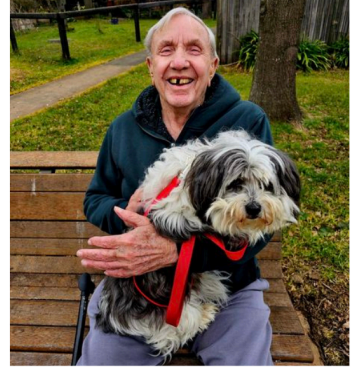

LOCALS SUPPORTING LOCALS



BCD

Better Care Delivered

2024

ANNUAL

REPORT



ACKNOWLEDGEMENT OF COUNTRY

BCD acknowledges the Dharawal people as the Traditional Custodians of the land on which our head office stands and where we work closely with local communities. We pay our deepest respects to Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples. We also recognise and value the contributions of non-Indigenous communities in fostering a spirit of respect and understanding.

*Written with Guidance By: Uncle Larry Hill, BCD Customer
Picture: Dharawal National Park*

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INTRODUCTION

ABOUT BCD

At BCD, our vision of **locals supporting locals** is at the heart of everything we do. We believe in enabling people living with a disability and older people to make informed choices about the care they receive, ensuring they can access the right support when and where they need it most throughout their unique disability and ageing journey.

Our commitment is to provide person-centered care that respects individual preferences and promotes independence, dignity, and well-being.

With over 20 years of experience as a trusted, registered Disability and Home Care Provider, we proudly serve diverse local communities in Macarthur, Camden, Campbelltown, Wollondilly, Fairfield, Liverpool, Wingecarribee, Shoalhaven, Marulan, and Goulburn.

Our deep roots in these regions allow us to understand the specific needs of the people we care for, fostering strong connections and delivering services that make a meaningful impact in their daily lives. Whether through disability services or home care for seniors, our dedicated team is here to support individuals and families, helping them navigate life's transitions with compassion and expertise.

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

Creating meaningful human connections and experiences is at the heart of our purpose at BCD.

We are dedicated to providing compassionate, high-quality in-home care and respite services that help individuals to build their capacity, independence, and happiness. Our goal is to help people live well at home while nurturing a deep sense of belonging within their communities.

With our **customer led** approach to disability and aged care, we ensure that our customers, along with their carers and families, have the freedom to choose and co-design the care they desire. Together, we create a supportive environment that enhances the quality of life and fosters genuine connections.

LOCALS
SUPPORTING LOCALS



SNAPSHOT SUMMARY

OVERVIEW, FINDINGS AND HIGHLIGHTS OF THE YEAR



Short Term
Accommodation
& Respite

77,685 hours
of care provided



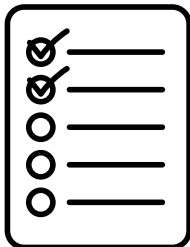
Clinical Nursing
Care & Services

594 customer days
stays in our
Accommodation



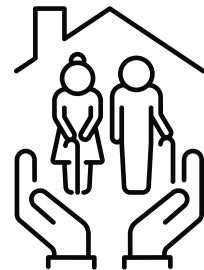
NDIS Support
Services

614 clinical
services conducted



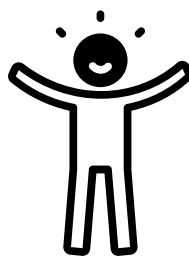
Support Coordination
& Plan Management

98% staff
retention
97% customer
retention



Aged Care Home
Packages

\$46k spent on
direct training for
care workers



Supported
Independent
Living

467 online
courses
completed

MAKING MEANINGFUL CONNECTIONS





A WORD FROM THE BOARD CHAIR

It has been a rewarding year for BCD as we continue to diversify our revenue streams with extremely positive results, the improvement of our systems and processes for greater efficiencies has provided us the step change towards growth.

The focus on our accommodation strategy has enabled us to provide new service offerings to our customers and community. I would like to thank Heather and the BCD team as they continue to reflect our unwavering commitment to improving our quality of care and customer experience.

Governance is an essential function for any Board and organisation, and I thank our Board for their focus, commitment and efforts to ensure good governance of BCD throughout the past financial year. We have also been fortunate to have the assistance of knowledgeable Advisors on our two committees, thank you to Patrick Clarke for guidance on our Finance Committee and thank you to Kylee Laugesen and Adrian Marshall for your support on our Clinical, Audit and Risk Committee.

In closing, I would like to share the gratitude of the Board to the entire BCD community:- Heather and the team, our customers and their families who have been incredibly supportive and adaptable throughout the past year. I am incredibly proud to be a part of BCD, it's an honour and a privilege to serve this incredible organisation.

We have turned a significant corner and have plans, strong growth targets coupled with a committed team to stay on course for the upcoming year; so needless to say, I'm really looking forward to the year ahead!

KYLIE HAWKER
CHAIR PERSON

A WORD FROM THE CLINICAL, AUDIT & RISK (C.A.R.) COMMITTEE CHAIR



We are continuing to build on our historically strong clinical governance practices. The BCD Board has strengthened clinical care focus over recent years and benefited from the clinical expertise of our CAR committee members.

The Committee has oversight of the development and implementation of our formal clinical governance framework, and continually work on improving collection and collation of data to make meaningful care and service decisions and improvements.

Our success was reaffirmed as we successfully completed our aged care quality accreditation with fully met compliance across all standards. The auditors assessing our clinical systems and outcomes were very complimentary towards our team and the work we do to ensure person centred care is consistently delivered in a safe and timely way.

The Department of Health and Ageing will be releasing a new Aged Care Act and subsequently new Aged Care Quality Standards that will move across to the NDIS quality systems and standards in the next year. We are anticipating a lot of change requiring our team to review current practice and frameworks and make necessary changes in a proactive manner.

As always, our primary goal is to ensure that our customers are at the centre of everything we do, and we will involve our Customer Committee for feedback as we move through the legislation changes.

Our customers and community make BCD who we are, and it is our job to make sure everyone is connected, supported and safe.

KARINA PEACE
CAR COMMITTEE CHAIR



A WORD FROM THE TREASURER

This increase is largely due to a stronger cash position of \$912,111 as at 30 June 2024, an improvement from \$506,966 the previous year. The higher cash balance provides us with flexibility to invest in future opportunities and respond to any unforeseen challenges.

Our lease liabilities stand at \$339,354, down from \$470,361 in 2023, with continued progress in reducing this obligation as leases are fulfilled.

Audit Findings

We are pleased to report that the financial statements have been audited. The audit did not reveal any significant concerns, and there were no instances of fraud or material misstatements noted. Some minor adjustments and recommendations regarding employee entitlements and lease classifications were addressed and have been implemented by management for improved financial clarity going forward.

Conclusion

In summary, BCD Community Care is in a stable financial position as of 30 June 2024, and I am confident that we are well placed to continue delivering valuable services to our community. I would like to extend my thanks to the finance team, management, and staff for their dedication to maintaining our financial health. I look forward to another successful year ahead.

PAUL LUKETIC
TREASURER

Financial Performance

The organisation recorded a net surplus of \$342,302, a significant improvement compared to the prior year's deficit of \$699,712. This turnaround is largely attributable to controlled operational costs and efficient use of resources, while continuing to deliver high-quality services. Revenue for the year increased by 7.9% to \$7,783,290 (2023: \$7,214,076), primarily driven by the growth in service income related to our accommodation care services. While grant income remained minimal this year, we managed to offset this by expanding our service offerings and optimising service delivery to our customers.

Expenses

Total expenses for the year were \$7,440,988, a decrease from the previous year's total of \$7,913,788. Key expense reductions were observed in employee benefits, which decreased by approximately \$425,278, reflecting more efficient management of staff resources. However, administration costs and operating expenses remained comparable to the prior year, and depreciation expenses increased slightly due to investments in new assets.

Asset and Liability Position

The organisation's financial position remains strong, with net assets growing to \$975,715 from \$633,413 in 2023.

A WORD FROM THE CEO

As we reflect on the past year, I am proud to announce that BCD Community Care has moved from a loss in 2023 to being in a position to set aside a surplus for investment in 2024. This showcases our team's unwavering dedication to customer care alongside our commitment to continuous improvement.

We experienced stable growth across all services with particular focus on our accommodation services which supported over 30 people work towards their independent living goals. Being a registered provider, we have been, and will continue to navigate ongoing reforms of the National Disability Insurance Scheme (NDIS). We are committed to staying ahead of the curve. Our proactive approach to these changes will enable us to not only comply with new regulations but to leverage them as opportunities for growth and improvement.

BCD underwent a comprehensive audit by the Department of Health & Aged Care Assessment Team early this year. All quality standards were met with particular praise received about our clinical care practices and overall organisational governance - a wonderful accomplishment considering the strict criteria registered providers need to adhere to.

Building upon our successful audit results and along with our Customer Committee input, we are excited about the new Support At Home Aged Care program that will be rolling out in July 2025.



Current insights show that BCD already has a service delivery model that aligns to the proposed changes, with customers at the centre of their care planning, strong clinical support and connections to community - all required as a basis of the new program and quality standards.

Our Careworkers have to be recognised as amongst the best in the business! Without them, we would not be achieving the goals we have in the past 12 months. Being able to provide training and well-being initiatives through our supportive onboarding and supervision structure, ensures our team stays and grows with us. I am so grateful for all that our care workers do.

With a stable and focused leadership team, and supportive and experienced Board, together, we will embrace the opportunities that lie ahead, ensuring that we continue delivering exceptional care and support to those who depend on us.

HEATHER HOLLINGWORTH
CHIEF EXECUTIVE OFFICER

XIAOLIN'S STORY

Sometimes in your Home Care journey you may decide to switch providers because it no longer serves your care needs. This was the case for one of BCD's aged care customer Xiaolin, who needed urgent access to nursing care, and a provider who took the time to understand cultural diversity and inclusion.

Within a week of commencing his customer journey with BCD, our Registered Nurse Kim, was able to attend to his wound management and with holistic care, ensuring proper cleaning, dressing, and monitoring to prevent infection and promote healing.

Although Kim and Mr Chen didn't speak the same language, she learned to recognise his needs through his expressions and gestures.

When Mr Chen was in pain or discomfort, he would wiggle his feet, and Kim would quickly respond with the appropriate treatment to manage his wounds.

Their connection was rooted in the universal language of compassion and care. In the end, it wasn't the spoken words that mattered. It was the heartfelt connections, the genuine smiles, and the unspoken understanding that created a trusting bond between Mr Chen and Kim.



Their story is a beautiful reminder that ***care and compassion are universal languages***, capable of bridging any gap and bringing people closer together.



Emotional support and education are also essential, keeping Mr Chen's daughter informed with the care and treatment plan means that they are all working towards the same goals and celebrating the wins and progress throughout his recovery. A thumbs up by Mr Chen let us know that he is pleased and happy!



TERRY'S STORY

Terry joined our BCD Customer family in June 2023 through Support Coordination. After negative experiences with two SIL providers where his NDIS funds were misused and promised supports fell short, Terry and his family felt their trust in the system was shattered. For them, trust, quality care, and reliability became the top priorities, but they were growing weary of ever finding a SIL provider who shared these values.

One day, Terry's mum, Teena, joked with BCD's Support Coordinator, saying, "If only BCD could be Terry's SIL provider—third time lucky!" That playful comment sparked a new possibility, and BCD asked, "How can we be the SIL provider for Terry?"

This led to a **customer-led partnership** where BCD, alongside Terry, Teena, and Warren, became Terry's SIL Pprovider. Together, we built a support system based on trust, reliability, and transparency, learning and growing in the SIL space with them.

After moving through more than three supported living homes in just 12 months, Terry, a young man with a strong desire for independence, has finally found his forever home.

Now, Terry lives just 15 minutes from his mum and dad, bringing a sense of confidence to the entire family. With this newfound stability, Terry is excited to work towards his goals of remaining independent in his own home. In just a few weeks, he has built a new routine, personalised his space with his favourite sports memorabilia, had family over for a BBQ and enjoys his very own games and cinema room.



This independence and space have positively impacted Terry's emotional and mental well-being, while also strengthening his connection to his support network and community. He shares how he feels he has now found his **"forever home"**.



JOHN'S STORY

John has been a part of our BCD Customer family since October 2022. Living with an Acquired Brain Injury, he may not always remember every detail, but one thing is certain—he never forgets how people make him feel. John's spirit truly shines when he's surrounded by encouragement, a helping hand, and someone to share a laugh or a quiet moment with.

He has a love for the outdoors, whether it's bushwalking through nature, playing a round of golf, or simply staying active. These activities are more than just hobbies; they're a lifeline that keeps him connected to the world around him.



When we met with John a year ago, he set a heartfelt goal—to return to work. **It was a journey that took determination, and six months ago, he achieved that dream.** John is working at a local school in the community as a handyman, this helps him to remain active and builds a greater sense of belonging.

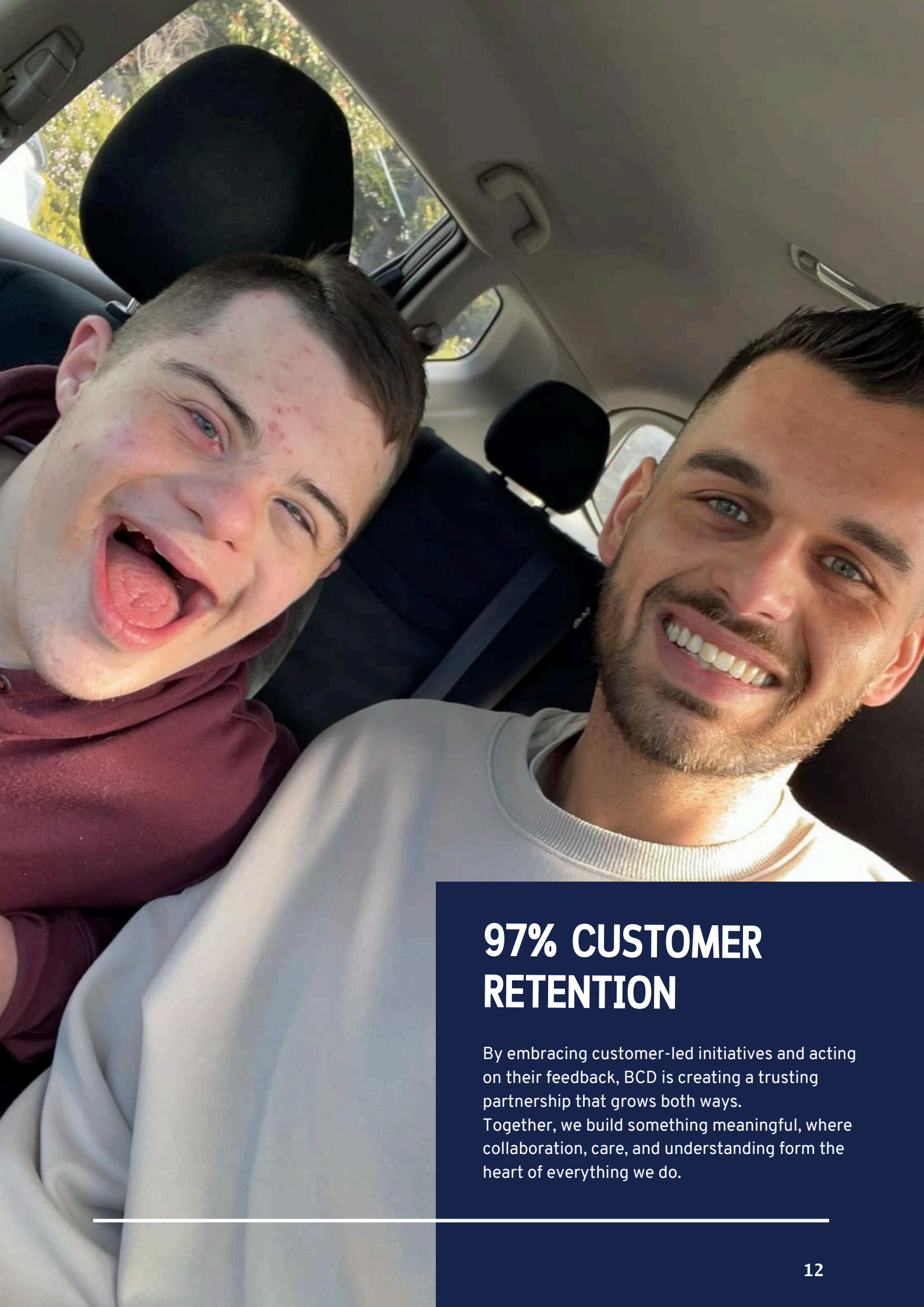
The independence he's regained has been a beautiful boost to his self-confidence, filling him with a sense of pride and purpose.

Supporting John also means caring for his wonderful wife and carer, Christine. Carer burnout is a real concern, and it's something we take very seriously. We've been able to help by providing respite accommodation at our short-term accommodation respite home, where Christine could take some much-needed time for herself, knowing John was in a safe and comforting environment with care workers who truly understand his needs.

In those moments of rest, Christine could recharge, and John could continue to thrive with the care he's come to rely on.

Carers' respite plays a crucial role in enhancing the direct care provided to individuals they support. By taking periodic breaks to recharge and relax, carers return with renewed energy, focus, and emotional well-being. Respite thus becomes a cornerstone in ensuring consistent, high-quality care that meets both the physical and emotional needs of individuals in need of support.

“Together, we're not just supporting John's journey—we're nurturing a partnership that's all about trust, resilience, and the joy of life's simple moments for him and his wife who is his full time carer.”



97% CUSTOMER RETENTION

By embracing customer-led initiatives and acting on their feedback, BCD is creating a trusting partnership that grows both ways.

Together, we build something meaningful, where collaboration, care, and understanding form the heart of everything we do.

FINANCIAL PERFORMANCE

BCD Community Care Incorporated
Statement of Profit or Loss and Other Comprehensive Income
For the Financial Year Ended 30 June 2024

	Notes	2024 \$	2023 \$
Revenue			
Revenue from contracts with customers	4	7,771,396	7,166,257
Other income	5	11,894	47,819
Total revenue		7,783,290	7,214,076
Expenses			
Administration and other operating costs		(1,154,012)	(1,225,805)
Depreciation – right-of-use assets		(217,672)	(190,194)
Depreciation – other property, plant and equipment		(28,928)	(36,077)
Employee benefits		(5,997,819)	(6,423,097)
Impairment loss on trade receivables		(13,658)	(950)
Interest expense – lease liabilities		(28,899)	(37,665)
Total expenses		(7,440,988)	(7,913,788)
Net surplus/(deficit) for the year		342,302	(699,712)
Income tax expense		-	-
Surplus/(deficit) after income tax		342,302	(699,712)
Other comprehensive income		-	-
Total comprehensive income/(loss)		342,302	(699,712)

**BCD RECORDED A NET SURPLUS OF
 \$342,302 ALLOWING FOR INVESTMENT INTO
 STAFF TRAINING & GROWTH PROJECTS**

FINANCIAL PERFORMANCE

BCD Community Care Incorporated
Statement of Financial Position
As at 30 June 2024

	Notes	2024 \$	2023 \$
Assets			
Current			
Cash and cash equivalents	6	912,111	506,966
Trade and other receivables	7	437,250	452,341
Other assets	8	46,350	33,696
Total current assets		1,395,711	993,003
Non-current			
Trade and other receivables	7	18,113	42,953
Property, plant and equipment	9	136,904	119,162
Right-of-use assets	10	297,595	432,065
Intangible assets	11	285,000	285,000
Total non-current assets		737,612	879,180
Total assets		2,133,323	1,872,183
Liabilities			
Current			
Trade and other payables	12	602,411	537,165
Provisions	13	194,218	214,298
Lease liabilities	14	257,718	211,001
Contract liabilities	15	-	1,000
Total current liabilities		1,054,347	963,464
Non-current			
Provisions	13	21,625	15,946
Lease liabilities	14	81,636	259,360
Total non-current liabilities		103,261	275,306
Total liabilities		1,157,608	1,238,770
Net assets		975,715	633,413
Equity			
Accumulated funds		975,715	633,413
Total equity		975,715	633,413

FUTURE FOCUS

What better way to shape the future growth of BCD than by being customer led. For the second year in a row, we welcomed our customers to join us for our strategy review day, where they shared their stories, experiences, and personal journeys.

By involving them in our decision-making process, we honour the trust they place in us and strengthen the foundation of care, compassion, and togetherness that BCD is built on.

As we look ahead, we're excited about the many ways we're growing, especially in our clinical nursing services, accommodation options, and community partnerships. In the clinical space, we're expanding our personalised care, ensuring that everyone receives the attentive, holistic support they need as part of a wider multi-disciplinary care team.

Our accommodation services, like our short-term-accommodation homes and supported independent living, offer safe, welcoming spaces where customers truly feel at home. We're also deepening our relationships with local organisations, healthcare professionals, and community groups, creating stronger, more connected networks that help individuals live fuller, more independent lives.

Equally important to our future growth is the strength of our workplace culture. At BCD, we know that delivering high-quality care begins with a robust, supportive environment for our staff. Upskilling and professional development are central to this, ensuring our team members continue to grow and thrive.

Staff retention is a key focus for us, and we strive to maintain our 98% retention rate, it's clear that our commitment to nurturing our employees' growth and well-being is making a difference.

By investing in our people, we're not only supporting their careers but also ensuring that our customers benefit from continuity of care delivered by familiar, dedicated faces.

The culture we've created at BCD is one that puts people first and celebrates the power of listening and learning from those we care for. Every day, we're driven by the stories we hear and the positive impact we can make. By being customer-led, we are shaping a future that reflects the hopes and needs of the people we support, ensuring their voices continue to guide us as we grow. Together, we're building something truly special, an exciting, brighter future filled with compassion, trust, and shared purpose.

SPECIAL THANKS

We extend our heartfelt gratitude to our community providers, councils, partners, and members for their unwavering support in the work that we do. Your dedication and collaboration have significantly enriched the lives of individuals and families in our communities. Together, we continue to foster a compassionate and inclusive community, ensuring that every person receives the care and support they deserve. Thank you for your commitment to making a positive difference every day!



“ Success is Best When Shared ”

