Flexi Care
inc.

Annual Report 2016/2017

Providing Flexible, Caring Services for a Quality Lifestyle

We said farewell to long serving committee member – Ann Lucas (right)

Geoff Cave received Australia Day Award – Significant Voluntary Contribution to the Community

Flexi Care Inc. staff volunteers at the Bunnings BBQ fundraiser

www.flexicareinc.org.au

www.facebook.com/flexicareinc

MANAGEMENT COMMITTEE

OFFICE BEARERS

PRESIDENT	Dr Sandra Woodbridge
VICE PRESIDENT	Larry O'Connell
SECRETARY	Dr Merelie Hall
TREASURER	Geoff Cave

COMMITTEE MEMBERS

Ken Stone	Rod McDonald
Rose Scheimann	Melinda Flynn (General Manager)

PROFESSIONAL AND ADMINISTRATIVE STAFF

Melinda Flynn	General Manager (until July 2017)
Adrian Morgan	General Manager (from July 2017)
Maria O'Brien	Assistant Manager, WHS & HR Manager
Ann Beattie	Administration Assistant
Alana Thompson	Administration Assistant
Julie Herbert	Finance & Administration Manager
Kim Sorby	Finance & Administration Assistant
Michael Coles	IT Officer
Clare Lakner	Receptionist
Debbie Williams	Community Services Manager
Alison Whyatt	Case Manager
Mellissa Carlile	Case Manager
Alexandra Kerfoot	Case Manager
Yvonne McCosker-Cowan	Case Manager
Mariana Kok	Case Manager
Kim Marsh	Case Manager
Zahira Sahib	Administration Assistant
Wendy Woltmann	Volunteer Coordinator
Ken Hartley	Rostering Facilitator
Peter Georgiou	Rostering Assistant
Phung Wright	Senior Podiatrist
Yen Nguyen	Podiatrist
Lisa Vu	Podiatrist
Sandeep Kumar	Podiatrist
Alexandra Forsyth	Podiatrist
Abhi Sankhla	Podiatrist
Mark Egan	Podiatrist
Tammy Chan	Podiatrist
Suzy Irvine	Podiatry Administration
Dianne Higham	Podiatry Administration Assistant
Karon Bosch	Trainer

CARE PROVIDERS

AMANDA W	DEBORAH	KAREN R	MARRIGOLDE	SANDY S
AMANDA	EMILY	KARON	MELISSA	SONJA
ANN R	FAY	LACEY	MICHELLE	STEPHNIE
ANN S	GAVIN	LEANNE	MITCH	SUSAN G
AVANA	GRACE	LEIGH	NAMMIE	SUSAN R
BRONWYN	HEIDI	LIBBY	NOREEN	SU-SAN
CARMEL	JESS	LISA	NORMA	TAMMY
CAROLINA	JESSIKA	LIZ	PETER	TAYLA
CASSANDRA	JOANNE	LORRAINE	ROBYN	TEIAHNA
CHANEL	JUDITH	MARDY	SALLY	TRACEY
CLAYTON	KAREN M	MARGARET	SAM	VAL
DEBBIE	KAREN N	MARISA	SANDRA P	

VOLUNTEERS

CAROL	GINIE	KEN	NARELLE	ROD
CHRISTINE	ILONA	LARRY	PAULINE	ROSE
DAVID	JASNA	MARY	PETER	SANDRA
DEB	JEAN	MERELIE	PETER	
GEOFF	JO	MYRNA	PRUE	

We would like to acknowledge support from the following funding bodies:

Australian Government

Queensland Government

Australian Government
Department of Veterans' Affairs

A big thank you to all the individuals and organisations who have so generously donated to Flexi Care Inc. throughout the year.

BLACK&WHITE CABS

Thank you for sponsoring our luncheon

Presidents Report 2016/2017

As we begin another Financial Year at Flexi Care Inc., it would be true to say that the 2016/2017 year presented many challenges for the organisation. We know that challenges often bring opportunities for change and for consolidation and we have certainly experienced both of these.

As a result of the strategic approaches taken by the Management Committee and operationalised by the staff and under the leadership of Melinda Flynn, Flexi Care Inc. has continued to provide an excellent service to our many clients across all our programs. This level of satisfaction is reflected in the results of the yearly client surveys and the fact that we have not experienced any real downturn in our client numbers as a result of the change to consumer directed care. There is always room for improvement and we have needed to be very diligent and at times very conservative in ensuring that Flexi Care Inc. is well governed and financially secure in order to meet these ongoing challenges.

After successfully transitioning the organisation through significant changes to Management staff and to the overall operation of the organisation, Melinda Flynn chose to resign from the position of General Manager for personal reasons in April of this year. Melinda began with the organisation in 1998 as a student on placement and has worked in most of the positions across the organisation during her time with us. Melinda has guided the organisation through many challenges during her time but her commitment and passion to the organisation and to the clients and staff of Flexi Care Inc. has meant that she will be sorely missed. A number of presentations have been held to recognise her service to the organisation and we wish her all the best for the future.

Mr Adrian Morgan commenced at Flexi Care Inc. on the 10th July as the new General Manager and appreciated the time Melinda and he had to spend together prior to Melinda leaving and him taking over. This has resulted in a smooth transition for all and has enabled Adrian to be well briefed and for the baton to be handed over in a very positive way. We look forward to continuing the Flexi Care Inc. journey with Adrian's guidance and appreciate the support provided by staff during this time.

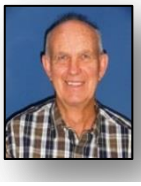
I would like to thank the fellow members of the Management Committee for their support during the year. We have had a very busy time, with many issues needing additional discussion and meetings and on all occasions members of the Committee have been willing to step up and ensure that the governance of Flexi Care Inc. is paramount. As volunteers this level of commitment is rare today but it has made my role all the more easier.

Thank You.

Dr Sandra Woodbridge
President

Dr Sandra Woodbridge
President

Larry O'Connell
Vice President



Geoff Cave
Treasurer

Dr Merelie Hall
Secretary

Rose Scheimann
Committee Member

Ken Stone
Committee Member

Rod McDonald
Committee Member

General Manager's Annual Report

This is my first report as General Manager of Flexi Care Inc.

My predecessor, Melinda Flynn, decided to leave the organisation in July 2017 after twelve years as General Manager and more than seven years in other positions. She began her time with Flexi Care Inc. as a student in 1998! I would like to thank Melinda in particular, but also all the Committee members and employees who have made me feel welcome and assisted me to settle into the job.

A very significant development during the year has been the Commonwealth Government's decision to change the way Home Care Packages (HCP) are allocated. HCPs provide a more intensive level of support than is available under the pre-existing Commonwealth Home Support Program and is therefore, a realistic alternative to residential care for many people. Before this change in February 2017, the Government gave providers a set number of HCPs as a result of a submission process. Flexi Care Inc. had been successful in gaining 47 HCPs under the old arrangements. From February onward, people who are assessed as needing HCPs are placed on a national waiting list; when their name reaches the top of this list, they are free to choose any authorised provider. As a result, there has been an increase in Flexi Care Inc.'s HCP numbers to 59. We anticipate a further steady increase in HCPs over the coming year.

The National Disability Insurance Scheme (NDIS) is due to be rolled out to people in our area from 1 July 2018. Some of the clients who are currently receiving assistance through the Queensland Community Care (QCC) program may be eligible for NDIS and are likely to transition to that new program. The extent and type of support that will be available for people with disability who are *not* eligible for NDIS is yet to be determined by the Queensland Government. Flexi Care Inc. currently has 222 QCC clients.

I would particularly like to acknowledge the contribution of our Management Committee under the leadership of President, Dr Sandra Woodbridge. As well as their formal duties, a number of Committee members also contribute more broadly to the organisation as general volunteers.

I would also like to thank everyone who volunteers with Flexi Care Inc.; their combined effort makes an enormous difference to the experience of our clients. And I must also recognise each and every one of our employees. The combined effort of our Committee, our volunteers and our employees ensures that Flexi Care Inc. is truly a leader in providing flexible, caring services that contribute to a quality lifestyle for older Australians and people with disability in our region.

Best wishes

Adrian Morgan
General Manager

Assistant Manager's Annual Report

Staff

General Manager

Melinda sailed off into the world of retirement on the 21st July 2017. We wish her luck for the future and thank her for her 19.5 years of service.

We welcomed Adrian as our new General Manager on the 10th July 2017. Adrian officially took the reins on the 24th July after a 2 week handover with Melinda. Adrian comes to us with a wealth of knowledge and experience; we are all looking forward to working alongside him whilst we face the challenges of the future.

Field Staff

A big thank you to our dedicated field staff that consistently provide quality services for our valued clients. With more Home Care Package clients coming on board we will need to continue to recruit quality carers. As clients are becoming more aware of the principles of Consumer Directed Care, we are focusing on providing services at the times that each individual client requires and with the carers of the client's choice. It goes without saying that we also want to make sure our dedicated "coal face" workers are well looked after. The challenge for us will be balancing the client's needs against our carer's availability and maintain a good work/life balance.

Reception

We farewelled Jessica in March and welcomed Clare to the family. Clare is settling in well and we are all enjoying getting to know her.

Podiatry

Maryke also sailed off into retirement in August of last year. Di moved from Rosters into Podiatry Admin. We said goodbye to Will & Kelly earlier in the year and we welcomed Alex & Mark who are doing a great job looking after the health of our client's feet.

Rosters

With Di moving into Podiatry Admin we welcomed Peter into the part time rostering position. Peter is busily getting to know our clients and their needs.

Training

2017 saw the introduction of blended training delivery. On-line training modules are now completed by appropriate staff and followed up with face to face training every second month and as required. There are certainly advantages & disadvantages with the on-line aspect, but on the whole it has been well received. A full review of Flexi Care Inc.'s training calendar will be completed closer to the end of the year with a focus on providing quality training. We continue to partner with Registered Training Organisations and our staff are taking up the opportunities to upskill and take on apprenticeships.

WH&S and Continuous Improvement

Flexi Care Inc. continues to promote Workplace Health & Safety in everything we do. This is an underlying principle in all training and day to day activities. We have streamlined the process for hazard and incident reporting and we are now using our current database to its best capability. This new process has made it easier to report and track data.

Suggestions for improvement are always encouraged from all staff, volunteers and clients. Over the last 12 months we have streamlined many internal processes through the use of our Continuous Improvement Register.

Maria O'Brien
Assistant Manager

Community Services Manager's Annual Report

We welcome our new General Manager Adrian Morgan to Flexi Care Inc. and will continue to provide our support and dedication to him as he settles into the organisation.

Formal Client Complaints and Compliments
Flexi Care Inc. appreciates all compliments and complaints as it is all considered valued feedback that we can pass onto staff and acknowledge areas where we can improve our service delivery. Complaints are handled in a timely and professional manner, leaving clients and the organisation satisfied with outcomes. Many compliments were received regarding care provision and good quality services.

Summary of Key Issues
Surveys were sent to clients, families and stakeholders. Feedback and comments included:
Flexi Care Inc. is a caring and friendly company; Happy, friendly and welcome; Love the staff; Friendly staff make my day.

Program Development Issues and Achievements
The new Aged Care Reform changes that came about in February 2017 have certainly been a challenge, but I am happy to say that our Packaged Care has increased by 10 extra packages ranging from levels 2 to 4.
We introduced the new DEX reporting system into Carelink, with many hours dedicated to updating files and data input.
Flexi Care Inc. was nominated for an award through Carers QLD – I attended the ceremony to receive our award in appreciation of our carers and the difference they make.
Referrals have increased and enabled Flexi Care Inc. to expand to Inala and Wynnum areas.
Client movie days and outings have made a difference in clients' lives; they have established friendships, watched some great old and modern movies and have become a weekly regular event.
We have been proactive in increasing professional networks via:

- information stalls at expos
- engaging in network meetings
- establishing partnerships with other providers
- establishing brokerage agreements to support the ongoing needs of our clients

Meetings Attended
We participated in the QCC (Under 65) Working group. This group was established with numerous other service providers to determine the direction forward for this cohort with the upcoming NDIS rollout. We had input into how assessments would be carried out and by whom, and also a say in the financial contribution from the clientele.
Network Meetings are held at Blue Care Mt Gravatt now as there is more parking for participants and this has ensured the numbers of attendees was maintained and there is room for increases. These meetings promote the networking partnerships, greater consumer choice and a forum to explore innovative ways to meet community needs.

Flexi Care Inc. has continuously provided our clients/consumers with ongoing support and consumer directed care, and many of them state on a regular basis that Flexi Care Inc. is flexible and understanding of their needs.

The New Year will undoubtedly bring new challenges for Care Services and Case Managers, however we look forward to the future as we are able to adapt and grow. We will continue to keep abreast of upcoming changes in the Aged Care and Disability sector and the opportunity that this brings to Flexi Care Inc.

Deborah Williams
Community Services Manager

Back Row L to R:
Mellissa, Alison, Yvonne, Kim and Zahira
Seated L to R:
Mariana, Debbie and Alexandra

Volunteer Coordinator Annual Report

Why volunteer at Flexi Care Inc.?

Our volunteers are attracted to volunteering at Flexi Care Inc. because of the perceived worthiness of the activity and also the opportunity it presents for developing skills, building confidence and gaining useful experience to support future study or employment. The fun aspects of working with colleagues forming new friendships, becoming part of the Flexi Care Inc. team and undertaking challenges and experiences outside of their usual routine, make volunteering very appealing and these factors lay the foundation of our successful program. With our clients wellbeing continuously enhanced with opportunities to try different social outings and enjoy likeminded company of other clients, our average volunteer assists one or two hours per week, fortnight or month whilst a small minority choose to help between 30 and 50 hours a month.

Can't commit to a 'locked in time' or day?

Our transport drivers have the flexibility of accepting a transport request to suit their lifestyle time constraints. By accepting an email request, details are then forwarded and appointments acknowledged. Our volunteer bus drivers are on 'stand-by' ready for the opportunity to transport our clients on their next adventure.

Our volunteers enjoy many benefits including regular meetings over a light meal, training both online and face to face, attending concerts and lunches whilst supporting and enjoying the company of our clients.

The Volunteer Program is a social support program for Flexi Care Inc.'s clients that complements Flexi Care Inc.'s services and is funded by the Commonwealth Home Support Program and the Queensland Department of Communities and Child Safety and Disability Services. The program balances and supports in home services where funding may not be sufficient to complete an additional service e.g. shopping for clothes. A volunteer could be requested by a case manager to assist with this task.

Volunteers play a vital role in ensuring clients who are socially isolated, lonely or incapacitated receive encouragement to promote their independence and continue to work towards their re-enablement strategies mutually agreed in the Care Plan. Volunteers work closely with the client's case manager to ensure the best and most enjoyable outcome.

Program Development Issues and Achievements

The Program has enjoyed a stable number of volunteers throughout the year. Volunteers have settled into routine tasks that are personally chosen and therefore enjoyment is ongoing and personal. Continual feedback is received both verbally and through agenda items at the 6 weekly meetings. The monthly report form has been redesigned to prepare for changes in future home care packages. Newsletters have been streamlined to monthly tasks, which ensure communication is kept up to date and relevant.

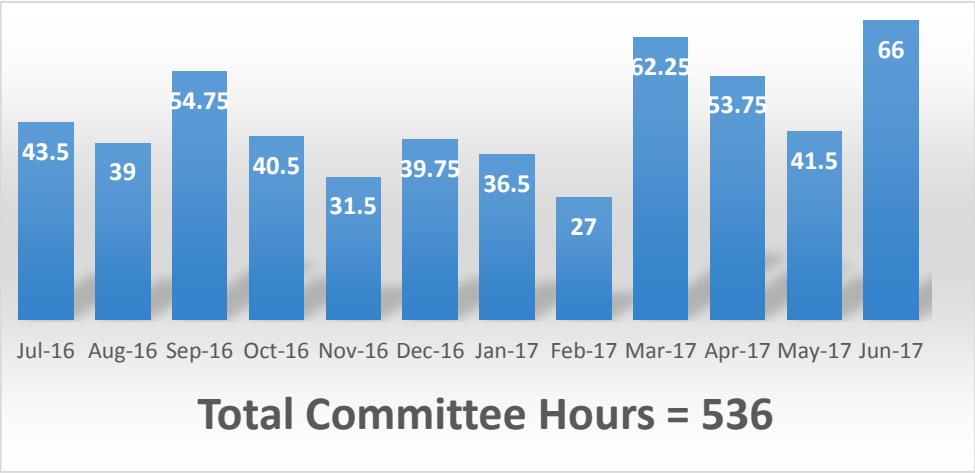
Flexi Care Inc. volunteers donated approximately 2595 hours of their time to provide 1062 social support hours involving 1540 client services. Committee members also donated 536 hours – on top of their work and family commitments.

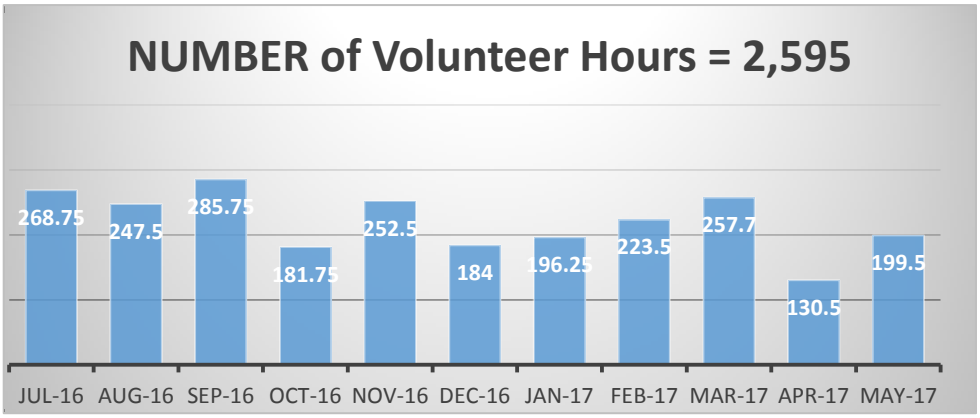
Client Complaints and Compliments

Ongoing 'good news stories' and 'testimonials' are recorded and discussed at regular meetings to ensure all feedback and comments are acted upon and finalised. Quality control of complaints and compliments guarantee any negative issues are reversed into positive outcomes.

Organisational/Personal Development Issues

Throughout the year, I have attended a Volunteering Masterclass, the Annual State Volunteering Conference and Network meetings which all assist in the smooth operation of the Program. Future goals are to streamline the monthly reporting process ensuring accurate, up-to-date and relevant information necessary for decision makers, policy makers and program planners whilst delivering accurate budget information. This is an exciting world of change and Flexi Care Inc. will be the leaders in innovative management thus ensuring our Volunteer Program will continue to grow and prosper with our clients reaping the benefits of a strong management and committee team who are focussed on awesome service and successful goals.





Number of Kilometres travelled by our Volunteers = 14,143

Wendy
Volunteer Coordinator

Alana
Administration Assistant

Senior Podiatrist's Annual Report

Feedback from clients over the past year

- "I am very happy with my podiatry care"
- "Friendly service and sensible price structure"
- "I have been treated with utmost respect by Podiatrist and office staff. So many thanks to all"
- "Recommend Flexi Care frequently"
- "The team are very responsive when I have an issue with my feet which usually prevents it from becoming a major problem"
- "The service has improved in the last few months. Thank you!"

Summary of Client Surveys

- 96+% were satisfied with the services provided by Flexi Care Inc. (over 90% surveyed receive Podiatry services).
- 80%+ would feel comfortable contacting staff if they were unhappy with our service.
- Approximately 80% of clients said their rights and responsibilities as a client were explained to them.
- 92%+ were satisfied that our staff carried out duties competently whilst respecting their cultural beliefs.
- 96%+ would recommend Flexi Care Inc. to their friends and family.

Training

The Australian Health Practitioner Regulation Agency's National Registration Standards require Podiatrists to complete a minimum of 20 hours of Continual Professional Development annually. This year Flexi Care Inc. Podiatrists attended a range of courses including:

- ❖ High Risk Foot Network Skills Development
- ❖ DVA Footwear Training Seminar
- ❖ Advanced Debridement Course
- ❖ Arthritis Qld Course
- ❖ Annual Podiatry Conference
- ❖ Wound Management

Our Podiatrists continually maintain, improve and broaden their knowledge, expertise and competence by attending courses on a regular basis, reading academic journals, monthly in-house Podiatry specific discussion groups, workplace health and safety training, first aid and manual handling.

Program Development Issues and Achievements

The Inala Flexi Care Inc. Podiatry clinic was taken over by Pres Care, and the Amelia House clinic was taken over by Centacare in the last year. Despite the clinic takeovers, we have not seen a loss in client numbers and continue to see a steady growth. Coralie has joined the Podiatry administration team and assists Suzie and Di in coordinating 11 clinic runs, over 300 appointment bookings per week as well as all the day-to-day administrative tasks to ensure the department operates efficiently and effectively. Alex and Mark have joined our team of 8 Podiatrists this year. They have both worked extensively in the public and private sector and provide invaluable experience to the Podiatry team.

The Coming Year – Organisational Development Issues

The Podiatry team will continue to focus on strengthening our relationships with key care providers in the industry to ensure we receive a constant stream of brokerage, fee for service, My Aged Care and GP referrals. We endeavour to achieve a sustainable yet high quality service to ensure our clients are happy, feet first.

Phung Wright - Senior Podiatrist

Lisa

Mark

Sandeep

Abhi

Alex

Tammy

Yen

Rosters Annual Report

It's been another very busy year for the Rostering Department. The changes to the care services industry continue to be very challenging, but at the same time extremely rewarding.

Home Care Packages have increased at a steady pace. While Flexi Care Inc. continues to ensure that the best possible services are provided to our clients, we will continue to expand and provide even more services to existing and future clients.

Flexi Care Inc. continues to maintain an extremely good reputation amongst clients and other service providers. We would like to acknowledge the work done by our dedicated and caring staff who help us maintain that great standing in the community.

We continue to expand further into our extended areas, in particular the Wynnum and Manly area to the east and the Inala, Forest Lake and Oxley areas to the west. This has enabled us to roster and support many more clients.

Ken Hartley
Rostering Facilitator

Management has instigated a robust recruitment drive to ensure we have an ample supply of well trained staff. This ensures that the Rostering Department has sufficient well skilled staff, to effectively and efficiently roster services in for our clients to meet their needs and goals.

Peter
Rostering Assistant

Finance and Administration Annual Report

I have now been in the Finance & Administration role for a full year and my first impressions of Flexi Care Inc. as an organisation that is resolutely focussed on the wellbeing of its clients first and foremost has been confirmed. It continues to be a pleasure to work within an organisation that has this commitment.

Organisation
Flexi Care Inc. have continued to provide training, information sessions and conferences to empower staff with information to manage and achieve the many community aged care sector changes that have occurred this year. This aided the successful transition to Consumer Directed Care (CDC) in the Home Care Packages that took place in February 2017. Looking forward, our under 65's clients will transition to the National Disability Insurance Scheme being implemented in June 2018 within Brisbane. This brings with it challenges that our staff will no doubt meet head-on.

Finance
Flexi Care Inc. clients have embraced the new payment process with the change from Australia Post Bill-pay to B-Pay and we thank them for accepting this change. Clients have also taken up the convenient option to pay by Direct Debit which enables their service fees to be debited directly from their account monthly to reduce the worry of paying by cash, cheque or credit card.

We continue to streamline our payroll processes to ensure that our staff entitlements are paid efficiently and on-time and will continue to improve these processes so that we are prepared for the Single Touch Payroll reporting requirements being implemented by the ATO from 1 July 2018.

Staff
Flexi Care Inc.'s ongoing vision of having staff cross-trained in multiple areas continues to grow. In the Administration Department, Clare, our Receptionist, is widening her skills by assisting Kim, the Finance & Administration Assistant with her role.

Grant Submissions/Funding

- Qld Community Care (under 65's) funding agreement has now been extend by two years and is in place until June 2019 while clients transition to the NDIS from 1 July 2018.
- The Department of Health announced on the 9th of May 2017 that Commonwealth Home Support Program funding has been extended for an additional two year to 30 June 2020.
- Since the changeover to Consumer Directed Care (CDC) for Home Care Packages on the 27th of February 2017, our package numbers have grown from 47 to 59 – indicating that our reputation as a quality provider is out in the community.

I look forward to a year of growth that will include more changes and no doubt a few challenges but these will be faced by the staff and volunteers at Flexi Care Inc. with a continued focus on keeping our clients in their homes.

Julie Herbert
Finance & Administration Manager

Julie Herbert
Finance & Administration Manager

Kim S
Finance & Administration Assistant

Michael
IT Support Officer

Flexi Care Inc.

Financial Reports
For the year ended 30 June 2017

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- Community Options
- Podiatry
- QCC Community Options
- QCC Podiatry
- Veterans Home Care
- Brokerage/Private Arm

FLEXI CARE INC
INCOME STATEMENT
For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		3,439,841	3,393,552
HCP income		741,774	589,202
Fees for service		498,836	481,893
EPC/Medicare		69,802	60,667
Interest		42,048	46,104
Donations		3,925	4,237
Other income		3,894	58,477
Profit on disposal of assets		-	2,874
		4,800,120	4,637,006
Expenditure			
Direct client service costs		2,159,010	2,032,466
Advertising and promotions		3,921	9,511
Annual subscriptions		6,677	2,184
Audit		7,500	8,700
Bank fees		11,516	11,932
Consultancy		17,813	2,805
Electricity		17,470	16,681
One-off implementation expenses		-	32,603
Insurance - business		13,329	12,058
Leasing		18,840	-
Motor vehicle expenses		37,881	40,349
Motor vehicle replacement provision		45,060	45,060
Office expenses		9,502	1,742
Podiatry supplies		24,593	31,707
Computer maintenance and support		57,887	33,609
Equipment minor items & repairs		15,589	40,507
Depreciation		22,841	45,842
Postage		13,444	10,995
Printing & stationery		11,475	10,782
Recruitment		5,620	1,570
Rental - clinics		16,864	16,058
Property expenses - Dividend St		19,316	17,526
Cleaning - Dividend St		12,259	8,634
Sundry expenses		6,763	10,861
Telephone & fax		33,104	33,416
Training, conferences & seminars		22,546	11,739
Travel		840	2,470
Wages		1,653,071	1,557,473
Superannuation		168,729	161,418
Annual leave		173,822	156,918
Long service leave		38,521	32,291
Workcover		105,560	86,934
		4,751,363	4,486,841
Operating surplus/(deficit) for year		**48,757**	**150,165**
Non-operating items:			
Loss on revaluation of property		-	(190,419)
Surplus/(deficit) for year		**48,757**	**(40,254)**
Accumulated funds at start of year		**1,901,638**	**1,941,892**
Accumulated funds at end of year	7	**1,950,395**	**1,901,638**

The accompanying notes form part of this financial report.

FLEXI CARE INC

BALANCE SHEET
As at 30 June 2017

	Note	2017 $	2016 $
Current Assets			
Cash and bank	2	1,567,177	1,308,852
Receivables	3	154,015	194,735
Prepayments		56,294	43,827
Total current assets		1,777,486	1,547,414
Non-Current Assets			
Property, plant and equipment	4	1,173,750	1,177,238
Total non-current assets		1,173,750	1,177,238
Total assets		2,951,236	2,724,652
Current Liabilities			
Payables	5	153,031	123,259
Employee benefits provisions	6	404,654	348,201
HCP unspent funds		191,682	119,993
Grants received in advance		-	-
Total current liabilities		749,367	591,453
Non-Current Liabilities			
Employee benefits provisions	6	139,798	146,526
Provision for motor vehicle replacement		111,676	85,035
Total non-current liabilities		251,474	231,561
Total liabilites		1,000,841	823,014
Net Assets		1,950,395	1,901,638
Members' Funds			
Accumulated funds	7	1,950,395	1,901,638
Total members' funds		1,950,395	1,901,638

The accompanying notes form part of this financial report.

FLEXI CARE INC

NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 30 June 2017

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 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 HACC recurrent funding for the future replacement of vehicles. This amount is expensed and 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.
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 2017

	2017 $	2016 $
Note 2: Cash and bank		
Cash floats	1,060	1,060
Cheque account - Westpac	(3,423)	3,736
Business Cash Reserve account - Westpac	89,235	11,939
Business Saver account - Suncorp	178,298	691,559
Term deposits	1,300,000	600,000
Cash Management account - Suncorp	1	1
Social Club account	2,006	557
	1,567,177	1,308,852
Note 3: Receivables		
Trade debtors	46,105	65,916
VHC debtor	17,555	17,335
Sundry debtors	5,689	4,706
HCP Medicare	84,666	106,778
	154,015	194,735
Note 4: Property, plant & equipment		
Land & buildings - Dividend St Mansfield :		
- at Independent Valuation 2016	1,100,000	1,100,000
- post 2016 additions at cost	-	-
	1,100,000	1,100,000
Plant & equipment:		
Administration - at cost	99,674	88,056
Less accumulated depreciation	(70,997)	(70,445)
	28,677	17,611
Community Options - at cost	234,153	215,983
Less accumulated depreciation	(225,663)	(204,891)
	8,490	11,092
Podiatry - at cost	292,661	291,736
Less accumulated depreciation	(273,369)	(266,743)
	19,292	24,993
Community Care Packages - at cost	66,116	66,116
Less accumulated depreciation	(60,025)	(56,574)
	6,091	9,542
QCC Community Options - at cost	26,250	26,250
Less accumulated depreciation	(15,050)	(12,250)
	11,200	14,000

	2017 $	2016 $
Note 4: Property, plant & equipment (cont'd)		
Total plant & equipment	73,750	77,238
Total property, plant & equipment	1,173,750	1,177,238
Note 5: Payables		
Trade creditors	148,318	118,905
Other creditors	4,713	4,354
	153,031	123,259
Note 6: Employee benefits provisions		
Current:		
Annual leave provision	216,243	198,075
Long service leave provision (10 years or more service)	188,411	150,126
	404,654	348,201
Non-Current:		
Long service leave provision (5 to 10 years service)	139,798	146,526
Note 7: Accumulated funds		
Represented by:		
Administration	406,460	287,655
Brokerage/Private Arm	122,191	100,718
Home Care Packages	412,601	406,534
Community Options	157,029	258,528
Podiatry	744,541	724,542
QCC Community Options	14,446	39,121
QCC Podiatry	36,492	25,473
Veterans Home Care	56,635	59,067
	1,950,395	1,901,638

Note 8: 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 2017 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:

President A. Woodridge

Treasurer

Date: 15/09/2017

INDEPENDENT AUDITOR'S REPORT

to the members of

FLEXI CARE INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Flexi Care Inc (the association), which comprises the balance sheet as at 30 June 2017, 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 2017 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
Certified Practising Accountants

Brisbane
15 September 2017

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

HOME CARE PACKAGES

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		-	12,878
HCP income		741,774	589,202
Interest		5,977	4,108
Donations		-	50
Other income		-	149
		747,751	606,387
Expenditure			
Direct client service costs		458,636	350,955
Administration fee		109,722	130,034
Advertising and promotions		2,500	568
Annual subscriptions		-	532
One-off implementation expenses		-	11,643
Legal fees		-	445
Motor vehicle expenses		596	963
Computer maintenance and support		7,273	6,927
Equipment minor items & repairs		-	1,176
Depreciation (Flexicare funded assets)		3,451	5,915
Recruitment		2,100	-
Rent		7,788	7,788
Sundry expenses		875	755
Telephone & fax		5,405	1,727
Training, conferences & seminars		2,300	593
Travel		23	257
Wages		115,881	89,996
Superannuation		12,067	9,403
Annual leave		8,908	6,993
Long service leave		4,160	2,761
		741,685	629,431
Surplus/(Deficit) before capital expenditure		**6,066**	**(23,044)**

The accompanying notes form part of this financial report.

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

COMMUNITY OPTIONS

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		1,765,392	1,774,322
Fees for service		187,341	183,597
Interest		8,246	8,628
Donations		1,176	-
Other income		2,889	6,461
Profit on disposal of assets		-	-
		1,965,044	1,973,008
Expenditure			
Direct client service costs		1,121,260	1,145,344
Administration fee		299,926	279,863
Advertising and promotions		1,152	3,569
Annual subscriptions		-	1,987
Consultancy		412	2,626
One-off implementation expenses		-	20,960
Insurance - business		-	128
Motor vehicle expenses		10,151	16,801
Motor vehicle replacement provision		22,377	22,377
Computer maintenance and support		21,886	5,529
Equipment minor items & repairs		2,307	1,311
Depreciation (Flexicare funded assets)		758	2,372
Depreciation (HACC funded assets)		1,844	3,834
Postage		-	1,108
Recruitment		1,879	1,314
Rent		49,668	44,700
Sundry expenses		556	2,994
Telephone & fax		6,523	5,638
Training, conferences & seminars		7,507	7,114
Travel		632	1,060
Wages		414,707	330,811
Superannuation		41,172	33,318
Annual leave		46,162	48,005
Long service leave		15,664	12,476
		2,066,543	1,995,239
Surplus/(Deficit) before capital expenditure		**(101,499)**	**(22,231)**

The accompanying notes form part of this financial report.

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

PODIATRY

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		827,957	793,363
Fees for service		103,222	90,860
Interest		2,204	3,081
Donations		1,004	-
Other income		-	28
Profit on disposal of assets		-	2,874
		934,387	890,206
Expenditure			
Direct client service costs		24,637	20,249
Administration fee		146,305	126,327
Advertising and promotions		113	126
Annual subscriptions		-	74
Consultancy		3,600	-
Motor vehicle expenses		17,181	18,635
Motor vehicle replacement provision		22,684	22,684
Podiatry supplies		22,145	22,254
Computer maintenance and support		18,409	5,645
Equipment minor items & repairs		9,067	19,267
Depreciation (Flexicare funded assets)		2,892	13,382
Depreciation (HACC funded assets)		3,734	12,425
Postage		25	2,236
Recruitment		1,540	110
Rental - clinics		15,177	14,452
Rent		24,348	21,848
Sundry expenses		3,785	5,419
Telephone & fax		6,991	7,202
Training, conferences & seminars		4,037	2,501
Travel		115	929
Wages		490,516	489,555
Superannuation		47,919	48,645
Annual leave		44,468	35,187
Long service leave		4,700	3,600
		914,388	892,752
Surplus/(Deficit) before capital expenditure		**19,999**	**(2,546)**

The accompanying notes form part of this financial report.

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

QCC Community Options

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		505,709	489,154
Fees for service		62,107	59,363
Interest		1,804	2,260
Donations		-	-
Other income		-	620
		569,620	551,397
Expenditure			
Direct client service costs		332,391	327,237
Administration fee		87,782	74,081
Advertising and promotions		108	1,734
Annual subscriptions		-	86
Consultancy		-	179
Motor vehicle expenses		5,330	2,477
Computer maintenance and support		4,793	6,857
Equipment minor items & repairs		505	946
Depreciation (Flexicare funded assets)		2,800	-
Recruitment		101	146
Rent		6,816	11,784
Sundry expenses		301	809
Telephone & fax		1,500	2,927
Training, conferences & seminars		3,698	625
Travel		70	104
Wages		127,396	113,936
Superannuation		13,418	8,836
Annual leave		5,521	5,694
Long service leave		1,766	2,077
		594,296	560,535
Surplus/(Deficit) before capital expenditure		**(24,676)**	**(9,138)**

The accompanying notes form part of this financial report.

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

QCC Podiatry

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		134,782	131,251
Fees for service		17,844	16,506
Interest		1,190	822
Other income		-	34,167
		153,816	182,746
Expenditure			
Direct client service costs		2,708	3,457
Administration fee		21,946	32,695
Advertising and promotions		12	1,014
Annual subscriptions		-	8
Consultancy		400	-
Motor vehicle expenses		4,623	1,475
Podiatry supplies		2,448	3,280
Computer maintenance and support		4,748	4,432
Equipment minor items & repairs		1,038	3,301
Postage		3	314
Rental - clinics		1,687	1,606
Rent		5,004	7,372
Sundry expenses		738	320
Telephone & fax		1,231	1,173
Training, conferences & seminars		562	306
Travel		-	120
Wages		84,387	98,718
Superannuation		8,251	9,095
Annual leave		2,412	3,935
Long service leave		600	1,200
		142,798	173,821
Surplus/(Deficit) before capital expenditure		**11,018**	**8,925**

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 2017

	Note	2017 $	2016 $
Income			
Grant/recurrent funding income		206,001	192,584
Fees for service		10,637	11,902
Interest		890	2,033
Donations		-	15
Other income		-	-
		217,528	206,534
Expenditure			
Direct client service costs		134,539	120,857
Administration fee		36,577	44,454
Computer maintenance and support		-	2,000
Equipment minor items & repairs		-	285
Rent		1,956	1,944
Sundry expenses		80	91
Telephone & fax		3,525	3,129
Wages		36,815	22,903
Superannuation		3,768	3,369
Annual leave		1,800	1,640
Long service leave		900	680
		219,960	201,352
Surplus/(Deficit) before capital expenditure		**(2,432)**	**5,182**

The accompanying notes form part of this financial report.

FLEXI CARE INC

INCOME AND EXPENDITURE STATEMENT

BROKERAGE/PRIVATE ARM

For the year ended 30 June 2017

	Note	2017 $	2016 $
Income			
Fees for service		117,685	119,652
EPC / Medicare		69,802	60,667
Podiatry and shoe sales		1,089	9,474
Interest		1,799	1,379
Donations		485	3,304
Other income		1,374	2,132
		192,234	196,608
Expenditure			
Direct client service costs		84,838	64,366
Administration fee		29,270	15,128
Advertising and promotions		-	2,500
Podiatry supplies		-	6,173
Rent		1,944	1,944
Sundry expenses		1,977	-
Wages		47,961	37,497
Superannuation		4,770	3,485
		170,760	131,093
Surplus/(Deficit) before capital expenditure		**21,474**	**65,515**

The accompanying notes form part of this financial report.

2016 - Client Christmas Party

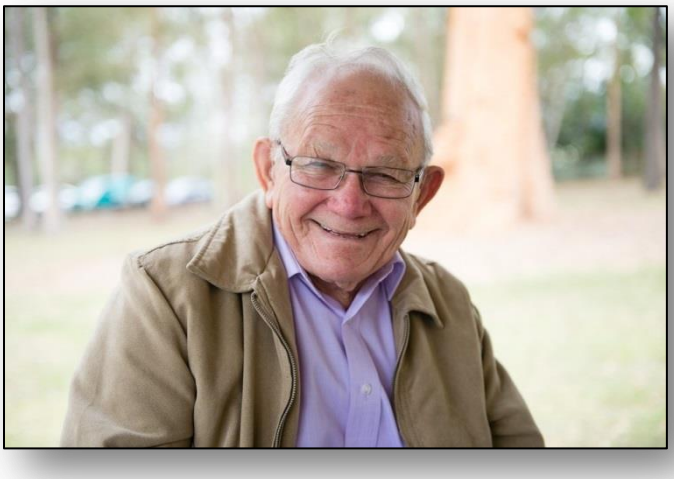
2016 – Annual CPR Training

Movie Days continue to be popular

Out and About

Every day of the year, we have almost 100 passionate and dedicated staff & volunteers working to care, support and improve the quality of life for people in our local community.
However, we cannot do it alone!
Donations help us to achieve this, and you can be assured that all donations go towards supporting older people and younger people with a disability to stay independent.

To Donate please visit our website:
www.flexicareinc.org.au
and click on the donation tab



Flexi Care
inc.