



**MINUTES of the ANNUAL GENERAL MEETING  
of the Blackall Range Care Group Inc  
held at the Care Cottage, Flaxton,  
on Tuesday 13<sup>th</sup> September 2016.**

---

**Meeting** declared open by President Ann Koenig at 11.05 am, with a welcome to all.

**Present:** As per attendance book.

**Apologies:** As from the recorded apologies list – Our Patron Peter Wellington lodged his apologies as Parliament was sitting. Vice President, Pat Habner is also unable to be in attendance as she is overseas. Peter Jensen from the Management Commitment also lodged his apologies due to a death in the family last evening.

**Minutes of Annual General Meeting of 15 September, 2015:**

**MOTION:** Moved Kaye Gardner seconded Kaye Deeley that the minutes of the Annual General Meeting of 15 September, 2015, having been circulated and perused, be accepted as a true record. **CARRIED.**

**President's Report:** presented by Ann Koenig – hard copies of this report were available to those in attendance.

In summary:

- Introduction of HinterCare
- Registering to become a provided for the NDIS scheme
- Planning to move to become a Company Limited by guarantee and advantages of same.
- Acknowledgement of committee members
- Decision not to nominate for President for 2016-17
- Acknowledgement of Thady Ryan, founding member of BRCG who passed away in 2015
- Appreciation for volunteers
- Acknowledgement of CEO and staff

**MOTION:** Moved Ann Koenig and seconded Rob Spencer that the President's report be accepted. **CARRIED.**

**Treasurer's Report:** presented by Mandy McCosker. Full copies of the Auditors Report were available to interested members along with the Treasurer's Report.

In Summary:



- Commonwealth and State funded income increased by \$245,000 as demand for services grew
- Income from other income decreased by \$51,000
- Acknowledgement of financial supporters for the year.
- Overall expenses increased by 20% to just under \$1M
- Salaries increased by approx. 10%
- Major outlay for maintenance and improvements to ageing facilities
- Major increase in funding for staff development
- Year ended with an operating deficit of \$164,362 from a full year operating budget of \$3.551M
- BRCG has cash reserves exceeding \$1.5M
- Acknowledgement of work of Chief Financial Officer and CEO

**MOTION: Moved Mandy McCosker seconded Sue Cotterell that the Consolidated Accounts of the Blackall Range Care Group Inc. be accepted. CARRIED**

**Chief Executive Officer's Report:** presented by Kaye Deeley. Kaye accompanied her report with a Powerpoint presentation. A copy of the presentation was available in printed form for those in attendance.

In summary:

- Rebranding of organisation – RangeCare, HinterCare, Range Ability along with the Cottage Day/Respite Centre
- Acknowledgement of contributors to BRCG including a cheque presented to her this morning for \$200 from the Mapleton RSL.
- Data provided on the Service Year in Review
- Feedback from clients
- Quality Systems
- Government changes
- Acknowledgement of staff

**MOTION: Moved Rob Spencer and seconded Glennis Barber that the Chief Executive's Report be accepted. CARRIED**

**Appointment of Legal service:**

**MOTION: Moved Kaye Gardner and seconded Frank Laver that the legal firm of Welsh & Welsh be appointed as Solicitors for 2016-17 CARRIED**

**Appointment of Auditing Service:**

**MOTION: Moved Mandy McCosker and seconded Sue Cotterell that the accounting firm of BDO be appointed as Auditor for 2016-17 CARRIED**

**Election of committee for 2016-17**



Ann Koenig then declared all Committee Member places vacant, and invited Jenny McKay, Councillor, Sunshine Coast council to accept the Chair to conduct the annual election of Officers for the Association.

Jenny commented on the pace of change and the need to keep abreast of the changes. She congratulated the organization for their work in the community across the Hinterland.

Prior declarations signed by nominators, seconders and nominees in accordance with the Constitution have been received and displayed on the notice boards at the Cottage and Offices, for the prescribed period prior to the AGM was confirmed.

Position	Nominee	Proposer	Secunder
President:	Pat Habner	Ann Koenig	Kaye Gardner
Vice-President:	Philip Holmes	Sue Cotterell	Glennis Barber
	Peter Jensen	Mandy McCosker	Glennis Barber
Treasurer:	Mandy McCosker	Kaye Gardner	Peter Jensen
Secretary:	Kaye Gardner	Ann Koenig	Peter Jensen
Committee:	Glennis Barber	Sue Cotterell	Phillip Holmes
	Wendy Lonie	Ann Koenig	Kaye Gardner
	Sue Cotterell	Glennis Barber	Mandy McCosker

**MOTION: That the nominations has listed be confirmed.**

**Moved Ann Koenig and seconded Phillip Holmes. CARRIED**

Councillor McKay declared the positions filled in accordance with the Constitution.

Vice President, Phillip Holmes too over as Chair of the meeting.

**General Business:**

After providing an opportunity for all in attendance to raise any concerns or questions to any of the speakers, the Chair offered a vote of thanks to the retiring President, Ann Koenig and presented her with a gift on behalf of the organization.

As there was no further business, the meeting was declared closed at 12 noon and all present were invited to stay for refreshments.

Declared to be a true report of the Annual General Meeting of 13 September, 2016.

.....

Date:.....



## President's Report 2016

I would like to welcome everyone here today for the Annual General meeting of the Blackall Range Care Group. It has been a very busy year.

HinterCare, the Private Services arm of the BRCG has been launched and while the uptake has been slow, it is something we will continue to market. We are also registering to be a provider for the NDIS scheme, which will take effect in this area in 2019.

The Government is introducing changes to the way the aged care industry is funded as well as the implementation of the National Disability Scheme. The Management Committee and the CEO Kaye Deeley participated in a planning session with a lawyer who specialises in not-for-profit organisations and consequently we have decided that the BRCG should move towards becoming a Company Limited by Guarantee (CLG). The size of the organisation now lends itself to CLG to enable us to be more flexible in the services we provide to clients. We would be able to provide some services that are needed on the Range but may not be government subsidised.

The advantages of the proposed change are the :

- \* maintenance of BRCG as the "parent" for any commercial trading arm undertaken,
- \* "trading arms" of BRCG will be covered by the charitable, tax exempt status that BRCG now has.
- \* continuance of a single administration and finance system while the trading arms are monitored as a separate cost centre within the BRCG financial structure to ensure results are completely transparent.
- \* trading arms are covered by BRCG's insurance.
- \* Improved organisational agility to meet other commercial needs swiftly, as and when they arise.
- \* establishment of a single board which will control the parent company and all its trading arms.

Being a CLG Board will provide potential donors, clients and business partners with confidence that the BRCG is run according to stringent principles and acknowledged standards.

A Steering Committee has been set up to investigate what needs to be done for this move. NLP Lawyers have been employed to guide us through this change which will require the approval of the members of the BRCG, so it will not happen for a few more months.

The new Committee will keep you informed about the progress.

This Committee continues to provide many hours of volunteer service. During the year we welcomed two new members to the Committee - Wendy Lonie and Sue Cotterell. Both have a background in health services, so are

very important to the composition of the committee. Kaye Gardner the very efficient Secretary has continued to support the Committee and in particular me. Mandy McCosker is the Treasurer and she does a fantastic job of monitoring the finances as well as bringing expertise to the organisation in areas in which she excels. Pat Habner, the current Vice President is nominating for the position of President as I have decided not to renominate for the Presidency at the next AGM in September as I want to spend more time sorting out all those photos and decluttering my house !!!! I do it with some regret as I have been part of the BRCG for many years. When I was Director of Nursing for Sunshine Coast Community Health Services, I was on the selection panel for the first nurse funded under the HACC program. After I retired, my husband was a client of the Care group until he died 2 years later, and I will be forever grateful for all the support I was given by the many staff who cared for Frank. Eventually I joined the Management Committee as the Secretary and then the President for the past 4 years. I also take this opportunity to thank the members of the Committee who I have worked with over the years. Without them, my job would have been much harder.

I thank all of the current Committee and wish them well.

I would like to thank all the staff and volunteers for their contribution to the BRCG, the reputation of which is dependent on how they represent us.

Kaye the CEO brings lots of energy to her position and her drive is important for our move forward. You will hear her report this morning.

The Senior Managers, Aileen Grieg, Jen McCafferty and Michelle Sagar use the skills that they each have to ensure that the organisation is functional and effective. It would be great if I could thank all the staff individually but that is not possible. And lastly I would like to thank all the clients and the local community who are very generous in supporting the BRCG.

And the year ahead looks interesting, busy and challenging but I will view it from afar.

Thank you.

Ann Koenig

President

## BRCG Treasurers Report 2015-2016

The 2015/2016 financial year saw BRCG face many challenges as we begin preparation for the changes in the aged & disability care sectors. It is fair to say 2015/2016 was our annus horribilis year.

Commonwealth & State funded income increased in total by \$254,000 as demand for our services grew.

But other income which includes membership fees and donations decreased by some \$51,000.

This year more than ever we are extremely grateful to have received generous donations from our supporters both large & small including:

- Allan Ross Veivers
- Rotary Club of Maleny
- Peter Wellington
- Mapleton Bowls Club
- Maleny Garden Club
- Charles Wilson
- Mapleton RSL
- Maleny Senior Citizens
- QLD CWA Maleny Branch
- Mapleton Bowls Club
- Zonta Club of Blackall Range

Overall expenses climbed by some 20% to just under \$1million and total salaries increased by around 10% to \$2.7 million.

The majority of expense increase came from the provision of direct care services such as domestic cleaning which increased from \$168,000 to \$216,000 and home modifications which increased from \$66,000 to \$98,000.

With increased demand for services and our ageing facilities major expenses this year included;

- Major work on electrical and fire safety systems
- Repairs to ceilings following ceiling collapse incident
- New security systems
- Plumbing & drainage work including repairs & modifications to our septic system and repairs & cleaning of our water tanks.

Internal procedural adjustments saw an overall reduction in general administrative expenses of some 5% despite a heavy investment in staff development (\$28,600 increased from \$5,200).

From a finance perspective, administrative changes implemented included a full revision and overhaul of our chart of accounts to provide us with increased agility, improved reporting and transparency and reviews and upgrades of many of our financial practises and procedures to ensure we continue to meet high governance standards and ensure we are well prepared for upcoming industry changes.

The result of these adjustments saw us alter the position of some assets; resulting in some of these assets actually being “written off”. These “paper losses” are showing in our financial results.

The year end results are also reflective of the loss of two senior staff who received their significant leave entitlements on their departure from the organisation in the first half of 2015/2016.

The year ended with an operating deficit of \$164,362 from a full year operating budget of \$3.551 million.

Whilst this result is disappointing it should be noted BRCG has a significant cash reserves from which to draw from. The Management Committees policy has always been to ensure a healthy balance sheet to carry us through lean years such as this. Our current reserve exceeds \$1.5 million.

I am therefore pleased to report that BRCG remains in a stable and viable position.

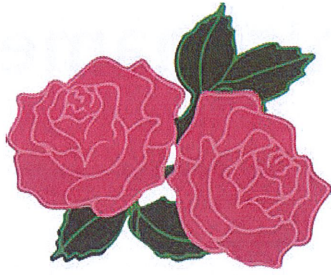
2016/2017 will see us continue to improve our administration with a view to streamlining procedures and further reducing cost. To achieve this we anticipate investment will need to be made in improved information technology platforms.

The coming year will also see us seeking additional income streams, from products such as HinterCare, to ensure we can continue to provide all residents of the range with the best care available at reasonable cost.

The transition to new management structures and improved practises in the past year has gone very well and I would like to extend my thanks to our CEO Kaye Deeley and particularly our Chief Financial Officer Aileen Greig and her staff for their invaluable assistance over the past 12 months. Their dedication to BRCG and their continuous improvement philosophy are an integral part of our success.

I would like to move the adoption of my report and the appointment of BDO as auditors for the 2016/2017 year.



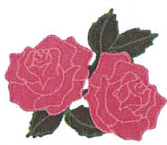


# Blackall Range Care Group Inc

Annual General Meeting 2016  
CEO's Report

## A year of change

We've got a new look!



**Blackall Range**  
CARE GROUP INC.



**Blackall Range**  
Care Group Inc.



- RangeCare
- HinterCare
- RangeAbility
- Cottage Day/Respite Centre

Providing your quality community care  
Ph: 5445 7044 [www.brcg.org.au](http://www.brcg.org.au)

And we've made our nickname  
official



And the BRCG service family is  
growing



HinterCare is our privately funded service division that provides the services clients need to maximise their independence at home and give reassurance to families by providing care needs when they are unable to.

BRCG has dedicated resources to further developing our disability services response in a newly created service division known as “RangeAbility” and employed a highly credentialed Disability Coordinator who has undertaken the job of reviewing our current disability services and assisting the organisation to prepare for the transition to the National Disability Insurance Scheme (NDIS).



## Thanks to all of the Contributors

The organisation would not be what it is without the tremendous and unfaltering work of a large number of people ~

- ★ Our voluntary Management Committee;
- ★ Our dedicated Volunteers;
- ★ Our hard-working Staff;
- ★ The Members and friends, the community supporters who are both individuals and groups, and our allies and advocates.


## And ...

Our thanks also extends to the many individuals, businesses and groups who donate to our organisation. In particular to the fundraising efforts of the organisation which in the 2015–2016 year included the Christmas Fair raffles and other raffles and prizes that were donated throughout the year. The 2015 Christmas Raffles received a record number of donations and generated very much appreciated funding for equipment upgrades for the Cottage.

We also thank our partners who work with us to ensure that the services that we deliver, and that are provided to our consumers by others, are of the highest quality.



## The Service Year in Review

- ▶ **1223 clients** assisted across the year
  - ▶ In total **111 staff** were employed during the 2015-16 year with the current number standing at 92.
  - ▶ Approximately **175 volunteers** contributing to the Committee, Day Centre, Transport Services, Meals on Wheels deliveries, Cottage volunteers and Administration.
  - ▶ A total of **79098** occasions of service delivered in the year of service for the year.
  - ▶ Partnering with in excess of 20 sub-contractors to deliver services across the entire range region.
- 

# Service Delivery 2015-16

Service	Instances	2015-16 Hours
Domestic Assistance	13101	13670
Social Support	15110	9987
Personal Care	8475	4887
Respite Care	3647	17412
Home Maintenance	6199	6777
Home Modifications	1069	
Counselling/Support /Information/Advocacy	566	222
Nursing Care	6168	2386
Allied Health Care	1604	885
Cottage Social Centre	4840	17635
Meals	8873	
Transport	10925	
Equipment	596	
Other – Case Management, Client Care Coordination, Assessment	2013	783

## Our Quality Systems

The year since the 2015 AGM has seen the internal operations of the organisation undergo significant transformation. The management framework established in the preceding year was consolidated through an evaluation of the positions, some changes to roles and responsibilities and the rollout of a management structure to allow for future growth.

After the departure of the former Finance Manager, an experienced Accountant was appointed and charged with the task of transitioning the financial management systems to comply with changes to current funding requirements as well as preparing the organisation for impending aged care and disability sector changes. Changes so far include changing our accounting framework, migrating to a new bank, the adoption of electronic payment (EFTPOS) facilities, new computer software and systems and practices that ensure smoother internal processes for managing invoices and accounts.

# Our Quality Services

Other major developments have been taking place to ensure that our service delivery is in a state of constant improvement including:

- ▶ Training and development programs for all staff – throughout 2015-16
- ▶ Continuous Improvement plan – the organisation remains committed to continuously improving what we do and how we do it. A range of areas are currently in review including our Information Technology infrastructure, governance and management and improved service delivery.
- ▶ The BRCG Policy & Procedure Manual is undergoing a graduated rewrite as the organisation responds to the changed service delivery environment and the focus shifts from government grant funding to individualised funding arrangements.
- ▶ WH&S Annual Report – While it is impossible to deliver a service free from incidents and accidents, a culture of risk management is encouraged to minimise adverse events.
- ▶ Annual mandatory training for all staff in Infection Control, Medication Assistance, Manual Handling, Fire Safety, Food Safety and CPR continues and this year an online training program has been purchased so that staff have flexible access to even more training programs.
- ▶ The Strategic Plan has seen development across a range of organisational goals and is on track to meet the performance indicators set in 2015.




## Feedback from Clients

Feedback from clients remains the most important method of ensuring that the services we deliver are the best they can be.

We have received dozens of letters of appreciation for our services and many more informal appreciative comments and thank you's, as well as quite a few boxes of chocolates and other gestures of thanks. Not only does it make us feel appreciated but it lets us know what we are doing right.

A very small number of complaints or concerns were registered with us and were immediately and satisfactorily resolved.



# Changes from Government

As previously mentioned we are in an ever changing funding environment. The changes are positive in every way but they will impact the organisation and we must be prepared for that. In February 2017, aged care packages will become mobile and while we are working hard to ensure that our current clients stay with us, we also want to attract new clients. This meets meeting the market demand for flexible and highly personalised services tailored for the needs of each individual.

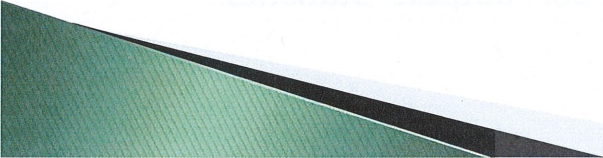
We are also seeing significant changes to the area of disability funding and have recently received news that current disability funding will be transitioned to the National Disability Insurance Scheme (the NDIS) and we must assist our clients to be prepared for that change.

Other changes to the sector include the development of a new aged care Complaints Management Agency, tweaks and changes to MyAgedCare and the way in which we report on the activities we are funded to deliver. In this year alone we have undergone three complete system changes on lodging our "outputs" statistics.

## The coming year...


- ▶ As mentioned we are preparing for large scale internal process changes including to our information management systems and our financial management system. Both these tasks require the installation of large scale software programs that not only allow staff to be able to access information remotely (from home or on their smart phones and tablet computers) but we need systems that allow clients to also access their own packages and files.
- ▶ We also need a robust and pragmatic governance and management structure that will guide the organisation through these changes and to chart a course for future success.

- ▶ We must respond to the demands of operating in an ever increasing digital environment. While we don't yet have high speed broadband connections here on the range, other areas do and so the expectation is that we can keep pace with sector regardless of the environmental limitations.
- ▶ We are aware that the needs and requirements of our clients are changing too. We've noticed an increase in the number of clients who request "lifestyle" type services such as social interaction, community access, recreation and entertainment. These activities were once viewed as secondary needs but are now recognised as an integral part of a healthy life and its vital that we can meet those service demands.



At BRCG we are looking forward into the brave new world of care services for senior citizens and people with a disability – and its exciting.

We are part of a movement to support people to live well, age well and remain active and engaged in their care and health needs. I certainly look forward to leading the BRCG team into that future and continuing to be not only a service that enhances the daily life of people who access our services but also for fulfilling our organisational vision to be the care provider of choice offering the the care YOU choose in the Blackall Range region.





At this time I would like to express my thanks to the Management Committee for their dedication to the organisation and the community in which we operate. I would also like to personally thank Ann Koenig, our outgoing President, for her support and guidance in my first year in the job.

Lastly I would also like to express my heartfelt thanks to the staff of BRCCG, and in particular my management team who have been subjected to so much change and have handled it with good grace, trust and understanding.

I'd also like to acknowledge all our staff who are responsible for delivering our frontline services and the staff who perform other roles that support the work that we do. Their overwhelming sense of care and regard for our clients is palpable and they are all exceptional.

Thank you.



