

Annual Report 2021-22





Better Care Delivered

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ACKNOWLEDGEMENT OF COUNTRY

BCD would like to acknowledge the Traditional Custodians of the land on which we work and live on, and recognise their continuing connection to land, water and community.

We pay respect to Elders past, present and emerging.

ABOUT US

BCD is a locally recognised Disability and Aged Care Service Provider with high-quality care standards. We ensure the voice of our customers resonates in all that we say and do by making decisions with them, not for them.

We are:

- 1. Customer Centric:** We will ensure BCD services are based upon what our customers want
- 2. An Employer of Choice:** Dedicated to attracting and retaining the right people to deliver quality outcomes with a focus on employing locals to support locals
- 3. Reliable for providing Quality Care:** We actively manage our care obligations using feedback and best practice models to improve our service offerings continually

At BCD, we support the life you want. Our customers, their carers and families get to choose the care they want, when and where they need it most. Your local services provider with 20 years of experience, we always take your call and provide a service solution that meets your needs. We are flexible while maintaining a high standard of quality care.

BCD is committed to supporting our local people by:

- Delivering professional, reliable, kind, flexible and high-quality disability services
- Delivering aged care services that optimise independence, health, well-being and quality of life
- Building a sustainable business model of “locals supporting locals” to grow the BCD footprint
- Contributing to communities through employment of local workers, partnerships and building economic participation.

OUR STRATEGIC PILLARS

**Listening to the
voices of customers
to drive person
centred practices.
For You.
With You.
Beside You.**

CUSTOMERS

PEOPLE

**Fostering a culture
of care within our
core business as a
guiding principle**

**Locals Supporting Locals
Co-designing in
partnership with you**

COMMUNITY

QUALITY

**Leader for best practice
quality care, services and
compliance framework**

Our Values



Kindness



Kindness in actions and in words

Passion



Passionate locals, supporting locals, living local

Trust



We always do things the right way

Leadership



Leading with our partners and our community

WHY WE DO IT

Creating a meaningful human connection and experience is at the core of our why.

Our focus is quality in-home care services and respite to help people build their capacity, independence, and happiness so they can live well at home and have a greater sense of belonging in their community.

Through person-centred disability and aged care services, our customers, their carers and families get to choose the care they want, when and where they need it most to live well.



2022 SNAPSHOT



Disability Services

Over 90,000 hours of Care



Nursing Services

Strengthening of partnerships and community alliances



Aged Care Service

Expansion of clinical assessments and nursing services



Support Coordination

Growth in revenue of 15% from the previous year



Plan Management

Implementation of Workforce Development Plan



Transition Support

New BCD office hub to support operational growth

CHAIRPERSON REPORT



“ Commitment and flexibility to manage through a period of significant change ”

The past year has been one of ongoing change for BCD in many ways however despite the many difficulties that COVID has created, Heather and the BCD team continued to reflect our unwavering commitment to continually improving our quality of care and customer experience.

Heather and the Leadership Team have shown substantial resilience, managing several major step changes in the last year. The wider BCD team has shown commitment and flexibility to manage through a period of significant change. The leadership team, organisational culture, and team cohesion have helped support all staff to cope as well as possible with the many challenges that COVID has delivered.

I would like to thank Heather and the Leadership Team for steering the organisation forward through a significant period of change, despite some major challenges. Through all this, they have managed the team with strength, empathy, and care. I would also like to thank the BCD Board for their time and effort in directing the organisation through another challenging year. Governance is an essential function for any Board and organisation, and I thank our Board for their commitment and efforts to ensure good governance of BCD throughout the past financial year. I would particularly like to thank Jackie Clarke who retired from the Board in December 2020. Jackie served on the Board for many years and her hard work, guidance and direction has been instrumental in building BCD into who we are today.

In closing, I would like to share the gratitude of the Board to all the staff, our customers and their families who have been incredibly supportive and adaptable as we navigated the challenges that COVID has thrown at us. I am incredibly proud to be a part of BCD, it's an honour and a privilege to serve this incredible organisation. We have some exciting plans, and strong growth targets coupled with a committed team; so needless to say, I'm really looking forward to the year ahead!

Kylie Hawker
Chair of the Board

TREASURER REPORT



“ A year of change for BCD with continued growth in revenue of 15% from the previous year ”

2021-2022 has been a year of change for BCD. While continuing to experience the continuing impacts of Covid-19 and the overall homecare landscape, BCD has fared extremely well.

In a period where many companies' financial results have been negative, BCD was able to show a surplus in our overall performance and continued growth in revenue of 15% from the previous year. There are many other positives to our organisation including the opening of our new BCD Office in Campbeltown, continued growth in Aged Care and Nursing, long-term strategic planning, the planned opening of our first respite home and continued growth in well-aligned partnerships.

The 2021-2022 audited accounts for the year finished with an operating surplus of \$134,122 compared to \$498,028 for the previous financial year. While the decrease is significant, the difficult operating environment across the homecare sector, together with dealing with the ongoing Covid-19 emergency and a pessimistic general economy, we reflect on the excellent work the Executive has done to minimise potential losses.

On the Balance Sheet, Current Assets exceeded Current Liabilities by \$979,552 as at 30 June 2022, while cash at Bank was \$983,643 and net assets were \$1,333,125. Some of these indicators were down on the previous year for reasons well understood and they have been discussed regularly at Finance and Board meetings and by the Executive Management Team.

On behalf of the Finance Committee, I would like to extend my thanks to the CEO, Heather Hollingworth, and the entire hard-working BCD team. I would also like to thank all our stakeholders, including the Board of Directors and Volunteers.

Paul Luketic
Treasurer

GOVERNANCE & RISK REPORT



“ The focus on continuous improvement didn’t waiver ”

The BCD Governance and Risk committee continued to meet on a regular basis to discuss, oversee and input into matters relating to the safety of customers and the people who support them, our teams.

Throughout the year, the focus for the most part continued to be COVID-19 as BCD experienced a number of positive and close contact outcomes which the team managed well; continuing to provide support, PPE and resources where available. In addition, there was a solid focus put on reviewing a number of aspects relating to our people, triggered by key changes to the modern Award and an interest in how our employees were fairing.

Risks and issues relating to employee attendance, performance, attrition and retention were explored, and plans to safeguard against Award non-compliance were also reviewed. It was also pleasing to note the continued rollout of the leadership program as well. In addition, the focus on continuous improvement didn’t waiver, with a number of improvements, enhancements and initiatives rolled out throughout the year to improve the quality of both the customer service and employee experiences.

We had Let's Talk Disability run a workshop with our board members where presenters led with engaging stories of lived experiences of what it is like to live with a disability, disability etiquette, access, inclusion and attitudes. The workshop wrapped up with an open Q & A session, board members shared how immersive, entertaining and enlightening the experience was and took away invaluable insight and knowledge.

Jonathan Marin

Chair of the Governance and Risk Committee

CEO REPORT



“Without our Care Workers and skilled support team, we could not continue to do what we do for our customers”

Capturing all we have achieved and all that we encompass at BCD is hard to do over a few paragraphs but I will do my best! A year of challenges still with the impact of COVID and a workforce a little thin and tired - however, BCD proved to be driven with a passion to continue to provide high-quality in-home and in-community support to people with a disability and aging Australians. We gowned, goggled and gloved up day in and day out to continue to support our customers including those at their most vulnerable. We delivered much-needed grocery staples, picked up medications, went for lots of walks in a 5km radius and on many occasions provided reassurance that we were all going to get through the lockdowns together. Which we did!

One positive to come out of such a difficult time was our team's ability to adapt, including embracing technology to connect in ways like never before. BCD hosted online meditation sessions, weekly zoom check-ins and access to a range of on-line activities to keep our people occupied. Thank you to everyone who embraced the changes and was able to keep customer connections at forefront of all we did and continue to do. This past year we have been grateful to spend time listening to customers and staff through regular check-ins and surveys and heard that more clinical and complex care services were in short supply and respite for people and their carers was also a high need area. Hence the expansion of our Clinical Team to provide that care in the home that someone might otherwise need to be in a hospital or a residential setting. This has been very rewarding to see these services expand across Macarthur, Southern Highlands and Western Sydney.

We celebrate 2022 as being the Year of the Care Worker and I was privileged to speak at an HR Workforce conference in May about the strategies we have in place to ensure ongoing positive engagement with our workforce. Without our Care Workers and skilled support team, we could not continue to do what we do for our customers and I absolutely love working with them and for each and every one of our fabulous team!

Our organisation is very fortunate to have oversight by a talented, enthusiastic Board that gives their time freely to develop and grow our business. They have been great supporters of BCD and of me, these past 12 months, so thank you! We all have a shared vision of BCD continuing to grow in the local areas we operate, reflecting the needs of our customers and providing quality and reliable services to more and more Australians. The next 12 months look bright and I am delighted to lead this team through more opportunities being presented with our extended services, the Aged Care industry reform and our growing partnerships locally and more broadly aligned to our strategic vision to provide Better Care - Delivered!

Heather Hollingworth
Chief Executive Officer

YEAR OF THE CAREWORKER

How BCD is retaining our people, through social revolution...

By focusing on employee quality of life, we are building better social connections and alignment of values with our people. By looking after our people, they can continue to care for and support our customers.

Employee quality of life means:

- Quality of job
- Quality of culture
- Quality of workplace
- Quality of environment
- Quality of role, opportunities, learning and rewards





LITEESHA'S STORY

From little things, big thing GROW

Liteesha started as a trainee receptionist with BCD following her first year out of high school. In partnership with My Gateway, she was mentored and supported to learn and grow through her traineeship. She completed a Cert III and then a Cert IV in Business Administration and has now taken a new trainee for BCD under her wing where she is sharing her experience and building her own mentoring and leadership skills.

Starting early and straight from school, Liteesha embarked on her journey with BCD where she grew into her Receptionist role and progressed her skillset over a few years to become an Executive Assistant supporting BCD's CEO. A "quiet achiever" and a "superhero behind the scenes" are the words that best describe her style of work and she never shys away from lending a hand to any team member who may need support.

Liteesha was recognised for her exceptional commitment and customer service by being nominated as a finalist in the My Gateway Apprentice and Trainee Awards for 2022. She was also featured as BCD's Youth of the Week and shares her story of how "slow and easy can win the race, all it takes is the will to do and showing up each and every day, even on the bad days".

When asked "what does the future look like", Liteesha shares that she wishes to continue to do what fills her cup, which is to help and connect people that she talks to and meets so they can get the right home care they need to live a happy and healthy life.



ALEX'S STORY



Learn by doing....



Alex is a young woman who is on an adventure to manage and build her independence at home and in the community, she has a goal to live her best life every day and do things that make her feel good. A huge Harry Potter and animal lover, Alex loves to experience things hands-on, in person and learns by doing the action. The challenges and restrictions of Covid didn't dampen her mood, she was determined to stay focused, and on track and connect to her goals in whatever way it may look like.

With the help of a care worker working alongside her safely in the home and in the community, Alex continues to work towards her goals of becoming more independent with her living skills, and to build meaningful relationships and self-confidence through social skills.

This year Alex has soared and ticked these milestones off her bucket goal list:

- Walks to the gym by herself
- Continues to volunteer for the Royal Easter Show
- Completed 3 months of paid work experience to apply her business administration certificate knowledge and strengthen her skillset
- Built deeper friendship circles and social connection
- Attended overnight respite stay away from home
- Uses animal therapy as a means to remain grounded, calm and centred

Alex's mum Pat shares how she has seen Alex grow this year into a young adult leading her own life on her own terms doing grown-up things like going out for dinner on a Saturday night, being more responsible with household duties and helping to organise her own timetable and day. Mum is optimistic about the future ahead and excited to watch her prosper further with the right guidance, activities and support from BCD. Through patience and taking the time to let Alex lead, she is moving in a forward direction and paving her way to achieving and expanding on her goals.



BUSINESS PERFORMANCE

Financial Overview

BCD COMMUNITY CARE INCORPORATED

ABN: 19 860 803 127

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30TH JUNE 2022**

	2022	2021 (restated)
	\$	\$
Revenue	6,676,425	5,213,324
Other income	477,393	977,006
Total revenue	<u>7,153,818</u>	<u>6,190,330</u>
Employee benefit expense	(6,345,936)	(4,992,478)
Depreciation and amortisation expenses	(22,277)	(7,674)
Sundry expenses	(650,095)	(692,150)
Interest expense	(1,388)	-
Total expenses	<u>(7,019,696)</u>	<u>(5,692,302)</u>
Net current year surplus	<u>134,122</u>	<u>498,028</u>
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss:		
Items that will be reclassified subsequently to profit or loss:		
Total other comprehensive income for the year	-	-
Total comprehensive income for the year	<u>134,122</u>	<u>498,028</u>
	2022	2021 (restated)
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	983,643	1,180,310
Accounts receivable and other debtors	523,310	371,665
Other current assets	18,497	18,055
TOTAL CURRENT ASSETS	<u>1,525,450</u>	<u>1,570,030</u>
NON-CURRENT ASSETS		
Intangible assets	285,000	285,000
Property, plant and equipment	77,936	32,986
Right-of-use asset	32,373	22,980
TOTAL NON-CURRENT ASSETS	<u>395,309</u>	<u>340,966</u>
TOTAL ASSETS	<u>1,920,759</u>	<u>1,910,996</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	81,536	125,384
Employee provisions	211,452	131,721
Current tax liabilities	53,766	70,165
Accruals	169,767	197,680
Unearned revenue	29,377	174,658
TOTAL CURRENT LIABILITIES	<u>545,898</u>	<u>699,608</u>
NON-CURRENT LIABILITIES		
Accounts payable and other payables	22,324	12,385
Employee provisions	19,412	-
TOTAL NON-CURRENT LIABILITIES	<u>41,736</u>	<u>12,385</u>
TOTAL LIABILITIES	<u>587,634</u>	<u>711,993</u>
NET ASSETS	<u>1,333,125</u>	<u>1,199,003</u>
EQUITY		
Retained surplus	1,333,125	1,199,003
TOTAL EQUITY	<u>1,333,125</u>	<u>1,199,003</u>

FUTURE GROWTH



BCD has found a new home...

A new office hub space to support operational growth has been established in Campbelltown. This is central to all our locations as well as professional partners. A bright and functional space for staff to operate, connect and learn.

A need for respite...

BCD are growing and have established our first Short Term Accommodation home in lovely Menangle. Bookings are being taken for 2023 where we hope to provide respite services for customers to meet their independent living goals and provide respite to them and their families.



COMMUNITY PARTNERSHIPS



“ Success is best when it's shared ”



Better Care Delivered

BCD recognises our community partners, together with them, we have formed alliances through shared values, purpose and vision.