

HASTINGS MACLEAY

**COMMUNITY TRANSPORT**

Delivering quality services, promoting access and wellbeing

auspicing

COMMUNITY VISITORS SCHEME

# 2017 - 18 Annual Report



# MISSION

**We aim to deliver quality transport services and programs that connect our clients to services and community, to promote access and wellbeing.**

**We offer individual transport, social outings and specialised transport services**

# VISION

**We aim to enhance and promote independence and quality of life to our clients.**

# VALUES

**We are committed to:**

**\*SAFETY**

**\*PRIVACY**

**\*ACCESSIBILITY**

**\*COMPASSION**

**\*EXCELLENCE**

**\*RESPECT**

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## BOARD OF MANAGEMENT 2017 -18

Dianne Gander	President
Ian Skead	Vice President
Stuart Jacka	Secretary
Bruce McKinnon	Treasurer
Alan Watts	Committee Member

## **VOLUNTEERS 2017 -18**

### **HMCT**

Annette Jefferies  
Ashley Hill  
Bev Bruhn  
Bill Mair  
Brenda Tester  
Colin Trusler  
David Robertson  
David Smyth  
Debbie Schmidt  
Dennis Murphy  
Dianne Gander  
Fay Lardner  
Fran Knox  
Gary Palfreyman  
Geoff Flemming

Gordon Pelling  
Graeme Bowers  
Greg Walkely  
Harry Tester  
Ivor Carrick-Allan  
Kay Barton  
Ken Ogilvie  
Lynne Robertson  
Lorraine Patterson  
Lyn Harte  
Mark Bradney

Paul Costigan  
Ray Cooper  
Ray Houghton  
Rex Mathers  
Rhonda Wilkinson  
Richard Pierce  
Rod McDonald  
Sandra Swinton  
Stuart Rayner  
Taff Davies  
Terry Boys  
Val Snowden  
Wayne Carter

### **CVS**

Adrian Lord  
Ann Similas  
Annette Jefferies  
Barbara Barrett  
Barry Hughes  
Belinda Kennedy  
Beth Marris  
Bev Bruhn  
Bob Birrer  
Brian Riordan  
Carmen Knoblanche  
Carolyn Hughes  
Cathy Coleman  
Ceciley Furtner  
Colin Imer  
Daniela Hill  
Deborah Hearne  
Diane Barnes  
Dianne Henson  
Donna Gibson  
Edward Cahill

Elaine Andrews  
Betty Moore  
Greg Skimmings  
Gwen Turner  
Harry Weegen  
Helen Pearce  
Helen Ryman  
Helen Small  
Jan Sansom  
Jan Smith  
Jasmine Webb  
Joan Tate  
Julie Oxford  
Karena MacLachlan  
Leanne Speedy  
Leslie Bond  
Lynne Harte  
Maria Winter  
Marjorie Hines

Marguerite Dallas  
Margherita Costaganna  
Marilyn Bassett  
Michelle Gillespie  
Myrell Coceanic  
Patricia Murphy  
Patricia White  
Phyllis Barnaby  
Renate Wilson  
Roslyn McKay  
Ruth Riach  
Sandra Nicholls  
Sandra Swinton  
Sandra Walker  
Stephanie Stevens  
Sue Ternen  
Wendy Skimmings  
Yvonne Coulon



## HMCT TEAM

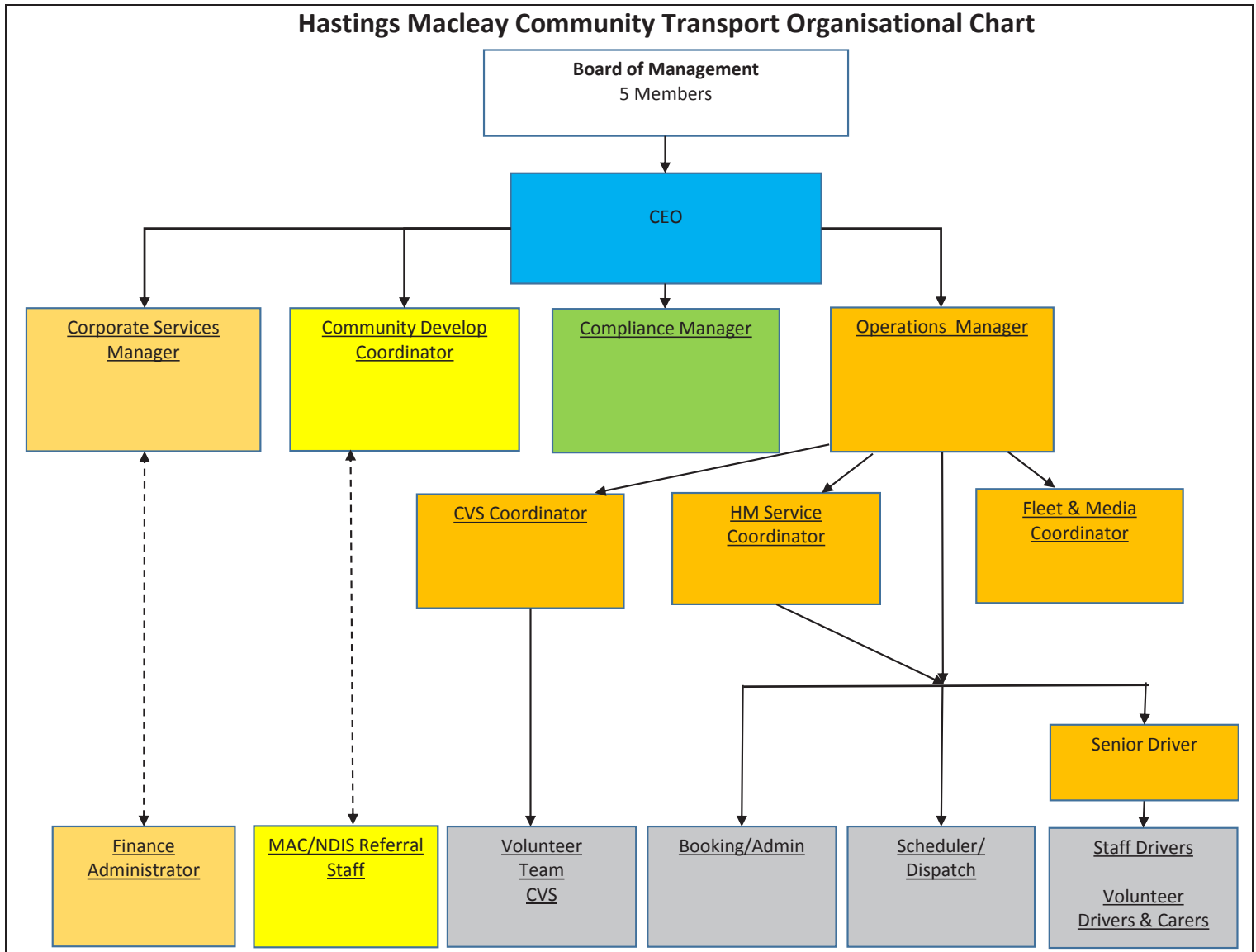
<b>Chief Executive Officer</b>	Bill Parker	
<b>Operations Manager</b>	Wendy Skimmings	
<b>Compliance Manager</b>	Rob Henry	
<b>Corporate Services Manager</b>	Tracy Brenton	
<b>Community Engagement Coordinator</b>	Pru Hampton	
<b>Community Visitors Scheme Coordinator</b>	Christie Korvemaa	
<b>HM Service Coordinator</b>	Adam Murray	
<b>Finance Administrator</b>	Virginia Emery	
<b>WHS &amp; Training</b>	Rob Henry Kelly Wilson	Adrian Lord Greg Skimmings
<b>Fleet &amp; Media Coordinator</b>	Toni Walls	
<b>Administration Officers</b>	Christie Korvemaa Toni Walls Luke Murray Lauren Oliver Emily Anderson Kelly Wilson	Robyn Roden James MacLachlan Tyla Korvemaa Kim Anderson Lyn Flanagan
<b>Working in the Macleay Project Officer</b>	Kim Anderson	
<b>Senior Driver</b>	Greg Skimmings	
<b>Port Macquarie Staff Drivers</b>	Adrian Lord Ray Barry	Doug Gudgeon
<b>Kempsey Staff Driver</b>	Mike Betts	

### We have said goodbye to the following Staff Members:

Peter McLeod Danielle Oliver Kim Trembath	Carmel Oliver Ross Morrison
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# ORGANISATIONAL CHART

Hastings Macleay Community Transport Organisational Chart



## PRESIDENTS REPORT

Our Community Transport is dedicated to serving members of our community throughout the Hastings and Macleay Local Government Area. We are able to operate this service efficiently and economically because we have the dedication and support of a fabulous team of Volunteer Drivers, Staff and fellow Board Members.

I would like to pay a special tribute to the Management Committee who have guided our Community Transport to a very successful organisation. The time and effort given by the members of this committee in attending meetings and other activities is greatly appreciated.

I would like to especially like to thank 3 of our hard working members who have retired in the last 12 months.

Noel Campbell – Chair and MC Member – (7 years)

Peter McLeod - CEO (8 years)

John Faithfull - Treasurer and MC Member (2.5 years)

Our Drivers and Volunteer Drivers and Carers do a magnificent job in covering the many requests for transport and without their help we would not be able to provide the excellent service to our many clients. We really appreciate your effort, because without you I believe there would not be such a successful Hastings Macleay Community Transport. Included in this I would like to thank the Volunteers that have retired, we have all worked as a team.

Over the last 12 months there have been many changes and we have lost some wonderful members of Staff that I would like to acknowledge for their dedication.

Carmel Oliver – Office – 19 years

Ross Morrison - Office Manager Kempsey – 5.5years

Danielle Oliver – Office – 5 years

Kim Trembath – Office – 2.5 years

I would like to especially thank our retiring CEO Peter McLeod for his tireless dedication and hard work in ensuring that all funding and legislative requirements were met. Through his guidance over 8 years our organisation is recognised as one of the most successful on the eastern seaboard. Stepping into Peter's position is the Interim CEO Bill Parker who has been with us for the past 3 months, and guiding us along expertly.

Another of our very successful activities is the Community Visitors Scheme (CVS) which was headed by Coordinator Wendy Skimmings for 15 years and is now headed by Christie Korvema, welcome onboard Christie. The scheme has over 80 Volunteers who have been visiting residents in their own homes or Nursing Home over the past 26 years. what a wonderful experience, not only for the Resident but also for the Volunteer.

Where do we go from here? We are always looking for other ways to improve our service and growing as our community is growing, I feel sure if we keep heading in the right direction with our Management Team, our wonderful hard working Office & Driving Staff and of course our Team of Volunteers, we will continue to be successful.

*Dianne Gander*  
President



# CEO REPORT

It has been an absolute privilege to lead the Hastings Macleay Community Transport (HMCT) for the past three months as CEO. Long standing CEO Peter McLeod retired after eight years in the position and left the organisation in fine shape to deal with the challenges of the future. The staff and volunteers of this organisation (supported by an innovative, forward thinking and supportive Board) are exceptional and go beyond the contract to deliver quality services to our Community. These quality people ensure that we always deliver the right services to the right clients at the right time.

This year has seen a number of significant milestones achieved including:

- A significant increase in the number of new clients joining the service achieved through an extensive marketing campaign
- Accreditation under the NSW Disability Services Standards facilitating delivery of services to clients of the National Disability Insurance Scheme (NDIS)
- A client satisfaction survey that endorsed a high level of satisfaction including achieving a 95% benchmark satisfaction general and of 100% in the Kempsey area
- Improved transport outcomes in the Kempsey Area facilitated through a Transport for NSW (TfNSW) grant bringing a number of Government and Non-Government organisations together to implement synergies that deliver improved customer outcomes and trip outputs
- Amalgamation with a like-minded organisation Community Transport Port Stephens (CTPS) with a goal of reducing duplication and costs in order to redirect improved efficiencies into increased outputs and services. This Amalgamation will see the organisation grow in size and capacity and help to future proof the organisation for future challenges
- A reconfiguration of our Management Committee to include representation from CTPS
- A move from an Incorporated Association to a Company Limited by Guarantee due to our continued growth and service expansion

Our Board has made the decision to diversify of our services into the future.

As well as being the preferred provider of Community Transport Services in the area we have moved into the new National Disability Insurance Scheme( NDIS) space. In addition to Transporting NDIS participants we can now take participants on social outings, holidays, community events and intensively assist them to socialise in the community under the Support Community model of care.

In addition to this service we are now accredited to provide Support Co-ordination under the NDIS. This means that we will be helping to strengthen participant's ability to design and build supports linking to broader systems in the Community and helping them to direct their lives. We will be helping clients to implement their plan and assist ongoing management of supports. This role will be an information referral point for clients to all services in the community not just community transport.

This diversification of our role means that in addition to Drivers, Volunteers and Administration staff we will most likely have Social Workers, Support Workers, Allied Health Staff and a different mix of staff in the future.

I see new challenges and achievements for this organisation in the future and know that it is very well positioned to flourish in the future in its mission to serve and support the Hastings Macleay Community.

*Bill Parker*  
Chief Executive Officer



# STATEMENT OF COMPREHENSIVE INCOME

## "HASTINGS MACLEAY COMMUNITY TRANSPORT SERVICE INC. ABN 92 593 392 689"

### STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
Revenue from Ordinary Activities	<u>2,498,329</u>	<u>2,496,888</u>
Administration Expenses	158,360	265,749
Employee Expenses	1,646,198	1,269,089
Occupancy Expenses	27,152	136,444
Operational Expenses	<u>563,252</u>	<u>700,797</u>
Total Expenses	<u>2,394,962</u>	<u>2,372,079</u>
Total Income (Loss) for the Year	<u>103,367</u>	<u>124,809</u>

## "HASTINGS MACLEAY COMMUNITY VISITORS SCHEME ABN 92 593 392 689"

### STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
Revenue from Ordinary Activities	<u>121,774</u>	<u>150,030</u>
Administration Expenses	6,678	5,913
Employee Expenses	67,822	94,956
Occupancy Expenses	17,000	11,200
Operational Expenses	<u>23,784</u>	<u>18,154</u>
Total Expenses	<u>115,284</u>	<u>130,223</u>
Total Income (Loss) for the Year	<u>6,490</u>	<u>19,807</u>

## TREASURERS REPORT

It is a pleasure to present the 2017-18 financial report as Treasurer for the Hastings Macleay Community Transport Service Inc.

Our Audit has again been conducted by McGregor & McGregor Chartered Accountants and a full copy of the financial report has been tabled and approved by the Board on the 24th October 2018.

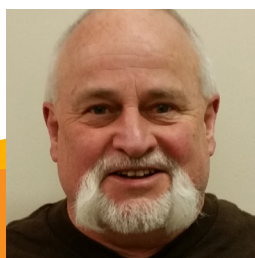
Hastings Macleay Community Transport Service Inc. remains in a solid financial position and is well situated going in to the 2018-19 financial year to address both the ongoing service delivery and the planned changes we are currently undergoing.

I would like to thank our previous Treasurer John Faithfull, who retired during the year, for all his hard work and dedication.

I would like to thank the former CEO Peter McLeod and the current Interim CEO Bill Parker for solid leadership during a challenging year.

Once again the outstanding Finance & Accounting staff Tracy Brenton and Virginia Emery have been superb in looking after me and handling their duties and responsibilities in a particularly dynamic and challenging year.

*Bruce McKinnon*  
Treasurer



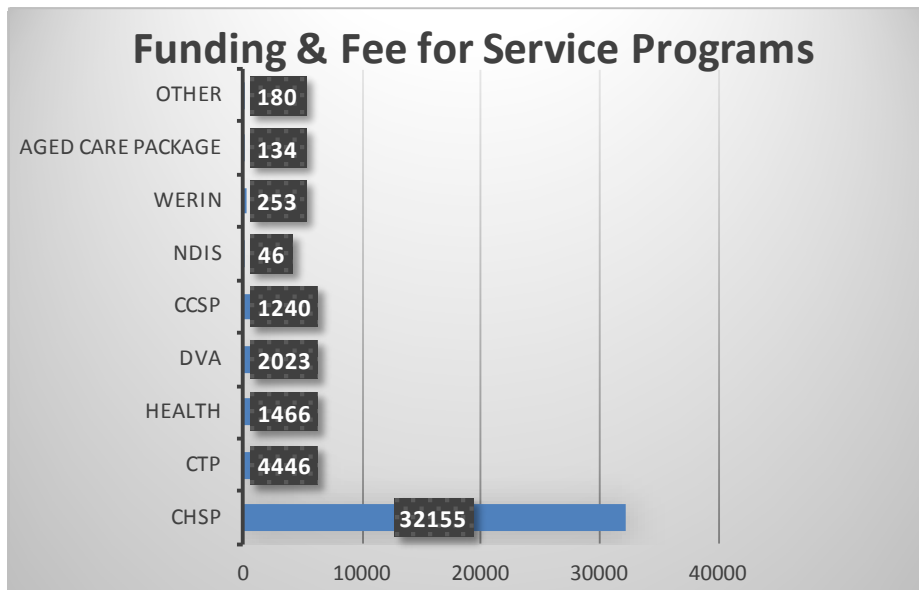


# HMCT ACTIVITY REPORT

2017 - 2018

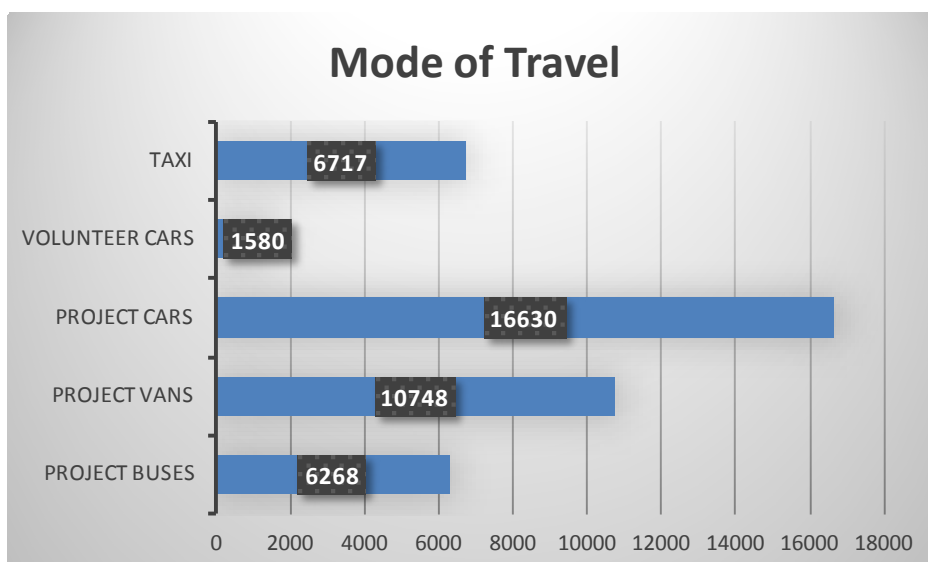
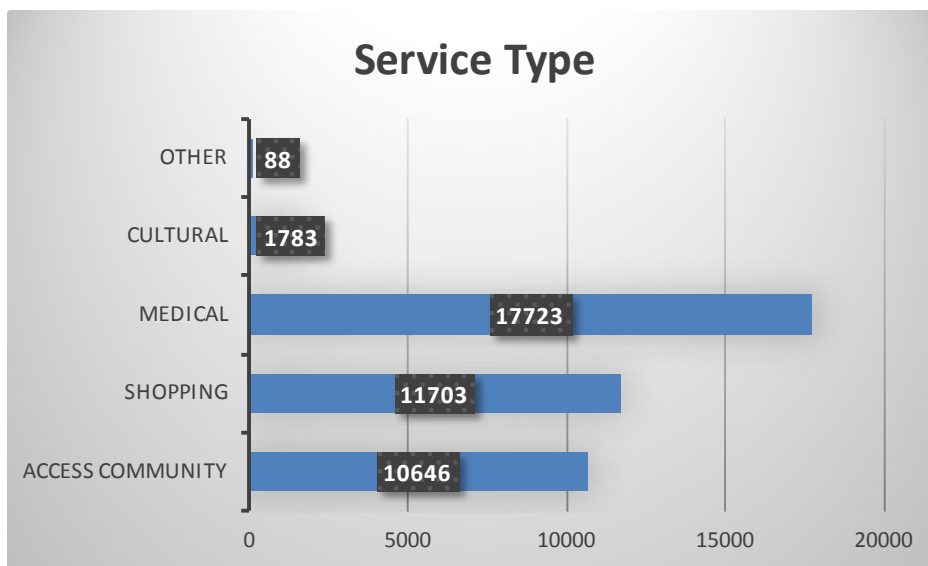
Trip Outputs

Total: 41943



FUNDED PROGRAMS  
**38021**

FEE FOR SERVICE  
PROGRAMS  
**3922**



# OPERATIONS MANAGER REPORT

Hastings Macleay Community Transport Service (HMCT) staff and volunteers are to be congratulated for their achievements through a time of great change and opportunity. To embrace these sector changes that are evolving the transport landscape, we have focussed on offering a range of services and pricing points to meet client needs we identified through client surveys, focus groups and ongoing client feedback. We would like to thank our clients and their families for choosing HMCT for their transport needs.

During the past year we have been actively pursuing amalgamations with like-minded organisations to explore cost savings; we have moulded new programs in readiness for the National Disability Insurance Scheme (NDIS) roll out that was from July 2018; along with increasing capacity to our existing funded Commonwealth Home Support Program (CHSP) and Community Transport Program (CTP) clients by way of extra social activity choices. We have engaged with Home Care Provider clients accessing Aged Care Packages, and NDIS clients who want to use our transport services. Sweeping changes in the sector have opened up the opportunity for HMCT to provide tailor made services to get our clients to where they want to go at an affordable and competitive price.

We invest time into training our team to ensure skills and experience enhances HMCT's capacity to support clients travel needs. In today's digital age, we are proud to say that all our staff and drivers have adapted well to new technologies and we will continue into the future with a line-up of 'apps', on-demand transport, cloud based programs, cashless transactions and driverless buses are on agenda for Port Macquarie in the future.

A positive outcome with the Aged Care Reforms and NDIS roll out is that our clients are now empowered to take the lead in their own care, the challenge lies with us to ensure our clients understand these reforms to make informed choices to get the most out of their available funds; basically to drive your transport dollar further. We are driven by good governance and excellent customer service. We are committed to quality assurance, improvements and implementation to which we are fully compliant to standards required across the sector to maintain our clients' safety and well-being.

Recruitment was at the forefront for HMCT this year. Some long term staff have taken retirement and moved on. We do wish them all well in their new ventures and thank them for their dedication over the years.

HMCT took the opportunity to recruit some fabulous staff from various backgrounds in the Aged Care and Disability sector. Our new staff bring a wealth of knowledge to the team and are embracing the changing and evolving sector we now work in. With our Government Funding extended till June 2020 and key positions varied throughout the last year, we can confidently say we are well positioned for future changes in the community and private sectors.

We encourage service partnerships and have worked closely with: War Widows, Stocklands, Department of Veteran Affairs (DVA), Meals on Wheels, Werin, Mid North Coast Local Area Health District, RSL Life, Kookaburra Day Care, Yak Shak, Sailability and Ability Links, providing regular transport for these groups. We work closely with our Community Visitors Scheme (CVS) program and its many wonderful Volunteers and HMCT are hopeful in receiving a successful CVS Tender Application result before the end of the year.

Our team of Drivers, Volunteer Drivers and Bus Carers bring to the organisation clarity of our organisations purpose; your time and efforts are limitless - 'You are simply the best'. Office Staff, Leadership Team and Board Members play a pivotal role in ensuring quality outcomes which can be seen in our service delivery. CEO's Peter McLeod and recently Bill Parker have been a driving force behind these great teams and we acknowledge their individualised contributions to the organisation throughout the past year.

We look forward to building upon successes achieved in 2017/2018 to be able to assist more people in our regional and rural communities and to have better choices in transport and services.

*Wendy Skimmings*  
Operations Manager



# COMMUNITY ENGAGEMENT COORDINATOR REPORT

I work across both the ATSI and the Mainstream sectors with a focus on Aged, Disability and Disadvantaged Transport and have been busy attending a variety of community events and meeting with services in Port Macquarie, Kempsey and Port Stephens. These successful meetings have assisted with the strengthening of current partnerships and assistance in establishing new collaborations within the local Community Care Sector, assisting to identify transport community requirements, needs and gaps. Obtaining up to date information to assist with individual and group transport requests for participants and staff. I actively promote Community Transport and assist individual participants in scheduling meetings with Community Transport regarding their transport needs, these meetings are inclusive of meeting with the person in their own home if required.



*Celebrating Naidoc week 2018*

## Working Together in the Macleay

I support the Working Together in the Macleay Project Initiative and Coordinator, Kim Anderson. We have been working on a variety of projects aimed to:

- Formalise transport coordination within the Aboriginal and/or Torres Strait Islander and mainstream transport sector for services to the local Aboriginal people.
- Collaboratively develop best practice models to improve efficiencies in transport provision
- Map existing transport services
- Strengthen and create collaborative partnerships with key stakeholders of the Aboriginal transport network
- Provide more passenger trips through a shared services model.



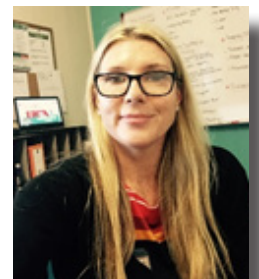
*Monthly Community BBQ's at Kempsey Office*

## Development of Plans and Initiatives

I have composed and implemented working plans for HMCT inclusive of Marketing and Promotion, NDIS, Aboriginal Community Engagement and Working Together in the Macleay. The Plans are inclusive of working in collaboration with local services, key stakeholders and management with a focus on skill development and training for staff and volunteers.

## NDIS National Disability Insurance Scheme

I am also responsible for developing individual person centred plans for NDIS participants. This ensures participants with a disability, their family members and carers feel supported, welcomed and valued by Community Transport staff during individual transport support and program delivery. Community Transport staff are provided with appropriate resources, up to date information and training to confidentially support participants with a disability and their carers.



*Pru Hampton*

**Community Engagement Coordinator**



# COMPLIANCE MANAGERS REPORT

What a remarkable year we have had with the ever changing environment and direction of Government Programs and our need to adapt to a whole new world of bureaucracy.

These changes have put pressure on our staff, volunteers and clients to meet these new challenges and my thanks to all for their assistance and patience.

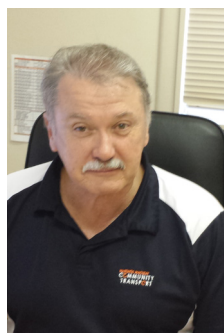
HMCT completed the Third Party Verification against the NSW Disability Standards and now have to repeat the exercise to meet the new National Disability Standards. The Verification process is to show we have Policies & Procedures in place to meet the needs and safety for all our clients. As well as adopting new Policies & Procedures existing ones were enhanced to provide for a safer and improved service for all clients.

HMCT now fall under the PointtoPoint (P2P) Commission and it's regulations which allows us to carry passengers outside of Government contracts. The Passenger Transport Act now reflects changes in response to the introduction of Uber style transport and the rationalisation of the Taxi Industry.

The changes under the Passenger Transport Act also require HMCT to operate under the Bus Operators Accreditation Scheme (BOAS) for our vehicles that have 12 or more seats. Wendy Skimmings and myself are now BOAS accredited after completing the BOAS Certification at The University of Sydney Business School.

Complying with both P2P and BOAS have seen us further develop our Safety Management System (SMS) and although creating more work (and paper) the regulations create a safer environment for our clients and will allow HMCT to provide more services.

*Rob Henry*  
Compliance Manager



# HASTINGS MACLEAY COMMUNITY VISITORS SCHEME

'Friends for Older People'

1st July 2017 – 30th June 2018

AN AUSTRALIAN GOVERNMENT  
DEPARTMENT OF HEALTH INITIATIVE



The Community Visitors Scheme (CVS) is an Australian Government initiative funded by the Department of Health to recruit Volunteers to visit older people in Residential Aged Care or those in receipt of a Home Care Package who are socially isolated or lonely. The Community Visitors Scheme started in 1993 and this year proved a milestone for the CVS Program as we have now been operational for 25 years. Hastings Macleay Community Visitors Scheme is currently funded for 82 places and the breakup is as follows:

- One-On-One Residential Aged Care = 42 Places
- Group Residential Aged Care = 25 Places
- One-On-One Home Care Package = 15 Places

During the 2017-2018 year, our team of Community Visitors have made a total of 1872 visits to Aged Care Facilities and In-home Visits throughout the Hastings Macleay areas.

Community Visitors commit to visiting their Resident friends at least once a fortnight, but most visit on a weekly basis. Visits are spent doing something that both the Visitor and Resident enjoy. This can include reading, listening to music, chatting and reminiscing, cooking, watching TV or perhaps a visit to the Garden. It is most important that the Resident feels socially connected with their Community. When matching a visitor, we take into account their background, interests and location so the Community Visitor enjoys the friendship as much as the Resident and that the relationship is both positive and rewarding. The CVS Coordinator offers training and support in understanding the needs of their new friend.

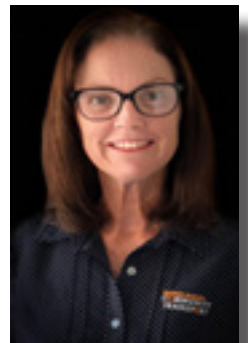
We have many dedicated Volunteer Visitors who have many years between them. I would like to Thank you for your contributions and commitment to the Scheme and hope that you continue enjoying the friendships both old and new for many years to come.

The current Community Visitors Scheme funding will finish on 31st December 2018. Hastings Macleay Community Visitors Scheme recently lodged a Tender submission to the Commonwealth Department of Health to secure the CVS Program until 2021, and eagerly wait for news of the outcome.

I look forward to working closely with our Volunteers, Lifestyle Coordinators and Care Package Coordinators to ensure the continued success of the Community Visitors Scheme.

A HUGE thank you to the Management Team, Board of Management and HMCT Staff who have supported and contributed to the Program.

*Christie Korvema*  
CVS Co-ordinator



CVS Volunteer Thank You Morning Tea May 2018



CVS group visit to Cedar Place in Kempsey



# FLEET REPORT

I would like to start by saying a huge thank you to all our amazing drivers, they go above and beyond to provide an exceptional service to our Community. There are ever growing expectations on our drivers, with new technology, training and compliance requirements and they continue to meet these challenges confidently and efficiently. They spend many hours on the road delivering a service to those in need with friendliness, safety and comfort. They are to be commended.

During the Financial year of 2017-18 we have sold 2 HMCT cars a Holden Colorado and a Holden Commodore. Purchases for the year for HMCT were a Toyota Commuter with Wheelchair Hoist, a Subaru XV, Hyundai Tuscon, Hyundai Veloster and a Honda Odyssey.

We take pride in our vehicles, they are serviced locally and as per manufacturer's schedule and are kept clean and tidy. The Wheelchair Hoists which are on five of our vehicles are serviced and maintained as per schedule. The drivers of these specialised vehicles are trained in their use and maintenance.

Driver competency and safety is a high priority for our service and our Senior Driver Greg Skimmings carries out Driver Assessments regularly to ensure our drivers are confident and safe and are provided with defensive driving skills.

Our fleet of 30 vehicles consists of passenger cars and wagons, a range of commuter passenger vehicles and a twenty two seat deluxe comfort bus. We have five vehicles with Wheelchair Hoists and these are located across the Hastings Macleay area.

Over the past 12 months our drivers carried out over 42 thousand trips with a total of 768 thousand KMs. What a great achievement! I am confident that our Fleet and all of our Drivers, can and will continue to provide an exceptional service for HMCT and our communities in the years ahead.

*Toni Walls*  
Fleet & Media  
Co-ordinator



## ***Port Macquarie Area Project Vehicles***

CT043 Toyota Commuter w/ch  
CT063 Mitsubishi Rosa Bus w/ch  
HMC01T Toyota Hiace Commuter w/ch  
CT155 Mitsubishi Rosa Bus w/ch  
HMC02T Hyundai iX35  
HMC03T Toyota Hiace Commuter  
HMC04T Hyundai iX35  
HMC05T Hyundai i30  
HMC07T Hyundai i30  
HMC08T Hyundai iX35  
HMC10T Subaru Forrester  
HMC13T Holden Commodore  
HMC15T Toyota Hiace Commuter  
HMC16T Hyundai iX35  
HMC17T Toyota Hiace Commuter w/ch  
HMC19T Holden Captiva  
HMC20T Subaru XV  
HMC21T Hyundai i30  
HMC22T Holden Cruze  
CRE32N Hyundai iX35  
DSU32X Hyundai Veloster  
DSU33Q Hyundai Tuscon  
DSU33V Honda Odyssey

## ***Kempsey Area Project Vehicles***

HMC06T Toyota Hiace Commuter  
HMC09T Hyundai i30  
HMC11T Toyota Hiace Commuter w/ch  
HMC12T Holden Omega  
HMC14T Hyundai iX35  
HMC23T Toyota Hiace Commuter  
CRQ82N Holden Captiva



