



**Flexi Care**  
inc.

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# **Annual Report 2015/2016**

Every day of the year, we have almost 100 passionate and dedicated staff & volunteers working to care, support and improve the quality of life for people in our local community.

However, we cannot do it alone! Donations help us to achieve this, and you can be assured that all donations go back into supporting older people and younger people with a disability to stay independent.

To Donate please visit our website:  
[www.flexicareinc.org.au](http://www.flexicareinc.org.au)  
and click on the donation tab

[www.flexicareinc.org.au](http://www.flexicareinc.org.au)

[www.facebook.com/flexicareinc](http://www.facebook.com/flexicareinc)

### **Great Employee Award - Carers**



Libby W (right)  
was nominated by  
her client.  
Congratulations!

### **Our Volunteers Enjoy Getting Together**



### **Clients All Enjoy an Outing**





## **MANAGEMENT COMMITTEE**

### **OFFICE BEARERS**

PRESIDENT	Dr Sandra Woodbridge
VICE PRESIDENT	Larry O'Connell
SECRETARY	Dr Merelie Hall
TREASURER	Geoff Cave

### **COMMITTEE MEMBERS**

Ken Stone	Rod McDonald
Ann Lucas	Rose Scheimann
Melinda Flynn (General Manager)	

## **PROFESSIONAL AND ADMINISTRATIVE STAFF**

MELINDA FLYNN	GENERAL MANAGER
MARIA O'BRIEN	ASSISTANT MANAGER, WHS & HR MANAGER
ANN BEATTIE	ADMINISTRATION ASSISTANT
ALANA THOMPSON	ADMINISTRATION ASSISTANT
MELANIE BURWELL/JULIE HERBERT	FINANCE & ADMINISTRATION MANAGER
MICHAEL COLES	IT OFFICER
KIM SORBY	FINANCE ADMINISTRATION ASSISTANT
CAROL SCOTT	RECEPTIONIST
DEBBIE WILLIAMS	COMMUNITY SERVICES MANAGER
ALISON WHYATT	CASE MANAGER
MELISSA CARLILE	CASE MANAGER
ALEXANDRA KERFOOT	CASE MANAGER
YVONNE MCCOSKER-COWAN	CASE MANAGER
MARIANA KOK	CASE MANAGER
PENNY MARCHISELLA	CASE MANAGER
KIM MARSH	CASE MANAGER
ZAHIRA SAHIB	ADMINISTRATION ASSISTANT
WENDY WOLTMANN	VOLUNTEER COORDINATOR
KEN HARTLEY	ROSTERING FACILITATOR
DI HIGHAM	ROSTERING ASSISTANT/ PODIATRY ADMINISTRATION ASSISTANT
AMANDA MIAH	SENIOR PODIATRIST
YEN NGUYEN	PODIATRIST
LISA VU	PODIATRIST
WILLIAM LIU	PODIATRIST
KELLY ALEXANDER	PODIATRIST
ABHI SANKHLA	PODIATRIST
PHUNG WRIGHT	PODIATRIST
TAMMY CHAN	PODIATRIST
SUZY IRVINE	PODIATRY ADMINISTRATION
KARON BOSCH	TRAINER

## **CARE PROVIDERS**

AMANDA	DIANNE	KAREN N	MITCH	STEPHNIE
ANN B	FAY	KAREN R	NAMMIE	SUE G
ANN R	GRACE	KARON	NOREEN	SU-SAN
ANN S	HEIDI	LIBBY	PETER	SUSAN R
BARBARA	HILDA	LISA	ROBYN	TAMMY W
BOB	JASMINE	LORRAINE S	ROSHELLE	TARA
CARMEL	JEAN-PIERRE	MARAMA	SALLY	TAYLA
CAROLINA	JESSICA	MARGARET	SAM	TRACEY
CASSANDRA	JOANNE	MARISA	SANDRA P	VAL
DEB S	JO-ANNE	MELISSA	SANDY S	
DEBBIE H	JUDITH	MICHELLE	SONJA	

## **VOLUNTEERS**

ANN C	GARRY	KEN	MYRNA	SANDRA
ANN L	GEOFF	LARRY	NARELLE	SYLVIA
BERYL	GEORGE	MAGGIE	PAT	TOMOKA
CHRISTINE	GINIE	MARY	PETER	
DAVID	ILONA	MAVIS	PRUE	
DEBORAH	JASNA	MERELIE	ROD	
DION	JEAN	MILLIE	ROSE	

We would like to acknowledge support from the following funding bodies:



**Australian Government**



**Queensland  
Government**



**Australian Government  
Department of Veterans' Affairs**

A big thank you to all the individuals and organisations who have so generously donated to Flexi Care Inc. throughout the year.



Thank You For Sponsoring Our Luncheon

## President's Report

As I sit at my desk to write this Annual Report I find myself reviewing the previous year at Flexi Care Inc. As I do so, I ponder how I will capture all that has happened and all that has been achieved during this year and in such a short amount of space. An impossible task I think. I am confident, however that the information covered in the various reports presented in this document will go some way to providing an accurate picture of what has been a very successful year. Not without its challenges of course, nevertheless something that is a credit to the staff, volunteers and all concerned.

A feature of this year has been the changeover of key staff within the organisation. The appointment of a new Community Services Manager, a new Assistant Manager and a new Finance/Administration Manager has all been achieved in a very seamless way and reflects the leadership provided by the General Manager, Melinda. The Management Committee thanks Melinda for her role in these processes. It is significant that this changeover was a result of staff at all levels being supported to pursue educational opportunities as they arose. This has been a feature of Flexi Care Inc. which I know we can be proud of.

The organisation continues to be ahead of the game when it comes to responding proactively to the ever-changing environment of providing care to older people and younger people with a disability in the community. Systems put in place mean that not only have we achieved a high degree of satisfaction from our clients but also from accreditation and funding bodies. Congratulations to the staff for their patience and their willingness to respond creatively to the challenges as they come.

Finally, I wish to thank the members of the Management Committee for their commitment to their role during this past year. In particular, I would like to sincerely thank Ann Lucas who has decided not to re-nominate for the Committee this year. Ann has been a loyal member of the Board for many years and for many of those years has travelled up from the Gold Coast every month. We wish Ann all the best and will miss her contribution.

Dr Sandra Woodbridge  
President



**Dr Sandra Woodbridge**  
President



**Larry O'Connell**  
Vice President



**Geoff Cave**  
Treasurer



**Dr Merelie Hall**  
Secretary



**Rose Scheimann**  
Committee Member



**Ken Stone**  
Committee Member



**Ann Lucas**  
Committee Member



**Rod McDonald**  
Committee Member

## General Manager's Report



The financial year commenced with my long service leave, returning just in time for the 2015 AGM. I would like to thank the staff for their support during this period as a number of them stepped into new roles and undertook new challenges.

We underwent a quality review by the Australian Aged Care Quality Agency, meeting the 18 quality standards, which covered: Effective Management, Appropriate Access and Service Delivery and Service User Rights and Responsibilities. This has been a great achievement as there have been significant changes in the sector.

The Community Services Manager, Debbie attended a workshop in Canberra; it covered business design for the Increasing Choice in Home Care and the experience for consumers when selecting a home care provider. The changes in the My Aged Care system to support management of provider information, useability of the provider portal, and other information channels such as the Home Care Package Provider Service Finder. This was beneficial as the department received a true understanding as to what providers & clients are experiencing.

It gave me great pleasure to support the 2016 Moreton Australia Day Award, nominating our President, Dr Sandra Woodbridge, with Sandra subsequently being granted the award. This recognised the selfless and untiring contribution to our community that has made the Southside of Brisbane an immeasurably better place to live and work.

We implemented the succession plan for Melanie, our Finance / Administration Manager. Over the past 6 years, Mel has embarked on a big undertaking, studying a Bachelor of Nursing while continuing to work as the Finance / Administration Manager. The contribution that Mel has made over the past 18 years has been instrumental in the development and day to day operations of Flexi Care Inc., particularly in the areas of Financial Management & Administration.

After completing her MBA, Monika our Assistant Manager, took the opportunity to take up some new challenges. Monika's diligence with the policies, procedures and WH&S has enabled us to deliver services to a high level. This went a long way to Flexi Care Inc. meeting the quality standards during the audit.

I would like also like to recognise other staff who have achieved success in their studies e.g. Degrees, Certificate III's & IV's. All of our staff undergo continual professional development, which contributes to the high quality of services that we deliver.

As directed by the Federal Government all of our Home Care Package clients transitioned over to individual budgets. Over the past 12 months this has continued to evolve as the clients and staff explore the scope of the package inclusions. It has been great to see the innovative ways in which the funding / budget can support people's goals and aspirations.

Congratulations went to Melanie and Michael (our IT officer) when we were awarded the 2015 Best Implementation of the Year from ITAC (Information Technology in Aged Care). This was for the roll out of mobile tablets for Case Managers to use for their in home visits, cutting administration time down and allowing more face to face time with consumers. We continue to review & implement our IT systems in order to meet contractual / compliance requirements.

I would like to thank our Volunteer Management Committee under the leadership of our President, Dr Sandra Woodbridge; and our Volunteers and employees for their ongoing dedication and commitment to Flexi Care Inc. The effort that everyone puts in enables Flexi Care Inc. to support our local community by providing flexible caring services for a quality lifestyle.

Thank you  
Melinda Flynn  
General Manager



## **Assistant Manager's Annual Report**

I started at Flexi Care Inc. on 26<sup>th</sup> April and I am thoroughly enjoying my new position. It is refreshing to work with a caring and focused team of professionals who all have the clients' best interest at heart. Flexi Care Inc. staff provides exceptional customer service. I am reminded of this on a daily basis when I speak to clients who express how happy they are with the services they are receiving.

### **Field Staff**

FCI consistently recruits quality Care Providers and Domestic Assistants to provide excellent service provision and maintain a reliable casual pool of staff to cover for leave. We implemented a brokerage agreement with an external service provider to ensure our clients continue to receive a quality service in the event we experience unexpected staff absences. I have been able to reduce the amount of brokered service shifts to almost nil over the last few months due to FCI's quality recruitment process.

### **Care Services Manager**

Debbie Williams was appointed to this role. Debbie has shown strength in leading & supporting her team of Case Managers by encouraging & promoting positive change management in light of the 2017 reforms.

### **Volunteer Co-ordinator**

Wendy has increased volunteer numbers and volunteer outputs through her enthusiasm for Flexi Care Inc. and our clients. She has shown a strong commitment to increasing client social interactions & encouraging clients to attend our exciting outings.

### **FCI Trainer & Assessor**

Karon Bosch was appointed after Wendy accepted her new role. Karon is passionate about education and has shown this by meeting the training needs of the organisation and delivering quality presentations.

### **Case Manager**

Mellissa Carlile, after being our receptionist for so long has become one of our Case Managers. Mellissa was instrumental in the development of CDC client budgets and setting up this process in Carelink. Mellissa shows a tremendous passion for Flexi Care Inc. through her comprehensive Case Management.

### **Care Services Administration**

The permanent appointment of Zahira Sahib into an administration position for Care Services has seen the team work more effectively and efficiently.

### **Finance Manager**

Melanie Burwell's handover to Julie Herbert was very thorough and Julie is settling in well.

### **Training**

Flexi Care Inc. has continued to foster partnerships with Registered Training Organisations. Some of our new staff are taking the opportunity to complete their Cert IV in Individualised Support. All training sessions throughout the year have been successful with full attendance at mandatory training and 85-90% attendance at non mandatory training.

### **Clients and Programs**

February 2017 is fast approaching and we are working hard to continue to provide exceptional customer service while looking at ways that we can continually improve. Our aim is to make sure Flexi Care Inc. remains the provider of choice for existing clients and to become the selected service provider for new clients in the future.

### **WH&S and Continuous Improvement**

Flexi Care Inc. continues to promote Workplace Health & Safety. This is an underlying principle in all training and day to day activities. We continue to encourage hazard reporting so that we can reduce the number of incidents. All incidents are investigated as soon as possible to prevent any further issues. Our Continuous Improvement Program is utilised throughout the organisation with suggestions for improvement from staff, clients and volunteers. These suggestions are logged, monitored & implemented on a regular basis.

### **Organisational Development**

Flexi Care Inc. is ready to accept the challenges of the coming year and as a team we are looking forward to growing & expanding our business. We will be looking into new software solutions for the future to enable us to be competitive in an ever-changing environment. We are focusing on our exceptional service delivery and we are working towards reaching more people in the community to provide them with the quality services that they deserve.



Maria O'Brien  
Assistant Manager

## Community Services Programs

My first year of leading the Care Services Team has been a busy but successful one. With the introduction of so many changes in the sector, our team has continued to provide the high quality and flexible case management/ service coordination that all of our clients associate with, and can expect from Flexi Care Inc.

### Summary of Key Issues

Surveys were sent to clients, families and stakeholders. Feedback and comments included:

*Flexi Care Inc. is a caring and friendly company, Over 98% are satisfied with Flexi Care Inc. services, "Happy, friendly and welcome", "Love the staff", "Friendly staff make my day".*

### Program Development Issues and Achievements

- Successfully achieved a high score for the Quality Audit in March.

The Case Managers are motivated and now have time to achieve work outputs such as the annual reviews, which had not been conducted due to workload demands. Having Zahira and Andrea assist with administration has enabled the Case Managers to concentrate on the client reviews. We were able to respond to clients changing needs and circumstances in a timely manner and support them. Referrals have increased and enabled Flexi Care Inc. to expand to Inala and Wynnum areas.

Client movie days and outings have made a difference in clients' lives; they have established friendships, watched some great old and modern movies and this has now become a weekly event.

We have been proactive in increasing professional networks via:

- information stalls at expos
- engaging in network meetings
- establishing partnerships with other providers
- establishing brokerage agreements to support the ongoing needs of our clients

All compliments and complaints are appreciated and I consider them valuable feedback that we can pass onto our staff. Complaints are handled and addressed in a timely and professional manner, leaving clients and the organisation satisfied with outcomes. Many compliments were received regarding care provision and good quality services the Care Providers are always informed of any compliments they have received.

### Community Service Manager attended:

Icon Global Platinum User Conference to discuss the way forward for National Disability Insurance Scheme (NDIS) and the Data Exchange (DEX) Reporting.



Attendance at the Flexi Care Inc. Network Meetings held at Flexi Care Inc., this has dramatically increased over the past 8-12 months. This has promoted the networking partnerships, greater consumer choice and a forum to explore innovative ways to meet community needs. Flexi Care Inc. has continuously provided our clients/consumers with ongoing support and consumer directed care, many of them state on a regular basis that Flexi Care Inc. is flexible and understanding of their needs. The New Year will undoubtedly bring new challenges for Care Services team we look forward to the future as we are able to adapt and grow. We will continue to keep abreast of upcoming changes in the Aged Care and Disability sector and the opportunity that this brings to clients, Flexi Care Inc. and the local community.

Deborah Williams  
Community Services Manager



Alison



Alexandra



Kim



Yvonne



Mariana



Penny



Mellissa



## Rosters Annual Report

The Rostering Department has once again had a very busy year. The many changes in the Care Services Industry have continued this past year. Flexi Care Inc. has endeavoured to ensure that the best possible services continue to be provided to our clients during these times of transition. We look forward to continuing to produce great opportunities for Flexi Care Inc. to expand and provide even more services to existing and future clients.

Flexi Care Inc. has an extremely good reputation amongst clients and other Service Providers, and our dedicated and caring staff are the reason why we have such a great standing in the community.

Flexi Care Inc. has maintained a steady growth in its Fee For Service program this past financial year. The extended borders and brokerage agreements with like-minded organisations have enabled us to roster and support many clients with this additional support.

We continue to train staff to ensure that the Rostering Department has well skilled staff, which enables us to effectively and efficiently roster services in for our clients, meet their needs and goals, and enables us to provide a flexible working environment for staff.

Ken Hartley  
Rostering Facilitator



**Ken**  
Rostering  
Facilitator



**Dianne**  
Rostering  
Assistant

## Trainer and Assessor's Annual Report

All new care providers receive an extensive orientation program which is spread out over a week including 2 administration days and 3 buddy shifts with our experienced mentors. This ensures that our clients receive continuity of care and excellent service provision.

This coupled with thorough training in the delivery of WH&S and manual handling gives carers, new and existing, the tools to ensure that the clients are in safe hands in their homes and in the community. Through our Training Program Flexi Care Inc. delivers staff with the right tools to perform their tasks in a professional and safe manner thus providing excellent services to the client.

Medication training is comprehensive in both ~~prompt~~ or assist+ with the wellbeing of our clients paramount. The guidelines are closely followed and monitored against the policies and procedures of Flexi Care Inc.

Training in Mental Health and CALD (Cultural Diverse), Elder Abuse and illnesses such as dementia equips our carers with the necessary skills to be able to perform their caring duties at optimal level. Compulsory training in First Aid and CPR is another sure way Flexi Care Inc. delivers assurance and confidence to the clients with well trained staff.

The year has seen a number of new staff being trained and delivering an excellent service to both clients and the organisation. Ongoing training is provided on a monthly basis whereby all staff are trained in mandatory fields such as: WH&S, Manual Handling and Fire and Emergency.

Having settled into the Trainer and Assessor role this year, I have sourced new resources for our Food Safety and Infection Control and added them into our Training Library. The ~~Bug+~~ Training Kit has been implemented and gives guidelines on proper hand cleaning. Both these resources will help to ensure our carers have the knowledge to keep our clients as safe as possible with infection control.

I have continued in my care providing role part-time, which helps me to keep well-informed of the needs of clients and then use this knowledge for my training modules.

Karon  
Trainer and Assessor



## Volunteer Coordinator Annual Report

This year has been an exciting and successful year for our Volunteer Program. We have recruited new volunteers, increased volunteer participation in social visits, transport, administration and training opportunities. The Volunteer Program balances and supports in-home services and is funded by the Commonwealth Home Support Program and Queensland Department of Communities, Child Safety and Disability Services. Our dedicated and effective team have worked well together to support our clients. Over the past year, our regular team of volunteers have diligently facilitated the ever popular **'Movie Day'**: 45 in total, with 861 clients in attendance. That's a lot of popcorn and sandwiches! The social rewards for our clients are immeasurable and many friendships have been formed whilst meeting at these fun days.

To address the ongoing risk of client falls, FCI continues to partner with Mater At Home to facilitate the **iSafe** Program. The sessions, run over a 12 week period, assist to increase muscular strength, balance and confidence whilst improving psychological factors such as mental ability and mood. A volunteer assists the physiotherapist weekly to support our clients and prepare a sumptuous morning tea and social chat that inevitably follows.

**Our Volunteers** are an integral resource in enhancing the lives of our clients who may be isolated or require additional support. During their regular **social visits**, volunteers encourage client independence which helps to increase awareness of the re-enablement strategies that can enhance their ongoing physical and psychosocial wellbeing.

In November of last year, we hosted a successful 3 day **client holiday**. The theme and lunch on day 1 was ~~M~~elbourne Cup and the ~~F~~ashion on the Fields was impressive and innovative. A boat trip up the Tweed River, social lunches and dinners followed with the final day at Mt Tambourine. The ~~p~~irate dress up was especially entertaining!



### Program Development Issues and Achievements

Sourcing volunteers through volunteering websites, staff newsletters and word of mouth is ongoing. Our continuing support ensures our volunteers are kept up to date with the knowledge required to enjoy their time with the clients whilst understanding the guidelines of our program. We do this by having regular meetings and training. Our meetings are a time to show our appreciation of all our volunteers as we share a meal and discuss future goals of both the program and their personal aspirations. Regular newsletters and emails ensure the volunteers are kept in the loop of future volunteering and training opportunities.

The following social support outings, meetings and management duties were provided: Committee Management, Client Outings, Client Lunches, Meetings, Training, Support Group, QCC Outings, Christmas Parties, Volunteer Administration, Invoice distribution and Transports.

### Client Complaints and Compliments

Regular surveys are offered, collated and discussed to determine quality improvements. Any changes are closely monitored and suggestions acted upon.

### Organisational/Personal Development Issues

My first 12 months has been an unbelievable journey including many new rewarding experiences, I have been supported by Alana, Management, Committee and our Clients. My vision is to expand the program by offering diverse events.

Our volunteers have made these comments informally throughout the year and formally through our annual survey: I enjoy the workplace experience and the opportunity to learn new skills, Personal satisfaction in giving something back, Make a difference, Utilising current skills which help to stay motivated and enthused, Because it is fun!

Collectively, in the past financial year Volunteers provided 1,944 hours equating to approximately \$56,375 in wages. And finally

On behalf of Flexi Care Inc.: To our Volunteers - we would like to express our appreciation for your valuable contribution. We are grateful for your energy, enthusiasm and dedication you bring in your role as a volunteer. You contribute to our Mission of providing Flexible Caring Services that serve our community! Whether we see you once a week, twice a month or once a year, your loyalty precedes you. You are invaluable to our community, our clients and Flexi Care Inc.



Wendy  
Coordinator



Alana  
Admin Assist

## Senior Podiatrist's Annual Report

At Flexi Care Inc. our Podiatry Department aims to provide access to affordable and professional podiatric care. With the introduction of the EPC program and EFTPOS available we have been able to treat more patients, supporting our mission to help clients stay independent in the community.

### Summary of Key Issues

Anecdotal feedback from clients over the past year:

- What a great service we provide
- A client complimented the new mobile system by the pods+(HICAPs machines)
- Happy with the service, many thanks to all in podiatry
- Thank you everyone in podiatry for all the great care and attention to James
- Happy with the treatment I receive from Flexi Care Inc.
- The service is wonderful and I can't get over it

### Training

AHPRA National Registration Standards require podiatrists to complete 20 hours of Continual Professional Development annually. This year a variety of educational sessions were attended by FCI podiatrists. Including:

Queensland Health stateside Forum	Health professional module 7
Lower Limb Biomechanics Course	Achilles Tendon Injury management
Wound healing and management	Communication and Dementia

Education sessions provide podiatrists with up to date knowledge and evidence based treatments as an integral part of health care. This ensures they are highly skilled to provide enhanced quality care to clients. Our podiatrists also stay current via online resources, courses, academic journals, and in-house training on WHS, infection control, First Aid and manual handling.

### Program Development Issues and Achievements

- The HICAPs machines have been a success in the clinics, allowing the secure and easy transaction of Medicare bulk billing. These machines also enable our clients to pay by EFTPOS which has been very practical and positive for most clients.
- The podiatry department has seen many changes this year with the relocation of two clinics; one to Woolloongabba and the other to Annerley Baptist Church. Annerley clinic in particular is doing extremely well.
- The Quality audit was a success and the podiatry department achieved all outcomes.
- The administration staff have worked diligently to prepare for the launch of DEX transmissions reporting, inputting data by the 30<sup>th</sup> June for the launch on 1<sup>st</sup> July 2016.

### The Coming Year - Organisational Development Issues

The administration staff are focused on consolidating Mater and Woolloongabba clinics to make them more efficient.



As Senior Podiatrist, I would like to thank all podiatrists for their commitment to clients, and to Flexi Care Inc. On behalf of the Podiatry Team, thanks to the Committee, Management and staff for supporting us. To our clients – We're here to support you. Please give us a call.

Amanda Miah – BSc (Hons) Podiatry - Senior Podiatrist

Admin Staff  
Suzy, Maryke  
and Di



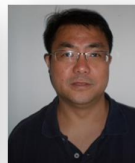
Kelly



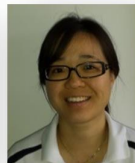
Lisa



Yen



Will



Tammy



Abhi

Podiatrist  
Phung

## Finance and Administration Annual Report

Although I have only been in the role for a short period, my first impression of Flexi Care Inc. is an organisation that is purposefully focussed on the wellbeing of its clients first and foremost and it is a pleasure to work within an organisation that has this commitment.

### Organisation

Flexi Care Inc. have continued to provide training, information sessions and conferences to empower staff with information to manage and achieve the many community aged care sector changes that have occurred this year. This aided the successful transition from CCP to Home Care Packages. Over the next year, our under 65's clients will transition to the National Disability Insurance Scheme.

### Finance

With the full implementation of TABS accounting software in 2014, we now have enhanced compatibility with Carelink. This has improved our payroll management and our overall ability to exceed expected governing bodies' requirements.

Superannuation changes have occurred with the implementation of "Super Stream" brought in by the Federal Government. The changeover has been now been fully executed.

We have now fully implemented the option for clients to pay by Direct Debit. This enables clients to have their service fees debited monthly to reduce the worry of paying by cash, cheque or credit card. This new process has been very successful with a number of clients using this option for payment.

### Staff

Flexi Care's ongoing vision of having staff cross-trained in multiple areas continues to grow. In the Administration department our Receptionist is widening her skills by assisting the Finance Administration Assistant with her role.

### Grant Submissions/Funding

- Qld Community Care (under 65's) funding agreement is in place until June 2017
- The transition period for CHSP funding took place at the end of 2015 with full funding now in place until November 2018

I look forward to a year of growth that will include changes and no doubt a few challenges but these will be faced by the staff and volunteers at Flexi Care Inc. with a focus on keeping our clients in their homes.



Julie Herbert -  
Finance &  
Administration



Kim S & Mel



Michael  
IT Support

# *Flexi Care Inc.*

## *Financial Reports For the year ended 30 June 2016*

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*Podiatry*

*QCC Community Options*

*QCC Podiatry*

*Veterans Home Care*

*Brokerage/Private Arm*



**FLEXI CARE INC**  
**INCOME STATEMENT**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		3,393,552	3,982,223
HCP income		589,202	-
Fees for service		481,893	512,163
EPC / Medicare		60,667	46,053
Interest		46,104	37,319
Donations		4,237	4,821
Other income		58,477	26,981
Profit on disposal of assets		2,874	24,450
		<u>4,637,006</u>	<u>4,634,010</u>
<b>Expenditure</b>			
Direct client service costs		2,032,466	1,913,462
Advertising and promotions		9,511	1,500
Annual subscriptions		2,184	8,966
Audit		8,700	6,500
Bank fees		11,932	9,446
Consultancy		2,805	5,900
Electricity		16,681	14,664
One-off implementation expenses		32,603	76,787
Insurance - business		12,058	12,985
Motor vehicle expenses		40,349	41,814
Motor vehicle replacement provision		45,060	194,008
Office expenses		1,742	3,526
Podiatry supplies		31,707	34,077
Computer maintenance and support		33,609	17,091
Equipment minor items & repairs		40,507	13,528
Depreciation		45,842	64,305
Postage		10,995	7,885
Printing & stationery		10,782	12,624
Recruitment		1,570	4,647
Rental - clinics		16,058	9,318
Property expenses - Dividend St		17,526	18,055
Cleaning - Dividend St		8,634	8,464
Sundry expenses		10,861	6,181
Telephone & fax		33,416	20,287
Training, conferences & seminars		11,739	16,995
Travel		2,470	3,416
Wages		1,557,473	1,455,757
Superannuation		161,418	150,664
Annual leave		156,918	145,285
Long service leave		32,291	34,576
Workcover		86,934	118,539
		<u>4,486,841</u>	<u>4,431,252</u>
<b>Operating surplus/(deficit) for year</b>		<u><b>150,165</b></u>	<u><b>202,758</b></u>
<b>Non-operating items:</b>			
Loss on revaluation of property		(190,419)	-
		<u>(40,254)</u>	<u>202,758</u>
<b>Surplus/(deficit) for year</b>		<u><b>(40,254)</b></u>	<u><b>202,758</b></u>
<b>Accumulated funds at start of year</b>		<b>1,941,892</b>	<b>1,739,134</b>
<b>Accumulated funds at end of year</b>	7	<b>1,901,638</b>	<b>1,941,892</b>

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**  
**BALANCE SHEET**  
**As at 30 June 2016**

	Note	2016 \$	2015 \$
<b>Current Assets</b>			
Cash and bank	2	1,308,852	1,133,118
Receivables	3	194,735	111,365
Prepayments		<u>43,827</u>	<u>4,654</u>
Total current assets		<u>1,547,414</u>	<u>1,249,137</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	<u>1,177,238</u>	<u>1,430,308</u>
Total non-current assets		<u>1,177,238</u>	<u>1,430,308</u>
Total assets		<u>2,724,652</u>	<u>2,679,445</u>
<b>Current Liabilities</b>			
Payables	5	123,259	132,563
Employee benefits provisions	6	348,201	343,755
HCP unspent funds		119,993	-
Grants received in advance		<u>-</u>	<u>34,167</u>
Total current liabilities		<u>591,453</u>	<u>510,485</u>
<b>Non-Current Liabilities</b>			
Employee benefits provisions	6	146,526	135,846
Provision for motor vehicle replacement		<u>85,035</u>	<u>91,222</u>
Total non-current liabilities		<u>231,561</u>	<u>227,068</u>
Total liabilities		<u>823,014</u>	<u>737,553</u>
<b>Net Assets</b>		<u>1,901,638</u>	<u>1,941,892</u>
<b>Members' Funds</b>			
Accumulated funds	7	<u>1,901,638</u>	<u>1,941,892</u>
Total members' funds		<u>1,901,638</u>	<u>1,941,892</u>

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**

**NOTES TO THE FINANCIAL STATEMENTS  
For the Year Ended 30 June 2016**

**Note 1: Summary of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Qld). The Committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**(a) Income Tax**

The association is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

**(b) Property, Plant and Equipment and Depreciation**

Plant and equipment is brought to account at cost and is depreciated over its useful life.

Land and buildings are measured at fair value. Fair value is based on periodic valuations either by independent valuers or by the Committee. Land and buildings are not depreciated.

**Provision for motor vehicle replacement**

An amount is incorporated into HACC recurrent funding for the future replacement of vehicles. This amount is expensed and set aside in a provision account until it is utilised on the acquisition of new vehicles.

Vehicles purchased with funds from this provision are not depreciated as the expense has previously been recognised.

**(c) Employee Benefits**

Provision is made for the association's liability for employees' annual leave accrued at year-end.

Provision is also made for the association's liability for employees' long service leave accrued at year-end for employees with five or more years' service.

Long service leave accrued for a service period of 10 years or more is shown as a current liability.

Long service leave accrued for a service period of between 5 to 10 years is shown as a non-current liability.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

**FLEXI CARE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 30 June 2016**

	2016 \$	2015 \$
<b>Note 2: Cash and bank</b>		
Cash floats	1,060	1,060
Cheque account - Westpac	3,736	(112,939)
Business Cash Reserve account - Westpac	11,939	60,536
Business Saver account - Suncorp	691,559	1,183,904
Term deposits	600,000	-
Cash Management account - Suncorp	1	1
Social Club account	557	556
	<u>1,308,852</u>	<u>1,133,118</u>
<b>Note 3: Receivables</b>		
Trade debtors	65,916	45,247
VHC debtor	17,335	14,000
Sundry debtors	4,706	-
Grants receivable	-	52,118
HCP Medicare claims	106,778	-
	<u>194,735</u>	<u>111,365</u>
<b>Note 4: Property, plant &amp; equipment</b>		
Land & buildings - Dividend St Mansfield		
- at cost 2008 + additions at cost		1,290,419
- at Independent Valuation 2016	<u>1,100,000</u>	
Plant & equipment:		
Administration - at cost	88,056	88,056
Less accumulated depreciation	<u>(70,445)</u>	<u>(62,531)</u>
	17,611	25,525
Community Options - at cost	215,983	115,513
Less accumulated depreciation	<u>(204,891)</u>	<u>(98,216)</u>
	11,092	17,297
Podiatry - at cost	291,736	233,115
Less accumulated depreciation	<u>(266,743)</u>	<u>(165,504)</u>
	24,993	67,611
Community Care Packages - at cost	66,116	39,396
Less accumulated depreciation	<u>(56,574)</u>	<u>(23,940)</u>
	9,542	15,456
QCC Community Options - at cost	26,250	26,250
Less accumulated depreciation	<u>(12,250)</u>	<u>(12,250)</u>
	14,000	14,000

**FLEXI CARE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 30 June 2016**

	2016 \$	2015 \$
<b>Note 4: Property, plant &amp; equipment (cont'd)</b>		
Total plant & equipment	<u>77,238</u>	<u>139,889</u>
Total property, plant & equipment	<u>1,177,238</u>	<u>1,430,308</u>
<b>Note 5: Payables</b>		
Trade creditors	118,905	131,896
Other creditors	<u>4,354</u>	<u>667</u>
	<u>123,259</u>	<u>132,563</u>
<b>Note 6: Employee benefits provisions</b>		
Current:		
Annual leave provision	198,075	190,590
Long service leave provision (10 years or more service)	<u>150,126</u>	<u>153,165</u>
	<u>348,201</u>	<u>343,755</u>
Non-Current:		
Long service leave provision (5 to 10 years service)	<u>146,526</u>	<u>135,846</u>
<b>Note 7: Accumulated funds</b>		
Represented by:		
Administration	287,655	350,574
Brokerage/Private Arm	100,718	35,202
Home Care Packages	406,534	429,578
Community Options	258,528	280,759
Podiatry	724,542	727,088
QCC Community Options	39,121	48,259
QCC Podiatry	25,473	16,548
Veterans Home Care	<u>59,067</u>	<u>53,884</u>
	<u>1,901,638</u>	<u>1,941,892</u>

**Note 8: Statement of Mortgages, Charges and Securities**

At balance date there were no mortgages, charges or securities of any description affecting any of the property of the Association.



**FLEXI CARE INC**

**STATEMENT BY MEMBERS OF THE COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the accompanying financial report:

1. presents a true and fair view of the financial position of Flexi Care Inc as at 30 June 2016 and its performance for the year ended on that date.
2. at the date of this statement, there are reasonable grounds to believe that Flexi Care Inc will be able to pay its debts as and when they fall due.

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



President



Treasurer

Date: 30/8/16.

## INDEPENDENT AUDIT REPORT

to the members of

**FLEXI CARE INC.**

We have audited the accompanying financial report, being a special purpose financial report, of Flexi Care Inc (the association), which comprises the balance sheet as at 30 June 2016, the income statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

### *Committee's Responsibility for the Financial Report*

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 to the financial statements is appropriate to meet the requirements of the Associations Incorporation Act (Qld) and is appropriate to meet the needs of the members. The committee's responsibilities also include such internal control as the committee determines 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 have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

### *Auditor's Opinion*

In our opinion the financial report of Flexi Care Inc. presents fairly, in all material respects, its financial position as at 30 June 2016 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act (Qld).

### *Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial statements which describes the basis of accounting. The financial report has been prepared to assist Flexi Care Inc to meet the requirements of the Associations Incorporation Act (Qld). As a result, the financial report may not be suitable for another purpose.



Michael Rice  
Michael Rice & Associates  
Certified Practising Accountants

Brisbane  
30 August 2016

**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**HOME CARE PACKAGES**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		12,878	702,458
HCP income		589,202	-
Fees for service		-	93,303
Interest		4,108	1,601
Donations		50	21
Other income		149	-
		<u>606,387</u>	<u>797,383</u>
<b>Expenditure</b>			
Direct client service costs		350,955	370,986
Administration fee		130,034	123,005
Advertising and promotions		568	-
Annual subscriptions		532	2,215
Consultancy		-	2,000
One-off implementation expenses		11,643	76,787
Legal fees		445	132
Motor vehicle expenses		963	752
Computer maintenance and support		6,927	7,165
Equipment minor items & repairs		1,176	698
Depreciation (Flexicare funded assets)		5,915	486
Rent		7,788	7,790
Sundry expenses		755	3,277
Telephone & fax		1,727	2,620
Training, conferences & seminars		593	6,423
Travel		257	878
Wages		89,996	97,964
Superannuation		9,403	8,724
Annual leave		6,993	8,239
Long service leave		2,761	3,139
		<u>629,431</u>	<u>723,280</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>(23,044)</b>	<b>74,103</b>

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**COMMUNITY OPTIONS**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		1,774,322	1,708,762
Fees for service		183,597	161,325
Interest		8,628	8,601
Donations		-	2,930
Other income		6,461	13,569
Profit on disposal of assets		-	2,748
		<u>1,973,008</u>	<u>1,897,935</u>
<b>Expenditure</b>			
Direct client service costs		1,145,344	1,078,843
Administration fee		279,863	266,293
Advertising and promotions		3,569	1,350
Annual subscriptions		1,987	3,240
Consultancy		2,626	2,916
One-off implementation expenses		20,960	-
Insurance - business		128	-
Motor vehicle expenses		16,801	16,791
Motor vehicle replacement provision		22,377	71,699
Computer maintenance and support		5,529	373
Equipment minor items & repairs		1,311	280
Depreciation (Flexicare funded assets)		2,372	6,298
Depreciation (HACC funded assets)		3,834	11,479
Postage		1,108	-
Recruitment		1,314	-
Rent		44,700	44,699
Sundry expenses		2,994	1,638
Telephone & fax		5,638	3,587
Training, conferences & seminars		7,114	4,174
Travel		1,060	260
Wages		330,811	370,656
Superannuation		33,318	39,227
Annual leave		48,005	38,016
Long service leave		12,476	11,396
		<u>1,995,239</u>	<u>1,973,215</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>(22,231)</b>	<b>(75,280)</b>

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**PODIATRY**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		793,363	794,040
Fees for service		90,860	118,810
Interest		3,081	3,997
Other income		28	120
Profit on disposal of assets		2,874	21,702
		<u>890,206</u>	<u>938,669</u>
<b>Expenditure</b>			
Direct client service costs		20,249	25,367
Administration fee		126,327	92,377
Advertising and promotions		126	-
Annual subscriptions		74	811
Motor vehicle expenses		18,635	19,691
Motor vehicle replacement provision		22,684	102,908
Podiatry supplies		22,254	29,829
Computer maintenance and support		5,645	4,108
Equipment minor items & repairs		19,267	10,675
Depreciation (Flexicare funded assets)		13,382	12,102
Depreciation (HACC funded assets)		12,425	23,227
Postage		2,236	393
Recruitment		110	3,723
Rental - clinics		14,452	8,320
Rent		21,848	21,911
Sundry expenses		5,419	880
Telephone & fax		7,202	4,539
Training, conferences & seminars		2,501	4,592
Travel		929	1,746
Wages		489,555	458,400
Superannuation		48,645	49,083
Annual leave		35,187	36,537
Long service leave		3,600	3,957
		<u>892,752</u>	<u>915,176</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>(2,546)</b>	<b>23,493</b>

*The accompanying notes form part of this financial report.*



**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**QCC Community Options**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		489,154	469,911
Fees for service		59,363	35,837
Interest		2,260	2,125
Donations		-	10
Other income		620	1,190
		551,397	509,073
<b>Expenditure</b>			
Direct client service costs		327,237	234,890
Administration fee		74,081	68,410
Advertising and promotions		1,734	150
Annual subscriptions		86	1,042
Consultancy		179	624
Motor vehicle expenses		2,477	2,195
Motor vehicle replacement provision		-	7,967
Computer maintenance and support		6,857	449
Equipment minor items & repairs		946	227
Depreciation (HACC funded assets)		-	2,800
Recruitment		146	51
Rent		11,784	11,783
Sundry expenses		809	427
Telephone & fax		2,927	1,399
Training, conferences & seminars		625	847
Travel		104	133
Wages		113,936	117,532
Superannuation		8,836	9,435
Annual leave		5,694	6,224
Long service leave		2,077	1,566
		560,535	468,151
<b>Surplus/(Deficit) before capital expenditure</b>		(9,138)	40,922

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**QCC Podiatry**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		131,251	127,577
Fees for service		16,506	20,888
Interest		822	633
Other income		34,167	-
		<u>182,746</u>	<u>149,098</u>
<b>Expenditure</b>			
Direct client service costs		3,457	3,651
Administration fee		32,695	23,967
Advertising and promotions		1,014	-
Annual subscriptions		8	350
Motor vehicle expenses		1,475	2,385
Motor vehicle replacement provision		-	11,434
Podiatry supplies		3,280	4,080
Computer maintenance and support		4,432	2,456
Equipment minor items & repairs		3,301	1,636
Postage		314	273
Recruitment		-	414
Rental - clinics		1,606	998
Rent		7,372	7,305
Sundry expenses		320	267
Telephone & fax		1,173	770
Training, conferences & seminars		306	960
Travel		120	399
Wages		98,718	69,948
Superannuation		9,095	6,925
Annual leave		3,935	3,660
Long service leave		1,200	240
		<u>173,821</u>	<u>142,118</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>8,925</b>	<b>6,980</b>

*The accompanying notes form part of this financial report.*

**FLEXI CARE INC**  
**INCOME AND EXPENDITURE STATEMENT**  
**VETERANS HOME CARE**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Grant income		192,584	179,475
Fees for service		11,902	12,002
Interest		2,033	415
Donations		15	70
Other income		-	-
		<u>206,534</u>	<u>191,962</u>
<b>Expenditure</b>			
Direct client service costs		120,857	129,199
Administration fee		44,454	35,951
Annual subscriptions		-	200
Computer maintenance and support		2,000	2,000
Equipment minor items & repairs		285	-
Rent		1,944	1,946
Sundry expenses		91	60
Telephone & fax		3,129	893
Wages		22,903	20,593
Superannuation		3,369	2,734
Annual leave		1,640	1,418
Long service leave		680	639
		<u>201,352</u>	<u>195,633</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>5,182</b>	<b>(3,671)</b>

**INCOME AND EXPENDITURE STATEMENT**  
**BROKERAGE/PRIVATE ARM**  
**For the year ended 30 June 2016**

	Note	2016 \$	2015 \$
<b>Income</b>			
Fees for service		119,652	69,998
EPC / Medicare		60,667	46,053
Podiatry and shoe sales		9,474	2,955
Interest		1,379	3,019
Donations		3,304	1,790
Other income		2,132	1,517
		<u>196,608</u>	<u>125,332</u>
<b>Expenditure</b>			
Direct client service costs		64,366	70,525
Administration fee		15,128	9,221
Advertising and promotions		2,500	-
Podiatry supplies		6,173	168
Rent		1,944	648
Wages		37,497	26,084
Superannuation		3,485	2,630
Annual leave		-	360
Long service leave		-	120
		<u>131,093</u>	<u>109,756</u>
<b>Surplus/(Deficit) before capital expenditure</b>		<b>65,515</b>	<b>15,576</b>

*The accompanying notes form part of this financial report.*

## Client Christmas Party



## 2015 – Annual General Meeting



## FCI wins Best Implementation of the Year for Technology Mel accepted the Award





**Flexi Care**  
inc.