

2016-
2017

A YEAR IN REVIEW



maitland community care services





OUR VISION

To deliver services that enable people to maintain an independent lifestyle in their community.

OUR MISSION

here to help

OUR VALUES

**The uniqueness & worth
of individuals...**

Professionalism
Freedom of choice
Excellence
Client centred care



BRIEF OVERVIEW OF MAITLAND COMMUNITY CARE SERVICES

1988

Maitland Community Transport was funded through a grant to Maitland Neighbourhood Centre from the Hunter Area Assistance Scheme.

1998

The organisation was successful in applying for funding under the NSW Government Community Transport Program in the Maitland LGA.

2002

Organisation changed its name to Maitland Community Transport & Neighbour Aid Incorporated.

2006

Changed name to Maitland Community Care Service Incorporated.

1990

Maitland Community Transport created as an independent Incorporated Association.

HACC Transport funding for the Maitland LGA increased by direct allocations over the following years.

2001

The organisation auspice Maitland Neighbour Aid project and combined staff and premises.

2004

Allocated funding for the provision of HACC Domestic Assistance in the Maitland LGA.



2008

Amalgamation with Maitland Meals on Wheels Incorporated.

2012

HACC funding split into State (under 65) and Commonwealth (over 65)

2015

HACC funding ended and Commonwealth Home Support Program (CHSP) created to operate to July 2018.

My Age Care (MAC) commenced handling all referrals of government-supported programs for older Australians.

2017

Partnership with Adssi HomeLiving Australia to deliver Home Care Packages (HCP) on their behalf in the Maitland area.

2011

Enhancement funding received for provision of domestic assistance, personal care, food services, transport, social support, peer support and lawn mowing for the residents of Maitland LGA.

2013

National Disability Insurance Scheme trials began that included Maitland LGA.

2016

State funded Disability block funded programs ceased and were replaced with the NDIS.

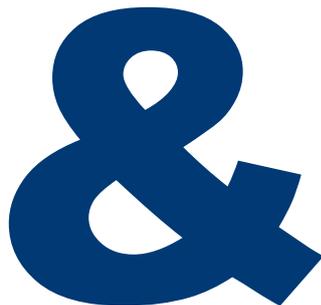


WE HAVE



127

**VOLUNTEERS
& 47 STAFF**



**IN THE 2016/2017
FINANCIAL YEAR**

**MCCS
PROVIDED**



**43133 HOURS OF
SUPPORT
TO 1758 CLIENTS**

TRANSPORT

21340 TRIPS



= 230127 KMS

**41128 MEAL
ITEMS SOLD**

**1156 LAWNS
MOWED**



**12446 HOURS
OF IN HOME SERVICES**



**1941 HOURS
OF INDIVIDUAL
SOCIAL SUPPORT**

**267 GROUP
ACTIVITIES
HELD FOR 5673
HOURS OF SUPPORT**



BOARD MEMBERS AS AT JUNE 2016

NAME	ROLE	NUMBER MEETINGS ATTENDED July 2016-June 2017
Ian HARVEY	Secretary	10/10
Earl HECKMAN	WHS Representative	8/10
Chris HOLWELL	Assistant Treasurer	8/10
Malcolm KNIGHT	Treasurer	10/10
Alison TATTERSAL	Vice Chairperson	9/10
Chris WELBOURNE	Chairperson	9/10



CHAIRPERSON'S REPORT

As you are probably aware, another Community Care organisation initiated a Supreme Court action against Maitland Community Care Services because of the alleged activities of a former employee. The legal issue lasted for over two years from June 2015 to July 2017. Following an Offer to Compromise by the plaintiff, the case was resolved and settled on 12 July 2017 before trial. The subsequent Deed of Settlement restricts the details of the settlement being published.

However be assured that:-

- No determination was made by the court;
- There was no finding by a court that MCCS did anything wrong;
- Our insurers responded to the claim.

The duration of this claim, the vast amount of material requested by the plaintiff's legal team, the number of affidavits to be prepared, etc. had the potential to be debilitating for staff and impact on the operation of MCCS. I am pleased to report that despite the stress and increased heavy workload on staff, particularly Peter Rothnie our General Manager, services to clients continued in an exemplary manner.

The Board of MCCS has been in discussions with Adssi HomeLiving Australia about a possible merger. Discussions have progressed to the stage where a Memorandum of Understanding has been signed.

The next stage in the process is for the MCCS members to consider a formal vote to proceed with the merger. The Board recommends that the members approve this proposal. This recommendation is based on a range of considerations; Adssi HomeLiving Australia and MCCS have a very similar culture, shared values and have complementary services that will enhance the range available for our clients. The obvious efficiencies created by the merger will improve our competitiveness in an evolving market. MCCS will still trade as Maitland Community Care Services, still be located locally, will have up to two directors on the merged Board and all funds raised locally will be used for the benefit of local clients.

Our core of permanent employees is well qualified, dedicated and industrious. Their commitment ensures that regardless of the massive changes that are occurring in the community care sector, the efficient delivery of our services continues.



MCCS is heavily dependent on the efforts of volunteers to deliver services to our clients. To our knowledge, MCCS has the biggest support base of volunteers in the district. Their efforts are greatly appreciated by the Board and our clients.

Our loyal fundraising group continues to work tirelessly for our cause. A separate report on their activities will be presented to you by the Chairperson, Barbara Heckman but special mention has to be made of the 'food truck' that they have funded and will be officially launched soon. It will have a big impact on the way our food services are marketed and delivered. Our clients are particularly fortunate to have the services of such a dedicated group.

The Board has been through a trying time over the last two years but their loyalty is commendable and their resolve to do the best for MCCS has never wavered. Earl Heckman, Ian Harvey and I complete our three year term at the AGM. All three are available for re-election.

If the Board's recommendation to proceed with the merger is approved, there will be a planned, staged transition of operations from the separate Adssi Home Living Australia and Maitland Community Care Services to a fully merged single operation by the target date of 1 July 2018. The staged process will ensure that by the target date, everything will be in place for a smooth, formal, official merger.

- Chris Welbourne



TREASURER'S REPORT

The 2016/17 financial year has resulted in a satisfactory surplus of \$19,065 and the Organisation remains in a strong financial position at the end of the year.

The Balance Sheet shows that the organisation is in a sound financial position and that liquidity is sound.

Structural changes to the organisation of management resources throughout the year has achieved noteworthy savings in overhead costs whilst maintaining quality day-to-day delivery of services to our clients.

Once again, the fundraising volunteers have done a splendid job in raising funds which supplement those provided from governments sources. As a result of an innovative idea of Peter Rothnie, General Manager, a decision was taken this year to acquire a food delivery truck which, when fully fitted out shortly, will provide an additional new food service to the community.

This vehicle was funded from resources accumulated over the years by the fundraising volunteers demonstrating a very tangible outcome from this group's efforts.

The organisations' assets are all being well maintained. The vehicle fleet was rationalised during the year to better service our needs, computer hardware has been kept up to date and computer software has been updated as new technology is developed. The organisation has since the end of the financial year transitioned to the NBN which has seen the introduction new capacity within our organisation that has improved the level of service to our workers in the field.

The formal audit of the financial accounts has been completed and an unqualified report issued.

Final acquittals for the 2016/17 year have been lodged and accepted.

- R. M. Knight



Geoff Seccombe General Manager The Mutual with Peter Rothnie, General Manager, MCCS



SOCIAL EVENTS/ FUNDRAISING GROUP REPORT

We have enjoyed another very successful 12 months thanks to our 10 dedicated members, who worked hard to raise not only funds, but also the profile of MCCA in the community.

We represented MCCA at this year's Total Field Days, fulfilling our role in the Children's Park area taking care of activities including the famous "Purple Cow Wheel" with having a turn on the bicycle milkshake maker being the most popular prize. We were responsible for exhibitors in a designated area, liaising between stall holders and the main office to ensure everything ran smoothly.

From the Total Field Days we raised \$2,000 plus profits from a fundraising activity and sale of drinks.

Other activities in the last year included several monthly barbecues at Coles Rutherford, a stall at Taste Festival, trivia evening, a shopping bus trip to Sydney, and the Christmas Raffle.

A combination of direct donation from individuals and corporations with the fundraising endeavours raised over \$21,000 for the 2016-17 financial year.

We were happy to give our support to the purchase of the new "Food Vehicle" using funds that had been raised over a long time by Maitland Meals on Wheels and MCCA.

We have many great volunteers who support our events and we thank them for being there, along with the support of board members, Ian, Earl, Chris, Alison and Peter.

The Social Events / Fundraising members feel there is a lack of support from the service in general.

As age is creeping up with us all, our numbers will be greatly reduced in the year ahead with some members retiring at the end of the year, and others after Total in May.

We need some active people to volunteer with us, enjoy the activities and continue to support MCCA.

- Barbara Heckman
Chair, Fundraising Group



Total Field Day



Guests at the MCCA Fundraising Trivia night



Paula Davis, Dorothy Button, Helen Stepein at the MCCA Fundraising Trivia night.

2017 - 2018 STRATEGIC DIRECTIONS

SERVICE

STRATEGIC OBJECTIVE

Residents are supported to live at home with a comprehensive range of in-home and community engagement services that incorporate wellness and enablement practices.

GOALS

- Homecare & Disability standards are exceeded.
- Funding contracts conditions are meet.
- Increase the number of clients choosing MCCS.
- Market unfunded solutions to support residents to remain living at home.
- Customer satisfaction exceeds 95%.
- Customer complaints responded to within 3 days.

SYSTEMS

STRATEGIC OBJECTIVE

Technology is used to streamline all processes used by MCCS to enable increased efficiencies across the organisation.

GOALS

- Current software versions are utilised in MCCS fixed and mobile IT systems.
- Utilising third party applications to achieve operating efficiencies.
- Client Management and financial systems integration maximised.
- Utilise cloud based solutions to provide additional disaster recovery options.
- Cloud based Quality systems supports activities associated with changes in funders requirements.

FUNDRAISING & DONATIONS

STRATEGIC OBJECTIVE

Achieve business and community support that generates additional funds that can provide additional client activities.

GOALS

- Fundraising activities conducted.
- Additional funds generated.
- 50 years MOW in Maitland and 30 years MCCS be celebrated.
- Sponsors acknowledged.



GOVERNANCE

STRATEGIC OBJECTIVE

The organisation operates in a contemporary business model that is adequately funded to deliver quality services in the current community care environment.

GOAL

- Board trained & aware of industry directions and government changes.
- Business model is reviewed and adjusted to meet industry changes.
- Consideration and possible completion of merging with a like organisation whose values match those of MCCS.
- Resources are allocated and staff supported to achieve compliance with legislation, disability and Homecare standards.

BRAND

STRATEGIC OBJECTIVE

The Community is aware of MCCS as the local provider of quality community care.

GOALS

- Range of marketing collateral developed and available.
- Range of media channels developed.
- Range of community promotional activities undertaken.
- Relationships developed with community groups, medical practices, chemists and businesses.

PEOPLE

STRATEGIC OBJECTIVE

Employees and Volunteers will be supported to have the skills required to operate in the new funding landscape.

GOALS

- Staff are provided with a safe workplace.
- Volunteers & employees are acknowledged for their support to MCCS.
- Service is delivered to exceed Homecare & disability standards.
- Workforce employment arrangements and skills are aligned to meeting client demands.





maitland community care services



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☎ 4932 5755

🕒 Office Hours: 9:00am to 4:00pm, Monday to Friday

🖱 www.mccs.org.au

📱 Search 'Maitland Community Care Services'