



SHINE Community Services ANNUAL REPORT 2017-2018

Collaboration Wellness Joy Consumer Directed
Restorative Friendship Happiness Bright Mobility
Adventure SHINE Social
Compassion Kindness
Community Independence Matters
Tenacity 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 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.

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

Chairperson's Report

Welcome.

We keep our vision statement in our minds in all things we do. Independence matters and at SHINE our purpose is to enable people to live independently and safely in their own homes while remaining connected to their community. SHINE Community Services is a not-for-profit approved and accredited provider of quality aged care services.

We are an organisation that provides personalised services and supports enabling people to live a fulfilling life in the safety and comfort of their own home

We are very fortunate to have the support of our Councils-Claremont, Cottesloe, Mosman Park and Peppermint Grove. All have made significant financial contributions this year in recognition of the work we are doing for their ratepayers. We have representatives of these Councils on our Board of Management: Rob Thomas (Cottesloe), Rachel Thomas (Peppermint Grove) and Jill Goetze (Claremont). Thank you to all of them as well as other members.

We have had a number of changes to Board membership this year and I would like to acknowledge those outgoing members – Andrew Cuthbertson (past Chair), David Prestney (past Treasurer), Diana Salvaris and Rob Thomas.

I am new to the position of Chair and look forward to the work of the Board in the next year. I am grateful for the support given to me by Rachel Thomas, Rob Thomas and Natasha Wainwright. We also welcome the appointment of a new CEO, Ralph Gore, who commenced even more recently than me. He comes to SHINE with a wealth of experience in the world of finance and, more recently, the aged care sector. I hope this new team can provide operational and governance leadership to SHINE during what is a turbulent time for the aged care sector.

The Board has agreed to an annual calendar of issues for consideration at each Board meeting. This schedule enables the Board to be strategic in its thinking and purposeful in its governance which will strengthen the role of the Board in supporting the CEO and his dedicated team at SHINE.

The Home and Community Care (HACC) program has been transferred to the Commonwealth and is now known as Commonwealth Home Support Program (CHSP). It will continue to provide care and support services. Home Care Packages aimed at providing individualised services according to need have been introduced but their allocation has been slow. The SHINE Board is monitoring closely how this funding model impacts on our budget.

A big thank you to all our volunteers, your work is invaluable and greatly appreciated.



Alison Garton
Chair

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 trustworthy

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 supports to older Australians who wish to remain living independently 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 consumer driven provider of choice for years to come.

WELCOME to the 2017-2018 SHINE Annual Report. I am delighted to report on the financial year, a year that has shaped our future as we prepare the way organisationally to meet the government's aged care reforms; the needs of consumers; community expectations and our own business needs. We are committed to a healthy ageing approach for older people so that they can maintain their physical, mental and social health for as long as possible, thus having a better quality of life. At SHINE we have consistently raised our standards to better our performance, continually improving upon all that we do.

This year has seen the government introduce significant reforms to Home Care, including Home Care Packages that are allocated on an individual needs basis to older people instead of as block funding to the provider and we have been responsive to those changes. In early 2017 SHINE became an approved provider of Aged Care increasing its suite of aged care services and we are now able to provide packages of care under the Home Care Program. The Home Care Packages Program helps consumers live independently in their own home for as long as they can. The Australian Government provides a subsidy to SHINE towards the package of care, services and case management to meet 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

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.

Commonwealth Home Support Programme (CHSP)

As from the 1st July 2018, the Home and Community Care (HACC) programme changed and is now fully administered and funded by the Federal Government's Department of Health, rather than the State Government. These changes include all HACC services across Western Australia. The HACC programme, now known as the Commonwealth Home Support Programme (CHSP), 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. Social support includes SHINE's Social Club, leisure and shopping bus outings.

It's an exciting time and the work that we undertake paves the way for future generations and platforms of care. Much work is being done by everyone – providers, government, communities, consumers and advocacy groups – to ensure that we have an aged care system that is truly responsive, affordable and effective.

SHINE Highlights for 2017-2018

Approved Provider status

In early 2017 SHINE became an approved provider of aged care and is pleased to add Home Care Packages to its suite of services.

Combined Councils

Our continued partnership with the Combined Councils of Peppermint Grove, Mosman Park, Cottesloe and Claremont continues to empower the community by enabling SHINE to support individuals who otherwise would not be able to maintain their independence.

IT and Telecommunications

SHINE changed provider in the latter half of the financial year to PROGRESS_IT who now manage and support our operating IT and telecommunication platforms. This has allowed us to focus on what we do best and have systems that are effective and reliable.

Systems and Processes

Work continues on this important area of the business ensuring that our systems are robust and appropriate to meet our needs.

Meals

It's true, *the kitchen is the heart of any home* or business in this case!

SHINE has focussed on the provision of quality meals and the utilisation of its fully functional commercial kitchen by employing a kitchen coordinator who prepares and serves up meals that are fresh, healthy and tailored to the individual. This has proved to be a huge success. It is key to promoting wellness for our customers as they enjoy a delicious meal in the company of others.

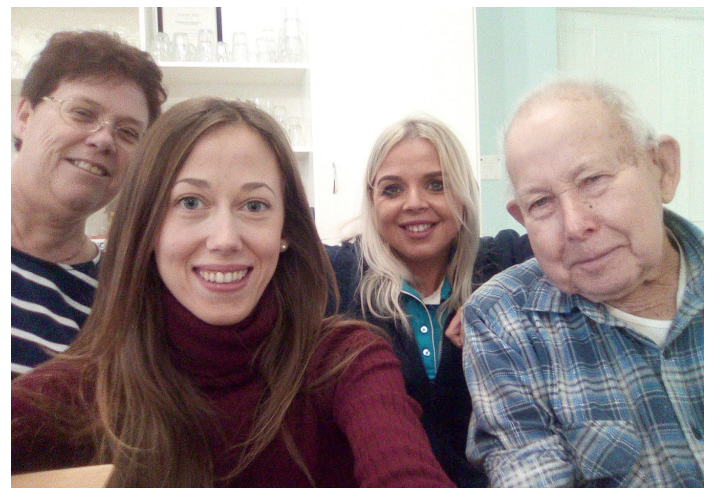
I would like to take this opportunity to sincerely thank my team of staff and volunteers for their continued commitment to SHINE and their belief in all that we do and to the SHINE Board who volunteer their time and expertise and are committed to ensuring that shine meets its Mission, thank you.

Please enjoy a further read of the year at SHINE and all our successes, achievements and celebrations.



Sharon James
CEO

The consumer journey





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

- Social centre includes;
 - ◊ Exercises
 - ◊ Art classes
 - ◊ Computing skills
 - ◊ Canasta
 - ◊ Podiatry

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

Treasurer's Report

It has been, once again, a year of change for SHINE as the industry and our organisation manages the transition from the block-funded HACC service model to the customer centric Consumer Directed Care (CDC) model. We expect the impact to continue in the coming financial year with further changes around the Home and Community Care (HACC) and Commonwealth Home Support Program (CHSP) funding arrangements, which were implemented on the 1st July 2018.

During the 2018 financial year, SHINE continued to focus on building the foundations to grow and prosper in the CDC environment with the implementation of MYOB as our financial software, and TRACCS to monitor service delivery, invoicing, funding and other consumer related matters. This has seen some of our overhead costs grow as we expand the organisational structure to ensure that we have the right person in the right job at the right time.

The recent introduction of a direct debit facility has seen an improvement in the collection of our debtor accounts and provides SHINE clients with a convenient and easy to use service. The initial feedback from those clients using the EziDebit facility has been very positive.

Results:

Income

The 2017-2018 financial year has concluded with a small loss of \$22,388. While this was slightly higher than the budgeted expectation, the Board are satisfied that the reasons leading to the deficit and the actions we have taken to minimise the impact in future years is appropriate.

During the year we received recurrent funding from HACC, and from the Towns of Claremont, Cottesloe, Mosman Park and the Shire of Peppermint Grove. Our income from brokerage and fee for services increased slightly on the previous year. SHINE also received a non-recurrent grant of \$120,582 in March related to Social and Community Sector Award wage increases from 2015 – 2018.

SHINE became an approved provider for Commonwealth Home Care Packages in February 2018 and we now have a number of clients on package agreements. Delays in the release of packages, oversubscription to lower level packages due to the unavailability of higher level packages and significant time spent in the national prioritisation queue waiting for package allocation has been an issue since the commencement of the transition to the Commonwealth jurisdiction and we expect this to remain an issue in the foreseeable future.

Expenditure

The introduction of new financial and operational delivery software at the start of the financial year has greatly improved the accuracy of reporting within the organisation and allowed better tracking of expenditure.

A surplus of \$37,459 in HACC funding not expended during the previous year was returned to the Government, as was required under the contract. Direct employee costs increased during the year as we re-positioned the organisation to prepare for CDC funding changes.

Balance Sheet

SHINE again finished the 2017 – 2018 year in a slightly stronger position than the previous year, with a slight increase in equity. The organisation has also commenced a dedicated Asset Replacement Reserve fund as changes to funding models have removed our ability to replace ageing assets with non-recurrent HACC funding in future.

The work undertaken by SHINE during the 2017-2018 financial year has positioned the organisation on a solid footing to step into the new package regime and respond to the challenges of the transition through to 2020.



Natasha Wainwright
Treasurer

TAPSS COMMUNITY CARE INC T/A SHINE COMMUNITY SERVICES
90 084 901 891
COMMITTEE'S REPORT FOR THE YEAR ENDED 30 JUNE 2018

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

The financial statements and notes as set out on pages 2 to 13, are in accordance with the relevant act and,

a) comply with Australian Accounting Standards; and

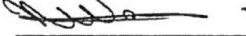
b) give a true and fair view of the financial statement position of the association as at 30 June 2018 and of its performance for the year ended on that date.

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

Signed: 
Acting Treasurer

Dated: 27th September 2018

Signed: 
Secretary

Dated: 27th September 2018

Auditor's Report



Level 5, 15 Ogilvie Road, Mount Pleasant WA 6153
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PO Box 1346
Canning Bridge WA 6153
ABN 89 169 024 480

TO THE MEMBERS OF TAPSS COMMUNITY CARE INC / TA SHINE COMMUNITY SERVICES

Audit Opinion

We have audited the special purpose financial report of Tapss Community Care Inc T/A Shine Community Services comprising the Statement of Financial Position as at 30 June 2018, the Statement of Profit and Loss, Statement of Cash Flows for the year ended 30 June 2018, notes comprising a summary of significant accounting policies and other explanatory information.

In our opinion the financial report of Tapss Community Care Inc T/A Shine Community Services has been prepared in accordance with the Associations Incorporated Act 2015 (WA) and the ACNC Act 2012, including:

- a) Giving a true and fair view of the association's financial position as at 30 June 2018 and of its performance and its cash flows for the year ended on that date; and
- b) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the relevant acts;
- c) The Income Statement and Cashflow 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 2018.

Basis of 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 association in accordance with the auditor independence and 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

1) 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 for the purpose of fulfilling the members' financial reporting responsibilities under the Associations Incorporation Act 2015 (WA). As a result, the financial report may not be suitable for another purpose.

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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



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is a CPA Practice

2) Going Concern

The association receives grant funding from various sources to fund its operations. Without the continued support of grant funding agencies there is a significant uncertainty as to whether it would 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.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report in accordance with Australian Accounting Standards, the Associations Incorporation Act 2015 (WA) and the ACNC Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Association's 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:

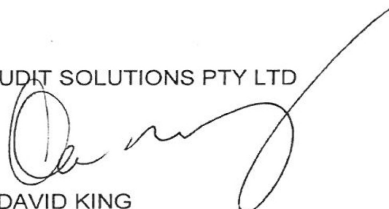
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a 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 Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

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- Conclude on the appropriateness of the management's 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 Association'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 Association 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 management 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.

KEY AUDIT SOLUTIONS PTY LTD



ALAN DAVID KING
CERTIFIED PRACTISING ACCOUNTANT
REGISTERED COMPANY AUDITOR

Date: 28/9/2018

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

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Financial statements

TAPSS COMMUNITY CARE INC T/A SHINE COMMUNITY SERVICES
90 084 901 891
STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED & 30 JUNE 2018
WHOLE ORGANISATION

	Note	30/06/2018 \$	30/06/2017 \$
INCOME			
Recurrent Grants	2	1,263,327	1,240,206
Non Recurrent Funding b/forward from prior year	5	33,954	112,115
Non Recurrent Funding and Capital Grants		25,500	11,050
Interest		2,915	3,580
Client Contributions		217,128	161,444
Other Income	3	120,613	32,692
Total Income		1,663,437	1,561,087
EXPENDITURE			
Direct - Employee Costs		570,518	432,809
Direct - Travel Costs		100,141	108,020
Direct - Materials		40,014	33,942
Direct - Purchased Services		17,685	25,766
Audit Fees		6,360	6,405
Consulting Fees		60,098	39,335
Data Base System		17,544	14,375
Depreciation		67,149	60,143
Wages , Salaries and Superannuation		507,919	454,107
Rent and Occupancy Costs		62,028	55,654
Telephone, Internet and Communications		46,569	67,912
Postage Printing and Stationary		39,248	41,726
Other Expenses	4	91,098	34,584
Non recurrent Grant Expended HACC		36,850	120,765
Non Recurrent Grant Expended Lotterywest		22,604	2,400
Total Expenses		1,685,825	1,497,944
(Deficit) for the period		(22,388)	63,143
Total Surplus / (Deficit)		(22,388)	63,143

The accompanying notes form part of these financial statements.

TAPSS COMMUNITY CARE INC T/A SHINE COMMUNITY SERVICES
ABN 90 084 901 891
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Note	30/06/2018 \$	30/06/2017 \$
ASSETS			
CURRENT ASSETS			
Cash and Cash Equivalents	6	315,030	324,200
Accounts receivable and other debtors	7	28,490	19,367
Prepayments		57,307	12,854
Inventories		430	1,000
TOTAL CURRENT ASSETS		<u>401,257</u>	<u>357,421</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	348,967	402,744
TOTAL NON-CURRENT ASSETS		<u>348,967</u>	<u>402,744</u>
TOTAL ASSETS		<u>750,224</u>	<u>760,165</u>
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	9	63,524	56,709
Employee Provisions	10	47,931	36,149
Unexpended Grant Funding		-	33,954
TOTAL CURRENT LIABILITIES		<u>111,455</u>	<u>126,812</u>
NON-CURRENT LIABILITIES			
Employee Provisions	10	1,267	907
TOTAL NON-CURRENT LIABILITIES		<u>1,267</u>	<u>907</u>
TOTAL LIABILITIES		<u>112,722</u>	<u>127,719</u>
NET ASSETS		<u>637,502</u>	<u>632,446</u>
MEMBERS' FUNDS			
Retained surplus		622,202	632,446
Asset Improvement Reserve		15,300	-
TOTAL MEMBERS' FUNDS		<u>637,502</u>	<u>632,446</u>

The accompanying notes form part of these financial statements.

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

81 Forrest Street
Cottesloe 6011

p: 9253 5555

w: www.shinecs.com.au

e: reception@shinecs.com.au

