

BCD

Better Care Delivered



ANNUAL REPORT 2019

TO OUR SUPPORTERS

Our Vision is to develop and deliver high quality support services that enable people to make individual choices that lead to quality of life.

Our Values

INCLUSIVENESS

COMMITMENT

RESPECT

COMPASSION



Highlights



We provide 6600+ hours of service every month



BCD employs 140+ local people



We supported 280+ customers in 2019



We have accessible and modern offices



BCD has a new brand, website and Facebook page



BCD passed NDIS Accreditation with 100%

A note from our Chair – Patrick Clark

Our BCD Board is an incredible team built on our strengths to support BCD management and staff to provide essential services in the community for clients who are vulnerable and to maximise opportunities to enrich their lives.

The Board has had a busy year supporting BCD with the following:

- Merging two organisations with the acquisition of Respite Choices in September 2018
- Welcoming 6 new Board members contributing to BCD immediately with their expertise
- Solidifying the CEO role after Chris Dench, who led Respite Choices successfully for 11 years, resigned
- Accreditation for NDIS services which we passed with zero non-conformances
- Relocation of Mittagong and Camden offices
- Rebranding to reflect the combined and updated vision and culture of BCD
- Appointment of Heather Hollingworth to the CEO position after being in a care-taking role since April. The BCD Nomination Committee reviewed numerous experienced candidates for the role and recommended Heather. This was unanimously accepted by the Board in August, with Heather taking up the position on 1st September 2019.



Given all of this, I am pleased to say that the staff and Board took it all in their stride and remembered who we are all here for, our Clients. I would like to officially welcome Shane Donohoe, Grant Doran, Paul Luketic, Gary Knight and Michael Wells as Non-Executive Directors for BCD. Their wealth of experience and knowledge has, and will continue to help, grow the organisation. It would be remiss of me not to thank Jan Heslep and Angelina Pillay, two Board members who exited this year, who without their assistance, BCD would not be in the position we are today.

As Board members our responsibility is to uphold and maintain the integrity and reputation of BCD Community Care. My fellow volunteers on the Board have been generous with their time and their ideas and I would like to thank them all.

I would personally like to thank everyone for their assistance and effort in getting BCD to where we are now and I am sure that with the skills we have on the Board and with Heather as CEO, I can certainly see good things on the horizon for BCD. Whilst always remembering what our core values and our vision are, and that they remain our main focus in all dealings and interactions.

Patrick Clark, Board Chair

“We are locals supporting locals”



A note from our Treasurer – Gary Knight

The 2019 financial year has seen BCD Community Care continue to grow its reach into the communities through its acquisition of Respite Choices in September 2018. Entering new areas and delivering quality services to our customers, resulting in significant increases in our operating activity and the financial stability achieved as a result.

The 2019 result was highlighted by a comprehensive surplus of \$179,324 (2018: deficit of \$43,449) demonstrating a positive response to the challenges in working through the transition of Respite Choices to BCD.

Financial Year 2019 saw Funding and Services revenue increase by 235% from the previous financial year. This was a result of the consolidation of Respite Choices operations into BCD where the operations were able to realise the benefits of the acquisition almost immediately with greater efficiencies and effectiveness of services delivery.

BCD's strategy of investing in building our presence in the market and serving our customers to the best of our ability, management and staff will continue to assess the areas and businesses that we are working in to ensure that these are sustainable for the ongoing future of the organisation.

On behalf of the Finance and Audit Committee I would like to extend my thanks to our newly appointed Chief Executive Officer, Heather Hollingworth and the Finance Team. As Treasurer, I am confident the investments we are making into our staff and strategic direction of the services and organisation, combined with an ongoing commitment to maintaining high quality service delivery and positive outcomes for our customers, will provide a strong foundation for BCD's future financial sustainability.

Gary Knight, Treasurer



Our commitment to effective Governance

The BCD Community Care Board has formed a Governance and Risk Committee to independently oversight the organisation's approach to risk and governance. The Committee is a formal sub-committee of the BCD Board and it is authorised to make strategic decisions regarding the management of risk. Each member of the Committee has commitment, passion and knowledge that assists with the governance of risks to improve the services delivered to BCD clients.

The Committee has oversight of operational and strategic risks that may impact BCD. It is responsible for ensuring that a comprehensive risk management framework is used within the organisation and that risks are formally identified and actively managed.

The Governance and Risk Committee is also responsible for monitoring BCD policies and the process framework, especially focusing on policies that improve the delivery of quality services, the accuracy of information and meeting the compliance requirements of the organisation.

A note from our Chief Executive Officer – Heather Hollingworth

We have a great team at BCD, willing and able to provide amazing services each and every day to our customers. Without this team, we would not be assisting communities of people to live the life they want. BCD are committed and keen to continue to deliver quality services to our customers across NDIS, My Aged Care and Fee for Service markets.



We worked hard over the past 12 months to make sure our Employees have all they need to deliver quality services and that we are a local employer of choice including:

- Building an on-line learning platform for employees to access industry training anytime for free
- Scheduling bi-monthly support worker forums with training, guest speakers and info sessions
- Engaging an Employee Assistance Provider recognising that employees need support for their own well-being
- Rolling out a Support Worker Mobile APP delivering shift information as well as being a risk and case management tool
- Implementing a 1800 number to be accessible for support 24/7

We have consolidated our business operations and are ready to stretch towards our quality and growth goals. Our customers tell us that they want consistent, good quality customer service. With the introduction of our Care Central Team, a dedicated Feedback Officer and the 1800 24/7 number, we have the right technology and people coming together to make this happen. I am committed to ensuring that our customers, carers and employees lead our business strategy and goals.

I am more than excited to lead the team through this next chapter of BCD. I'd like to thank Patrick and the other Board Members for their continued support in my role as interim and now appointed CEO. We have lots to achieve and I will be looking at direct feedback from our customers and our employees to let us know how we are travelling!

Heather Hollingworth - CEO

Thank you to our ongoing supporters in the form of donations, services and pro bono work



Branding Strategy & Creative Marketing



ptanda Pty Ltd



BCD Community Care Incorporated
ABN 19 860 803 127
Income and Expenditure Statement
For the year ended 30 June 2019

	2019	2018
	\$	\$
Income		
Funding and Services Income	3,815,898	1,619,065
Interest received	3,485	1,350
Other income - Haven project	71,794	88,648
Sundry Income	7,716	29,214
Profit on sale of property, plant, equipment	-	1,189
Total income	3,898,893	1,739,466
Expenses		
Accountancy & Audit fees	40,491	30,333
Advertising & promotion	10,044	15,657
Bank fees & charges	79	191
Board and meeting Expenses	3,810	1,840
Carers activities	-	26,463
Cleaning & rubbish removal	4,868	1,233
Consulting and professional fees	101,130	8,805
Consumables	-	1,002
Depreciation	9,990	21,286
Donations	-	60
Electricity and water	4,725	1,621
Entertainment	2,413	1,210
Fees & permits	-	653
Holiday & Sick leave	37,647	-
Insurance	14,820	11,830
Insurance - Workers Compensation	9,545	19,890
Interest - Australia	1,240	1,657
IT Expenses	25,573	16,012
Legal fees	8,039	-
Motor Vehicle Expenses	6,408	11,387
Office equipment and setup	-	952
Office Supplies	1,211	1,025
Postage	155	199
Printing & stationery	14,649	6,558
Recruitment Costs	5,536	3,145
Rent on land & buildings	26,153	43,154

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Income and Expenditure Statement
For the year ended 30 June 2019

	2019	2018
	\$	\$
Repairs & maintenance	1,910	1,562
Salaries	2,913,191	1,327,260
Staff training	1,676	5,536
Subscriptions	76	225
Superannuation	267,056	124,175
Telephone	16,974	21,148
Travel - domestic	190,158	76,846
Total expenses	3,719,568	1,782,915
Profit from ordinary activities before income tax	179,324	(43,449)
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	179,324	(43,449)
Total changes in equity of the association	179,324	(43,449)
Opening retained profits	123,799	167,248
Net profit attributable to the association	179,324	(43,449)
Closing retained profits	303,123	123,799

Independent Auditor's Report to the Members of BCD Community Care Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of BCD Community Care Incorporated (the Association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and other explanatory notes, and the statement by Members of the Committee.

In our opinion, the accompanying financial report of BCD Community Care has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- a) giving a true and fair view of the Association's financial position as at 30 June 2019 and of its financial performance and its cash flows for the year ended; and
- b) complying with Australian Accounting Standards - Reduced Disclosure Requirements, Associations Incorporation Act (NSW) 2009 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*

Basis for Opinion

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

Responsibility of Those Charged With Governance for the Financial Report

The committee members are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements, the ACNC Act and the *Associations Incorporation Act (NSW) 2009*. The committees' responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the entity'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 the committee either intends to cease operations or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

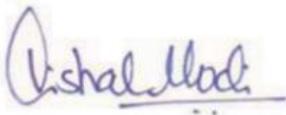
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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 the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment 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 the committees.
- Conclude on the appropriateness of the committees' 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 those charged with governance 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.

NEXIA SYDNEY AUDIT PTY LTD



Vishal Modi
Director

Dated in Sydney, this 31st day of October 2019