, who find solutions, and who deliver quality service. Our recruitment practices have been effective in meeting the significant challenge of hiring the new employees needed for our continuous growth.

Diversity

We value diversity and through our equal opportunities policy we are dedicated to creating an environment that is free from discrimination, harassment and victimisation. Everyone at SHINE is treated equally regardless of age, colour, disability, race, gender, sexual orientation, marital status, political views or religious belief.

Engaging Our People

This extends beyond keeping all our people informed of SHINE's performance and successes. These range from effective communication and timely documentation including newsletters, surveys and marketing material. We provide a flexible environment that caters to people's individual circumstance.

We've introduced new technology that will benefit all our people. We also encourage open and transparent communication that is effective and conducive to ensuring all our people are informed and engaged.

We Develop Our People

Training and developing our people is a vital part of enabling them to forge their career with SHINE and in the aged care sector. We place strong emphasis on developing our talent across the business and are working towards appraisals that provide 360 degree employee and volunteer feedback as a development tool. Developing people is exciting, but also a challenge when operating within the current environment as aged care moves towards consumer directed care and individualised supports.

We want to be relevant and operate as a high end niche player who is committed to the mission and supporting those who require our professionalism, enthusiasm and energy.

Our supporters



SHINE wishes to acknowledge the strength of our partner sharing arrangements.

Without their support, SHINE would not be able to provide the level of support and service we can today.

Thank you to Lotterywest for their continued support.

A special thank you to our volunteers. Their ongoing commitment and support to SHINE is invaluable.

Board of directors



From left: Joanne Olsen, Natasha Wainwright, Tricia Murray, Rob Thomas, Rachel Thomas, Andrew Cuthbertson, Sharon James, Diana Salvaris, Karen Wood, David Prestney (*absent Mark Davies*)

Chairman's Report

I would like to welcome Members and guests to the SHINE Community Services Inc. Annual General Meeting (AGM) for 2017.



This year has been one of the most transformational in the thirty-seven-year history of the organisation. Substantial effort has been made to ensure SHINE has a sustainable future as a high value niche provider in the Aged Care and Disability Care Services Sector in the face of a rapidly deregulating industry, changes to government funding arrangements and fierce competition from new local, regional and national entrants. The caring philosophy that underpins all SHINE's activities has been maintained while significant effort has been made to strengthen the Board of Directors' Group (Director Group) and Executive team to ensure SHINE as a Not-For-Profit organisation is run on sound business principles.

The Director Group is currently composed of ten members that include three local government nominated Directors from the councils of Claremont, Cottesloe, and Peppermint Grove, and seven Independent Directors. I welcome Mr David Prestney, nominated Treasurer, Ms Joanne Olsen, nominated Deputy Chairman, Ms Tricia Murray and Mr Mark Davies as Independent Directors who joined the SHINE Director Group during the year. Their combined professional experience in corporate governance, business finance, business transformation, risk management and the wider community services sector, together with our existing Directors has greatly assisted SHINE's development as an efficient organisation focused on delivering a sound business strategy underpinned by our core values and philosophy as a Not-For-Profit organisation.

Ms Karen Wood, our Claremont Council nominated Director has announced she will not be standing for re-election in the October 2017 Local Government Elections and will step down as a SHINE Director at this AGM. Her replacement will be appointed by Claremont Council after the Local Government Elections. In addition, Ms Jenna Ledgerwood, Deputy Chairman and Mosman Park Council nominated Director, stepped down earlier in the year. We thank both Karen and Jenna for their valuable contribution to SHINE over recent years.

The Executive team has seen similar substantial change with the appointment in February 2017 of a new Chief Executive Officer (CEO), Ms Sharon James, who has some thirty years' experience in the Aged and Disability Care Services Sector. Sharon is ably supported by Ms Michelle McGiveron as Chief Financial Officer, and Ms Karena Sherriff as Operations Manager.

Ms Rachel Thomas, Director Group Secretary and Peppermint Grove nominated Director, has recently led a working group with external legal support to draft a new SHINE Constitution in response to recent Federal Government legislation tightening governance of the Not-For-Profit sector. The proposed new Constitution will be presented to members for their consideration at this AGM.

The Director Group and our CEO, Sharon James have made substantial efforts to ensure future funding arrangements and growth options.

It is with great pleasure I can confirm SHINE has successfully negotiated a new five-year Council Agreement with the combined councils of Cottesloe, Claremont, Mosman Park, and Peppermint Grove. A combined budget has been agreed for the first year of this agreement (2017-18) covering twenty-five percent of the SHINE operating budget. In the course of these negotiations Mosman Park elected to surrender its seat on the Director Group. Mosman Park will continue to be actively involved with SHINE through the Combined Council-SHINE Committee that oversees the Council Agreement and remains very much committed to the Aged and Disability Care community.

Ongoing funding from the West Australian Government Funded Home and Community Care Package (HACC) has been guaranteed for the foreseeable future until arrangements are completed for the transfer of aged care funding to the Federal Government via the recently rolled out Consumer Directed Care Programme. SHINE has recently submitted applications for Consumer Directed Care Packages I and II catering for the provision of low care services. We anticipate that SHINE will be advised on the outcome of our applications in early 2018.

The Federal Government roll out of the National Disability Insurance Scheme (NDIS) will not be rolled out in the West Perth Region until 2019. SHINE is monitoring the outcomes of the ongoing NDIS test site programme elsewhere in the wider Perth Region and the lessons being learned.

SHINE has been successful in attracting Lotterywest grants to undertake ongoing maintenance of SHINE's Cottesloe headquarters, which are leased from Cottesloe Council. The Honourable Mr Colin Barnett, as Western Australian State Parliament Local Member and Premier, presented a grant for \$25,000 for the refurbishment of air conditioners. This followed earlier grants to maintain the kitchen facilities, install onsite commercial washing machine facilities, and purchase new seating for consumers and refurbishment of assisted toilet facilities. Cottesloe Council has been most generous in maintaining the headquarters through a major building repainting programme.

Preparation of the Consumer Directed Care Packages I and II has involved the roll out of a series of new accounting and administrative operating systems, the employment of an expanded Aged Care and Disabilities technical team, scoping and resourcing of new product service offerings to consumers, and the establishment of a new marketing initiative in partnership with graduate students from Edith Cowan University to ensure SHINE presents a modern and effective face in the future world of Consumer Directed Care.

Over the past twelve months the Director Group and new Executive team has made substantial progress in understanding the SHINE cost structure, revenue streams and value proposition, while maintaining our core values to consumers of Commitment, Respect, Integrity and Collaboration that enable them to live independent lives their way and remain connected to their community. The Director Group is pleased to report SHINE is well on the way to returning to sustained profitability.

The safety of SHINE staff, volunteers and consumers continues to be a top priority through this transformation change programme. A Risk Management and Audit programme is currently underway to adequately identify risk and ensure systems are in place that adequately manage and report them.

In the middle of the year SHINE extended a welcome to up to sixty former Subiaco Council aged and disability care recipients and support workers who elected to join SHINE as a result of a Subiaco Council decision to exit aged and disability care services. Further growth was also achieved with new agreements with Brightwater, Southern Care, Junipera, St Basils and St Ives for services in the West Perth Region.

I am pleased to report that today SHINE has twenty-nine permanent, part time and casual staff, and eighty volunteers. The organisation operates in the western suburbs of Perth as far north as the City of Joondalup and serviced some nine hundred clients through the 2016-2017 Financial Year.

The Director Group offer a sincere word of thanks to all SHINE personnel for their committed efforts through this reporting period.

Stay safe and stay well.



Andrew Cuthbertson
Chairman

CEO's Report

Commitment

We are committed to enhancing the quality of life of our consumers

Respect

We respect the opinions and rights of all those with whom we interact

Integrity

Our conduct is ethical, honest and professional

Collaboration

We value and appreciate the richness of individual contributions, community partnerships and team work

SHINE Community Services aims to inspire hope and richness of life to those whom we serve by providing quality support to older Australians who wish to remain living independent and safely within their own home whilst staying connected to their community for as long as possible. Our guiding values underpin our beliefs and professional conduct ensuring that we are inclusive, accountable and remain a quality provider of choice for years to come.

WELCOME to the 2016-2017 SHINE Annual Report. In my first year as CEO of SHINE I am delighted to report on the 2016-2017 financial year, a year that is shaping up to be one of stabilisation and growth as we prepare the way for the future.

An exciting time to be leading SHINE as we pave the way organisationally to meet the aged care reforms.

Many of our existing consumers have received letters from the Australian Government explaining the current reform cycle and their eligibility for a Home Care Package (HCP) and have asked SHINE for clarification and an update on SHINE and its intentions.

The aged care system in Australia is being reformed to ensure it is the best possible system now and into the future. On 1 July 2015, it became mandatory for all home care packages to be delivered on a consumer directed care (CDC) basis. CDC gives consumers greater choice over the types of care and services they access, how and when those services are delivered and by whom. Under CDC consumers have more control over their funds for their care and how those funds are spent.

From 27th February 2017 all home care packages have been provided to individual consumers rather than the previous method where home care packages were awarded to approved providers under an allocation process.

Increasing Choice also introduced a national prioritisation process for access to home care. The national prioritisation process means a fairer national way of allocating home care based on people's individual needs and circumstances and the time they have waited for care.



These changes are an important step in moving towards a future aged care system that is more:

- consumer-driven
- market-based and;
- less regulated.

The changes also lay the platform for future aged care reforms, which will be guided by the Aged Care Sector Committee Roadmap for Reform and jointly developed with the sector.

The Home Care Packages Program helps you live independently in your own home for as long as you can. The Australian Government provides a subsidy to an approved home care provider such as SHINE towards a package of care, services and case management to meet your individual needs. The Home Care Packages Program provides four levels of support:

- Home Care Level 1 – basic care needs
- Home Care Level 2 – low level care needs
- Home Care Level 3 – intermediate care needs
- Home Care Level 4 – high care needs

Your home care package funds can be used to purchase a wide range of services including:

- Clinical care, such as nursing, allied health and physiotherapy for mobility and strength;
- Support services, such as help around the home, visiting the doctor and attending social activities;
- Personal care, such as help with showering, dressing and moving around the home; and
- Nutrition such as assistance with preparing meals, including special diets for health, assistance with using eating utensils and assistance with feeding.

SHINE has submitted an **Application for Approval to Provide Aged Care** and is awaiting the outcome. Once SHINE has been approved you will be notified accordingly.

Commonwealth Home Support Programme (CHSP)

As from the 1st of July 2018, the Home and Community Care (HACC) programme, SHINE's current funding source, will change and be fully administrated and funded by the Australian Government Department of Health, rather than the WA Department of Health. These changes include all HACC services across Western Australia.

The HACC programme will be known as the Commonwealth Home Support Programme (CHSP) and will continue to provide ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, respite care and social support (i.e. SHINE's Social Club, Leisure and Shopping bus outings).

If you are currently receiving HACC services you can expect your services will continue to be the same under CHSP.

The care at home system currently supports around one million older Australians each year through the CHSP, HACC in WA, and HCP.

SHINE has embraced the reform and views this as an opportunity to review its operations and ensure that we are prepared for and ready to operate under these new initiatives. We have taken the time to stop and think about our mission, our capacity and capabilities in moving forward and our ability to ensure that we remain sustainable. It has taken us down many paths of conversation within the business with a particular focus on efficiency, responsibility and governance. A review was undertaken of our internal systems, resulting in the decision being made to replace our existing Financial and Client Management packages with market leading software solutions that interface with one another, are easy to navigate and provide information that enables SHINE to better manage and understand its business.

MYOB (Mind Your Own Business) was rolled out across SHINE on the 1st July 2017 and replaces Reckon. Hosted our financial operating system, TRACCS (ADAMAS technological solutions) will be fully rolled out by the end of 2017 replacing Penelope (Athena products). Operating within a CDC culture we will be better placed to meet requirements and offer consumers (via the online portal) access to their information including care and support plans, budgets and support options, as well as the ability to independently 'book services' at a time that suits them, with a support person of their choosing.

SHINE is aware of the tasks that lay ahead and how much needs to be accomplished and work is currently underway.

SHINE Highlights for 2016-2017

Organisational Structure

In response to the changing needs of our consumer, our workforce and our ability to be a provider of choice we have restructured our operations ensuring a robust and yet flexible structure that allows SHINE to grow and develop, be a provider of contemporary aged services and operate within a personalised and sustainable framework. There has been a significant improvement in business functions and efficiencies, communication and effective decision making. Morale around the office has improved and staff are empowered to voice their ideas and concerns, work with independence and drive their own success. The challenging and competitive environment that lies ahead will test us and drive us to be the best that we can. For the SHINE Board this means that our governance standards must reflect careful stewardship of the organisation as it steers its way through uncharted territory. Accordingly, a great deal of work has gone into reviewing Board performance, implementing sound Board business processes and addressing the skills mix required for a 21st century organisation.

Ensure that the consumer is at the centre of all that we do.

Empowering the consumer is centrepiece in the redefining of aged care in the reforms that are underway. As a service provider SHINE will respond to the needs and aspirations of the community and older Australians. The way in which we do things will and is changing dramatically and we will need to remain diligent and open to doing things differently.

It can be very difficult to stay true and focussed to the mission when there is so much uncertainty and change within the sector. Our business model is centred on sound and ethical decision making principles that are tailored to the individual consumer, their needs and aspirations.

Growth in service provision

SHINE successfully transitioned services and supports for up to 60 consumers from the Subiaco Council Community Services ensuring for a continued and seamless provision of supports. SHINE also successfully engaged with staff who were already providing some of those supports and has since been fortunate enough to have them join us.

Efficiencies and the strengthening of Operational and Financial performance

We have enhanced our business and governance practices with a view to improve organisational sustainability, efficiency and effectiveness. Our overall operating cost of 'care staff' percentages against income has improved and we are within the sector benchmark. All staff have received an updated contract of employment meeting relevant statutory requirements, conditions and outlining entitlements. With the introduction of the two new IT reporting platforms we are better placed to conduct our business within an efficient and effective operating framework.

Strategic Plan 2017-2020

Through the engagement of an external facilitator the Board and CEO met to strategise its place in the market and develop its next 3 year strategic plan. The meeting of this 2017-2020 strategic plan will ensure that SHINE is well placed to meet current and future needs in the provision of aged and community services.

Combined Councils

We believe in the power of partnerships and SHINE has initiated steps to build upon and strengthen these existing relationships. SHINE is proud to provide supports and assistance to those consumers living within the geographical areas of these four Councils who are not eligible for HACC funded services and whom without supports would find it increasingly difficult to remain living within their own homes safely and with independence. We are extremely fortunate to have the backing of the Combined Councils. We hope to continue on this journey and through the strength in our partnerships continue to empower the community.

I would like to take this opportunity to acknowledge my team of staff and volunteers who ensure that we do what we say we will and to all our consumers who inspire us and continue to choose SHINE as their preferred provider.

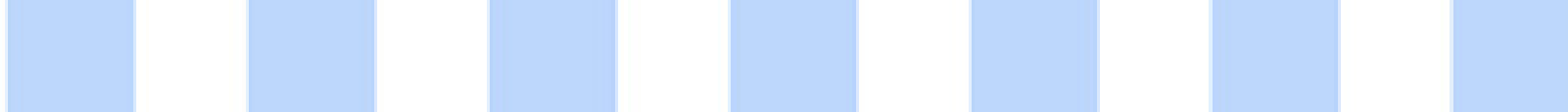
To the SHINE Board who volunteer their time and expertise and are committed to ensuring that SHINE meets its Mission and is well prepared for the future, thank you.



Sharon James
CEO







Our offerings.....

Are delivered in partnership with all of our people working within a model of support that focuses on reablement, maintaining independence and promoting wellness.

The consumer is at the centre of everything that we do, and our supports and services operate from within a Consumer Directed Care Framework.

- Reablement focused model of support maintaining independence
- The Consumer is at the centre of everything that we do
- Consumer directed support and care
- Supports are empowering and value adding
- Individualised and tailored supports
- Community based activities
- Individual and group support
- Activity and Educational Centre that provides options to socialise, remain connected to the community and promoting wellness and independence
- Social Club experience that enhances independence, freedom and choice
- Aged and disability professional care and support

- Flexible home care options that include;
 - ◊ Domestic assistance
 - ◊ Personal care
 - ◊ Respite
 - ◊ Home and garden maintenance
 - ◊ Companionship
 - ◊ Social Support

- Reablement centre includes;
 - ◊ Exercises
 - ◊ Art classes
 - ◊ IT
 - ◊ Canasta
 - ◊ Podiatry

- Transport;
 - ◊ Leisure Bus outings
 - ◊ Medical appointments
 - ◊ Shopping
 - ◊ Social support
 - ◊ Cafe Connoisseurs

Lillian

Cecilia

Maureen

Jean

Penny

Pat

Reg

Val

**Photo
Booth**

Treasurer's Report



It has been a year of significant change for SHINE as the business, its people and systems have all experienced some degree of restructure as the organisation prepares for the transition from a revenue model currently based principally upon State based block funding, to a federally funded Consumer Directed Model.

Much of this change has been driven by the Chairman Andrew Cuthbertson, who along with the Chief Executive Officer Sharon James (recruited in early 2017) and with the support of the board have sought to position and prepare the SHINE business to succeed in the new funding environment. One of the key recognised areas for improvement was in the area of the business's financial and reporting abilities and to this end the business recruited an experienced Chief Financial Officer in Michelle McGiveron, who along with other Senior Management including the recently appointed Operations Manager Karena Sherriff and the board quickly recognised the potential deficiencies in the organisation's previous accounting and CMS systems being able to meet the enhanced reporting outputs now being required.

The decision was made to replace the previous "Reckon" accounting system with MYOB which was completed to coincide with the start of the current 2017-2018 financial year. With the implementation of the TRACCS CMS system replacing the old Penelope system. Between the implementation of these two systems the Board and Management are confident of the organisation's ability to meet its reporting requirements for the foreseeable future.

RESULTS

Income

Despite the significant restructure and change that the business is going through SHINE had a stronger year with a net surplus of just over \$63,000 which is up nearly four-fold on the prior year's result.

This was due to principally to an improvement in revenue received, as well as the improvement in the business's control of expenditure.

SHINE receives its income from several sources with approximately 70% of funding coming from the Western Australian State Government, 18% from local councils, 10% from fee for service, and a small but ever growing portion coming from Brokerage services.

Total revenue of \$1.56 million was up approximately 15% for the year, driven principally by a 40% increase in "Recurrent HACC Grant" funds, as well as an increase in "Fee-for-service income" of 15%, this more than made up for the drop in the area of one-off "Non-Recurrent" and "Capital Funding Grants" which were down 95% for the year.

Ongoing revenue has been made secure for the immediate future with the recent negotiation of a renewed "Five-Year Funding agreement" with the Combined Councils, as well as the continued operation of the state-based HACC system until July 2018, with those services then transitioning across to the "Commonwealth Home Support Program" (CHSP) after that date.

To ensure the organisation's future revenue streams SHINE has now submitted its application to become a provider of Home Care Packages (initially for levels one and two packages).

Expenditure

Whilst overall income rose by around 15% for the year, corresponding growth in expenditure was restricted to 12% and this was despite the additional one-off costs associated with the departure of the previous long term manager, as well as the costs associated with recruiting and onboarding of the new Chief Executive Office, Chief Financial Officer and Operations Manager.

Moving forward the organisation's control over operational expenditure can be expected to improve through the use of its' new reporting systems and their reporting capabilities, which will enable the business to better track spending and monitor trends.

BALANCE SHEET

SHINE closed out the year in a stronger position than where it started with a sound cash as well as Strong Net Current Assets Verses Liabilities position.

The 2017 year-end results are very pleasing, which added to the transformational work done by the business and staff to date and planned for the future, bodes well for the continued success of the organisation.

Thank-you to all concerned.



David Prestney
Treasurer



82
volunteers

177 new clients
joined SHINE last
financial year!

2016-2017 at a Glance

2641
one-way transports
(including bus)

1130
Social Club
attendees

898 consumers
received services

915
Home &
Garden
Maintenance
services provided

29 staff
members

**TAPSS COMMUNITY CARE INC
T/A SHINE COMMUNITY SERVICES**

STATEMENT BY THE BOARD

YEAR ENDED 30 JUNE 2017

The Committee Members of the association declare that in the Boards' opinion;

The financial statements and notes as set out on pages 2 to 11 , are in accordance with the relevant act and;

(a) comply with Australian Accounting Standards; and

(b) give a true and fair view of the financial position of the association as at 30 June 2017 and of its performance for the year ended on that date.

(c) the association is a non-reporting entity and the special purpose financial statements are suitable to meet the needs of the association.

(d) the association has complied with the obligations under the funding body agreement.

There are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.

On behalf of the Board


Office Bearer Signature

Office Bearer Name Andrew Cuthbertson

Position Chairman

Date

Location Cottesloe, Western Australia


28/09/2017

Auditor's Report

TAPSS COMMUNITY CARE INC

ABN: 90 084 901 891

AUDITOR'S REPORT FOR THE YEAR ENDED 30 JUNE 2017

To the Members of Tapss Community Care Inc



Level 5, 15 Ogilvie Road, Mount Pleasant WA 6153
p: 08 9466 4847 f: 08 9463 6476

PO Box 1346
Canning Bridge WA 6153
ABN 89 169 024 480

Scope

We have audited the accompanying special purpose financial report of Tapss Community Care Inc T/A Shine Community Services, which comprises the statement of financial position as at 30 June 2017, and the Income Statement, statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the Statement by the Board.

Management Committee responsibility for the financial report

The Board of Management of Tapss Community Care Inc are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Incorporated Associations Act (WA) 2015, where applicable and for such internal control as the board of management determine is necessary to enable the preparation and fair presentation 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 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 about 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 judgement, including the assessment of the risks of material misstatement of the financial report whether due to fraud or error. In making those assessment, the auditor considers internal control relevant to the Associations preparation and fair presentation of the financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by those charged with governance, 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 the Australian professional accounting bodies.



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Key Audit Solutions Pty Ltd
Directors: Stephen John Rellis CPA
Alan David King CPA
Registered Auditor No. 13921
SMSF Auditor No. 100184058

TAPSS COMMUNITY CARE INC

ABN: 90 084 901 891

**AUDITOR'S REPORT
FOR THE YEAR ENDED 30 JUNE 2017**

Level 5, 15 Ogilvie Road, Mount Pleasant WA 6153
p: 08 9466 4847 f: 08 9463 6476
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ABN 89 169 024 480

To the Members of Tapss Community Care Inc

Basis for qualified opinion

The association receives grant funding from various sources to fund its operations. Without the continued support of grant funding from the funding agencies there is a significant uncertainty as to whether it would continue as a going concern. If the association is unable to continue as a going concern, it may be required to realise its assets and extinguish its liabilities other than in the normal course of business.

Auditor's Opinion

In our opinion, except for the above:

The financial report of Tapss Community Care Inc T/A Shine Community Services (pages 2 – 11) is in accordance with the Incorporated Associations Act 2015 (WA) including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2017 and of its performance and its cash flows for the year ended on that date; and
- (ii) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the relevant acts;
- (iii) The Income Statement for the Home and Community Care program contained within the special purpose financial report reflects fairly, in all material respects the financial transactions for the program for the year ended 30 June 2017.

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 assist Tapss Community Care Inc to meet the requirements of the Incorporated Associations Act 2015 (WA) and to fulfill its funding reporting obligations. As a result, the financial report may not be suitable for another purpose.

KEY AUDIT SOLUTIONS PTY LTD



ALAN DAVID KING
Certified Practising Accountant
Registered Company Auditor

DATED: 11 October 2017

Address: Level 5, 15 Ogilvie Road MT Pleasant WA 6153

e: enquiry@keyauditsolutions.com.au
www.keyauditsolutions.com.au

Key Audit Solutions Pty Ltd
Directors: Stephen John Reillis CPA
Alan David King CPA
Registered Auditor No. 13921
SMSF Auditor No. 100184058

Financial statements

TAPSS COMMUNITY CARE INC T/A SHINE COMMUNITY SERVICES

INCOME STATEMENT OF WHOLE ORGANISATION FOR THE YEAR ENDED 30 JUNE 2017

	Notes	30/06/2017 \$	30/06/2016 \$
REVENUE			
Recurrent Grants		1,240,206	941,602
Non Recurrent Grants b/forward from prior year	4	112,115	0
Interest		3,580	3,707
Client Contributions		161,444	140,035
Non Recurrent and Capital Grants	5	11,050	221,600
Profit on Sale of Assets		0	11,818
Other Income	2	32,692	43,508
TOTAL REVENUE		1,561,087	1,362,270
EXPENSES			
Direct Employee Costs		432,809	483,878
Travel Costs		108,020	145,308
Materials		33,942	31,909
Purchased Services		25,766	25,220
Indirect Time Costs		121,852	113,356
Management and Administration Costs		332,255	223,273
Accommodation Costs		71,521	67,692
Other Service Costs		248,614	181,604
HACC Non Recurrent Grant (2016) Expended in Year	4	112,115	73,600
Hacc Non Recurrent Grant (2017) Expended in Year	5	8,650	
Lotterywest Non Recurrent Grant Expended in year	5	2,400	
TOTAL EXPENSES		1,497,944	1,345,840
Surplus / (Deficit) for the period		63,143	16,430

Notes:

Please note: In addition to the funds expended there is the value of work done by volunteers which is not reflected in the accounts.

**TAPSS COMMUNITY CARE INC
T/A SHINE COMMUNITY SERVICES**

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2017**

	<i>Notes</i>	30/06/2017 \$	30/06/2016 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents		324,200	277,574
Receivables		19,367	29,745
Inventories		1,000	1,000
Prepayments		12,854	10,542
Total Current Assets		357,421	318,861
Non-Current Assets			
Property, Plant and Equipment	3	402,744	340,664
Total Non-Current Assets		402,744	340,664
TOTAL ASSETS		760,165	659,525
LIABILITIES			
Current Liabilities			
Interest Bearing Liabilities		0	213
Payables		56,709	50,358
Provisions		36,149	41,190
Unspent Grants	5	33,954	112,115
Total Current Liabilities		126,812	203,876
Non-Current Liabilities			
Provisions		907	861
Total Non-Current Liabilities		907	861
TOTAL LIABILITIES		127,719	204,737
NET ASSETS		632,446	454,788
EQUITY			
Retained Earnings		454,788	364,758
Current Year Surplus	6	177,658	90,030
TOTAL EQUITY		632,446	454,788

Acknowledgements

SHINE wishes to acknowledge our funders, partners and supporters;

Home and Community Care (HACC)
Shire of Peppermint Grove
Town of Cottesloe
Town of Claremont
Town of Mosman Park
Brightwater Care Group
Juniper Care
St. Basil's Aged Care Services
Southern Plus Aged Care
Silver Chain Group
Lotterywest

The wonderful SHINE volunteers, without whom we would not be able to provide such extensive service to the community.

The many local businesses who support SHINE throughout the year. Your generosity is greatly appreciated, thank you.



Looking to the future

SHINE Community Services underwent a major transformation between early 2016 and mid-2017 to align and balance the caring brand with an emphasis to operate an efficient professional and sustainable business. Several key positions were engaged; Chief Executive Officer, Chief Financial Officer and an Operations Manager with significant Aged Care Service and Community Care experience, National Disability Insurance Scheme roll out and implementation in WA and Disability services experience including fiscal and sustainable business management. The Board of Management was expanded from those with caring community and councillor backgrounds to include new members with significant experience and a specific skill set in Stakeholder Engagement, Community Service, Finance, Marketing, Risk Management, Governance, Business Management, Business Transformation and Continuous Improvement.

The organisation is well positioned to provide the next level in Aged Care Services.



How you can help

If you would like to make a donation to SHINE.....

Name _____ Address _____

Postcode _____

Phone Number _____ Email _____

Thank you for your kind donation.

\$25 \$50 \$75 \$100 \$ _____

Credit Card _____ Exp _____ CCV _____

Cardholder's Name _____ Signature _____

Direct deposit to:
TAPSS Community Care Inc.
BSB 306-046 ACC 4150235

All donations over \$2 are tax deductible. Please return this slip with your gift to
SHINE Community Services, 81 Forrest Street Cottesloe WA 6011. Your support is greatly appreciated.

Contact us

SHINE Community Services

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Cottesloe 6011

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