



Kurri Kurri  
Community  
Services Ltd

# ANNUAL REPORT 2016/17



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Annual Report  
2016/17

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# MESSAGE FROM THE CHAIRMAN AND CEO

Another year, another  
leap forward for KKCS



We are pleased to present to you the Kurri Kurri Community Services 2017 Annual Report. 2017 was a year of transition, renewal and growth for Kurri Kurri Community Services (KKCS). One of our key objectives for 2017 was the continued strengthening of the KKCS Board and Management teams. Accordingly, Mr Chris Dumas joined the KKCS Board in 2017. Chris is a Partner at Bentleys Accounting and Business Advisors and equally important, through his son Max, has a lived experience in disability. Chris brings both his financial expertise and his passion about disability rights to the KKCS Board. The management team was also strengthened with a new CEO (Mike Coddington), a new Kurri Contracting Services Manager (Ange Bevan) and a new Community Services Manager (Elana Lawrence – a lifelong resident of Kurri Kurri).

A new KKCS Mission, Vision and Strategy was developed in 2017 - which will guide KKCS over the coming years. Enhanced business planning, budgeting and performance management frameworks were rolled out in 2017, along with major upgrades to our core finance and customer relationship management systems. Whilst this was a major challenge for the organisation, we are pleased to report that these efforts are showing positive results as evidenced by our strong financial performance in 2017.

One of the key components of KKCS' new strategy is to ensure the Community Centre serves as the hub of the local communities – providing access to a comprehensive set of community programs, supports and services. In 2017 we continued to provide a broad range of recreation and support services including the food cooperative, men's shed, gymnastics, guitar, dance, senior fitness, and many others. We also listened closely to our community and launched a number of new programs that were requested by the community - including inclusive dance for young people with disability, active kids programs, computer lessons for seniors and a young parents support group. Our Youth Support programs continue to be provided throughout the community and continue to garner attention for their creativity and outcomes – with our Youth Week Celebration achieving a finalist spot in the state-wide competition. We also began working closely with a number of new corporate and social purpose partners to broaden the scope of services available at the Community Centre.

One of our key focuses in 2017 was preparation and planning for the NSW Department of Family and Community Services (FACS) Targeted Early Intervention (TEI) reforms. These reforms focus on enhancement of supports and services for children under three years old, young parents, and Aboriginal and Torres Strait Islander peoples. KKCS is working closely with FACS, community members and other social purpose organisations to enhance our existing programs and offer new, innovative programs to ensure our local communities realise the benefits of the TEI reforms.

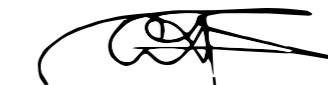
The National Disability Insurance Scheme (NDIS) completed roll-out in 2017 and the My Aged Care (MAC) program continues to roll-out across Australia. KKCS delivers a broad range of disability supports and services under NDIS and was accredited in 2017 to provide Home Care Packages to older Australians under the MAC program. Our community members have shown a clear preference for local, community-based supports and services with KKCS' disability and aged care services business growing by 269% in 2017. This is a sound testimonial to KKCS' client centric operating model and the underlying quality of service.

KKCS Home Modification business also continued the transition to NDIS and MAC in 2017. This included a restructure of our business operations and enhanced support systems to ensure continued delivery of quality services under a consumer directed business model. NSW funding for the State Wide home modification program will cease in June 2018. We have implemented a transition plan to wind down the KKCS State Wide home modifications business and in parallel grow the local NDIS and MAC supported home modifications businesses.

Kurri Contracting Services (KCS) continues to deliver upon our commitment to empower people with disability – employing over 25 people with disability. KCS successfully completed our National Standards of Disability Services Quality Audit in 2017 confirming our commitment to quality and continuous improvement.

Overall 2017 was a challenging yet rewarding year for KKCS as we transitioned to NDIS and MAC and at the same time undertook fundamental organisational, operational and support systems changes. We are pleased that we successfully addressed these internal challenges and continued to deliver quality supports and services to our community, clients and customers. We are particularly pleased at the growth of our disability and aged care services, the enhancement of our community based programs and the solid financial performance achieved.

## **We look forward to an equally challenging and rewarding 2018.**



**Andrew Hughes**  
Chairman



**Mike Coddington**  
CEO



# COMMUNITY SERVICES



Over the past year, the main focus of the Community Services team has been to identify and implement several new programs that stem from recent Targeted Earlier Intervention directives issued by the NSW Department of Family & Community Services (FACS).

Partnerships were formed with WEA Hunter to run The Village program for young mothers to gain a Certificate II qualification in Skills for Work & Vocational Pathways.

This training was aimed at helping them gain employment or to continue with their studies.

**New programs were introduced such as Inclusion Dance, a class which allows children living with a disability to learn dance and participate in organised dance classes. We established this class after a local school contacted the Centre asking if we could provide the service. It proved to be a success with 12 children attending each week.**



The Centre helped organise and also actively participated in a number of popular local events including the Teddy Bears Picnic, NAIDOC week, Kurri Kurri Nostalgia Festival, Mental Health Week and Daffodil Day.

We have made efforts to strengthen partnerships with other not-for-profit and community based organisations in our area as we continue to strive to meet our vision to be the guiding light of our community.

Towards the back end of the financial year we also commenced planning for a community hub to be established in the community centre. This is an exciting venture that will transform the entrance, reception area and front section of The Centre in Lang street.

## Kicking goals for our community



Successfully delivered all FACS funded programs



Partnered with WEA Hunter to offer Certificate II in Skills for Work for young mothers



Local children with disabilities attended new inclusion dance program



Participated and organised 5 local events: Teddy Bears Picnic, NAIDOC Week, Kurri Kurri Nostalgia Festival, Mental Health Week & Daffodil Day



New partnerships formed



Community hub planned

Heddon Greta resident, Max Gruisinga is one of the friendly faces behind the wheel of the Kurri Kurri Community Services mini bus. Moving to Australia from Holland at the age of six, Max and his family have been actively involved in the Kurri Kurri Community for many years.

Max worked at the BHP Steelworks in Newcastle for many years until it closed and went on to work for a Morisset based construction business for another 10 years.

Upon his retirement a friend asked Max if he'd help out driving the KKCS bus once a fortnight and, eight years on, he remains a valued part of the team.

Every Thursday Max picks up clients from the Brain Injury and Alzheimer's group and brings them to the Kurri Kurri Community Centre for the day before dropping each person home again. He also drives the community centre bus for Kurri Kurri Primary School for school excursions and for other community groups who hire the bus from time to time.

Max's wife is living with Alzheimer's so he does what he can to give back to the community and help ease the burden of other families in his situation.

Not only does Max donate his time to KKCS, he is also a President of the Cessnock/Kurri Kurri Lions Club and a proud member of the local Rotary Club. He also volunteers at the Kurri Kurri St Vincent De Paul Society outlet and assists with their deliveries.

When he's not caring for his wife and attending to the many volunteer and club related roles he holds, Max enjoys spending time with his four Bull Mastiff dogs.

**Then Max got busy volunteering!**



## Youth Services win again, and again, and again!

2017 was a very successful year for Kurri Kurri Youth Services who were again recognised their dedication to youth support and development by winning a number of industry-based awards.

The Cessnock Community and Youth Development Project team won a State Youth Work award for "Outstanding Youth Participation" at the NSW Youth Work awards. The Cessnock Youth Week program consisted of 24 free events across the local government area including Take the Stage, Youth Fest, silent discos and outdoor cinemas.



Almost 2000 young people were involved in the Cessnock Youth Week which was a collaborative effort between community organisations, local businesses and the Cessnock Youth Entertainment Committee.

In addition to this Outstanding Youth Participation award, the Cessnock area was once again a finalist for "Best Youth Week in NSW". The same team also achieved state-wide recognition at the Youth Action NSW Youth Work Awards for their Drop the Beat program. They won the award was 'Most Outstanding Youth Participation' with around 3000 young people engaging with the program over the past two years.

This initiative was originally recognised in the 2016 awards so it has proven to be very successful.

The Cessnock Youth Week Organising Committee are a passionate team who constantly work hard to provide opportunities to local youth and these awards are a testament to the hard work and passion that the teams constantly put in to make each youth event a success.

# Young local Mums are benefitting from increased interaction

Skye Cousins was born and raised in the Kurri Kurri area and continues to live locally at Weston. She attended Kurri Kurri High School up to the end of Year 11 and then commenced a course at Maitland TAFE before falling pregnant with her first child, Chloe.

In June 2017, 22-year-old Skye joined the Young Parents Network, an initiative of KKCS that is the result of Targeted Earlier Intervention Program reforms through the NSW Department of Family & Community Services (FACS).

“Recent changes to funding from FACS bought a focus onto a number of target groups, and one of these was young parents,” explains KKCS Youth Services Manager, Lakin Agnew.

Members of the Young Parents Network come together once a week to share their experiences and participate in a variety of activities including craft and personal development workshops.

At each meeting they are supported by social workers. The group also shares a meal together.

The gathering also serves as a playgroup for the 20 or so children who attend with their parents. Everyone agrees this is one of the more important aspects of the program.

“The interaction between the children is one of the most important aspects of the get-together,” says Lakin.

“Many of the young parents don’t have a lot of support and can’t get out as often as they’d like to. Consequently, the children don’t have a lot of opportunity to play with others. This weekly gathering allows the parents to see how their children are developing in relation to the other kids and it gives the kids a chance to socialise regularly.”

“KKCS were early adopters of this program,” explains Lakin. “We knew our region had a high percentage of young parents and we saw an opportunity to be providing this better service to this group”.

The program is targeted at parents under the age of 25.



Skye was also previously involved in another KKCS incentive aimed at helping your mothers integrate into the community and develop skills that will help them with their future endeavours to find employment. Known as ‘The Village’ the program was delivered by WEA and participants earned a Certificate II in Work Skills.

“

**After the WEA course finished, I didn’t really have a support network aside from immediate family, but now I have a great support network and have made some very good friends. It’s a safe environment and we’re not judged by anyone.**

”

She is excited about what the future holds.

“I’m keen to do my RSA and RSG training so I can find work in the hospitality sector. I think I’d be suited to it.

The Young Parents Network has given me the confidence to start thinking more closely about my future. I’m grateful for the time and the space the The Centre have provided to our group.”



# Our Outstanding OOSH Service



**8 Local Schools** are catered for



**The Only OOSH** in the Kurri Kurri area



**Two New Educators** have been employed to the team



**20% Enrolment Increase** of students since last year



**Positive Feedback** received constantly from families



**Partnership with University** 30 hours of educator learning



**Incorporating Gymnastics** 13 types of classes offered

Our out-of-school-hours (OOSH) and vacation care service commenced its 24th year of continuous service to the region. The service caters for eight feeder schools in the area and is the only one available to residents of Kurri Kurri and surrounding suburbs.

This year we employed two new educators to extend our current knowledge base and capabilities. We have a great blend of educators on staff with a strong mix of professional and life experiences.

Numbers for our program continue to grow and our families continue to provide positive and insightful feedback to help us with continuous improvement to ensure high quality care is provided.

KKCS formed a partnership with the Newcastle University Family Action Centre in 2017. Together we delivered support programs to local families to help with emotional coaching and behaviour management for children.

A number of exciting new activities like gymnastics were introduced to OOSH in 2017. These new activities will provide an even better environment of learning, growing and just having fun for our children.

Strong partnerships continue with all local schools and the National Quality Framework continues to guide us and supports us to implement high quality programs for our families.

# Providing an invaluable service to working families in the region

Heddon Greta resident Michelle Hancock leads a very busy life, working full time and caring for her family which includes four teenage children.

Michelle's youngest daughter Chloe lives with Down Syndrome and has been part of Kurri Kurri Community Centre's out-of-school-hours (OOSH) program for the past six years.

The service allows Michelle to drop Chloe at the Kurri Kurri based facility each school day morning as she travels to work and then pick her up each afternoon on her way home.

Chloe loves attending OOSH and has formed friendships with many of the other children who attend. She enjoys the many activities and has learnt new skills she can utilise in school.

Michelle is very comfortable sending Chloe to OOSH every day and says the service is consistently good.



**The team at the OOSH have been wonderful to Chloe. I'm extremely happy with the service they provide. I couldn't recommend the OOSH service more highly. They really have been a great help to our family.**



For more information visit [kkcs.org.au](http://kkcs.org.au)



# HOME MODIFICATION & MAINTENANCE



Overall our business units are looking forward to an exciting future with business expansion and a rebranding of identity around the corner.

This financial year has seen significant changes to the funding pool across all areas of the home mods business.

All State Government funding from the Department of Family and Community Services (FACS) ceased at the end of June 2017 for our Occupational Therapist and Level 1 & 2 Services with the final transition of Hunter and Central Coast regions to the National Disability Insurance Scheme (NDIS).

Funding from FACS is also decreasing for our Statewide home mods business as more NSW funding regions transition to the NDIS. It is expected that all regions will transition by the end of June 2018 leaving Statewide home mods funding from FACS reducing to zero over that period.

These changes are not seen as a negative to our business but as an exciting opportunity to expand with occupational therapy and our fee for service arm growing due to an increased number of NDIS referrals.

Funding from the Federal Government Commonwealth Home Support Plan continues to come through normally and has actually been extended to the end of June 2020. This gives Statewide home modifications, Hunter home modifications and Occupational Therapy funding certainty for another three years.



**Scott Mills**  
Building Supervisor

## A career in construction that has come full circle

A carpenter and joiner by trade, Scott Mills has a lifetime of experience and passion for working in the disability sector. Although Scott is no longer 'on the tools' his role with Kurri Kurri Community Services as site supervisor on the Home Modifications team has allowed him to continue to help those living with disability to remain living in their own homes.

Scott started his career by undertaking an apprenticeship with the Department of Health, working at the Gladesville Hospital which was then a medical facility that specialised in treating people with disability. He went on to run his own building business specialising in repairing and renovating period homes. When he

and his family relocated to the Hunter he renovated 'fixer uppers' and later contracted for The Grey Army.

As a young man he lived with a family member who used a wheelchair, so Scott was directly exposed to the challenges that someone with a disability has in a home environment. This experience made him determined to help others.

In 2009, Scott's own health took a turn when he had a heart attack on the job while tiling a bathroom. He was rushed to hospital where he was clinically dead for almost 20 minutes. Miraculously, he regained consciousness and made an excellent recovery. This experience redoubled Scott's commitment to supporting people with disability.

Scott started with KKCS in 2014 and is a well-respected member of the team. He regularly travels around the Hunter visiting clients alongside the Occupational Therapists. Scott is also charged with determining of each modification and project managing the job from design to completion.



My Aged Care Client Referrals

**1,259**



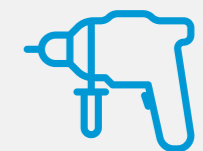
NDIS and Fee for Service Clients

**560**



Occupational Therapy Clients

**271**



Maintenance & Lawn Mowing Clients

**520**



# COMMUNITY CARE



The 2016/17 financial year was a year of significant change and growth for the Wellbeing Services team as we focused on implementing a greater range of services and also increased our efforts to support more clients in our community.

At June 30, 2016 the Wellbeing Team employed eight support staff who supported 58 clients and, 12 months later, our staff numbers had almost tripled to 23 and the number of clients had also expanded considerably to 216 (a 269 percent increase).

The client base included 166 Commonwealth Home Support (CHSP) clients, 46 clients funded through the NDIS, four Home Care Packages and two clients who had been referred to us through other providers.

In March 2017, KKCS was formally approved and registered as a provider of Home Care packages (through the My Age Care) and by the end of the Financial Year we had secured four new clients through this funding. The initial response to this new funding model is extremely positive and we expect to report significant growth in these packages over the coming years.

When changes to the NDIS commenced in early 2017, the number of clients under ADHC funding grew from 10 to 46 for the 16/17 financial year.

Another very positive and satisfying development during the year for the Wellbeing Services team was the establishment of strategic alliances with several local training organisations in an attempt to develop more locally based, accredited staff. We see a great benefit in building a pipeline for local talent who can work locally and care for members of their own community.

This focus resulted in three young local people undertaking work placement with our team as part of their course work. These three young local people were subsequently offered a traineeship through KKCS and are now on staff.

Over the past 12 months we have also welcomed a registered nurse onto the staff which gives us an advantage over other providers around both supervision and training.

We invested in our client management system, TCM software, to ensure we can continue to service our growing client base more effectively.



**3x**

Staff numbers have nearly tripled from 8 to 23



**269%**

Increase in KKCS Wellbeing clients from 58 to 216



**3x**

Work placement students who became trainees are now staff



**166**

Commonwealth Home Support Programme (CHSP) clients



**360%**

Increase in clients under ADHC funding from 10 to 46



**46**

National Disability Insurance Scheme (NDIS) clients

# Emma Boyle

## Support Worker

In 12 short months of working with Christine Russell and the Wellbeing Services team, local woman Emma Boyle has completely turned her life around.



# Providing opportunities for local to community members to achieve their potential

Emma, a 22-year old resident of Weston, was unsure of what the future held for her after the Kurri Kurri retailer she'd worked for since leaving school closed suddenly in 2015.

In the two years after successfully completing Year 12 at Kurri Kurri High School in 2012, the retail position had given her a degree of financial independence which allowed her to move out of home.

After the sudden closure of the shop Emma was left unemployed and, unable to find work, she had no choice but to move back home and sign up for Centrelink payments to support herself.

This low point took a toll on Emma's wellbeing as she struggled with a lack of motivation and the uncertainty of what lay ahead.

With a family member already working in the community care sector, Emma decided to follow suit. She enrolled in a Certificate III in Disability Services course through Joblink Plus and, as part of the training, was offered an internship with KKCS Wellbeing Services. The work placement was a success and immediately upon attaining the certification, Emma was offered a permanent part-time role with the organisation.

Emma now works with a mix of aged care and NDIS supported clients living with disability.

Her role varies from domestic duties, personal care, home support, social support and flexible respite. She loves being out in the field helping people in the community.



Emma quickly regained her independence and has since moved back out of home, purchased a brand-new car and was able to commence a significant amount of dental work which she'd been hoping to start for several years.

With a new sense of purpose and achievement, Emma wants to continue with her studies to further her career in community care. Working at KKCS has had such a strong influence on her attitude and her outlook for the future and she is enormously grateful for the opportunity.



**The positive change in my life is almost unimaginable. I love being a support worker, I love being in the field and undertaking different tasks almost every day.**

**The Wellbeing Services team have been extremely supportive. We all work very well together and look out for each other.**

**I'm already planning to start my certificate four (Cert IV) in Home and Community Care so I can further my career in this sector.**



**A five star review for the Wellbeing team!**

Born and raised on the North Coast of NSW, Les McNeelee moved to the Hunter in the 80's to continue his career in the transport industry. Known as a jack of all trades, Les received his truck license at the age of 16 and has been blessed with the ability to fix any mechanical issue he is faced with. Over the years he's driven just about every type of truck and hauled an extremely diverse range of products.

With a passion for dancing and walking, his life was turned upside down in 2016. After having nine knee replacements over the past 25 years he developed an infection in his right leg and the doctors were forced to amputate it above the knee.

Les was living independently before his amputation but required home care immediately after surgery as he lived alone for the past 14 years. A friend referred him to KKCS Wellbeing Services and he chose to receive assistance at home with the Commonwealth Home Care Program that enables him to remain living comfortably in his own home.

Les receives personal assistance, home assistance and social support from the Wellbeing Services team. To guarantee his independence and mobility and ensure his safety he has also had home modifications completed by the KKCS Home Modification team including ramps and bathroom railings

Les can't speak highly enough of KKCS Wellbeing Services and is very appreciative of the friendly, helpful and willing staff members.



**They have been a great help to me. I would be buggered without them! They are always available and always very helpful. I really can't speak highly enough about the work they do for me.**





# CONTRACTING SERVICES

## 100% Increase

doubled scope of work with Roads & Maritime Services

## 3x Promoted

from supported employees to supervisors

## 50% Increase

in crew members who were NDIS participants



## Weed Control

on Crown Lands



## Service

highly recommended by clients



## Increase

in supported employees obtaining white cards



Kurri Contracting Services (KCS) is a recognised Australian Disability Enterprise (ADE) operated by KKCS and partly funded by the Department of Social Services (DSS) and National Disability Insurance Scheme (NDIS). KCS provides employment to over 25 people in the community who are living with a disability. We are an inclusive social enterprise with working teams who are supervised by highly professional support workers.

At KCS we work on a B2B model where our service offer ranges from landscaping, commercial grounds maintenance, weed control, mulching, bush rejuvenation, commercial cleaning, graffiti removal and roadside litter reduction through to car detailing for business fleet vehicles

During the 2016/2017 financial year we made significant positive changes to the business with the support of the CEO and Board. On the back of our Continuous Improvement Strategy, we have continued to deliver our service offerings at the highest level resulting in repeat business and new business opportunities.

Whilst we have continued to service our existing clients we have extended our services into other industry sectors and, as a result, we currently support customers in Education, Corporate Services, Mining, Public Utilities, Transport and Telecommunications along with other Not-for-Profit

organisations. As an outcome we have nine teams working to support all our client's needs.

It goes without saying we have formed very strong partnerships with our customers. Reflecting the level of customer commitment and high standards of service we uphold, we have been recognised and highly commended by many of our customers. The catchment area for service delivery branches from the Central Coast Region through to the Hunter and New England Region and up to the Mid-North Coast of NSW.

In support to our Supported Employees, we have continued our commitment to provide ongoing training and mentoring that enables each team member to gain new skills and meet their goals. We have promoted three Supported Employees to the role of Supervisor over the past 12 months and many others have obtained their White Cards (General Building Construction induction qualification) and undertaken various other inductions.

We have been successful in regaining re-certification for Quality Assurance in September 2016. Measurement is against the National Standard of Disability Services (NSDS), which is another testament to our commitment of our Continual Improvement Strategy. We are always looking at ways on how best we support our Supported Employees and customers alike.

“

**I'm thrilled and so proud of our supported employees, who we refer to as crew members, in their ongoing professionalism and willingness to participate in continuous improvement initiatives. Everyone embellishes the opportunity to deliver quality work across all our services. This has resulted in ongoing contract renewals and opportunities to establish new contracts. The contracting business continues to go from strength to strength both internally and externally.**

**The best thing, like clockwork at the end of each day, everyone at KCS still finds the time to have a good belly laugh!**

**Ange Bevan**  
Business Manager

”





## Jason Mitchell

### Supported Employee

Jason first came to Kurri Kurri Community Services at the age of 14 and has spent the last 27 years working a number of different roles within the Commercial Services team. Cessnock born and raised, Jason enjoys spending his time giving back to the community.

Jason's roles have included ground maintenance, quoting jobs, lawn mowing, quality control, cleaning, ordering products and admin tasks. For the last eight years, Jason has also worked as a supervisor for the KKCS cleaning team.

Outside of work, Jason enjoys cooking, partying and going on holidays. With his hard work, he has saved up and bought himself a brand-new Toyota Hilux as well as holidays to New Zealand and Bali. With a "life's too short to not have fun" attitude, Jason admirably makes the most of every opportunity he is given.

Jason enjoys working with the team at KKCS and training employees of different abilities to their highest potential.

## Orica and KKCS – continuing a wonderful working relationship

"We've employed the services of Kurri Kurri Contracting Services for 11 years now and we are extremely pleased with the wonderful working relationship we've developed," explains Ryan Bremmell, Site Services Supervisor at Orica's Technical Centre in Richmond Vale.

Orica is the world's largest provider of commercial explosives and innovative blasting systems to the mining, quarrying, oil and gas and construction markets, a leading supplier of sodium cyanide for gold extraction, and a specialist provider of ground support services in mining and tunneling.

Many of the products Orica supplies to the mining sector

are developed, manufactured and distributed by the Technical Centre located at Richmond Vale just outside Kurri Kurri.

This site, staffed by over 250 employees, is the main R&D and manufacturing centre for explosives and precursors for Orica's Australian operations.



For more information  
visit [kkcs.org.au](http://kkcs.org.au)

“It’s a large complex covering almost 300 hectares of which 16 hectares is covered by buildings,” explains Bremmell.

“The structures serve a mix of purposes including two administration buildings, warehouse, a research and development laboratory, mixing laboratory, quarry services depot, manufacturing plant and ancillary facilities.

“The Commercial Services team at KKCS manage both the external and internal cleaning and ground maintenance function for this site.

“The cleaning work is undertaken after hours and currently runs five days a week between 6.00pm and 10.00pm. The cleaning crew is supervised whenever any work is being undertaken in secure areas but otherwise they manage the process very effectively with very little involvement from our on-site staff.”

The grounds keeping work includes hazard reduction and maintaining fire breaks as well as the usual grooming and maintenance functions such as mowing, trimming and weeding. A crew from Kurri Kurri Contracting Services is on site weekly to ensure the site is looking its very best and to help mitigate any potential safety or access issues.



**We see our contract with KKCS not only as a business arrangement but as a long-term investment in the local community.**

**Orica believes it’s important to develop long term relationships with local businesses and organisations such as KKCS and we are committed to ensuring these arrangements are a success.**

**We are very pleased with the application the Commercial Division of KKCS has shown to their work for Orica. They are extremely reliable. We also remain very pleased with the attention to detail and the high standard of work they continue to deliver.**

**Ryan Bremmell**

Site Services Supervisor at Orica’s  
Technical Centre in Richmond Vale





# CORPORATE & FINANCIALS

## KKCS Corporate Services

The Corporate Services team's 2017 focus was on improving our systems and processes by embracing enhanced technology throughout the organisation to improve our customer experience and the efficiency of back office operations. We also supported a rapid increase in client and staff numbers as a result of the growth of our supports and services to community members.

During the year we supported the KKCS organisation to manage its rapid growth through the recruitment, on boarding and induction of over 40 new staff. The injection of a considerable number of new staff also encouraged us to refresh our employment policies and practices.

The Corporate Services team managed a number of quality assurance and accreditation audits across the organisation - ensuring KKCS delivers the highest quality, most contemporary services possible. The team also worked closely with Commonwealth and State funders to ensure we achieved the maximum possible outcomes for our funders and community members.

The Corporate Services team played an integral role in increasing the level of community engagement throughout the year including coordinating the return of the Community Centre as an active participant in the Nostalgia Festival and the support of

the local community during the bushfires that threatened Kurri Kurri and Heddon Greta in mid-January 2017. The latter included offering our premises as an evacuation centre.

There was a strong focus throughout the year on information technology enhancement. We began the overhaul of our technology platforms with a new IT platform design and the first stages of its implementation. This includes more remote and flexible work capabilities using remote desktop technology to better support our clients in community.

We launched new and more flexible payment arrangements for our customers via the introduction of Direct Debit and over the phone credit card payments. With the launch of our new IT infrastructure and the implementation of revised policy and procedures we have commenced our journey to be a highly efficient, mobile and paperless organisation.

2017 also included a greater commitment to engage with and actively listen to our community. The first step was a new, fresh website - which launched in December 2016. We also refreshed and enhanced our social media presence on Facebook and relaunched the Kurri Kurri Community newsletter - which has been very well received by the community.

## Our Board of Directors



**Andrew Hughes**

Chairman



**Bob Bedford**

Board Member



**Brendan Smith**

Board Member



**Chris Dumas**

Board Member

## Our Leadership Team



**Mike Coddington**  
Chief Executive  
Officer



**Jennifer Con**  
Chief Financial  
Officer



**Gillian Collis**  
Human Resources  
Officer



**Christine Russell**  
Community Care  
Manager



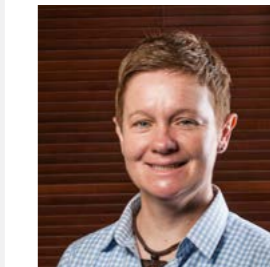
**Elana Lawrence**  
Community  
Services Manager



**Phil Endean**  
Home Modifications  
Manager



**Ange Bevan**  
Contracting  
Services Manager



**Lakin Agnew**  
Youth Services  
Manager

Audited Financial Results for the Financial Year ended 30 June 2016

	2017	2016	2015
	\$	\$	\$
<b>Revenue</b>			
Government funding & donations	6,347,298	8,305,101	7,987,049
Fee for Service revenue	4,954,117	2,739,499	3,299,541
Interest revenue	122,373	102,666	152,842
Other Revenue	109,123	115,556	137,447
	<b>11,532,911</b>	<b>11,262,821</b>	<b>11,576,879</b>
<b>Less: Expenses</b>			
Advertising expense	38,436	26,441	23,376
Bad Debts	295	340,312	26,292
Depreciation and amortisation expense	199,583	232,257	262,008
Employee benefits expense	4,225,778	3,541,014	3,729,621
Home modification expenses	4,236,690	4,735,724	7,242,771
Materials and consumables used	329,161	322,503	290,330
Occupancy expense	273,034	349,310	325,482
Transport expense	193,891	264,471	263,287
Other expenses	1,551,926	1,276,817	1,283,380
	<b>11,048,794</b>	<b>11,088,849</b>	<b>13,446,547</b>
<b>Profit / Loss before income tax expense</b>	484,117	173,972	1,869,668
<b>Other comprehensive income for the year</b>	-	-	-
<b>Total comprehensive income</b>	<b>484,117</b>	<b>173,972</b>	<b>1,869,668</b>
<b>Net assets</b>	<b>3,735,635</b>	<b>3,251,518</b>	<b>3,077,546</b>



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Scott Gibson  
Wayne Russell

**KURRI KURRI COMMUNITY SERVICES LTD**  
**ABN 72 626 519 418**

**INDEPENDENT AUDITOR'S REPORT**  
**TO THE MEMBERS OF KURRI KURRI COMMUNITY SERVICES LTD**

We have audited the accompanying financial report, being a special purpose financial report of Kurri Kurri Community Services Ltd (the "company"), which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

*Directors' Responsibility for the Financial Report*

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and to meet the needs of the members.

The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view 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 company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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*Independence*

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

*Opinion*

In our opinion, the financial report of Kurri Kurri Community Services Ltd is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the *Australian Charities and Not-for-profits Commission Regulations 2013*.

*Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose.

Wayne Russell  
Partner

PITCHER PARTNERS  
Newcastle

Date 31 October 2017



Kurri Kurri  
Community  
Services Ltd

### **Feedback**

We are not only in the business of improving lives we are also in the business of improving the way we do it. If you have any feedback, about the things we do well or the things we could do better please send an email to our confidential email account at [feedback@kkcs.com.au](mailto:feedback@kkcs.com.au)

### **Contact Us**

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