



PCC
Annual General Meeting
November 2010

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PENINSULA COMMUNITY CENTRE
ANNUAL GENERAL MEETING



ANNUAL REPORT 2010

PENINSULA COMMUNITY CENTRE AGM AGENDA

23rd November 2010

- | | |
|---|-------------------|
| 1. Meeting Opened: | |
| a. Acknowledgment of Country | CHAIR/PRESIDENT |
| b. Chair's Welcome to dignitaries, invited guests, members, staff | |
| 2. Apologies Noted | CHAIR/PRESIDENT |
| a. MOTION: That the apologies be noted and received | |
| 3. Confirmation of Minutes of AGM November 24, 2009 | CHAIR/PRESIDENT |
| a. MOTION: That the minutes of the Annual General Meeting of the Peninsula Community Centre Inc. held on 24 November 2009 be accepted as a true and accurate record | |
| 4. Presentation of Annual Report | |
| a. MOTION: That the Annual Report for 2009-2010 be accepted | CHAIR/PRESIDENT |
| b. President's Report | CHAIR/PRESIDENT |
| c. Chief Executive Officer's Report | CEO
CEO |
| 5. Treasurer's Report | TREASURER |
| a. Treasurer to present and speak to the Audited Financial Statements for 2009-2010 | |
| b. Questions to be asked of the Treasurer or of the Auditors | |
| c. MOTION: That the Treasurer's Report and the Audited Financial Statements for 2009-2010 be accepted | |
| 6. Introduction of the Returning Officer | CHAIR/PRESIDENT |
| 7. Election of Board Members/Declaration of Poll | RETURNING OFFICER |
| 8. Presentation of Thanks to Retiring Board Members | CHAIR/PRESIDENT |
| 9. Appointment of Auditors | TREASURER |
| 10. Any Other Business | CHAIR/PRESIDENT |
| 11. Meeting Closed | CHAIR/PRESIDENT |
| 12. Refreshments | |

Annual Report 2009-2010

The Peninsula Community Centre Inc. auspices the following entities:

- Central Coast Case Management Services
- Central Coast Problem Gambling Counselling Service
- Complete Care Aged Services
- Gosford Home Modification & Maintenance Services
- Gosford Lawn & Garden Service
- Gosford Before & After School Care and Vacation Care
- Erina Heights Before & After School Care
- Peninsula Community Centre Activities
- Peninsula Community Centre Coordinator
- Peninsula Community Centre organisational account
- Peninsula & District Before & After School Care and Vacation Care
- Peninsula & District Family Day Care Scheme
- Peninsula & District Occasional Care
- Point Clare Before & After School Care
- Web Youth Service & Drop-In Centre

The Peninsula Community Centre Inc. leases from Gosford City Council and manages on their behalf, the following facilities:

- Peninsula Community Centre
- Yaringaa (a co-location of Meals on Wheels, Community Care Services Dementia Day Care Facility – also known as Geoff Wright Cottage; and Central Coast Case Management Services).

About the Peninsula Community Centre

Our Vision:

Our vision is to build a community where we love to live –
Where every person is safe and supported in their community
Where every person is connected and cared for in their community

Our Mission:

Our mission therefore is to deliver high quality services and programs to children, young people, families and elderly citizens across the Gosford LGA and the wider Central Coast.

- We will build strong networks and partnerships that benefit our community and improve the lives of our service users.
- We will develop our staff and enhance a positive, professional, ethical and supportive workplace.
- We will build a resilient and thriving organisation, committed to doing what's right, and which uses its resources well for the benefit of our service users and community.

Our Values

- **RESPECT:** We value others strengths and abilities and who they are as a person. We show courtesy to everyone. We maintain relationships and keep confidentiality. We uphold professional boundaries. We look after our shared resources and property.
- **COOPERATION:** We value the opportunity to work together on common goals and toward a common purpose. We look for opportunities to work collaboratively and in partnership. We recognise and value the strengths and expertise of other workers and services and seek to work with them to improve outcomes for all in our community. We make our knowledge, skills and resources available to others, both within and outside our organisation.
- **HELPFULNESS:** We value providing assistance and support to every person in a kind and friendly manner. We value being involved, either as individuals or as a group, in working with others to reach their desired outcomes. We actively look for ways to assist one another and do it respectfully, promptly and eagerly.
- **ACHIEVEMENT:** We value and recognise when people accomplish something they have set out to do through their skills, practice, perseverance or exertion. We value a willingness to invest time and energy in learning and then using what has been learned in everyday approaches to work. We value completing what we set out to do, adding value to and making a tangible difference to our community and work.
- **COMMITMENT:** We value following through on decisions and promises we make – we do what we say. We are enthusiastic about bringing our energy and skills into the workplace. We value determination and persistence in achieving our goals. We celebrate when we overcome obstacles.
- **INTEGRITY:** We value honesty, and being straightforward and genuine in all our dealings with people. We will treat every person with dignity and respect. We will be sensitive to diversity and difference. We will resolve interpersonal conflicts in a timely and respectful manner. We will promote positive working relationships and a spirit of collegiality.
- **CREATIVITY:** We value dreaming of what's possible! We value and look for innovative and different ways to do our work more effectively. We value imagination, experimentation, and fun in serving our community.

Service Descriptions

A note about terminology:

The person receiving services is described in Government service specifications as a *client*, a *care recipient*, a *frail aged person*, an *individual*, a *child*, a *parent*, a *family*, or a *person with a disability*. We call each person accessing our services a **service user**.

The focus of services for ageing and disabled service users:

The aim of community aged care services is to help older people maintain an active, involved lifestyle in their own home and in the community, and minimise the risk of them entering a residential aged care facility prematurely.

Types of services for ageing and disabled service users:

Case Management is about assessment of a service user's strengths and needs, support for the individual service user, care planning, care provision, and assistance and advocacy in obtaining the services required from the health system.

Case Management is funded jointly by the Australian and NSW Governments under the Home and Community Care (HACC) Program. The funding is administered by the Ageing, Disability & Home Care (ADHC) section of the NSW Department of Human Services.

Services users eligible for support through HACC include younger people with moderate to severe disabilities; veterans - through Veterans Referral Centre; older people who are frail; people with dementia related disorders; and carers of these eligible service users.

Attendant Care Programs and Disability Support Programs are administered by ADHC and provide individually tailored care programs to younger people with a disability.

Community Options is administered by ADHC and provides case management to people with complex care needs. Service users may need an episodic arrangement, providing case management for as long as they need it, and then coming back to the service at a later date when their needs change.

Community Packages or ComPacks are funded by NSW Health to provide six (6) weeks of case managed community support after a service user is discharged from hospital. An assessment occurs while the service user is still in hospital so that hospital staff can advise on appropriate care. This care may include domestic assistance, personal care, shopping or other support. The case manager works with the service user to provide referrals to other community care services when the six weeks is completed.

Community Aged Care Packages (CACPs) are funded by the Australian Department of Health and Ageing. Care coordinators prepare care plans and monitor each service users. Direct Care Workers provide domestic support, personal care such as showering, transportation, monitoring of medications, meal preparation, social support & advocacy.

Home Modification & Maintenance, Lawn & Garden Services are HACC programs administered by ADHC, providing modifications to a service users home such as grab-rails all the way up to wheelchair ramps and bathroom renovations for easy and safe access. These modifications are all recommended by Occupational Therapists so that the service user can stay in their home as long as possible. The Service also provides home maintenance to eligible service users including lawn cutting, weeding and pruning.

The focus of services for children and families:

The aim of services for children and families is to provide safe environments and educationally sound programs for children and young people, together with support and educational programs for parents and carers.

Types of services for children and families:

The Childcare Services Directorate encompasses programs for children aged 0-12 years including **Occasional Care, Playgroup, Kindy Gym, Family Day Care, Before & After School Care** and **Vacation Care**.

Childcare services are funded through fees charged by session, together with Child Care Benefit support funded through the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and some funding through the NSW Department of Human Services: Community Services.

Children in the Before & After School services can also take part in the **Active After-School Communities program** – a national initiative that provides primary school-aged children with access to free sport and other structured physical activity programs. This program is funded by the Australian Sports Commission.

All these services provide the highest quality care as assessed by the National Childcare Accreditation Council (NCAC).

Web Youth Services is funded by NSW Department of Human Services: Community Services provide advice, assistance, referral and support to young people under 18. The Australian Department of Health & Ageing provides funding for **Alcohol & Others Drugs Counsellors** and NSW Health funds the **Adolescent Primary Health Clinic** that operates on a Friday evening.

The focus of services for the community:

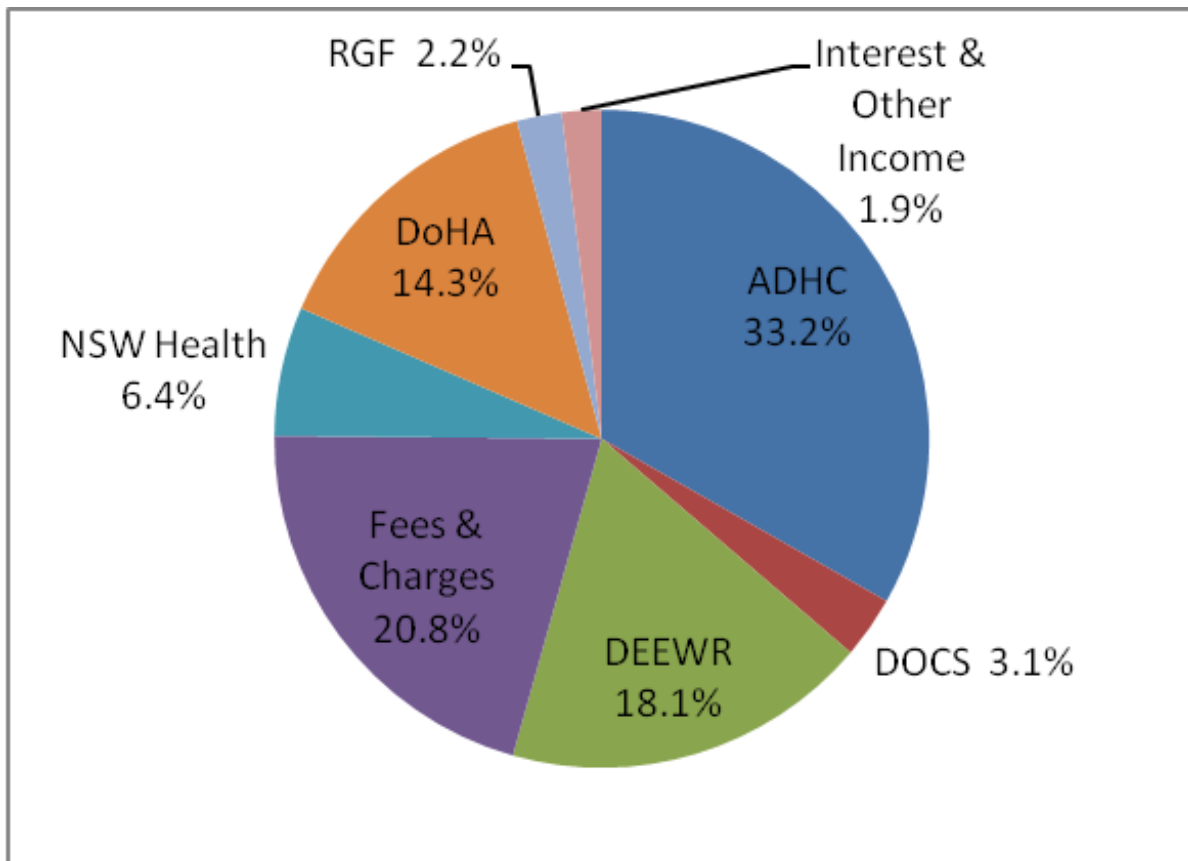
The aim of services for our community is to provide safe, clean and accessible facilities for community groups, events and programs, and to provide programs that increase the wellbeing of people in the community.

Types of services for our community:

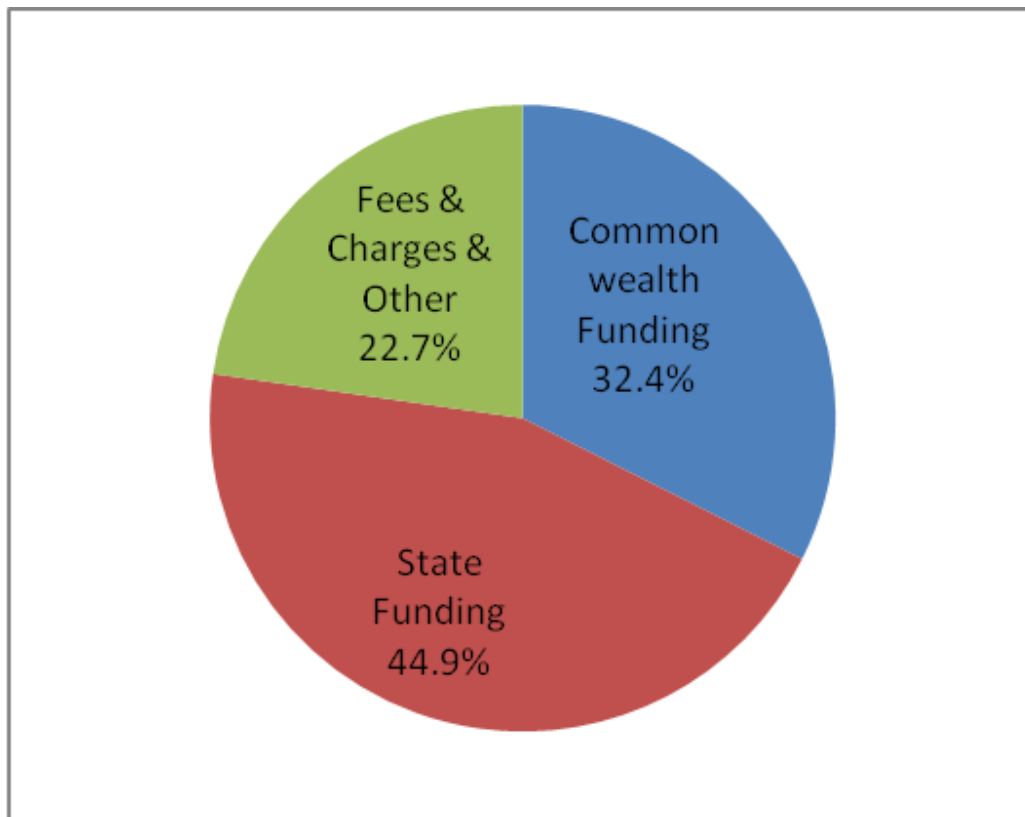
Central Coast Problem Gambling Counselling Service is funded by the NSW Office of Liquor, Gaming & Racing through its Responsible Gambling Fund to provide free counselling to problem gamblers, their families, and to anyone affected by another person's gambling. We also provide community education & public awareness campaigns. Our website provides information, assistance & referrals to Central Coast organisations in 4 different languages: see www.problemgambling.net.au

The Community Centre receives funding from the NSW Department of Human Services: Community Services to provide a community hub offering advice and referrals to community users, with the remaining funding coming from room hire fees and activities fees. Each month, more than 50 community groups and individual hirers use the Community Centre. This means that almost 5,000 patrons participate in activities at the Centre every month!

Income By Source 2009-2010



Income By Type 2009-2010



PRESIDENTS' ANNUAL REPORT

The Peninsula Community Centre and its auspiced programs have once again completed a year of growth and the successful delivery of high quality services. This could not happen without the dedication of our CEO, managers, staff and volunteers. It is their heart, their passion, that serves our community so well.

We have succeeded in meeting the outcomes described in Statement of Strategic Intent:

1. delivering high quality programs and services
2. building strong networks and partnerships
3. enhancing people and culture
4. creating organisational capacity and capability

Our Childcare Services including Family Day Care have all received a High Quality Standard in the latest Accreditation Round. We have built strong relationships with local businesses and our peak bodies such as the Local Community Services Association; we have strengthened our relationships with our funding departments; we have developed clear policies and procedures to help us manage people well; and we have worked hard on what it means to be a sustainable, flexible, strong, high quality organisation.

We know that the year ahead contains many challenges. New quality standards and service specifications will be introduced soon; funding is being reallocated from State to Federal Government with changes to reporting; there are stricter financial and risk management controls that must be put in place to meet ASIC requirements; there are staffing and resourcing constraints; and there are technology plans to implement to support this work.

We are confident that the CEO and management team will be able to meet these challenges, just as the Board will rise to meet the challenge of better governance.

All our staff and volunteers are to be commended – thank you for making this year, a great year! Without you, we would not have come so far. Keep the vision in mind and together we will build a wonderful community where we all love to live, where every person is safe and supported, where every person is connected and cared for.

Finally, I would like to thank our consultants and partners who have guided us on this journey: Realise Performance (HR support); Aubrey Brown (legal); Bishop Collins (audit services); and Susie Caldersmith (marketing and communications).

And most importantly, I want to thank my fellow Board members – Max Brigden, Rhonda Mitchell, Gordon Ward, Wendy Ellis - for their friendship, insight, commitment & support. Thank you for making my journey easier.

Katie Smith
President

CEO'S ANNUAL REPORT

If you have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them. — Henry David Thoreau

At last year's Annual General Meeting we presented to you the PCC Strategic Plan covering the period 2010-2015. We presented a new vision, mission and values for the organisation that represented our aspirations for what we could do and what kind of community we wanted to be part of. We have dared to dream of what can be different!

We have built our castles in the air, and this year has been about putting the foundations in place! As promised, we have focussed on sustainability: ensuring strength and flexibility in all programs and services. And this is critical for future service delivery.

New service specifications, performance contracts and quality standards are on their way:

- All our children's services – before & after school care, occasional care, family day care – are being drawn into a standard National Quality Framework of accreditation and regulation to apply from 1 January 2012.
- The Home and Community Care Programs (HACC) for people aged over 65, currently delivered through Central Coast Case Management Services and Home Modifications & Maintenance, will be funded entirely by the Commonwealth Department of Health and Ageing from 1 July 2015. This transition from the Ageing, Disability & Home Care (ADHC) section of the NSW Department of Human Services has already begun.
- All HACC Programs, together with the Community Aged Care Packages currently delivered by Complete Care Aged Services, will have to meet the new Community Care Common Standards and quality reporting standards from 1 March 2011.
- The former CSGP-funded services – the neighbourhood centre co-ordinator and the Web Youth Service – are now funded by Community Services through Community Builders and the Early Intervention and Placement Prevention programs. Both involve new service specifications, performance requirements and quality reporting to take effect from July 2011.
- Central Coast Problem Gambling Service has just about completed its workplan for the QMS Quality Report and will undergo a quality review with the new Quality Improvement Council Standards and Accreditation Program in July 2011.

We have worked closely with consultants on improving our systems, processes and structures:

- Together with Realise Performance we have been refreshing our policies & procedures, aligning them with the quality standards, finalising the competency

frameworks, and getting ready for the transition from 1 January 2011 into the Modern Award system under the Fair Work Act.

- Bishop Collins Chartered Accountants have guided us as we enhanced our financial controls and risk management processes, and have conducted this year's independent audit – one of the most rigorous faced by the PCC.
- Susie Caldersmith has completed a review of our marketing and communications strategies and has laid the groundwork for a comprehensive approach to internal and external communications, brand management and marketing.
- JTM Infotech has guided us in assessing our computers and technology infrastructure and helping us move more firmly into the 21st Century. In particular, JTM has worked with us in reviewing our current client management system – The Care Manager – and identifying other offerings in the market. This review has been completed and, using service improvement funding from ADHC, the Department of Veteran's Affairs and Community Services, we are investing in a new client-focussed case management system that will be rolled out across the entire organisation, not just in CCCMS and CCAS.

We have seen success in new funding and visits by federal and State politicians:

- ADHC recognised the innovative practice developed by CCCMS in their Tuckerbox and Dinner Together projects. A further \$121,000 in funding was received during a visit by the new NSW Minister for ADHC, the Hon Peter Primrose.
- The Attorney General's department announced that the PCC & CCCMS was successful in tendering for grants under the Proceeds of Crime Act. \$150,000 will be provided for a Safety and Security for Seniors crime prevention and education project. The Commonwealth Minister for Home Affairs, the Hon. Brendan O'Connor visited the PCC to make the announcement.
- Under the guidance and persistence of Michelle Remy, Centre Coordinator, an NEC Internet Kiosk for Seniors has been established – with two new computers! – offering free training for older people who want to learn basic computer and internet use skills.
- The Hon Justine Elliot visited the PCC to meet with staff from CCCMS and CCAS, and especially with service users from CCAS. Although no funding was announced, this was a good opportunity to share our vision for the PCC and our commitment to delivering high quality care, and to remind the minister of our application for more community aged care packages.
- The Hon Marie Andrews MP has remained a regular visitor to the PCC and a strong supporter of our community programs. The outgoing Labor representative the Hon Belinda Neal MP has visited and continued her support for the PCC's programs, especially the Web Youth Service. The new Labor representative the Hon Deborah O'Neill has also been a regular visitor offering support and encouragement and we are certain that our friendship will grow.

We have also celebrated success with the 25th Anniversary of the School for Seniors, and increasing patronage and use of the Community Centre, especially on weekends.

In the midst of this success, we have seen new staff join us and had sad farewells for others. This reminds us that at the core of any great organisation are great people! We have worked hard on identifying what values are important to our staff and these are now the organisation's values. We hold strongly to them, knowing that our commitment to being the right kind of person means that we will deliver the right kind of service to each and person in the community. Our "doing" will flow out of our "being."

And so I have the wonderful privilege of again thanking our dedicated and talented staff. Your passion for caring, to quality, to being the right kind of person mean that we can journey across this sea of change with confidence.

I would like to thank the Board Members of the PCC for their dedication to the work of the organisation and their personal support and encouragement over this past year. I would also like to thank my management team who have challenged me and responded to our shared vision. Thank you for your dedication and enthusiasm.

We may build our castles in the air. We may dare to dream of a better and brighter future.

Together we will lay the foundations for success. We will build a better tomorrow.

I wish all of you a happy and safe holiday season and a successful 2010-11.

Andrew Tuck
Chief Executive Officer



2009-2010 FINANCIAL REPORT

The 2009-2010 financial year is the first year that Bishop Collins Chartered Accountants have acted as our auditors. The Board took the opportunity to request a much more detailed audit of the services and programs auspiced and run by the Peninsula Community Centre. We are very pleased by the detail and analysis provided by Mr David McClelland and the audit team at Bishop Collins.

The 2009-2010 year has been another strong operational year with most services meeting or exceeding their contracted specifications. However, financially, the organisation has sustained a loss of \$344,488.

More than half the loss is due to an increase in Workers Compensation insurance premiums. These have increased from \$81,738 in 2009 to \$265,258 in 2010. This increase occurred because of three large claims and a spate of smaller injuries.

The CEO and the OHS Safety Committee are to be commended in working hard throughout this year to reduce the incidence of injury and the establishment of an excellent return to work program. Although we will continue to see workers compensation premiums remain high over the next two years because of the way workers compensation works, we expect to see a return to our normal premium as our safety programs take effect.

General insurance costs have also increased 63% although the impact in monetary terms is relatively small at an extra \$18,812.

Staff Training has increased 82% over last year. With new regulations and requirements from funding bodies now stipulating a minimum qualification we have concentrated on improving the skills of our existing staff. For example, childcare assistants can no longer be untrained volunteers. Every childcare assistant must have a minimum Certificate III in Childcare.

These new requirements have seen training costs increase from \$62,277 in 2009 to \$122,902 this year. The CEO and managers are to be commended for the relationships forged with various Registered Training Organisations that have kept training costs to a minimum as we meet these new regulatory challenges.

Employee Entitlements have increased by 74% as staff have worked harder and not taken the leave owing to them. Although staff are to be commended for their commitment to our service users and to the PCC, we do have an obligation to ensure that staff are well rested and take their annual leave when it is due.

Fringe Benefits liabilities have also increased from \$49,663 last year to \$65,772 this year. The CEO and our management team are working on reducing both the vehicle fleet numbers and the asset value so that future FBT liabilities are reduced.

Other significant increases contributing to this year's loss include an extra \$40,178 in depreciation costs as we wrote off assets no longer owned; consultancy fees (up 218% or

\$14,050) as we dealt with legal and industrial relations issues; and auditing services (up 101% or \$18,761) as we completed a much more thorough audit of our accounts.

Despite this year's loss, the Peninsula Community Centre remains in a strong financial position with more than \$1.8 million in equity.

With the risk management strategies put in place by the CEO and management team, we are confident that the Association will quickly return to profitability. Therefore it is with pleasure that I present the financial year 2009-2010 accounts to the membership.

These financial accounts cover the following 16 government funded & unfunded programs / services which are administered by the Peninsula Community Centre Inc.

In alphabetical order:

- i. Central Coast Case Management Services
- ii. Central Coast Problem Gambling Service.
- iii. Centre Activities
- iv. Complete Care Aged Services
- v. Neighbourhood Centre Co-ordinator
- vi. Erina Before & After School Care
- vii. Gosford Before & After School Care
- viii. Gosford Vacation Care
- ix. Gosford Home Modifications & Maintenance
- x. Peninsula & District Before & After School Care
- xi. Peninsula & District Vacation Care
- xii. Peninsula & District Family Day Care
- xiii. Peninsula & District Occasional Care.
- xiv. Peninsula Community Centre Inc
- xv. Point Clare Before & After School Care
- xvi. The WEB Youth Service.