

# Annual Report 15/16



**Kurri Kurri  
Community Services Ltd**



A photograph of three children sitting on a patterned rug in a classroom. A boy in a yellow shirt is on the left, a girl in a blue plaid shirt is in the center, and another girl in a blue plaid shirt is on the right. They are looking towards the right. In the background, there is a white shelving unit with red and black storage bins, and a green tub filled with toys.

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# MESSAGE FROM THE CHAIR & CEO

## 2016 – A YEAR OF CHANGE & RENEWAL

We are pleased to present to you the Kurri Kurri Community Services 2016 Annual Report. 2016 was a year of reflection, celebration, change and renewal for Kurri Kurri Community Services (KKCS). KKCS celebrated our 30th year anniversary and we are extremely proud of our contribution to Kurri Kurri and surrounding communities over three decades. We wish to recognise and sincerely thank all our past and present volunteers, staff, Board members and of course the countless community members who have supported us along the way. Thank you!

While we celebrated our proud history we were also busily preparing for the future. The National Disability Insurance Scheme (NDIS) and My Aged Care program are once in a generation reforms providing choice and control to people with disabilities and older Australians in how they choose to live their lives. KKCS strongly supports these reforms and undertook fundamental organisational reforms to ensure we continue to deliver innovative, client centric services under NDIS and My Aged Care.

In September 2015 KKCS changed its legal structure from an incorporated association to a company limited by guarantee. This structural change reflects our commitment to enhanced governance, performance management and transparency. We adjusted our name from Kurri Kurri Community Centre to Kurri Kurri Community Services to recognise the growth of our community supports beyond the physical Community Centre building.

KKCS also refreshed its Board and Executive Management team. Three new Board members (Mr Andrew Hughes (Chair), Mr Bob Bedford and Dr Brendan Smith) bring extensive governance, strategy, management and business expertise to KKCS – and equally important – a longstanding commitment to our local community. KKCS also recruited key management staff in 2016 including a new CEO, CFO and Manager of Community Care.

While a major focus in 2016 was preparing ourselves and our clients for the future under NDIS and My Aged Care, we also continued to actively engage and support our community with a wide range of programs and services – including the men's shed, recreation programs, education programs, the Community Centre and food cooperative.

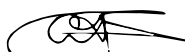
KKCS also partnered with other community organisations and the State to rollout innovative community and youth development programs that received national recognition – winning top honours for NSW in the National Youth Week Celebrations as well as being honoured by the Governor General for the "Drop the Beat" domestic violence awareness program.

KKCS Home Modifications services continued to provide accessible housing in the local community and across the State while beginning the transition to operate under NDIS and My Aged Care. KKCS also reaffirmed our commitment to employment for people of all abilities with the ongoing operations of Kurri Contracting Services that employs over 25 people with disabilities.

We are very pleased that during this time of change KKCS maintained its focus on financial performance and continuous improvement. Our operations generated a financial surplus which will be reinvested in future reforms and community programs. KKCS also attained a Best Practice Certificate – NSW Disability Service Standards and renewed our ISO 90001:2008 accreditation reconfirming our commitment to continuous improvement.

2016 was a year of great change and challenge for KKCS. We undertook fundamental reforms and began the transition process to operate NDIS and My Aged Care. We expect 2017 to be even more challenging as NDIS and My Aged Care rollout, but we are well positioned to meet these challenges and grow. Our commitment is and will always remain supporting our community.

**Andrew Hughes**  
Chairman



**Mike Coddington**  
CEO







# Community Services

## Always a Hive of Activity

The Community Services team is a dynamic and diverse group of people who are often seen as the face of our organisation in the community. The units that operate under the banner of Community Services include:

Youth Services  
Food Co-operative  
Gymnastics Club  
Transport Services  
Community Centre  
Men's Shed  
Dance School  
Education Programs

It was an extremely busy and fulfilling year for the Community Services team. Here's just a few of the highlights:

- The Youth Services team secured Targeted Earlier Intervention (TEI) funding in 2015/16 that was especially helpful in launching the 'Drop the Beat' Program. This activity was a partnership between KKCS, Cessnock City Council other community organisations and a team of energetic young people.
- The calendar of events which ran during Youth Week 2016 was a resounding success, winning best Youth Week program for NSW as

part of the long-standing National Youth Week celebrations. This activity was a partnership between KKCS, Cessnock City Council and other community organisations.

- One of our Gymnastics coaching staff, Lachlan Maunder received the Young Leader of the Year Award from Gymnastics NSW and several of our junior gymnasts achieved podium finishes in major competition.
- Our transport services team racked up almost 30,000 kilometres assisting locals attend important appointments and organisations such as the Scouts participate in regional events.
- Our food co-operative signed its 3,750th member and continues to provide a broad range of heavily subsidised food and household essentials to local families every week.
- The Kurri Kurri men's shed now boasts a new Carbatec table saw, oscillating sander, and sanding sleeves thanks to a \$3,700 grant through the National Shed Development Program.
- The calendar of events which ran during Youth Week 2016 was a resounding success, co-winning best Youth Week program for NSW.





## Drop the Beat

The Youth Services team has a proven record of connecting with young people and helping them identify steps to reach their potential. This service highlights how invested our organisation is in the future of this area and that future fundamentally rests on the shoulders of the sons and daughters of Kurri Kurri and surrounding areas. Our flagship youth program for 2016 - Drop the Beat - was recognised by the Governor General during Child Protection Week!

The project was launched to raise awareness about the high rates of domestic violence in the Cessnock LGA area and how family violence affects young people. The Youth Services team wanted to draw attention to this issue and shift the

culture of violence that has become more prevalent in our region over recent years. It was a great opportunity for the young people involved and an awesome way to recognise how engaged the young people from the region area really are. The project is funded by a Youth Opportunities grant from the NSW Department of Families and Community Services.

Lakin Agnew and Jessica Dowler from KKCS and Youth Entertainment Committee members, Sophie and Georgia Cunningham were honoured to attend an event at the Governor General's Official Sydney residence that recognised the program.



# 550

*Local high school students took the White Ribbon Pledge in 2016 as part of the Drop the Beat initiative.*

*KKCS has partnered to win another major Youth Services award before ... In 2014 the Youth Week Team won 'Most Innovative Program in NSW' for National Youth Week.*





# Home Modification & Maintenance



## Local Home Modification

KKCC was the pilot service for the introduction of the home modification scheme and has been very well respected throughout the entire 'Home Mods' sector for many years. We continue to strive to provide excellent workmanship, customer care and remain at the forefront of innovation in this space and are a preferred provider with the National Disability Insurance Agency (NDIA).

Home Modifications are funded by State and Federal Governments and referrals for these services are received through My Aged Care and package providers for the frail and aged and Occupational Therapists for younger people with disabilities.

Our own team of Occupational Therapists assist in the planning and execution of every job and work closely with our clients to ensure we deliver the very best result every time. We have the advantage over private builders and stand-alone Occupational Therapists because of our many years of experience in providing major bathroom and home access modifications as well as having an extremely experienced and capable team of our in-house Occupational Therapists on staff.

### What We Do

- Modifications such as Handrails, hand held showers, ramps, platform steps, door widening, bathroom modifications, lifts, stair climbers.
- Home maintenance and repairs to the home to ensure a safe and accessible environment.
- Yard maintenance including regular lawn mowing, yard clean-ups and rubbish removal.

Over the past year we have successfully completed over 50 successful projects ranging in value from \$200 to \$46,000.

While we remained extremely productive, the 2015/16 Financial Year was also a year of preparing for the future. Working closely with the Statewide Home Modifications team we are formulating a sustainable business model to provide quality on going modifications and occupational therapy services after the full rollout of the NDIS in 2017 and changes to the administration of Aged Care packages in 2018.

Referrals from Occupational Therapists remained the primary source of work for the Home Modifications team in 2015/16 - however significant income was generated from other revenue streams including National Disability Insurance Agency, Department of Veteran Affairs and other local private service providers.

A growing number of people are commissioning home modifications work directly with KKCS and paying for this out of their own pocket. This is an exciting trend that provides a significant growth opportunity for our construction business. We will be increasing our marketing and business development efforts to tap into this further.

*"We are receiving a growing number of referrals from the NDIA for clients with Motor Neurone disease. We find working with these clients so rewarding because of the nature of this insidious disease. Working closely with these clients our team is able to help make a real difference in their quality of life which is extremely satisfying."*

**Phil Endean – Home Modifications Manager**





Our Home Modifications team hold all relevant certifications - between us, we hold 3 NSW Builder's Licenses and boast over 100 years combined experience.

Over the last year, staff and contractors in our home modification team have accumulated over 150,000 km travelling across the state to complete jobs.



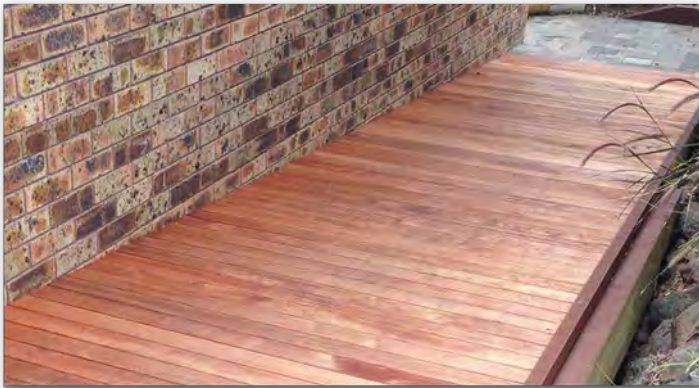
## Statewide Home Modification

The Statewide team is entirely focused on home modifications and has a remit to perform work right across New South Wales. Over the past year we've undertaken work in (regions/towns to be provided by Ron).

We send our own crews to many jobs and also employ a team of reliable and reputable contractors across the State who help us provide these home modification services.

This unit is also funded from State and Federal governments and has the express purpose of keeping the frail, aged and people with disabilities living independently in their own homes through the effective physical modification of their dwelling. The work can be anything from putting a grab rail near the back door through to a full bathroom modification for wheelchair access. Ramps to the external entry are also a very common request.

In 2015/16 there were several changes announced with regards to funding for this unit. The subsidy for home modification and maintenance work through the Commonwealth Home Support Programme (CHSP) managed via the My Aged Care portal was capped at \$10,000. It was also announced that the over-arching model for 'Statewide' work will cease in 2018 so we have commenced planning to refocus our commercial structure and operations into the future to ensure continuity of this important service.



## Changing Lives, One 'Home Mod' at a Time

This year we supported one of our clients to remain in his home and do what he loves doing best. Bill uses a wheelchair after a major accident in 2014. Despite these significant physical issues resulting from the accident Bill was keen to return home after his rehabilitation, however the physical environment no longer supported his needs. Bill is also a very keen woodworker and has numerous specialist tools in his shed that he uses to create very impressive pieces including furniture and toys. Our home modification team was asked to work with Bill to assess his situation and his home to see if we could make his desire to return home a reality. We identified all the issues and modified the entrance, bathroom, kitchen, living areas and external access to the point where he has been able to resume his life at home including the full use of his workshop. This workshop has also quickly become a hub for his friends who frequently call in to help Bill work and enjoy his company.



# Community Care

## Positive Change on the Horizon

Like many areas of our organisation 2015/16 has been a year of planning and change for the Community Care team in preparation for major changes to Government funding and program administration that will take effect over the next 18 months.

As part of this transition KKCS employed a new manager for this team during the year. Christine Russell joined KKCS with over 20 years' experience in the personal care sector including both client-facing and management roles in aged care and home care.

In 2015/16 The Community Care team provided personal care, domestic assistance, flexible respite, transport services and social support groups for people aged over 65. For clients under 65, we provided case, management, transport and social support. This range of services and the age-based needs model will change as more clients

transition to the NDIS in 2017 and beyond.

Demand for services grew significantly over the past 12 months buoyed by changes to Home Care Packages being implemented through the My Aged Care Portal next year.

The new consumer-driven model means people are very keen to investigate their options but also establish a relationship with a provider prior to the official launch date.

KKCS will be an approved Home Care Package (HCP) Provider prior to the February launch.

Under the NDIS we provide support both Personal Support and Capacity Building which includes assistance with daily life, transport and community participation. We deliver these supports and services with a committed team of qualified care workers, coordinators and volunteers.

## Our Volunteers

At KKCS we are blessed to have the support of a committed group of wonderful volunteers. Over the past year we have had almost 30 volunteers work with us across every department in the organisation. Some our services and activities would not be possible if not for the dedication and enthusiasm of these special people. Organisations such as ours are indebted to our volunteers. We thank them from the bottom of our hearts.







## Del Is Back Where She Belongs

Our Community Care team provide support that enable people with a disability or those who are aged or frail to remain living at home for as long as possible. We take an enablement approach with all clients so they have choice and control of their care. One such client is Delores Presland, or Del to her friends.

Del has been a client of the Community Care team since she moved into a unit just off Lang Street in 2014. Del was born in the Kurri area but lived in various parts of the state while her husband carved out a career in the Australian Navy for over 20 years. In fact, in her teenage years Del worked in the footwear department at the Co-op Store where our Community Centre now operates over 60 years later!

Del attends centre-based activities each Thursday and also makes use of the Community Transport service from time to time. She is extremely grateful for the assistance and even more pleased about the friendships she's developed over the past few years.

"I really enjoy the contact I have with the others who attend our weekly get-together and the staff who help out. Nothing is ever a problem for them and they genuinely care about how we are all going," explains Del.

"I'm very pleased to be back living closer to family and it's nice to feel like I'm part of a community again."

"The time I spend at the Community Centre has become a very important part of my week."

## Meet Ed Wright

Ed helps out in our Home Modification department two mornings each week and has done so for the past 11 years. A native of Kurri, he was involved in a mining accident in 2004 which resulted in an early retirement.

"I was forced out of work which was a major disappointment to me. My physical injuries were bad but the loss of my routine, mateships and a sense of direction in my life was much worse," explains Ed.

"I quickly realised that I couldn't just sit around all day and watch the world pass by. I wanted to help out in the community in some way and someone told me about the Community Centre and all the services they offer."

"I came up the next week and offered to help and have been here ever since."

"I like the fact that I can have an influence in something that is making a difference in other people's lives. When I see some of the situations people are in I am very grateful for what I have," he said.

Ed also enjoys the camaraderie shared by everyone at KKCS and the strong sense of teamwork, especially in the Home Modifications team.

"The companionship and the shared goals are a real bonus for me," he said.

"And I think my wife enjoys a regular break from me as well," he joked. "So I'll be coming back for plenty more years yet!"



# Contracting Services



## Together We Achieve More

Kurri Contracting Service (KCS) is an Australian Disability Enterprise (ADE) operated by KKCS and partly funded by the Department of Social Services. KCS provides employment to over 25 people in our community who might otherwise find it difficult to secure permanent work.

Under a business-to-business model, our scope of work includes commercial grounds maintenance, commercial cleaning, fleet vehicle detailing and roadside litter reduction.

During the 2015/16 Financial Year we continued to work with a broad range of mining, utility and commercial clients. Our crews and supervisors maintained all existing contracts to an extremely high standard and we continue to have an excellent working relationship with all customers.

Our grounds maintenance customers include Hunter Water Corporation, Telstra, Orica Mining Services (Mt Arthur Mine, Mt Thorley Mine, Mt Owen Mine & Liddell Power Station), National Disability Services, House With No Steps and Chapman Strata Management in Kurri Kurri. The grounds maintenance crews also provide roadside litter reduction services for Orica Mining Services, Bloomfield Mining and Cessnock City Council.

Our commercial cleaning customers include Orica Mining Services, Kurri Kurri Technical Centre and Kurri

Kurri Community Services Ltd.

Many of these business relationships date back to the late 1990's and we are very grateful for the ongoing support of all these commercial customers.

Demand for these services remains steady. We have seen additional ADE's entering the local market which is fantastic as it grows the overall market and increases employment opportunities for people of all abilities.

During the last Financial Year many of our assisted employees completed formal and informal training programs and attained additional qualifications.

The Board and management remain committed to our ADE and its ongoing development. We have started programs to educate more businesses about the positive aspects of engaging with an ADE – in that it makes good business sense and demonstrates a strong commitment to social responsibility.

*"KCS is having a direct and positive impact on the human rights of our assisted employees – specifically the right to employment. We are proud that KCS has always been aligned with the NDIA core values of choice and control for people with disabilities. We are equally inspired by our staff's dedication to KCS and continual professional development."*

**Di Hunter – Administration Coordinator KCS**





## KCS Employee Chalks up 30 Years on the Job

One of our supported employees, Michael Beckett clocked up 30 year of service during the 2015/16 Financial Year! During his time with KCS Michael has worked on both the grounds maintenance and cleaning crews. He has been trained in the use of a range of equipment including zero turn ride-on mowers, brush cutters, blower vacs and driving work vehicles whilst towing a trailer, just to name a few. During his employment he has attained his Certificate III Asset Maintenance – Cleaning, WorkCover General Construction Induction and Senior First Aid Certificate. He has also attended numerous other training courses during the past 30 years. We have several other supported employees who have been with KCS for 20 years or more. Congratulations and many thanks





# Shared Services

## Strong Support Enables Quality Care

Each of the services offered by the organisation receives support from our Shared Services team who provide corporate and administrative services including:

- Finance Support
- Information Technology & Communications
- Asset, Property & Facilities Management
- Compliance & Risk
- Human Resource Services
- Workplace Health & Safety
- Learning & Development
- Quality Assurance

We are also obliged to monitor and comply with a number of State and Federal standards that cover our sector and the Shared Services team also manage this process.

- NSW Disability Service Standards -Third Party Verification
- National Quality Standard for Early Childhood Education and Care and School Aged Care
- National Standards for Disability Standards
- Australian Aged Care Quality Audit

Over the past year our Shared Services team ensured KKCS attained Best Practice Certification for NSW Disability Service Standards and also renewed our ISO 90001:2008 accreditation. We are very pleased that, during this time of change and the potential for distraction, we have strived for continuous improvement.

The industry in which we operate is moving rapidly towards a customer directed care model and our Shared Services team has moved quickly to facilitate some of the changes that will come with new funding and service delivery models by developing fit-for-purpose business processes, tools and systems.

The Shared Services team is working towards having appropriate platforms and processes in place to ensure that the collection and management of client information and the management of jobs and payments via the NDIS and My Aged Care portals are managed carefully and efficiently so we are able to flourish in this new environment.

Above all, the Shared Services team is focused on providing the very best advice and managed services to the other business units so they can, in turn, provide the very best service to our clients and the broader Kurri Kurri community.

To this end, the Shared Services team have been working towards establishing closer ties with each of the business areas they support in order to develop a better understanding of their operations, processes and requirements.

*"KKCS brings together people with a diverse range of backgrounds, skills and lifestyles to do great things for our Community."*

**Gillian Collis – HR Manager**



**Did you know KKCC offers literacy, numeracy and guitar tuition for school students?**

**At the end of the 2015/16 Financial Year we employed 89 staff, including 25 assisted employees in our ADE**





# Out Of School Hours (OOSH) Service

## A Fantastic Service for Working Families

2016 was a record year for OOSH which provides before and after school care and school holiday activities for children aged 4-13 years of age. Operating for 28 years Kurri Kurri OOSH is the only service of this kind in Kurri Kurri and the surrounding region. Without this service many parents would be unable to continue working, studying or training.

Demand for out-of-school hours care is growing due to recent population growth, especially to the north of Kurri Kurri in Gillieston Heights, Cliftleigh and Heddon Greta.

We received enrolments from students at Kurri Kurri Public School, Weston Public School, Pelaw Main Public School, Stanford Merthyr Infants School, Abermain Public School, Gillieston Public School and Holy Spirit Catholic School (Abermain and Kurri campuses) and also received our first inquiries from Mulbring Public School and St Philips College at Nulkaba.

We operated at 100% capacity for after school care for the entire Financial Year and also had our biggest intake of children starting school (Kindergarten) with 15 new enrolments. We are increasing our capacity to ensure we continue to meet the needs of all families in the communities we support.

Our experienced team, including the centre manager who has worked with KKCS for over a

decade, bring a diverse set of skills and a range of experience for children enrolled in our service.

In January we hosted the Kurri Kurri Connections Early Year's Expo, an event that gave schools and services the opportunity to showcase what they have to offer local families. It was the first year this event had taken place and it was well attended. Feedback was very positive and it was decided this will become an annual event from 2017.

In 2016 we formed stronger ties and partnerships with other services and schools and aim to build on these in the future. One of these was with the Kurri Mobile Pre-School who now use our centre for their events.

The OOSH centre underwent a refurbishment in 2016 with an array of new furniture including cupboards and lounges along with a new flat screen, digital television. We are growing, renewing and ready for the future.

*"By providing high quality care for families with school age children we are helping to mould the future of the Kurri area. Our aim is to support children to grow and develop through play based learning and social interaction. We are motivated and inspired when we see the excitement on a child's face when they have accomplished something."*

**Elana Lawrence – Childcare Manager**



We open each school day from 6:30am and serve breakfast to the children who attend the centre each morning before they head off to school. This year they consumed over 3000 bowls of cereal!

# Financials

## Audited Financial Results for the Financial Year ended 30 June 2016 Kurri Kurri Community Services Limited

	2016	2015
	\$	\$
<b>Revenue</b>		
Government funding & donations	8,305,101	7,987,049
Fee for Service revenue	2,739,499	3,299,541
Interest revenue	102,666	152,842
Other Revenue	115,556	137,447
	11,262,821	11,576,879
<b>Less: Expenses</b>		
Advertising expense	(26,441)	(23,376)
Bad debts	(340,312)	(26,292)
Depreciation and amortisation expense	(232,257)	(262,008)
Employee benefits expense	(3,541,014)	(3,729,621)
Home modification expenses	(4,735,724)	(7,242,771)
Materials and consumables used	(322,503)	(290,330)
Occupancy expense	(349,310)	(325,482)
Transport expense	(264,471)	263,287)
Other expenses	(1,276,817)	(1,283,380)
	(11,088,849)	(13,446,547)
<b>Profit/ (loss) before income tax expense</b>	173,972	(1,869,668)
<b>Other comprehensive income for the year</b>	-	-
<b>Total comprehensive income</b>	<b>173,972</b>	<b>(1,869,668)</b>
<b>Net assets</b>	<b>3,251,518</b>	<b>3,077,546</b>



# Board of Directors



**Andrew Hughes**  
Chairman



**Bob Bedford**  
Board Member



**Brendan Smith**  
Board Member

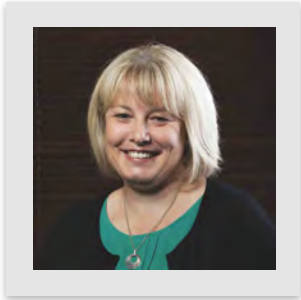
# Leadership Team



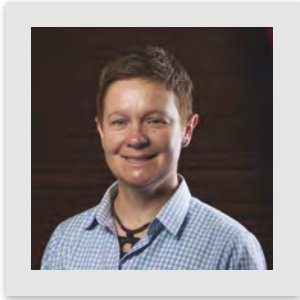
**Mike Coddington**  
CEO



**Jennifer Conn**  
CFO



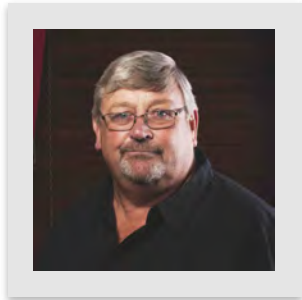
**Gillian Collis**  
HR Officer



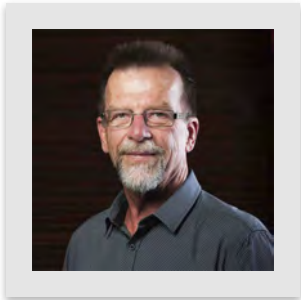
**Lakin Agnew**  
Community Services  
Manager



**Christine Russell**  
Community Care  
Manager



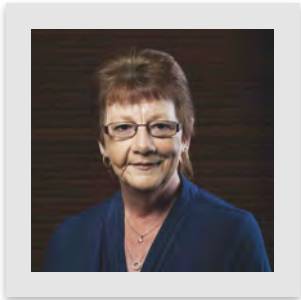
**Phil Endean**  
Home Modifications  
Manager



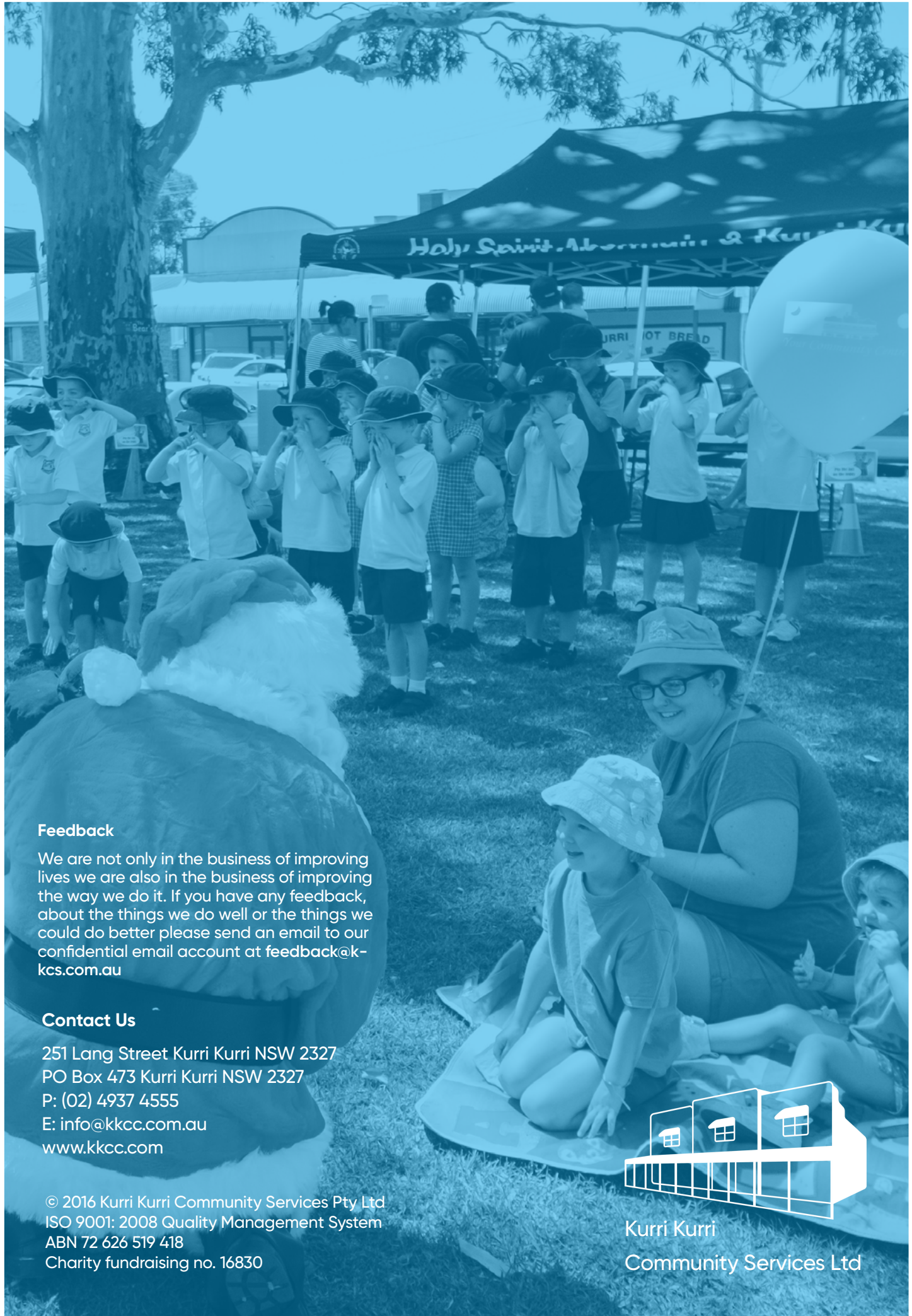
**Ron Rademaker**  
Statewide  
Manager



**Elana Lawrence**  
Childcare  
Manager



**Di Hunter**  
Administration  
Coordinator (KCS)



**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@k-kcs.com.au](mailto:feedback@k-kcs.com.au)

**Contact Us**

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Charity fundraising no. 16830



Kurri Kurri  
Community Services Ltd