

ANNUAL REPORT



2023 - 2024



President's Report

DR SANDRA WOODBRIDGE

It gives me great pleasure to once again present the Presidents Report for the Financial Year 2023-2024. As you can see from the Financial Reports, we end this year in a very positive situation, ready to move forward in the forever changing environment that delivering services to older people in their homes has become.

2023 - 2024

For the last few years, organisations such as Flexi Care have been operating in an environment of significant uncertainty and change. Despite this, we have continued to deliver services to our clients in ways that were both responsive to client needs, creative and fiscally sound for the organisation and for our stakeholders. In the back of all our conversations/planning and decision-making activities, there has been almost a fear of the unknown which has permeated the sector as we waited for Government to legislate their response to matters addressed in the Aged Care Royal Commission.

Meanwhile on a day-to-day basis, the staff at Flexi Care have worked tirelessly to prepare the organisation including establishing new accounting systems and processes, responding to on-going requests for information/data, and participating in industry consultations and forums to name just of a few. This was in addition to continuing to provide services to our clients that are responsive to their individual needs and are fiscally sound. Well done to all.

During these uncertain times, the staff, led so admirably by our General Manager, Adrian Morgan have continued to ensure that the needs of our clients have been paramount. I would like to give my sincere thanks to all the staff who have shown such commitment and dedication during this time. Our thanks particularly go to Julie Herbert and the Finance team who, through their diligence and guidance, together with our Treasurer Rod Innes have ensured that we are in a sound financial position for another year.

As I sit here to-day writing this years' Annual Report, the new Aged Care Bill 2024 has been tabled in Federal Parliament at last. Whilst I am sure there will be many nuances to be addressed as we move forward in this new environment and to implementing the Support at Home program in particular, I would like to thank Adrian for his support and guidance to myself and to all the members of our Board. Thanks also to Board members Dr Merelie Hall, Mr Rod McDonald, Mr Rod Innes and our newest board member Mr Ian McKenzie for your commitment and dedication also. To Ann Beattie, who provides wonderful Secretariat support to the Board and works across many areas of Flexi care, thank you for caring. We look forward to another very successful 2024/2025 year as we navigate this new environment.



ACKNOWLEDGEMENTS

A man and a woman are standing in a field of tall sunflowers. The man, on the left, is wearing a tan baseball cap and a dark shirt. The woman, on the right, has dark hair and is wearing a light-colored top. They are both smiling and making a heart shape with their hands in front of them. The background is a vast field of yellow sunflowers under a clear blue sky.

ARTHUR RUCKERT - BEQUEST

Flexi Care wishes to acknowledge the very generous bequest received from the estate of the late Arthur Ruckert who was a Flexi Care client from 2017 to 2022. Part of the bequest was received during the 2023/24 financial year and a further amount was received this year.

We have already devoted the funds received to purchases for the benefit of clients. In particular, we have been able to upgrade and renew the facilities for clients at all our podiatry clinics across the region.

We also wish to thank Mr Ruckert's family for their support of his bequest.

A large heart shape is formed by many small, colorful plastic bottle caps. The caps are in various colors including yellow, orange, red, and blue. They are arranged in a way that creates a textured, mosaic-like effect. The heart is set against a dark background.

CELEBRATING 30 YEARS DR MERELIE HALL

On behalf of the entire organisation, I want to extend our deepest gratitude for Merelie's remarkable 30 years of dedicated service on the Board. Her unwavering commitment, insightful guidance, and steadfast clinical knowledge have been instrumental in shaping our success and growth. Her contributions have left an indelible mark on Flexi Care, and we are profoundly grateful for her effort and invaluable wisdom. Thank you for your extraordinary dedication and for being an inspiring pillar of our community - Adrian Morgan



FINACIAL STATEMENTS

For year ended 30 June 2024

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FLEXI CARE INC
INCOME STATEMENT
For the year ended 30 June 2024

	Note	2024 \$	2023 \$
Income			
Client contributions - individual		492,497	443,796
Client contributions - group		52,716	52,801
Client fees for services		319,825	268,454
Podiatry sales revenue		3,517	6,207
HCP - individual services		2,389,634	2,051,701
HCP - purchases		1,295,399	1,032,695
HCP Allied Health - individual		127,024	114,131
HCP Allied Health - group		23,921	11,956
HCP - Social - group		151,154	25,068
HCP - care management		906,755	579,891
HCP - package management		597,919	648,025
HCP - fees/adjustments		(27,596)	(4,558)
CHSP funding - individual		1,837,843	1,535,735
CHSP funding - group		197,577	222,574
CHSP Allied Health funding - individual		989,952	869,064
CHSP Allied Health funding - group		323,259	327,585
Other funded podiatry		19,487	46,140
VHC funding		221,946	231,763
Annual membership		25	39
Donations and bequests		53,291	1,742
Interest		97,527	36,674
Sundry revenue		-	127,954
Profit on disposal of assets		50,234	15,455
		<u>10,123,906</u>	<u>8,644,892</u>
Expenditure			
Direct operating costs		5,261,165	4,529,727
Travel - direct care mileage		285,474	247,804
Travel - mv running expenses		50,913	48,425
Travel - volunteer milage		2,200	6,798
Taxi vouchers		69,084	59,080
Transport - clinic visits		69	135
Transport - group activities		56,179	39,089
Transport - group outings		31,181	18,138
Administration wages & oncosts		836,061	687,244
Administration other employment expenses		230	2,632
Administration recruitment		6,875	600
Administration health & wellbeing		2,003	1,009
Finance wages & oncosts		410,507	403,801
Finance other employment expenses		405	488
Finance health & wellbeing		150	400
Management wages & oncosts		1,575,093	1,254,655

FLEXI CARE INC
INCOME STATEMENT
For the year ended 30 June 2024

	Note	2024 \$	2023 \$
Expenditure (cont'd)			
Management other employment expenses		5,923	4,215
Management health & wellbeing		1,052	1,320
Rostering wages & oncosts		132,914	345,417
Rostering training		-	76
Rostering health & wellbeing		430	354
Volunteer coordinator wages & oncosts		-	17,164
Volunteer coordinator health & wellbeing		-	36
Service management IT		129,504	112,251
Communication, marketing		5,306	7,189
Service management contractors		56,133	60,823
Cleaning, gardening		7,063	507
Electricity		16,670	14,689
Insurance office f&f, contents		15,946	14,460
Repairs & maintenance - office/yard		14,620	20,643
Rent - podiatry clinics		31,632	32,509
Water charges		486	986
Property ownership costs		40,881	18,737
Equipment, furniture (non-capital)		14,300	6,034
Equipment r&m, maintenance agreement		11,528	36,954
Fees		19,429	18,416
Fixed asset charges		143,960	161,396
Insurance		11,948	10,998
Postage, printing, stationery		29,162	24,228
Telecommunications		22,094	30,580
Travel - indirect		35,580	27,589
Other indirect service costs		14,984	13,316
		<u>9,349,134</u>	<u>8,280,912</u>
Operating surplus/(deficit) for year		<u>774,772</u>	<u>363,980</u>
Non-operating items:			
-		-	-
Surplus/(deficit) for year		<u>774,772</u>	<u>363,980</u>
Accumulated funds at start of year		3,118,640	2,754,660
Accumulated funds at end of year	8	3,893,412	3,118,640

The accompanying notes form part of this financial report.

FLEXI CARE INC
BALANCE SHEET
As at 30 June 2024

	Note	2024 \$	2023 \$
Current Assets			
Cash and bank accounts	2	2,785,793	2,332,981
Receivables	3	934,239	801,818
Prepayments		<u>127,524</u>	<u>141,102</u>
Total current assets		<u>3,847,556</u>	<u>3,275,901</u>
Non-Current Assets			
Property, plant and equipment	4	<u>2,037,063</u>	<u>1,578,167</u>
Total non-current assets		<u>2,037,063</u>	<u>1,578,167</u>
Total assets		<u>5,884,619</u>	<u>4,854,068</u>
Current Liabilities			
Payables	5	476,388	482,623
Employee benefits provisions	6	670,308	700,339
Contract liabilities	7	<u>0</u>	<u>91,956</u>
Total current liabilities		<u>1,146,696</u>	<u>1,274,918</u>
Non-Current Liabilities			
Employee benefits provisions	6	136,567	156,319
Provision for motor vehicle replacement		<u>268,776</u>	<u>249,365</u>
Total non-current liabilities		<u>405,343</u>	<u>405,684</u>
Total liabilities		<u>1,552,039</u>	<u>1,680,602</u>
Net Assets		<u>4,332,580</u>	<u>3,173,466</u>
Equity			
Accumulated funds	8	3,893,412	3,118,640
Reserves	9	<u>439,168</u>	<u>54,826</u>
Total equity		<u>4,332,580</u>	<u>3,173,466</u>

The accompanying notes form part of this financial report.

FLEXI CARE INC
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 30 June 2024

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Qld). The association is a not-for-profit entity. The Committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Income Tax

The association is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

(b) Property, Plant and Equipment and Depreciation

Plant and equipment is brought to account at cost and is depreciated over its useful life.

Land and buildings are measured at fair value. Fair value is based on periodic valuations either by independent valuers or by the Committee. Land and buildings are not depreciated.

Provision for motor vehicle replacement

An amount is incorporated into expenses for the future replacement of vehicles. This amount is set aside in a provision account until it is utilised on the acquisition of new vehicles.

Vehicles purchased with funds from this provision are not depreciated as the expense has previously been recognised.

(c) Employee Benefits

Provision is made for the association's liability for employees' annual leave accrued at year-end.

Provision is also made for the association's liability for employees' long service leave accrued at year-end for employees with five or more years' service. The association's liability for long service leave excludes amounts which are covered under the QLeave Portable Long Service Leave scheme.

Long service leave accrued for a service period of 10 years or more is shown as a current liability.

Long service leave accrued for a service period of between 5 to 10 years is shown as a non-current liability.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

FLEXI CARE INC
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 30 June 2024

Note 1: Summary of Significant Accounting Policies (cont'd)

(d) Revenue and Contract Assets and Liabilities

Operating revenue is recognised in profit or loss over time as the association satisfies its performance obligations under the terms of agreements.

If there are no performance obligations under the terms of an agreement, income is recognised immediately.

Where the association satisfies its performance obligations but has not yet received payment, a contract asset is recognised for the work previously performed. When invoicing takes place, any amount that has previously been classified as a contract asset will be reclassified to trade receivables.

Funding received but not yet spent, where there is an obligation to spend the remaining amount in the future in accordance with performance obligations, is shown in the balance sheet as a contract liability (Unspent Funds).

Funding received where the agreed level of performance was not met and there is only a possibility that the funding may be required to be returned to the funding provider, is shown in the balance sheet as a provision liability (Provision for Unspent Funding).

If the association receives contributions of assets for nil or a nominal consideration, these assets are recognised at fair value on the date of acquisition in the balance sheet, with a corresponding amount of income recognised in profit or loss.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised as it accrues.

Revenue from the rendering of a service is recognised upon the delivery of the service.

All revenue is stated net of the amount of goods and services tax.

(e) Leases

A right-of-use asset and a corresponding lease liability is recognised by the association where the association is a lessee, except for short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets which are recognised as an operating expense.

FLEXI CARE INC
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2024

	2024 \$	2023 \$
Note 2: Cash and bank accounts		
Cash floats	414	1,146
Westpac - Cheque account	369,459	495,768
Westpac - Cash Reserve account	307,230	301,863
Westpac - Debit Card account	6,695	4,543
Westpac - Term Deposits	500,000	-
Suncorp - Business Saver account	1,601,994	1,526,231
Suncorp - Business Everyday account	1	1
Westpac - Social Club account	-	3,429
	<u>2,785,793</u>	<u>2,332,981</u>
Note 3: Receivables		
Trade debtors	406,168	359,976
Sundry debtors	41,295	37,101
HCP Clearing account	486,776	404,741
	<u>934,239</u>	<u>801,818</u>
Note 4: Property, plant & equipment		
Land & buildings - Dividend St Mansfield :		
- at Independent Valuation 2024	1,750,000	1,350,000
- additions since latest valuation at cost	-	15,658
	<u>1,750,000</u>	<u>1,365,658</u>
Plant & equipment:		
Administration - at cost	280,106	243,815
Less accumulated depreciation	<u>(179,995)</u>	<u>(148,152)</u>
	<u>100,111</u>	<u>95,663</u>
CHSP Care Services - at cost	245,597	264,641
Less accumulated depreciation	<u>(200,730)</u>	<u>(231,898)</u>
	<u>44,867</u>	<u>32,743</u>
CHSP Allied Health - at cost	324,002	304,832
Less accumulated depreciation	<u>(216,655)</u>	<u>(233,135)</u>
	<u>107,347</u>	<u>71,697</u>
Home Care Packages - at cost	165,534	136,070
Less accumulated depreciation	<u>(133,209)</u>	<u>(126,683)</u>
	<u>32,325</u>	<u>9,387</u>
QCC Care Services - at cost	16,800	18,321
Less accumulated depreciation	<u>(14,387)</u>	<u>(15,302)</u>
	<u>2,413</u>	<u>3,019</u>
Total plant & equipment	<u>287,063</u>	<u>212,509</u>

FLEXI CARE INC
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2024

	2024 \$	2023 \$
Note 4: Property, plant & equipment (cont'd)		
Total property, plant & equipment	<u>2,037,063</u>	<u>1,578,167</u>
Note 5: Payables		
Trade creditors	476,388	473,977
Other creditors	<u>-</u>	<u>8,646</u>
	<u>476,388</u>	<u>482,623</u>
Note 6: Employee benefits provisions		
Current:		
Annual leave provision	475,616	440,007
Long service leave provision (10 years or more service)	<u>194,692</u>	<u>260,332</u>
	<u>670,308</u>	<u>700,339</u>
Non-Current:		
Long service leave provision (5 to 10 years service)	<u>136,567</u>	<u>156,319</u>
Note 7: Contract liabilities		
HCP unspent funds	<u>-</u>	<u>91,956</u>
	<u>0</u>	<u>91,956</u>
Note 8: Accumulated funds		
Represented by:		
Organisation - Shared	1,953,665	1,693,704
Home Care Packages	2,017,065	1,440,869
CHSP Individual Care Services	(566,486)	(247,647)
CHSP Group Social Activities	75,025	18,220
CHSP Podiatry	72,403	(9,723)
CHSP Group Allied Health Activities	282,432	122,123
CHSP Individual Allied Health	31,054	13,426
Veterans Home Care	54,847	43,736
Brokered/Private Podiatry	(37,253)	(19,930)
EPC/DVA Podiatry	(76,135)	(51,081)
Private Care Services	(20,703)	7,445
Pre-fy2023 Program categories:		
CHSP Care Services	(731,880)	(731,880)
CHSP Allied Health	871,671	871,671
Other Care Services	18,174	18,174
Other Allied Health	<u>(50,467)</u>	<u>(50,467)</u>
	<u>3,893,412</u>	<u>3,118,640</u>
Note 9: Reserves		
Asset Revaluation Reserve:		
Dividend St property	<u>439,168</u>	<u>54,826</u>

FLEXI CARE INC
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 30 June 2024

	2024 \$	2023 \$
Note 10: Key management personnel remuneration		
The remuneration paid to key management personnel during the year	<u>327,813</u>	<u>315,706</u>
Note 11: Related party transactions		
During the year the association did not enter into any material related party transactions.		
Note 12: Statement of Mortgages, Charges and Securities		
At balance date there were no mortgages, charges or securities of any description affecting any of the property of the Association.		

FLEXI CARE INC

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the accompanying financial report:

1. presents a true and fair view of the financial position of Flexi Care Inc as at 30 June 2024 and its performance for the year ended on that date.
2. at the date of this statement, there are reasonable grounds to believe that Flexi Care Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

S. Woodbridge

President

Name:

Sandra Woodbridge

RL

Treasurer

Name:

ROD INNES

Date:

28/8/24

INDEPENDENT AUDITOR'S REPORT

to the members of

FLEXI CARE INC.

Opinion

We have audited the financial report of Flexi Care Inc (the association), which comprises the balance sheet as at 30 June 2024, the income statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2024 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 1981 (Qld).

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 ethical 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.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act 1981 (Qld) and of its constitution. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act 1981 (Qld) and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a 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 association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has 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 the 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 this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement 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.

INDEPENDENT AUDITOR'S REPORT

to the members of

FLEXI CARE INC.

- 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 committee.
- Conclude on the appropriateness of the committee's 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 the committee 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.



Michael Rice
Michael Rice & Associates
Institute of Public Accountants

Brisbane
2 September 2024

INCOME AND EXPENDITURE STATEMENT
HOME CARE PACKAGES
For the year ended 30 June 2024

	2024	2023
	\$	\$
Income		
HCP - individual services	2,389,634	2,051,701
HCP - purchases	1,295,399	1,032,695
HCP Allied Health - individual	127,024	114,131
HCP Allied Health - group	23,921	11,956
HCP - Social - group	151,154	25,068
HCP - care management	906,755	579,891
HCP - package management	597,918	648,025
HCP - fees/adjustments	(27,596)	(4,558)
Sundry revenue	2	945
	<u>5,464,211</u>	<u>4,459,854</u>
Expenditure		
Direct client service costs	2,972,036	2,370,133
Travel - direct care mileage	148,575	126,852
Travel - mv running expenses	11,088	6,533
Travel - volunteer mileage	289	3,508
Taxi vouchers	29,615	30,087
Transport - group activities	12,016	1,528
Administration wages & oncosts	310,329	224,831
Administration other employment expenses	120	268
Administration recruitment	3,394	218
Administration health & wellbeing	686	417
Finance wages & oncosts	204,240	201,640
Finance other employment expenses	158	202
Finance health & wellbeing	59	171
Management wages & oncosts	879,449	790,934
Management other employment expenses	2,003	1,961
Management health & wellbeing	505	1,086
Rostering wages & oncosts	72,643	199,255
Rostering training	-	46
Rostering health & wellbeing	232	217
Service management IT	50,767	45,067
Communication, marketing	1,365	1,993
Service management contractors	22,066	24,368
Cleaning, gardening	2,755	210
Electricity	6,561	5,871
Insurance office f&f, contents	6,272	5,756
Rent	29,015	28,360
Repairs & maintenance - office/yard	5,301	8,178
Rent - podiatry clinics	1,094	733
Water charges	191	391
Equipment, furniture (non-capital)	4,162	2,031
Equipment r&m, maintenance agreement	3,184	12,143
Fees	7,600	6,995
Fixed asset charges	45,192	52,995
Insurance	4,823	4,543
Postage, printing, stationery	11,480	9,191
Telecommunications	8,679	12,036
Travel - indirect	24,299	19,701
Other indirect service costs	5,772	5,202
	<u>4,888,015</u>	<u>4,205,651</u>
Surplus/(Deficit)	576,196	254,203

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
CHSP INDIVIDUAL CARE SERVICES
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	284,651	256,930
CHSP funding - individual	1,452,338	1,248,322
Donations and bequests	262	716
Sundry revenue	-	1,179
	<u>1,737,251</u>	<u>1,507,147</u>
Expenditure		
Direct client service costs	993,185	943,907
Travel - direct care mileage	95,327	88,963
Travel - mv running expenses	6,134	3,236
Travel - volunteer milage	1,560	2,240
Taxi vouchers	3,441	3,954
Administration wages & oncosts	303,854	179,338
Administration other employment expenses	97	61
Administration recruitment	3,131	158
Administration health & wellbeing	492	207
Finance wages & oncosts	94,219	84,077
Finance other employment expenses	113	114
Finance health & wellbeing	41	97
Management wages & oncosts	346,420	186,201
Management other employment expenses	2,069	1,013
Management health & wellbeing	387	62
Rostering wages & oncosts	52,483	125,323
Rostering training	-	26
Rostering health & wellbeing	173	117
Service management IT	35,792	27,562
Communication, marketing	915	2,406
Service management contractors	15,611	15,145
Cleaning, gardening	1,972	118
Electricity	4,632	3,647
Insurance office f&f, contents	4,432	3,614
Rent	25,072	24,970
Repairs & maintenance - office/yard	3,730	5,174
Water charges	134	245
Equipment, furniture (non-capital)	2,448	1,045
Equipment r&m, maintenance agreement	1,857	7,029
Fees	5,351	4,758
Fixed asset charges	23,025	15,804
Insurance	3,465	2,853
Postage, printing, stationery	6,338	5,221
Telecommunications	6,141	7,775
Travel - indirect	7,957	5,054
Other indirect service costs	4,091	3,280
	<u>2,056,089</u>	<u>1,754,794</u>
Surplus/(Deficit)	(318,838)	(247,647)

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
CHSP GROUP SOCIAL ACTIVITIES
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	2,723	-
Client contributions - group	34,888	33,745
CHSP funding - individual	385,505	287,413
CHSP funding - group	197,577	222,574
	<u>620,693</u>	<u>543,732</u>
Expenditure		
Direct client service costs	209,000	183,804
Travel - direct care mileage	14,052	8,475
Travel - mv running expenses	14,712	16,374
Travel - volunteer milage	219	617
Transport - group activities	17,987	14,804
Transport - group outings	31,181	18,138
Administration wages & oncosts	77,476	77,250
Administration other employment expenses	-	48
Administration recruitment	-	59
Administration health & wellbeing	224	124
Finance wages & oncosts	30,988	31,209
Finance other employment expenses	36	50
Finance health & wellbeing	11	31
Management wages & oncosts	93,248	71,333
Management other employment expenses	517	335
Management health & wellbeing	15	58
Volunteer coordinator wages & oncosts	-	17,164
Volunteer coordinator health & wellbeing	-	36
Service management IT	11,498	10,553
Communication, marketing	1,903	442
Service management contractors	5,047	5,754
Cleaning, gardening	650	45
Electricity	1,493	1,367
Insurance office f&f, contents	1,433	1,353
Rent	5,068	5,068
Repairs & maintenance - office/yard	1,202	1,888
Water charges	45	96
Equipment, furniture (non-capital)	561	293
Equipment r&m, maintenance agreement	600	2,498
Fees	1,914	1,877
Fixed asset charges	32,571	44,224
Insurance	985	943
Postage, printing, stationery	5,180	4,564
Telecommunications	2,005	2,829
Travel - indirect	691	588
Other indirect service costs	1,377	1,221
	<u>563,889</u>	<u>525,512</u>
Surplus/(Deficit)	56,804	18,220

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
CHSP PODIATRY
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	182,405	158,237
CHSP Allied Health funding - individual	858,799	774,971
Sundry revenue	-	295
Profit on sale of assets	1,334	-
	<u>1,042,538</u>	<u>933,503</u>
Expenditure		
Direct client service costs	547,651	533,594
Travel - direct care mileage	8,031	6,576
Travel - mv running expenses	14,002	15,186
Taxi vouchers	36,028	25,040
Transport - clinic visits	69	135
Administration wages & oncosts	71,069	111,105
Administration other employment expenses	-	1,565
Administration recruitment	-	66
Administration health & wellbeing	170	121
Finance wages & oncosts	36,454	35,213
Finance other employment expenses	43	52
Finance health & wellbeing	19	41
Management wages & oncosts	120,234	90,658
Management other employment expenses	579	332
Management health & wellbeing	59	37
Service management IT	14,048	11,841
Communication, marketing	722	1,268
Service management contractors	6,035	6,333
Cleaning, gardening	762	58
Electricity	1,809	1,546
Insurance office f&f, contents	1,715	1,514
Rent	23,515	22,508
Repairs & maintenance - office/yard	2,326	2,210
Rent - podiatry clinics	25,844	24,518
Water charges	52	103
Equipment, furniture (non-capital)	4,802	1,595
Equipment r&m, maintenance agreement	3,929	8,515
Fees	1,999	1,821
Fixed asset charges	29,358	30,572
Insurance	1,179	1,055
Postage, printing, stationery	3,161	2,767
Telecommunications	2,363	3,182
Travel - indirect	813	735
Other indirect service costs	1,573	1,364
	<u>960,413</u>	<u>943,226</u>
Surplus/(Deficit)	82,125	(9,723)

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
CHSP GROUP ALLIED HEALTH ACTIVITIES
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - group	17,828	19,056
CHSP Allied Health funding - individual	29,710	-
CHSP Allied Health funding - group	323,259	327,585
	<u>370,797</u>	<u>346,641</u>
Expenditure		
Direct client service costs	86,236	96,251
Travel - direct care mileage	170	403
Travel - volunteer milage	132	432
Transport - group activities	26,176	22,757
Administration wages & oncosts	17,661	23,988
Administration other employment expenses	-	17
Administration recruitment	-	31
Administration health & wellbeing	264	13
Finance wages & oncosts	14,618	16,719
Finance other employment expenses	17	25
Finance health & wellbeing	5	20
Management wages & oncosts	43,185	39,607
Management other employment expenses	222	169
Management health & wellbeing	7	47
Service management IT	5,571	5,572
Communication, marketing	143	221
Service management contractors	2,469	2,993
Cleaning, gardening	317	27
Electricity	697	739
Insurance office f&f, contents	700	722
Rent	5,068	5,068
Repairs & maintenance - office/yard	604	1,026
Water charges	21	50
Equipment, furniture (non-capital)	265	154
Equipment r&m, maintenance agreement	293	1,382
Fees	866	939
Fixed asset charges	1,218	1,529
Insurance	481	503
Postage, printing, stationery	1,124	634
Telecommunications	975	1,518
Travel - indirect	337	314
Other indirect service costs	647	647
	<u>210,489</u>	<u>224,517</u>
Surplus/(Deficit)	160,308	122,124

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
CHSP INDIVIDUAL ALLIED HEALTH
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	5,308	3,125
CHSP Allied Health funding - individual	101,443	94,093
Donations	-	5
	<u>106,751</u>	<u>97,223</u>
Expenditure		
Direct client service costs	70,519	64,915
Administration wages & oncosts	1,479	2,177
Administration other employment expenses	-	22
Administration recruitment	-	8
Administration health & wellbeing	61	54
Finance wages & oncosts	4,418	4,714
Finance other employment expenses	5	5
Finance health & wellbeing	2	5
Management wages & oncosts	6,478	5,231
Management other employment expenses	73	53
Management health & wellbeing	2	-
Service management IT	1,667	1,544
Communication, marketing	28	60
Service management contractors	725	844
Cleaning, gardening	90	7
Electricity	219	203
Insurance office f&f, contents	206	202
Rent	1,267	1,267
Repairs & maintenance - office/yard	166	290
Water charges	6	13
Equipment, furniture (non-capital)	73	46
Equipment r&m, maintenance agreement	86	389
Fees	247	276
Fixed asset charges	356	450
Insurance	142	140
Postage, printing, stationery	236	179
Telecommunications	287	434
Travel - indirect	97	87
Other indirect service costs	188	182
	<u>89,123</u>	<u>83,797</u>
Surplus/(Deficit)	17,628	13,426

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
VETERANS HOME CARE
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	7,430	8,757
VHC funding	221,946	231,763
Sundry revenue	-	56
	<u>229,376</u>	<u>240,576</u>
Expenditure		
Direct client service costs	124,385	125,740
Travel - direct care mileage	10,834	10,821
Travel - mv running expenses	10	88
Administration wages & oncosts	20,563	15,637
Administration other employment expenses	11	8
Administration recruitment	269	24
Administration health & wellbeing	35	15
Finance wages & oncosts	9,316	11,990
Finance other employment expenses	14	16
Finance health & wellbeing	4	14
Management wages & oncosts	32,348	24,707
Management other employment expenses	189	151
Management health & wellbeing	43	10
Rostering wages & oncosts	6,351	17,861
Rostering training	-	4
Rostering health & wellbeing	20	18
Service management IT	3,470	3,911
Communication, marketing	78	428
Service management contractors	1,508	2,138
Cleaning, gardening	188	16
Electricity	450	522
Insurance office f&f, contents	429	516
Rent	2,534	2,534
Repairs & maintenance - office/yard	347	737
Water charges	14	35
Equipment, furniture (non-capital)	180	138
Equipment r&m, maintenance agreement	181	1,030
Fees	545	711
Fixed asset charges	1,212	1,620
Insurance	338	407
Postage, printing, stationery	607	719
Telecommunications	591	1,120
Travel - indirect	809	666
Other indirect service costs	391	465
	<u>218,264</u>	<u>224,817</u>
Surplus/(Deficit)	11,112	15,759

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
BROKERED/PRIVATE PODIATRY
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client fees for services	249,443	210,218
Podiatry sales revenue	3,417	6,207
Sundry revenue	-	99
	<u>252,860</u>	<u>216,524</u>
Expenditure		
Direct client service costs	163,486	128,306
Travel - direct care mileage	2,387	1,931
Travel - mv running expenses	4,170	4,521
Administration wages & oncosts	21,270	32,208
Administration other employment expenses	-	446
Administration recruitment	-	19
Administration health & wellbeing	49	36
Finance wages & oncosts	10,806	10,416
Finance other employment expenses	12	14
Finance health & wellbeing	5	12
Management wages & oncosts	35,171	26,756
Management other employment expenses	168	104
Management health & wellbeing	17	11
Service management IT	4,161	3,496
Communication, marketing	109	242
Service management contractors	1,791	1,866
Cleaning, gardening	220	17
Electricity	536	457
Insurance office f&f, contents	509	448
Rent	6,971	6,655
Repairs & maintenance - office/yard	690	653
Rent - podiatry clinics	3,046	2,653
Water charges	15	30
Equipment, furniture (non-capital)	1,441	467
Equipment r&m, maintenance agreement	1,115	2,459
Fees	614	567
Fixed asset charges	8,717	9,029
Insurance	350	312
Postage, printing, stationery	697	508
Telecommunications	707	946
Travel - indirect	237	216
Other indirect service costs	716	652
	<u>270,183</u>	<u>236,453</u>
Surplus/(Deficit)	(17,323)	(19,929)

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
EPC/DVA PODIATRY
For the year ended 30 June 2024

	2024 \$	2023 \$
Income		
Client contributions - individual	9,981	16,746
Podiatry sales revenue	100	-
Other funded podiatry	19,487	46,140
	<u>29,568</u>	<u>62,886</u>
Expenditure		
Direct client service costs	29,356	51,247
Travel - direct care mileage	491	1,034
Travel - mv running expenses	795	2,393
Administration wages & oncosts	5,118	18,175
Administration other employment expenses	-	198
Administration recruitment	-	14
Administration health & wellbeing	10	18
Finance wages & oncosts	2,435	5,835
Finance other employment expenses	4	7
Finance health & wellbeing	1	6
Management wages & oncosts	7,872	14,398
Management other employment expenses	30	75
Management health & wellbeing	3	5
Service management IT	1,354	2,037
Communication, marketing	19	107
Service management contractors	386	1,016
Cleaning, gardening	49	6
Electricity	115	248
Insurance office f&f, contents	110	248
Rent	1,587	3,667
Repairs & maintenance - office/yard	138	366
Rent - podiatry clinics	1,647	4,606
Water charges	4	17
Equipment, furniture (non-capital)	308	242
Equipment r&m, maintenance agreement	225	1,345
Fees	141	362
Fixed asset charges	1,910	4,905
Insurance	76	173
Postage, printing, stationery	136	329
Telecommunications	152	559
Travel - indirect	50	105
Other indirect service costs	100	224
	<u>54,622</u>	<u>113,967</u>
Surplus/(Deficit)	(25,054)	(51,081)

The accompanying notes form part of this financial report.

FLEXI CARE INC
INCOME AND EXPENDITURE STATEMENT
PRIVATE CARE SERVICES
For the year ended 30 June 2024

	2024	2023
	\$	\$
Income		
Client fees for services	70,382	58,236
Sundry revenue	-	11
	<u>70,382</u>	<u>58,247</u>
Expenditure		
Direct client service costs	65,310	31,828
Travel - direct care mileage	5,606	2,749
Travel - mv running expenses	2	96
Administration wages & oncosts	7,244	2,536
Administration other employment expenses	2	1
Administration recruitment	81	3
Administration health & wellbeing	14	3
Finance wages & oncosts	3,012	1,987
Finance other employment expenses	3	3
Finance health & wellbeing	2	3
Management wages & oncosts	10,687	4,829
Management other employment expenses	73	22
Management health & wellbeing	14	2
Rostering wages & oncosts	1,438	2,978
Rostering training	-	1
Rostering health & wellbeing	5	3
Service management IT	1,177	669
Communication, marketing	24	22
Service management contractors	494	364
Cleaning, gardening	60	3
Electricity	159	88
Insurance office f&f, contents	140	86
Rent	1,267	1,267
Repairs & maintenance - office/yard	117	122
Water charges	4	6
Equipment, furniture (non-capital)	61	24
Equipment r&m, maintenance agreement	58	163
Fees	151	111
Fixed asset charges	399	267
Insurance	111	68
Postage, printing, stationery	203	117
Telecommunications	195	181
Travel - indirect	289	122
Other indirect service costs	128	78
	<u>98,530</u>	<u>50,802</u>
Surplus/(Deficit)	(28,148)	7,445

The accompanying notes form part of this financial report.



DEVELOPMENTS DURING THE 2023/2024 YEAR

We are pleased to have again been assessed by the Aged Care Quality and Safety Commission as meeting all aged care quality standards.

Flexi Care's Community Adventures program has continued to thrive and always receives strong support from our clients. Our aim is to provide a wide range of outings in the community to support older people to keep connected to the wider South-East Queensland region. There is a Community Adventure of some type scheduled most days of the week. (see photos pages 27 - 29)

We have been delighted to observe that the extreme disruption caused by the peak of the COVID-19 pandemic has subsided, even though COVID remains in the community as an elevated threat to older people's health. In particular, the number of employees away from work for COVID related reasons has now reduced to a far more typical level. Despite being past the worst of COVID, our team members maintain safe working practices, including the use of masks and protective equipment when required, as well as practise standard infection control measures.

Another group of activities receiving strong client support has been the range of programs we offer to promote optimum well-being, health and strength. These include hydrotherapy sessions which are now held four times per week. We are maintaining the long-running Music Therapy and Brain Gains sessions and are pleased to be able to deliver balance and strengthening program options both in the Mansfield Activities Room and in people's homes.

Many clients and families have opted to take up the free opportunity to have an App on their phone which displays details of forthcoming services. It is synchronised to our computer system to show the latest information about the time of the service, the name of the employee scheduled to deliver the assistance, as well as some background information about the employee. Clients can also send and receive messages between themselves and members of the Client Communications Team. The App has been made possible by the adoption of the Sandwai IT system late in the previous financial year.

We have responded to a wide range of additional requirements from the Department of Health and Aged Care including expanded financial reporting, new advisory bodies and reporting of Serious Incidents.

We have been following various announcements from the Department of Health and Aged Care throughout the year about proposed changes to the arrangements for aged care. The changes will commence on 1 July 2025 and will be substantial (see list on page 30).

Community ADVENTURES





The resident ghost
Woodlands at Marburg





PROPOSED CHANGES TO AGED CARE AT HOME

The Government has introduced proposed legislation to Parliament which will make substantial changes to the way aged care operates in future. At this stage much of the detail is still not available but the direction of the changes is clear.

Key changes include:

- Introduction of the Support at Home program to replace the Home Care Packages program from 1 July 2025. All existing home care package clients will automatically transition to the new arrangement from that date.
- A changed co-payment structure will be introduced for older people who were not receiving or assessed as eligible for a home care package by 12 September 2024, the date the suite of changes was announced.
- Support at Home clients will still have individual budgets and plans but will not accumulate unspent funds in the way the home care package program allowed. There will also be greater restrictions on how funds can be used with the enforcement of maximum annual hours for cleaning and gardening assistance in particular.
- The program will allow for additional funding at the end of life to better support people to stay living at home if this is their wish and reduce the need to transfer to a hospital setting.
- Home modifications and equipment will also be purchased from separate funding allocations.
- People currently being assisted through the Commonwealth Home Support Program (CHSP) will transition to Support at Home, probably in mid-2027, although this is yet to be confirmed.

We will keep our clients informed about these changes through the monthly newsletters (Flexible Living) as further detail becomes available.





THANK YOU TO MEMBERS OF THE COMMITTEE OF MANAGEMENT

Flexi Care's governing body is its Committee of Management. The Committee is comprised of members of the community who generously volunteer their time to support the work of the organisation.

We would like to thank each of them for the important role they play and the guidance and leadership they provide.

Dr Sandra Woodbridge - President

Dr Merelie Hall - Secretary

Dr Louise Hurley - Committee Member (resigned: 31/3/24)

Ian McKenzie - Committee Member (joined: 4/7/24)

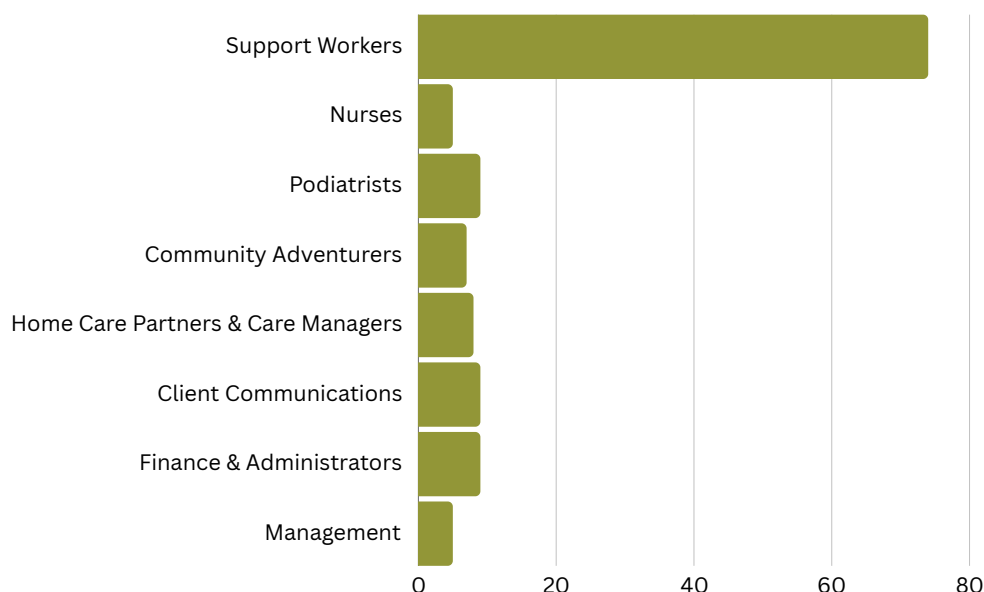
Rod Innes - Treasurer

Rod McDonald - Vice President

THE FLEXI CARE TEAM: A SNAPSHOT



Team members are employed on a full-time, part-time or casual basis to meet the organisation's needs and to accommodate employees' preferences.





THANK YOU

CONTACT US :



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