



ANNUAL REPORT

2020 / 2021

Transport, Home Support & Community Connection

Our History

1982

Blacktown Community Transport Coordinating Committee formed

1983

Transport services for people living in the Blacktown LGA commenced

Blacktown Community Transport Coordinating Committee was incorporated

1986

Mountains Community Transport was formed to provide transport assistance for residents of the Blue Mountains LGA who are frail aged, people living with disability and their carers.

1987

Nepean Community Transport was formed to provide similar services to residents of the Penrith LGA.

2004

The amalgamation of Mountains Community Transport and Nepean Community Transport created GREAT Community Transport Inc. Services expanded to include transport assistance for shopping, medical and hospital visits, centre-based meals and social outings. Almost 3,000 clients used these services which were provided by both paid and volunteer personnel.

2016

At a Special General Meeting, it was decided the organisation would change its name to Easy-Go-Connect – Travel in safe hands.

2016

Demand for Easy-Go-Connect transport services continues to increase with over 3,500 registered clients living in the Blacktown LGA. A Travel Training program is added to their service offering to educate people on how to use public transport. This Program was available for residents of the Cumberland–Prospect region.

2019

Amalgamation of Easy-Go-Connect and GREAT Community Transport Inc. Now called Active Care Network, the new organisation has built on the strengths and similarities of the two organisations to provide a broader and more sustainable service for the communities it serves.

The Vision of Active Care Network

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

Values of Active Care Network



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.



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.



Service

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



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.



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.



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.

Key Performance Areas

A Connected Community

- Delivering programs that connect our Community
- Seek and share public knowledge
- Partnering to improve connection

A Sustainable Organisation

- Be a values-driven organisation
- Drive income for sustainable programming
- Be an environmentally responsible organisation
- Be a responsive organisation

Deliver Quality Services

- Community Transport that cares
- Home Support Services with heart
- A diverse transport offering
- Satisfied customers

Safe and Productive Workplace

- Have systems and technology for regulatory and quality compliance
- Recruit, retain and develop people with the right skills
- Use technology that connects us to our community
- Facilities that are fit for purpose



CEO Report

Resilience

While the performance of the organisation in 2020 bode well for future growth, the 2021 financial year in reality became a test of resilience for Active Care Network.

The organisation started the financial year by officially becoming Active Care Network with our local member, Stuart Ayres MP, launching the new name and cutting the cake to make it official. It was an important milestone as the organisation stepped through the integration process.

March 2020's COVID outbreak rippled through the 2021 financial year as the transport outputs struggled to recover from the lockdown, and restrictions hampered our ability to deliver on contracted outputs. Active Care Network finished the year with only 55% of target outputs in the CHSP transport stream and 28% in the CTP transport stream. The one ray of hope was the HRT transport stream reaching 81% of outputs. As a result of the service delivery disruptions, income from invoiced transport in the NDIS and HCP spaces were drastically reduced.

In the face of the pandemic, Active Care Network stood firm. We worked harder than ever to keep our clients safe, our vehicles clean and our clients at the centre of all that we did to adapt.



Direction

As Active Care Network found its feet in a post lockdown world, March 2021 saw the Board, staff and volunteers all come together to start work on Active Care Network's first strategic plan. It was a day that significantly reshaped the organisation.

The new vision of an empowered, engaged, and connected community innovating to achieve independence and wellbeing, was the first time transport was not emphasised or inferred in some way. It was a substantial step to broadening the engagement and service delivery of the organisation.

The plan notably encompassed a commitment to the Harwood Public Innovation approach to community engagement and a diversification of the CHSP services the organisation was looking to deliver. Internally the organisation recognised it was now a medium-sized not-for-profit and needed the internal policies, procedures and systems in place so it could deliver on the ambitions within the new strategy.

Growth

The Federal government's financial support during this time has allowed continued sustainability and program growth in community service delivery. Programs like Active Care and Repair as well as the Active Garden Club evolved beyond ideas and plans into fully fledged programs.

However it was the Gardening and Maintenance Team that drove the growth of Active Care Network. Significant partnerships with package providers, based on a reputation of quality work, saw the team hit its goal of a \$40,000 income month almost straight away. At a time when many services were experiencing difficulty, Active Care Network found a way to thrive.

Challenges

As the CHSP sector moves to payment in arrears in financial year 2022, the uncertainty of the funding model for CHSP service providers in 2023 and beyond poses significant risks to sustainability. This is made more complex by Transport for NSW's CTSP contract which is creating a higher level of angst than usual for Community Transport providers who may need to return 'unexpended' funds.

There are however challenges that Active Care Network is looking forward to. The recruitment of a Community Partnerships Manager will legitimise the community engagement functions within the organisation. This is an important cultural step for an organisation that, twelve months ago, was essentially a transport organisation. It is also a probability that the depot at Kingswood will become the administrative hub of the organisation. This is something that has been much discussed and with some certainty, will create a more accessible and connected workforce.

Optimism

The 2022 financial year is full of optimism for Active Care Network. Knowing that we are adaptable, innovative and resilient allows us to be comfortable with all of the challenges that funders, the sector and our community will throw at us. Optimism and the confidence borne of it will drive the short and medium term success of Active Care Network.



Ben Jackson
Active Care Network – CEO

President Report

In our first full year as Active Care Network, we have rebranded and expanded our services beyond Community Transport. Our services now include Garden and Home Care Services along with Care and Repair.

These are the beginnings of our evolution into a Multi-Service Organisation with the goal of providing our clients with more so they can go about their daily lives and live comfortably.

The impacts of COVID-19

From July – September 2020, COVID-19 put us into lockdown with a gradual 'return to normality' as we endeavoured to reopen and adjust to what life would be like in the COVID-19 world. It has been challenging and continues to challenge us with the Delta variant arriving in Australia in June 2021. (But that will be covered in next year's report.)

On a more positive note, the lockdown challenges and the operational changes it necessitated have highlighted how management, staff and volunteers are ready and capable of adapting to adverse situations.



Through their efforts, we continued to bring essential services to those who were in need wherever it was possible for us to do so.

Recognising outstanding dedication

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

Finally I would like to express my sincere gratitude to our staff and volunteers for their positive response to the tribulations we have faced and recognise that this will serve us well as we move into the future.

Sincerely

Kevin Richards
Active Care Network – President of the Board

Treasurer Report

I am pleased to present the financial results for the financial year ended 30th June 2021.

Once again, this financial year was heavily impacted by COVID-19 and the community restrictions that accompanied it. In the face of these challenges, Active Care Network has continued to make progress against the strategic plan and produced a bottom line surplus for the year of \$746,453.

With COVID-19 impacting our ability to conduct group and social outings for the 12 months to June 30, passenger contributions fell by a further 5.2% from last financial year which was also impacted by lockdowns and restrictions. As such, the organisation continued to qualify for government JobKeeper grants which supplemented our income and ensured we did not need to lose any of our valued staff due to the pandemic.

Income sources and grants

NSW government grants continue to be the major source of income, amounting to \$3,597,860 for the financial year. The current contract runs until 30 June 2022, giving us certainty over funding for the next 12 months. We are continuing to work with them towards extending the contract beyond this date.

It was exciting to see the development of the Home Services function during the year which delivered \$199k in additional income. It has quickly become an important driver in the growth of the organisation.

Active Care Network also received \$91k in donations and bequests which highlights the importance the organisation plays in some of our clients' lives and the regard in which we are held.

Expenses

Total expenses for the year were \$4,601,256 – an increase of 4.9% on the previous financial year. These increases were mainly driven by JobKeeper payments (which were passed onto qualifying

employees) and the growth of our new Home Services function.

Underlying costs were diligently managed with synergies from the merger fully embedded.

Strong asset position

Net assets as of 30th June were valued at \$2,719,450. Active Care Network is responsibly provisioned to continue maintaining its vehicle fleet, ensuring our drivers and clients can travel safely and comfortably. This strong balance sheet position will also enable the organisation to execute the next stages of the strategic plan in FY22 – positioning it for a strong and sustainable future.

I would like to thank all staff for their efforts throughout the year; a time which has undoubtedly been tough for everyone. As we move into a period where communities re-open, the role of every single person within our organisation – from the leadership team to office staff, drivers and the newly established Home Services team – will be imperative to reconnecting our community.



Michael Howard
Active Care Network – Treasurer



Financial Summary

Income and Expenditure 2020-21

REVENUE

Grant income – Transport for NSW	\$3,597,860
Grant income – Club Grants	\$9,623
Client contributions, hire and booking fees	\$424,406
Home support income	\$198,755
Donations and bequests	\$91,333
	\$4,321,977

OTHER INCOME

JobKeeper and Cash Flow Boost	\$996,900
Interest	\$2,554
Rental income	\$3,780
Other project income	\$10,458
Other revenue	\$12,040
	\$1,025,732
	\$5,347,709

EXPENSES

Depreciation	\$343,202
Employee costs	\$3,394,134
Finance costs	\$7,230
Lease payments for short-term/low-value leases	\$415
Loss on disposal of assets	\$33,911
Service & transport related expenses	\$475,189
Other expenses	\$347,175
Total	\$4,601,256
Surplus for the year	\$746,453

Balance Sheet 30 June 2021

CURRENT ASSETS

Cash and equivalents	\$3,117,387
Trade and other receivables	\$101,003
Total Current Assets	\$3,218,390

NON-CURRENT ASSETS

Property, plant and equipment	\$1,299,377
Total Assets	\$4,517,767

CURRENT LIABILITIES

Trade and other payables	\$299,598
Provisions	\$243,490
Other liabilities	\$1,040,274
Total current liabilities	\$1,583,362

Non-current liabilities

Provisions	\$112,503
Other liabilities	\$102,452
Total non-current liabilities	\$214,955

Total liabilities **\$1,798,317**

Net assets **\$2,719,450**

EQUITY

Retained earnings	\$2,719,450
Total equity	\$2,719,450



Board of Management

Kevin Richards | President

Kevin joined the Board of Active Care Network from the Board of GREAT Community Transport Inc. He has over a decade of governance experience in small and medium sized not-for-profits. Kevin is now retired but comes from a background of Project and Operations Management dating back to the mid-1970s. He volunteers with LEEP and was a founding member of the Central Mountains Men's Shed in Lawson.

Elly Beck | Vice President

Elly joined the Board of Active Care Network from the Board of Easy-Go-Connect where she held the office of President. For over a decade, Elly has volunteered in governance of Community Transport organisations. While retired, Elly has extensive experience across a 30 year career in human resources, administration and business management.

Nicholas Szafraniec | Past Secretary

Nicholas has been a board member for many years with GREAT Community Transport Inc and now Active Care Network. In that time, he has held executive and non-executive roles. Nicholas has experience in the not-for-profit and community sectors as well as formerly working within the community transport sector through Transport for NSW. Nicholas is now working as a clinical psychologist in both public and private practice. Nicholas retired from the Board at the 2020 AGM.

Joshua Baker | Current Secretary

Joshua joined the Active Care Network Board from the Board of Easy-Go-Connect. He is an experienced practitioner in the infrastructure industry and for over 15 years he has worked on many key transport and infrastructure projects.

Michael Howard | Treasurer

Michael joined the Board of Active Care Network from the Board of Easy-Go-Connect where he held the office of Treasurer. He is a Certified Practising Accountant with over 18 years' experience in the commercial sector.

Anne Hurni PhD | Board Member

Anne joined the Board of Active Care Network from the Board of GREAT Community Transport Inc. Anne has extensive experience in urban, transport and social research, along with policy and planning. She has a diverse career history across Australian, State and local government areas. She is also grounded in community development practice and working with marginalised communities in Western Sydney. Anne currently coordinates research and policy for the City Strategy team at Penrith City Council and is a long-time resident of the Blue Mountains.

Ashley Baker | Board Member

Ashley joined the Board of Active Care Network in 2020. He is a registered nurse and has held senior positions in hospitals and the medical service industry for over a decade.

Frank Ross | Board Member

Frank joined the Board of Active Care Network in 2020. While now retired, Frank was a registered nurse and Clinical Nurse Consultant. He has held senior positions in hospitals and research facilities for over 25 years. Frank also has 10 years' Board experience in the nursing field, including the NSW Nurses Registration Board and Council.

Board Attendance 2020-2021

	2020					AGM	2021					Total
	Jul	Aug	Sep	Oct	Nov		Feb	Mar	Apr	May	Jun	
Kevin Richards	x	x	x	x	x	x	x	x	x	x	x	11
Elly Beck	x	x	x	x	x	x	x	x	x	0	0	9
Michael Howard	x	x	x	x	x	x	x	0	x	x	x	10
Nicholas Szafraniec	0	x	x	0	0	x	3
Joshua Baker	x	0	x	x	0	x	0	0	x	0	0	5
Anne Hurni	x	0	x	x	x	x	x	0	x	x	x	9
Ashley Baker	.	.	.	x	x	x	x	0	x	x	0	6
Frank Ross	.	.	.	x	x	x	x	x	x	0	x	7

PLEASE NOTE:

Nicholas Szafraniec resigned at the October AGM.

Frank Ross and Ashley Baker became new Board Members at the October meeting.

People We Serve

Thank you one and all for the good work that you do. I have recommended you to my friends.

I want to thank Patrick and Stephen for the weeding and trimming they did in my garden. They did a wonderful job. They were very good and I am so pleased, I have told my friends about Active Care Network.



So happy with the work Matt did today. He did an excellent job with the high pressure cleaning. The driveway has never looked better. My neighbours are already complimenting me on how great everything looks.

Brilliant service very happy with what you do.

COVID-19 provides new opportunities to serve our community

While COVID-19 has impacted our organisation and the provision of services, the impacts to our clients and their families have been much greater. On numerous occasions over the last 20 months our transport services have been greatly restricted or unable to operate. As a result, many of our clients have had to stay at home.

By being true to our organisational beliefs and equipped with our new vision, values and key performance areas, Active Care Network has established several new client welfare programs to ensure our clients stayed connected.

We are very proud of the way our organisation has adapted and expanded our service offering to better support our clients and the community we serve.

Client Engagement Team established

The role of the Client Engagement Team is to do welfare telephone "check-ins" with every client and investigate if they needed any assistance such as grocery shopping, Meals On Wheels or transportation to medical appointments.

During these calls, many clients asked for help to maintain their gardens and lawns as their family and friends were unable to assist (or visit) due to lockdowns. To answer this need, a number of our Community Transport Drivers were utilised to provide short-term gardening and lawn care services. These were heavily subsidised by Active Care Network with clients asked to make a gold coin contribution and give the team member a cup of tea.

This new service was enthusiastically adopted and in particular, our thanks go to Mick Reynolds and Michael Reilly for their great work.

Home Support Services

Launched in August 2020, the Home Support Services came from client requests to continue the gardening and lawn care services previously mentioned. The team is lead by a qualified horticultural professional and other qualified tradespeople.

As covered in both the CEO and Treasurer's Reports, the creation of our Home Support Services provided significant growth opportunities for Active Care Network and satisfied a genuine need in the communities we serve.

Home Support Services are provided at competitive market rates with 100% of all profits and surpluses supporting our Community Connections programs. These programs are designed to support older Australians and vulnerable or marginalised people who live in the LGAs we serve.

Community Connections programs

Through the work of the Client Engagement team, it became evident many of our clients were feeling isolated, lonely and wanted to connect more regularly with others in the community. In response, Active Care Network established the first of many planned Community Connections programs for our clients and others living within our service communities. To date we have launched:

Active Care and Repair

Launched in December 2020, the Active Care and Repair program is part of our Home Support services for clients who have become isolated or disconnected as a consequence of the pandemic.

The typical approach of this program was for Pat McGavin and Stephen Lemmer to tidy a client's garden and repair the fence and side gates while Gordon Buxton helped a number of clients with personal matters while enjoying a yarn over cups of tea.

Active Gardening Club

In partnership with Penrith City Council, Active Care Network is establishing a community-based Gardening Club at the Council's nursery in Penrith. Sadly COVID-19 lockdowns have delayed the launch of the Club so the planned launch has been delayed until January 2022.

The Active Gardening Club will provide older Australians and people living with disability a shared and regular weekly experience of gardening, as well as providing social, health and personal wellbeing benefits.

The weekly program will include:

- Regular weekly Gardening Club meetings
- Monthly Wellbeing and Education programs facilitated by internal and external facilitators
- Outings to local gardens of interest
- Scheduled trips to regional gardening events such as Floriade in Canberra



Honour Roll of Volunteers

Client Support Volunteers

- Carol ASKAR
- Ruth BRAMBLE
- Michael HOPKINS
- Dianne NOTTON
- Franca TESEI
- Daphne WARD
- Anthony BARBUTO
- Jen CHAMBERS
- Sue McCULLY
- Pam SMITH
- Sharon VAN KEPPEL
- Sue BEEVERS
- Jenny (Jeanette) DILLON
- Erica MORRIS
- June STEWART
- Dian WALKER

Booking & Admin Team

- Lynne FOLEY-BROWN
- Nell JASIAK
- Margot SHINN
- Joy GOODCHILD
- Linda McGEE
- Yee Li TEE
- Kay HUDSON
- Lenore PRICE

Volunteer Drivers

- Fay CHATE
- Lyn HIGGINS
- Phillip LOPES
- Kevin CHIDGEY
- Steve HREPKA
- Brian REES
- Paul ELLIOTT
- Kim JACKSON
- Andrew HALL

Gardening & Maintenance Team

- Phillip LOPES
- Gaye PRABHAKAR



Our Supporters

Government

Transport for NSW provides funding to us to provide transport services to the frail aged, people living with disability and other transport disadvantaged individuals. We also receive funding from Nepean Local Health District for health related transport within the local health district.

Clients

Our clients contribute towards the subsidised transport services they receive. Many clients give us more than their scheduled fee and we are very grateful for these donations. Many client families kindly make donations to support our services.

We greatly appreciate their support, which in turn allows Active Care Network to enhance its role in creating more opportunities for our clients to engage with their local and extended communities.

The Great Walk Foundation

Over the past few years, the Great Walk Foundation has assisted Active Care Network by funding or partially funding vehicles. They are a local not-for-profit group who raise funds which are then donated to local charitable organisations and others who operate for the community good. The Foundation works across the Hawkesbury, Nepean and Blue Mountains LGAs.

In September, The Great Walk Foundation presented us with a cheque for \$17,000. By trading in an older vehicle and with their generous donation, we were able to purchase a Honda Odyssey at nil cost to us.

Donations

As a public benevolent institution with deductible gift recipient status, donations of \$2 or more to Active Care Network are tax deductible. We would like to express our thanks to those clients and organisations who donated during 2020 – 2021, especially in light of the challenges COVID-19 created.

Windsor Toyota

Windsor Toyota have supplied us with many vehicles over the years. In particular we would like to thank them for the ongoing loan of a Toyota Camry Hybrid car which not only transports clients in comfort, but also runs on electricity and petrol – helping the environment at the same time.

Northcott

We are pleased to be associated with Northcott and are grateful for their assistance with the huge task of preparing our regular Chatterbus magazine. Chatterbus is delivered to over 3,500 clients every quarter. We would also like to acknowledge the fantastic work Northcott does with people who are living with disability, their families and carers.

Connecting Up

Connecting Up provides Active Care Network with discounted software through its discounted donation program.



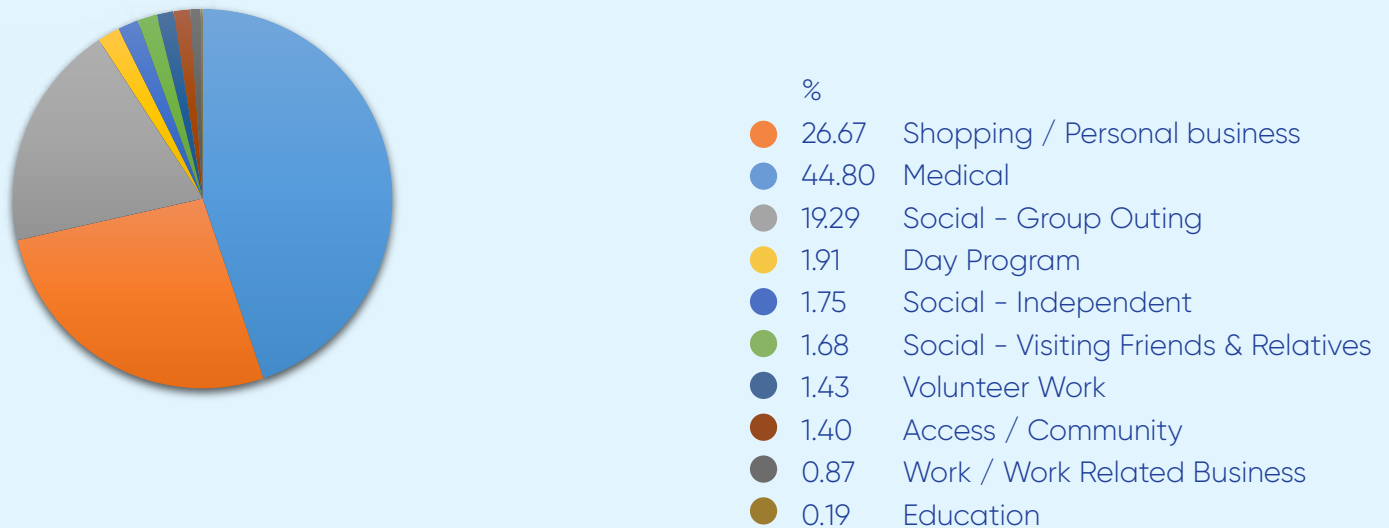
Service Delivery and Statistics

BREAKDOWN OF TRIPS BY SERVICE TYPE

By Numbers



Percentage





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We acknowledge the land on which we work, its elders past, present and future and their connection to and custodianship of the land.