



West Coast
HOMECARE



Your care is our business



Annual Report

2008-2009



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Organisational Structure

West Coast Community Services Incorporated

Board of Management 2008–2009

Chairman:	Brian Barnett
Secretary:	Rosemary Davison
Treasurer:	Sandra Andrew
Members:	Moira Shannon (Vice Chair) Kathryn Webber Jenny Morros Rosemary (June) Morgan Christine Sherry
Executive Officer:	Kate Eglinton— April 2008 to April 2009 Cheryll Williams—Commenced May 2009

West Coast HomeCare Staff

Manager: Kate Eglinton resigned April 2009
Cheryll Williams commenced May 2009

Administration/Finance Officer: Karen Carlson
Administration/JMC Coordinator: Lee-Ann Reid

Care Managers:

Port Lincoln Area & Disability	Helen Dalby
Tumby Bay, Cummins, & Coffin Bay/Dementia Support Worker	Kay Pearce

About West Coast HomeCare.

The mission of West Coast HomeCare is to assist the frail aged, younger disabled and their carers to remain in their own home and communities through the provision of personalised home and community care information and service provision. The services provided by West Coast HomeCare are available across the three local government areas of Port Lincoln, Tumby Bay and Lower Eyre Peninsula,

West Coast Community Services Incorporated was established in 1989 under the auspice of LEPAD Inc and is now known by the trading name of West Coast HomeCare. The year 2009 marks the 20th year that this charitable and benevolent community incorporated body has been operating. The service was originally established to focus and lobby for the needs of people with disabilities, however the services provided through West Coast HomeCare are now its principal focus.

Funding is provided through Home and Community Care (HACC), a joint Commonwealth & State/Territory program and administered through the Office of the Ageing, a division of the South Australia Department for Families & Communities.

West Coast HomeCare operates under the Community Options model of service provision and through the use of a brokerage system is able to provide a flexible Person Centred Care approach in its provision of services to clients. Our Care Managers work with clients to plan a package of service that is co-ordinated, planned and responsive to their individual needs.

The offices of West Coast HomeCare are conveniently located at 21 Washington Street, Port Lincoln.

West Coast HomeCare operates under the following principles and philosophy:

- Recognition that prime importance is to be placed on the needs and desires of the client and his/her carer
- Respect and value for the rights, confidentiality and dignity of clients and carers
- Assistance and support that aims to enhance independence
- Promotion of choice and flexibility of service provision
- Sensitivity and responsiveness to individual needs, especially in relation to gender, cultural and socio-economic factors
- The rights of clients and carers to appeal or seek a review of any service provided
- New initiatives that complement existing service systems and structures
- Public accountability and cost effectiveness.

Guiding principles for case management are providing:

- Empowerment of the consumer
- Services that meet the needs of consumers
- Continuity of service for the client
- Single point of accountability

West Coast Community Services Inc

Chairman's Report 2008/2009



West Coast Community Services Inc has continued to provide quality home care to its many clients throughout Port Lincoln and surrounding areas. Indeed this annual general meeting marks a special milestone — celebrating 20 years of service to the community through LEPAD and WCCS.

Each of the challenges that faced West Coast Homecare over the past 12 months was met head on by the management and staff of West Coast Homecare and again I can report a successful year.

Last year WCCS was presented with a challenge of replacing long term executive officer Gerry Taylor after he had resigned from his position. This removed the Board from its comfort zone, but it was fortunate enough to find a very good replacement in Kate Eglinton. Unfortunately the Board was again challenged when Kate also resigned just short of a year as executive officer. The position was advertised and WCCS was blessed with an excellent selection of applicants. Cheryll Williams was duly appointed and took up the position in June this year.

Cheryll has extensive knowledge of the funding sources and arrangements and has settled in well to her new role as executive officer.

Like many boards, WCCS has had difficulty attracting Board members to provide ongoing governance over the service's operations. We were delighted to have two new members join the Board at the last AGM in Christine Sherry and Jenny Morros. Alas we lost the services of Jan Bebbington, earlier this year. She was a valuable member of the Board whose input is now missed.

There has been some interest shown in recent weeks by members of the public to join the Board of WCCS. This additional membership would be welcomed.

Earlier this year the Board voted to continue to undertake the QIC accreditation program. This accreditation is not inexpensive and takes significant input from the executive officer and staff. The decision to continue the program was only taken after serious consideration, but it was believed that the benefits would ultimately vindicate that decision.

In the past few months Cheryll has initiated some role and responsibility changes for staff which is working well. All staff have significantly contributed to the success of the operation and the Board thanks each one of them for their efforts.

Congratulations to Cheryll and the valuable staff of West Coast Homecare — Helen, Kay, Karen and Lee-Ann — who have again carried out their often difficult, but almost always rewarding work so well.

Thanks to the members of the Board for its support throughout the year.

Brian Barnett
Chairman

West Coast HomeCare

Executive Officers Report 2008/2009



I wish to take this opportunity to thank the staff of West Coast HomeCare, Helen, Kay, Karen, and Lee-Ann, and the Board Members of West Coast Community Services Incorporated who have welcomed me, provided me with advice, and supported me through these first months at West Coast HomeCare. Fortunately, I have been able to draw upon seven years experience with the Office for the Ageing and my knowledge of the Home and Community Care Program, however working in the area of services for clients with disability is new to me as has been the brokering of services. I wish to thank all those people who have been patient and willingly shared their expertise and knowledge with me.

There will be many challenges in the future for service providers in the aged and disability sector as the concept of client directed services takes hold. There is a real possibility that funds will be directly allocated to clients and that those clients, or their advocates, will decide for themselves what services they will purchase and how often. The “baby boomer” generation is just about upon us and their demand for services will be quite different; they will have higher expectations of services they can receive. Many have experienced watching their own parents go through the “care” system and this will influence their own demands for services.

During this year we have continued to focus on developing the three key areas within our strategic directions of:

- Client Services,
- Promotion of services, and
- Organisation Improvement

These three areas provide the framework for monthly reports for the Board and regular progress reports to QMS who are the State Government contracted auditors for our Quality Improvement Program.

Client Services

The total expenditure for direct services in the 2008-2009 financial year was \$392,574. Domestic assistance, respite and personal care continue to remain the most significant services provided. Client contributions amounted to \$39,649 this year and these funds were used to provide additional services. All clients are requested to contribute to the cost of the service, however, no client is refused a service where contributions cannot be provided. We currently do not have any clients on our waiting list and that has been the trend for most of this year with most clients being on the list only whilst being assessed.

We have been fortunate in being able to attract a number of new service providers whilst retaining most of our current ones. There are currently 140 registered active service providers operating weekly across the three local government areas providing excellent care to clients, and 285 clients received services amounting to 20,860 hours of service delivery for the financial year.

Thank you to all our service providers, you provide a very valuable services to each of our clients and we have received positive feedback from a lot of those clients which indicates their appreciation of the support that enables them to live independently in their home.

Promotion of Services

Partnerships agreements exist with Alzheimer's Australia, Matthew Flinders Home, Disability SA and Country Health SA Community Aged Care Packages. Informal partnerships exist with a number of other services in the Lower Eyre Peninsula region. The staff of West Coast HomeCare attend local and state forums as a way of networking and developing partnerships to ensure that we continue to provide a high standard and relevant service.

Regular Committee Involvement	
Eyre Peninsula Community Alliance	Chair- H Dalby
HACC Regional Forum	Shared
ACAT Meetings	K Pearce & H Dalby
Red Cross Transport Committee	K Pearce & CFV Williams
Cummins Recreational Group	K Pearce
Matthew Flinders Home Board	H Dalby
Seniors Week Committee	CFV Williams
Aged & Community Services Network (State)	CFV Williams
HACC Managers Meetings (State)	CFV Williams
Disability SA, Port Lincoln	H Dalby & CFV Williams
Port Lincoln Non Government Organisations	H Dalby & K Pearce

WCHC & Alzheimers Australia SA

The partnership between WCHC and Alzheimers Australia SA continues to provide a valuable service and resource for people and their carers on Eyre Peninsula who are affected by dementia.

The Port Lincoln Memory Lane Café carer support group meets at WCHC on the first Friday of each month and recently celebrated its second birthday. The Arno Bay Memory Lane Café has recently relocated to Cleve meeting at the Eastern Eyre Health and Aged Care Services on the last Friday afternoon of each month. The aim of this group is to provide a confidential group setting where carers can meet with other carers who are travelling the same road; allowing them to share their caring experience or to gain useful information about the disease or gain knowledge from various guest speakers informing of their particular services. There is a criteria for people attending the group they must be or have cared for a person with memory loss and understand the need for confidentiality.

Recently Kay Pearce who is the Dementia Support Link Worker for Eyre Peninsula attended the Health Expo at Wudinna, Streaky Bay, Elliston, and Ceduna. The team comprised of a counsellor, a dementia educator, Aboriginal liaison officer and a dementia behavior management advisor. Kay also attended the Tumby Bay Mini Expo in her role as Dementia Support Link Worker.

Other carer information services include the Memory and ageing seminar and life in order legal seminar for carer which was held in Port Lincoln. The Memory Van attended the Cleve Field days. Alzheimer's Australia has also been involved with Staff development training course which have included Depression and dementia, frontal lobe dementia. The HACC Dementia Advisor Training 4 day workshop.

In June 2009 Kay attended the 13th Alzheimer's Australia National Conference which was held in Adelaide. This conference attracted a number of international guest speakers. Kay also participated in the Alzheimers Australia SA strategic planning day.

VOLUNTEERS

Cummins Recreational Program

The Cummins Recreational Program continues to be popular and is well attended, it was established by WCHC and is funded through HACC to provide social support activities. The program is coordinated by Caryll Cabot with support from several other volunteers providing a program each fortnight at Miroma Place at Cummins. The program is overseen by Kay Pearce who meets with the volunteers and Caryll as required.

Celebrate Seniors

The Celebrate Seniors Committee consists of a group of some 6 seniors who continue to work together to plan and organise activities for Seniors Week in October. West Coast HomeCare continues to auspice the finances for this Committee and sponsors the 'Senior of the Month' awards which appear each month in the Lincoln "Times". The Awards are formally presented at the Celebrate Seniors Lunch held during the month of October to recognise the work of our seniors across our communities. This October the Awards are to be presented by the Commissioner for Ageing, Noeline Brown.

Telelink

We continued to manage this daily phone home check service for WCHC clients living in the Lower Eyre Peninsula area until August this year. As Australian Red Cross is funded on a statewide basis to provide the Telecross service by the Home and Community Care Program, it was decided to transfer our clients across to the local Port Lincoln Red Cross office to manage their daily calls.

An afternoon tea was held to acknowledge the service of our Telelink volunteers and Certificates of Appreciation were presented to each volunteer.

DISABILITY SA

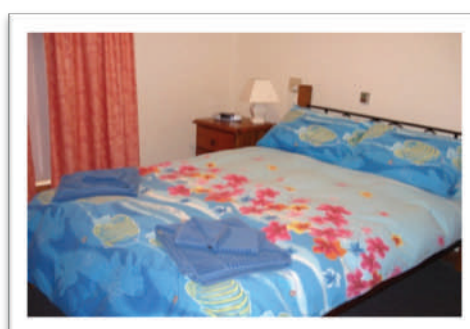
WCHC continues to provide practical support to Disability SA in the provision of administering and contracting services.

Our auspice body supports the ADAM committee in lobbying the state government for additional supported accommodation and respite services.

JACK MARTIN COURT

The Units have been operating well and have undergone a recent transformation with WCHC taking over the full responsibility for their administration and management. The new Respite Unit has proven to be very popular providing regular respite for carers, particularly carers of people with disabilities, and the demand for bookings has been strong. WCHC recently took over the bookings role from Disability SA in order to provide a more streamlined service. A number of agencies have been utilising this service including Uniting Care Wesley, Disability SA, Stanhope HealthCare Services, Domiciliary Care Services and West Coast Home Care.

An examination of the booking records has shown that there is low demand for mid-week bookings. We are currently trialing taking bookings for older people and people with disabilities from the country who are undergoing day surgery and require follow up treatment the day after surgery. This will normally result in a booking for two nights, before and after surgery.



Organisation Improvement

Quality Improvement

Our Strategic Plan includes a commitment to Quality Improvement. Over the years WCHC has achieved and maintained accreditation against both the National Quality Improvement Council, the HACC National Service Standards through the Quality Management Service (QMS) and the Service Excellence Program. Since achieving three years accreditation in May 2006 we have continued to participate in the cycle of improvement. We are required to provide quarterly progress reports to QMS in order to maintain our accreditation.

There is a review of standards being conducted at the national level with a view to implementing Common Standards across all health and community services that receive commonwealth funding. This will streamline our accreditation process and will prove much more economical for each agency. It is hoped and anticipated that the implementation of the Common Standards will be in place when our accreditation for the three programs, QIC, QMS, and SEF, is due in 2010.

MDS Reporting

WCHC is required to submit data for services provided through both the Home and Community Care (HACC) Program and the Commonwealth State & Disability Agreement (CSTDA), although the submission of data for CSTDA for unfunded service providers has only occurred in 2008 & 2009. WCHC is committed to improving the integrity of the data being reported, and is concentrating on reducing the number of errors reported so that the data is useful to both the funder (Office for the Ageing and the Commonwealth Government) and to us as an organisation for future planning purposes.

Staff Development

To ensure our services are maintained at a high level the Board is committed to ongoing training for the staff and participation in conferences that keep us abreast of industry developments. Being in a country region makes us more aware that we cannot become insulated from the 'big picture' - State, national and global. WCHC has actively participated in local and regional expos that have focussed on health, ageing, disability, and dementia.

During this financial year staff participated in a variety of training and self development workshops and conferences including the following:

- National Gerontology Conference
- Carers Act in relation to Mental Health
- Person Directed Care from an Organisational Perspective
- OHS&W Responsible Officer training (EO)
- Accounting for Non-Accountant Managers
- Elder Abuse (ARAS)
- Alzheimer's Australia National Conference
- Dementia Advisory Training
- Home & Community Care Funding Workshop
- CEA Governance & Fair Work Act
- First Aid Training
- Mandated Reporting Training

Occupational Health Safety and Welfare

Occupational Health Safety and Welfare audits have been conducted at both WCHC and the Jack Martin Units, these will be repeated at six monthly intervals.

A Staff Representative (Lee-Ann) has been appointed and the EO has completed the required Responsible Officer training.

OHS&W forms part of our weekly staff meeting agenda as well as a standard agenda item for our monthly board meetings. It is a major legislative requirement for all organisations and is an important part of each of our QIC, QMS, and SEF accreditation processes, and it is included in our Risk Management procedures.

Finances

The year finished with a surplus of \$43,098.42 an increase of \$7,994 on last year's surplus of \$35,104.38. The sum of \$34,617 has been allowed for depreciation and a further \$5,000 has been provided to cover possible redundancy payments should funding income fluctuate. This safety net has been increased in response to the Office for the Ageing's decision to renew recurrent funding contracts until 2011 only pending a decision by COAG officials on the future of aged care. Capital costs involved the replacement of one vehicle and the purchase of two laptops to enable satellite access to our central server.

The surplus is again due to under spending of allocated funding amounts for respite care. The budget has been reviewed for 2009/10 and funds will be redirected to areas of higher need. The budget will be continually monitored throughout the year.

Care Managers are carefully monitoring client needs to ensure that they receive additional services where appropriate and the waiting list is kept to a minimum. It is our experience that clients are often reluctant to ask for additional or different services for fear that they could lose the services they currently receive.

Unit Costings, including direct service delivery and related administrative/operational costs, have again increased this year by a small amount.

Unit Costings 2001-2009	
2001/2	\$27.23
2002/3	\$29.91
2003/4	\$31.38
2004/5	\$30.86
2005/6	\$29.81
2006/7	\$32.07
2007/8	\$35.30
2008/9	\$37.90

Cheryll Williams
Executive Officer, WCCS
Manager, WCHC

Appendix Section

- ◆ **Board Of Directors Meetings**
- ◆ **Occupational Health Safety & Welfare Data**
- ◆ **Auditors Reports**
 - West Coast Home Care
 - West Coast Community Services Incorporated
 - LEPAD Incorporated
 - Seniors Week (Celebrate Seniors Committee)
 - Adam Project
 - Jack Martin Court
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- ◆ **Cost by Sources statistics**
- ◆ **Cost by Services statistics**



Board of Directors—Meeting Attendance

Board Member	Meetings Attended	Possible Attendance
Brian Barnett	9	10
Moira Shannon	8	10
Rosemary Davison	9	10
Sandra Andrew	6	10
Rosemary (June) Morgan	4	10
Kathryn Webber	6	10
J Bebbington	4	7
A Sampson	2	4
Jenny Morros	2	7
Christine Sherry	6	7

OHS&W Data 2008/9

Details	2006/7	2007/8	2008/9
(a) The average number of employees employed during the year	5	5	5
(b) The total number of hours worked by employees	8584	8578	8086
(c) The total number of employee work injuries	0	0	0
(d) The total number of contractor work injuries	0	0	0
(e) The agency's actual expenditure on OHS&W	0	\$1,334	\$132
(f) The Budget allocation for Workers Compensation Claims	WorkCover Premiums	WorkCover Premiums	WorkCover Premiums
(g) The total number of claims	0	0	0
(h) The Total cost of Workers Compensation claims charged against an insurance fund	0	0	0
(i) The total cost of Workers Compensation claims carried by the agency	0	0	0
(j) The total cost of common law claims	0	0	0
(k) The total number of employees who participated in agency's rehab program	n/a	n/a	n/a
(l) The total number of employees rehabilitated back to work	n/a	n/a	n/a
(m) The total number of employees rehabilitated and redeployed onto other tasks	n/a	n/a	n/a
(n) The total number of employees still on suitable alternative duties	n/a	n/a	n/a
(o) The total number of employees who have left, declared medically fit	n/a	n/a	n/a
(p) The agencies budget allocation for property damage accidents	Covered by insurance cover	Covered by insurance cover	Covered by insurance cover
(q) The total number of property damage accidents	0	0	0
(r) The total cost of property damage accidents	0	0	0
(s) The total number of hours of training in OHS&W	21	7	6
(t) The number of OHS&W reps	EO responsibility	EO responsibility	EO responsibility + 1 Staff Representative
(u) The number of OHS&W Committees	Incorporated in staff meetings	Incorporated in staff meetings	Incorporated in staff meetings
(v) The number of default issued pursuant to s.35 of the OHS&W Act	0	0	0
(w) The number of times work was stopped pursuant to s.36 Of the OHS&W Act	0	0	0
(x) number of improvement notices issued pursuant to s.39 of the OHS&W Act	0	0	0
(y) The number of prohibition notices issued	0	0	0



The Team at West Coast Home Care
From left to right: Lee-Ann Reid, Helen Dalby, Cheryl Williams,
Karen Carlson, and Kay Pearce.



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