



Annual Report 2022-2023

Transport, Home Support & Community Connection

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Active Care Network acknowledges the Traditional Custodians of the land on which we work and pays respect to Elders past, present and emerging and extends that respect to all Aboriginal and Torres Strait Islander people.

OUR VISION & VALUES

Vision

An empowered, engaged and connected community innovating to achieve independence and wellbeing

Values

Integrity

We believe integrity is the key ingredient in powerful relationships. Doing the right thing even when it is hard, knowing that we will stand up for our clients when they need it.

Respect

We believe respect is at the core of all our relationships. By respecting all people, their culture and their choices gives us the space to be caring and compassionate to them individually and collectively.

Reliability

We believe reliability is the cornerstone of a strong service culture. We will be where our clients expect, delivering what they need, when they need it.

Innovation

We believe innovation is the key to continuing improvement in the way we meet our clients' needs. Innovation will put our organisation at the forefront of client service delivery.

Service

We believe each of our clients is unique and while many require similar things, each requires their own touch of service that is above and beyond.

Trust

We believe trust is the culmination of all the values Active Care Network aspires to. We want our clients and our communities to trust Active Care Network first and foremost.



CEO MESSAGE

Glenn Robinson, Interim CEO

This year has brought with it both challenges and opportunities, and I am proud to share our organisation's achievements and ongoing commitment to our clients and the community.

The past year has been marked by significant developments in Aged Care funding. Despite the impending changes, our dedicated Active Care Network team has continued to deliver outstanding services to our clients. We are unwavering in our commitment to providing reliable, safe, and compassionate transport solutions that empower individuals to maintain their independence and access essential services. Thanks to Ben Jackson and the Board for their ongoing support this year.

Our unwavering dedication to a client-centered approach has remained a cornerstone of our organisation. We understand that the heart of our work lies in meeting the unique needs and preferences of every individual we serve. This year, we have gone the extra mile to ensure that our clients feel heard, respected, and supported. We've received numerous testimonials highlighting the positive impact of our services on their lives.

Our commitment to financial responsibility remains paramount. We've managed our resources efficiently to ensure the sustainability of our organisation. We understand that responsible financial management is critical to maintaining the quality of services we offer.



A handwritten signature in black ink that reads "G. Robinson".

Glenn Robinson
Interim CEO

"Thanks to Ben Jackson and the Board for their ongoing support."

We continue to actively engage with the community and seek meaningful partnerships with local organisations. Our aim is to create a support network that goes beyond our services, making a lasting positive impact on the lives of our clients.

Our team members are the backbone of our organisation. We have invested in staff development, ensuring they are equipped to meet the needs of our clients, especially during these times of change. Their dedication and hard work deserve our utmost appreciation.

The Aged Care funding changes have posed significant challenges, but they have also presented us with opportunities for growth and development. We remain agile, proactive, and ready to adapt to the evolving landscape of community transport.

As we move forward, we will continue to be at the forefront of service delivery, advocating for the needs of our clients, and working diligently to uphold the values and mission of our organisation. Together, we will navigate the changing terrain and continue to provide the invaluable services that our community relies on.

Finally I would like to again thank Ben Jackson for his leadership of Active Care Network since its formation. We wish Ben the very best in his future endeavors in Adelaide and know that he will be an asset to any organisation he's involved with.

PRESIDENT'S MESSAGE



The first half of this past financial year we were still coping with the flow on effects from Covid 19 with disruptions and restrictions still occurring. It was also towards the end of 2022 that Ben Jackson announced to the Board that he was resigning to move back to Adelaide with his family.

Glenn Robinson was appointed by the Board to be the Interim CEO upon the departure of Ben early in the new year.

During the first half of 2023 the staff has been working hard on integration and harmonisation committees with their counterparts at Peppercorn Services Inc. from the Hawkesbury with an eye towards a merger. This was done whilst they kept the day-to-day operations going.

An MOU and NDA were signed along with an Integration Subcommittee set up to do the due diligence as to whether to proceed with a form of merger/integration. As of this writing (early November 2023) finalisation of the next phase of integrating is about to occur.

I would like to extend my thanks and appreciation to my fellow Board members for the hard work and dedication over the past year as the guidance provided has been invaluable.

Finally, I would like to emphasise my heartfelt gratitude to our staff and volunteers for their positive response to the necessary work we have done and recognise that this will only serve us well as we move into the future.

That future will include changes to our organisation that will improve our service delivery that we provide to our valued clients both existing and new.

Kevin Richards
Chair

A handwritten signature of Kevin Richards in black ink, written in a cursive style.

TREASURER'S MESSAGE

I am pleased to present the financial results for the financial year ended 30th June 2023.

ACN recorded a net surplus for the year of \$417,842, an increase of 88% on the previous financial year. However, it should be noted that this final surplus was bolstered by the release of a \$566,689 provision to cover the cost of service delivery. On a like for like basis, our underlying result for the year would have been a marginal \$148,847 loss.



Income Sources and Grants

Government grants from Transport for NSW continue to be the major source of income, amounting to \$4,425,489 for the Financial year (~70% of our overall income). This grant has had a further renewal, and discussions are continuing about the next round of funding. Reducing the risk of economic dependency through diversifying revenue streams continues to be a strategic priority for the board.

The Home Support function has continued to grow, generating \$753,191 in income this year. Home Support Services remain an integral part of our income diversification strategy, so it is pleasing to see continued growth for the second year running.

Expenses

Total expenses for the year were \$6,522,743 – an increase of 28% on last year. The increase was driven by a combination of delivering more services and the inflation impact on staff and transport delivery costs.

Balance Sheet Position

Our net assets as of 30th June 2023 were valued at \$3,359,570. This strong balance sheet position will enable the organisation to invest in the next stages of the strategic plan and ensure we remain strong and viable in the coming years.

I would like to take this opportunity to express my gratitude to all the dedicated staff and volunteers for their hard work throughout the past year. We operate in a sector that is rapidly changing, and we must be agile enough to be able to keep in front of the changes and the challenges that are thrown our way. I understand this is not easy and takes a lot of resilience, and the team has demonstrated this throughout the year, all the while continuing to focus on the needs of our client groups and continuing to provide the trusted care that we have become renowned for.

Michael Howard
Treasurer

A handwritten signature in black ink, appearing to read 'M Howard'. The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

FINANCIAL SUMMARY

Active Care Network continued its ability to achieve our principal activity of providing services for travel disadvantaged people and remaining financially viable which is dependent upon the support from our funding body, Transport for NSW.

Active Care Network's accounts and the resulting financial statements for the year ending 30 June 2023 have been audited by SDJA audit specialists and give a true and fair view of our financial position and comply with the Australian Accounting Standards for Australian Charities and Not-for-profits Commission Regulation.

Income	
Grants	5,454,166
Passenger contributions, hire and booking fees	596,985
Home Support Services	758,053
Other Income	131,381
Total	6,940,585
Expenditure	
Staff & Volunteers costs	-4,639,950
Depreciation & loss on disposal of assets	-249,740
Home Support and Transport operational costs	-1,049,429
Other expenses	-511,624
Total	-6,450,743
Surplus before income tax	417,842
Total comprehensive income	417,842

BOARD OF DIRECTORS

Kevin Richards | President

Kevin was re-elected President in 2022 and has over 14 years experience serving on the Board. Kevin is now retired and comes from a career background of project and operations management.

Mitchell Beggs-Mowczan | Vice President

Mitch joined the Board in March 2022. As the Aboriginal Liaison Officer at Nepean Blue Mountains PHN, his connections within the communities we service are revered.

Michael Howard | Treasurer

Michael holds the position of Treasurer and is a Senior Finance and Strategy Manager. He has over 20 years' experience in finance, business planning, analytics and strategy roles.

Anne Hurni | Secretary

Anne was elected Secretary of the Board in December 2022. Anne has extensive experience in urban, transport and social research, along with policy and planning.

Frank Ross | Board Member

Frank joined the Board in 2021. While now retired, Frank was a registered nurse and clinical nurse consultant. Frank has 10 years' Board experience in the nursing field, including with the NSW Nurses Registration Board and Council.

Un-Ai Jo | Board Member

Un-Ai joined the Board of Active Care Network in January 2023. Un-Ai currently works as an in-house lawyer at an Affiliated Hospital and Aged Care provider. Prior to her current role, she worked as a specialist Youth Solicitor and Tenants' Advocate in several community legal centres across NSW for 8 years.

Ben Jackson | Board Member

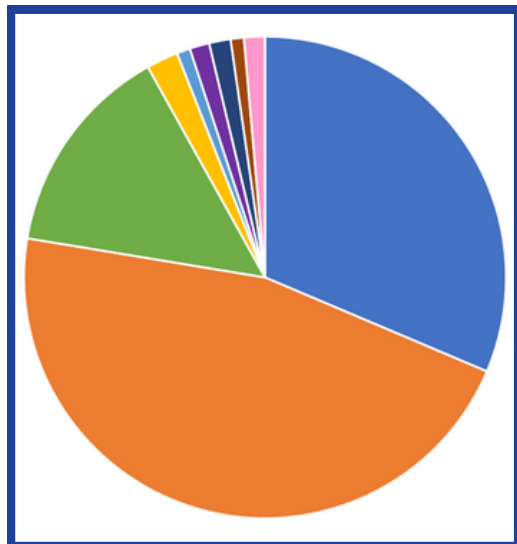
Ben joined the Board of Active Care Network following his resignation as CEO. He brings with him a wealth of knowledge about the Community Transport along with the challenges being faced by the sector.

Volunteer Appreciation

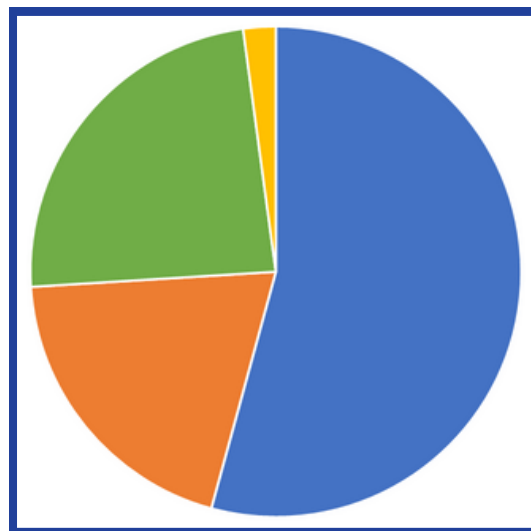
Active Care Network relies on the dedication and commitment of our volunteers who provide transport, client support, and administration functions. We have welcomed new volunteers and bid farewell to others over the year. We would like to extend our gratitude to all our amazing volunteers and the support they provide us and more importantly, our clients.

SERVICE DELIVERY

Total Number of Trips



Trips by LGA



Medical	27,238	31.38%
Social - Group Outing	40,114	46.22%
Shopping/Personal Business	12,429	14.32%
Social - Independent	1,849	2.13%
Social - Visiting Friends and Relatives	781	0.90%
Access/Community	1,146	1.32%
Work/Work Related Business	1,252	1.44%
Day Program	771	0.89%
Other	1213	1.40%
Total	86,793	100.00%
Blacktown City Council	54.24%	
Blue Mountains City Council	19.78%	
Penrith City Council	23.84%	
Other	2.14%	
Total	100.00%	

COMMUNITY PROGRAMS

The Community Engagement Team at Active Care Network has had a busy year applying for funding, developing, and establishing partnerships, recruiting volunteers, and facilitating and designing programs during 2022 and 2023.

The Neighbourhood Jobs Program ceased in mid-2023 after a successful year graduating young people from alternative high schools across Western Sydney. All of the young people engaged in the Neighbourhood Jobs Program were offered the opportunity to upskill and participate in on-site and outreach learning sessions with services such as Platform Youth Services and Ted Noffs. Neighbourhood Jobs also secured a partnership with social enterprise group Hills Daily Grind in which eight students attended Barista and customer service training. The young people enrolled in Neighbourhood Jobs and the Daily Grind Program received Certificates of Completion at end of term Graduation Ceremonies.



The Elders Network Gathering for our First Nation Elders has been delivered twice in 2023 in the LGA's of Blacktown and Penrith. The first Elders Gathering was trialled as a Pilot on 16th February 2023 as a result of being awarded funding from Department of Communities and Justice Social Isolation Project and engaged close to thirty First Nation Elders from Western Sydney.



The Elders Gathering was delivered again on 19th July and engaged twenty (20) First Nation Elders all of whom reported enjoyment and requests to continue the Elders Gathering.

COMMUNITY PROGRAMS



The Active Garden Club was reestablished in partnership with Penrith City Council in October 2022 for residents of the Penrith LGA. The premise of the Active Garden Club is to reduce social isolation and encourage connection through garden-specific activities. The Active Garden Club continues to engage new and existing participants for our sessions and workshops and has, to date, been awarded two rounds of funding through a donation from former Penrith Mayor Clr Tricia Hitchen and as a recipient of the Community Assistance Program through Penrith City Council.

The Active Garden Club has partnered with Bunnings Warehouse, The Royal Botanic Gardens of Sydney Community Greening Project, and The Digital Literacy Foundation through 2022 to 2023.

Two Harwood Community Conversations were delivered (and led by Ben Jackson) at Baabayn Aboriginal Corporation in November 2022 and Penrith City Council Nursery in May 2023. Both Harwood Conversations were delivered as community-specific consultations for informal discussion with regard to community needs.

Additional highlights from 2022 to 2023 include attending a client social outing to Wollondilly and the Blacktown clients Christmas Lights in 2022 and the Peppercorn Services hosted Hawkesbury Races in April 2023.

All three occasions demonstrate the importance of social connection and outings for our vulnerable and ageing clients and recognising volunteers.

Thanks, and acknowledgement to our partners and collaborations with Penrith City Council with whom Active Care Network shares a strong and positive collaboration. Thanks to Bunnings Warehouse, The Royal Botanic Gardens of Sydney (Community Greening), Springwood Neighbourhood Centre, The Digital Literacy Foundation, Platform Youth Services, Tedd Noffs Foundation and social enterprise groups, Dinner on the Table and Hills Daily Grind. The Neighbourhood Jobs Program partnerships include Plumpton House, The Niland School, The Coreen School and Chifley College.

