



26/10/2023

Charlestown Caring Group Annual Report 2023

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Our story

Charlestown Caring Group has been providing services in the local community for over 44 years. The organisation originated as a Church Based Group run with volunteers to fill an unmet need in the community providing social support for individuals. Support included home visits, running groups and day centres, hospital visits, palliative care, respite, and nursing home visits.

We are proud to be recognised as a committed, long standing community care organisation who strives to improve all that we do to deliver the best care possible to those we serve.

We are focussed on empowering people to have their voice heard and be in control of their lives.



Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of the land on which we are meeting today, the Awabakal people.

It is in their footsteps that we travel these lands and waters.

We would like to acknowledge the Aboriginal and Torres Strait Islander people who now reside in this area.

We extend that respect to Elders – past and present – and to the future knowledge holders.

Artist - Sean Cook

Thank you.

We would like to extend a sincere thank you to the amazing team that makes up Charlestown Caring Group.

Charlestown Caring Group could not have achieved what we have over the past year without the dedication and shear hard work of our amazing team.





Our Mission

We are "here for people" through the provision of reliable, quality and respectful community services.

Our Vision

To be recognised as a provider who listens and responds to those we serve.

Our Values

One Team - We know that it takes all of us, working together to achieve our Mission. We know that the strongest teams foster diverse personalities, talents and skills and we believe in using our experience to help others achieve their best.

Respectful Relationships - We acknowledge and respect individual differences. We value the lived experience of those we serve and take time to listen and learn while building trusting and meaningful relationships.

Partnering - We partner with those we serve to promote independence, choice, social connectedness and self-determination.

Learning - We want to inspire through continual learning as we strive for excellence. We set ambitious goals and work hard to achieve them.

Charlestown Caring Group Board

The Charlestown Caring Group Board governs the organisation and is responsible for ensuring the organisation delivers care and services within the confines of the law, legislation, standards, and the interests of stakeholders.

Our experienced Board ensures that Charlestown Caring Group operates in the best interests of those we care for, employees, volunteers, stakeholders, and the public.

			
Janice Knowles Board Chair	John Mihell Board Vice - Chair	Michael McMahon Board Treasurer	Margaret Morgan Board Secretary
			
Daryl Jeffs Committee Member	Jill Hall Committee Member	John Falconer Committee Member	Dr Christopher Morrissey Clinical Expert

Chair's Report – Janice Knowles



The last financial year of 2022/23 has seen Charlestown Caring Group continue to grow and expand our services. This has included the addition of professional, competent staff who contribute to our excellent standing and reputation within the Aged Care and Disability sector.

However, like all providers within the sector, we struggle to attract and employ enough staff for our range of services. We have had to periodically cancel services due to staff shortages and this will continue to be an ongoing concern for CCG.

In these circumstances we continue to carry the overheads but do not have the income to offset the corresponding financial loss. CCG's overall fiscal position for the last financial year is extremely concerning. We continue on a trend of making substantial losses and this cannot continue. It is simply unsustainable.

Moving forward, the Board will examine all options for our ongoing viability and with input from our executive management, develop strategies to turn our financial position around. This is a matter of urgency for CCG.

On a much brighter and very positive note, during the reporting year, CCG has continued to operationally develop and update the necessary requirements to ensure regulatory compliance.

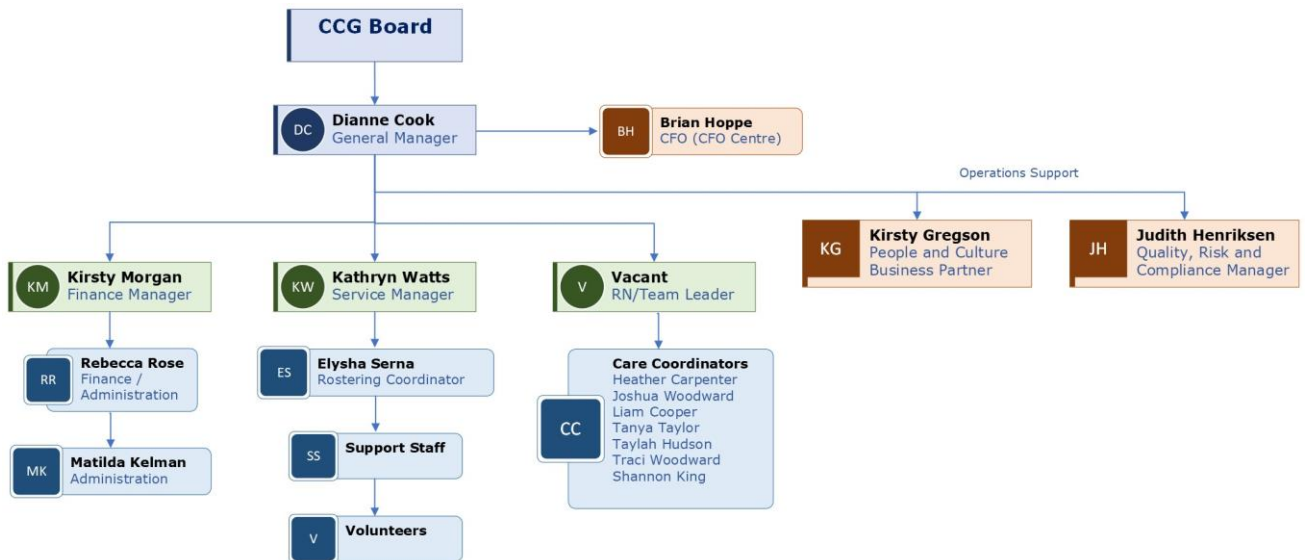
CCG also successfully underwent an NDIS audit. This has resulted in our ability to now provide higher levels of service. Our staff are to be congratulated on the excellent work that has ensured this stellar result.

We were extremely fortunate to welcome a new Board member, Dr Chris Morrissey. Dr Morrissey is a recently retired General Practitioner who practiced in Lake Macquarie for many years and is a most welcome addition to CCG. Our client's needs, physically, psychologically, and emotionally are becoming increasingly complex and Dr Morrissey's clinical expertise and guidance is reassuring to the Board and staff. Chris's presence enhances CCG and greatly contributes to the wellbeing of our clients.

Strategic Targets 2022 - 2025

- 1** Deliver meaningful and responsive services by expanding service offerings and increasing financial performance.
- 2** Enhance existing governance frameworks including clinical and finance practices, risk management and performance management.
- 3** Strengthen and grow workforce by developing workforce framework.
- 4** Expand Integration with specialist partners to viewed by a specialist provider of support.
- 5** Increase visibility across our local community by improving our branding and marketing and networking strategies.

Organisational Chart



Key achievements over the past 12 months

- Successful NDIS Audit and registration as an Approved Provider for High Intensity Supports, Community Nursing and NDIS Groups.
- Veterans Home Care Provider Application.
- Enhanced risk management systems and processes.
- MOU with the local health districts Mental Health Services.
- Partnership with Newcastle University's Physiotherapy department to provide physical therapy to our Group participants.
- Streamlining the onboarding processes for all new referrals.
- Process improvements to CareMaster (Client Management System).
- Successful submission to purchase a 22-seater Bus.

Our services

NDIS

The NDIS provides funding to eligible people with disability to improve their quality of life, supporting them to have greater independence, increased access to community and social connections, choice and control and self-determination.

Charlestown Caring Group is registered to provide the following classes of support:

Assist-Life Stage	Participate Community
Transition	Coordination of Supports
Assist-Personal Activities	NDIS Groups
Assist-Travel/Transport	High Intensity Supports
Household Tasks	Nursing

NDIS	
	Participants 53
	Coordination of Supports 6
	Support Coordination
	Capacity Building and Training in Self-Management and Plan Management
	Group Activities
	House and / or Yard Maintenance
	House Cleaning And Other Household Activities
	Assistance with Self-Care Activities – Standard
	Assistance With Self-Care Activities - High Intensity
	Access Community Social and Rec Activities
	Access Community Social and Rec Activities – High Intensity
	Total hours delivered 22,749

Our team have been actively participating in community events to increase the visibility of Charlestown Caring Group. Presence at the NDIS Expo in May of this year resulted in the establishment of new referral pathways and collegial connections with specialist services.

NDIS Expo – May 2023



From left: Shannon King (Care Coordinator), Kathryn Watts (Service Manager), Taylah Hudson (Care Coordinator)

The complexity of the participants we support has increased, many have high needs, complex mental health conditions and challenging home lives. The team who support the participants demonstrate a high level of commitment and dedication to ensuring their needs are met and they feel respected, listened to, safe and secure.

Commonwealth Home Support Program (CHSP)

The CHSP program provides entry level supports to eligible people to support them to maintain independence and improve social connectedness.



Charlestown Caring Group receives funding for the following types of Social Support:

- Groups
- Individual

We offer group outings which includes bus trips to various locations. Individual support includes transport to appointments and accompanied shopping.

Over the past 12 months we have seen a significant increase in the complexity of individuals being referred for our CHSP programs and true to our Mission we strive to support them to achieve what is important to them.

Our Groups focus on health and wellbeing and supporting independence. In partnership with the Newcastle University, we have implemented a Physiotherapy program, the program is designed to keep people moving to build strength and reduce their risk of falls.

CHSP	
	<p>Clients 77</p>
	<p>Accompanied Activities</p> <p>Support Plans</p>
	<p>Assessments</p> <p>Social Support Groups</p>
<p>Total hours delivered 13,692</p>	



Short Team Accommodation

Short Term Accommodation provides an alternative respite option for individuals needing a break away from their home situation. In May 2023 Charlestown Caring Group was approached by a Coordinator of Supports who identified a specific need for a participant they were supporting.

Jane's Story

Jane has a disability and a complicated medical history which significantly impacts her health and wellbeing on a daily basis. Jane lives with her daughter; their relationship is tenuous and sadly quite volatile. Jane is devoted to her daughter and has chosen to continue living with her.

The Coordinator of Supports identified that Jane may benefit from respite to assist with deescalating the home situation, this opportunity would provide Jane with social contact, physical activity, improved access to nutritious meals and 24-hour support. The concept was discussed with Jane, and she agreed to give it a try.

The Short-Term Accommodation was arranged by the Care Coordinator in collaboration with the Coordinator of Supports. Accessible premises were identified and booked.

Jane had Support Staff with her throughout the duration of the respite. Throughout and following the respite the team at Charlestown Caring Group and her multidisciplinary team observed a noticeable improvement in Jane's condition. The improvements included weight gain, improved nutritional intake, sense of self, attitude, physical movement, engagement, and participation in activities.

On completion of the Short-Term Accommodation Jane spoke with her Care Coordinator, the following are quotes from Jane:

"I am so grateful for Charlestown Caring Group, you've saved my life. I was so negative before, in the mindset of - I'm dying soon. Now, I've got a purpose, I'm going to make my daughter's wedding."

"Thank you so much for everything to everyone at the office and yourself, I cannot tell you how grateful I am, I know I would have taken up a lot of time. Before Charlestown Caring Group, I had nobody, but you have all saved my life and sanity, I am very grateful."

Jane felt like she "lived an amazing life of luxury and had amazing support because of us."

The Care Coordinator responsible for managing Short Term Accommodation is diligently collaborating with accommodation providers and Coordinators of Support to build capacity to enable more participants to share in this experience.

Private Services

Charlestown Caring Group established the private service stream due to an increasing demand from people who were not aligned with any government funding. Additional opportunities arose for us to have a significant yard and maintenance brokerage agreement with a large, aged care provider, a Commonwealth agency to provide yard and maintenance, personal care and domestic assistance and an insurance company. From July 2022 to December 2022, we completed 183 hours of service, from January 2023 to June 2023 we saw a significant increase in hours to 876 hours of service.

We are continually seeking opportunities for growth in the private services area and have identified, that in alignment with the Aged Care reforms more people are self-managing their Home Care Packages and this has provided the opportunity to become a preferred provider of their supports.

The program is receiving very positive feedback on the performance of the team and the service they deliver. The level of care and diligence by the team has led to word of mouth referrals.

Private Services



Clients

91



Lawn and Yard Maintenance

Domestic Assistance

Personal Care

Total hours delivered 1,059

Treasurer's Report – Michael McMahon



As the Treasurer for Charlestown Caring Group Incorporated (CCG), I am pleased to present the following financial overview report.

1. Annual Financial Statements

The Annual Financial Statements for the Year Ending 30 June 2023 are attached to the Agenda.

CCG's auditor Joshua Comyns from KLM Accountants has reported that the Financial Statements give a "true and fair view" of CCG's financial position, financial performance and cash position for the year ending 30 June 2023 in compliance with the relevant Australian Accounting Standards.

The Financial Statements show an annual loss of \$120,792 for 2022/23 compared to a loss of \$128,485 in 2021/22.

There was again a concerning decline in cash available to meet CCG commitments in 2022/23 down to \$190,242 from \$247,449 in 2021/22.

A further rise in trade and other receivables for 2022/23 to \$260,448 compared to \$221,179 in 2021/22 was also recorded.

Total Members' Equity dropped to \$213,318 for 2022/23 compared to \$334,110 for 2021/22.

The continuation of these adverse trends is a red flag requiring close attention. The need to arrest the further run down in cash to meet ongoing commitments is of greatest concern.

Accordingly, the Board will need to closely monitor monthly progress towards the adopted 2023/24 Budget and take appropriate remedial action to ensure the sustainability of CCG and to avoid the extreme prospect of a cash flow crisis.

This will require continuation of further effective remedial strategies and actions to those already initiated by the Board and led by General Manager, Dianne Cook, during 2022/23.

The remedial strategies and actions include:

- Continued review, recovery and follow up of outstanding and current receivables / debtors.
- A reassessment of the true cost of services through an ongoing review of cost structures and associated pricing policies.
- Identifying opportunities for the reduction of indirect and overhead costs.
- Improving work methods and programming together with performance enhancement including improved systems integration.
- Ongoing assessment of service delivery capacity.
- Continuing review of the organisation structure and service delivery models including possible partnership or amalgamation with a similar focused larger organisation.

To facilitate achievement of these strategies the General Manager has continued the contract engagement of Brian Hoppe as Chief Financial Officer. I endorse Brian's report included in this 2023 AGM Report.

Both of these key members of our organisation have demonstrated a strong commitment with the support of the Board to an ongoing focus on continuous improvement and the sustainability of CCG.

2. Risk Management and Insurances.

All the essential insurance policies of CCG are reviewed annually and are current as per the attached summary.



Insurance Register

Document No: FI - 01

Insurance Type	Insurance Provider	Policy Number	Amount Insured	Expiry Date
Professional Indemnity insurance	ANSVAR Insuarnce	715406	\$10,000,000	30/09/2024
General Public Liability	ANSVAR Insuarnce	715406	\$20,000,000	30/09/2024
General Product Liability	ANSVAR Insuarnce	715406	\$20,000,000	30/09/2024
Personal Accident - Voluntary	ANSVAR Insuarnce	715406	\$50,000	30/09/2024
Directors and Officers Liability Insurance	ANSVAR Insuarnce	715406	\$5,000,000	30/09/2024
Entity Liability	ANSVAR Insuarnce	715406	\$2,000,000	30/09/2024
Entity Reimbursement	ANSVAR Insuarnce	715406	\$2,000,000	30/09/2024
Employment Practices Liability	ANSVAR Insuarnce	715406	\$1,000,000	30/09/2024
Statutory Liability	ANSVAR Insuarnce	715406	\$500,000	30/09/2024
Counsellors Liability	ANSVAR Insuarnce	715406	\$1,000,000	30/09/2024
Entity Crisis Cover	ANSVAR Insuarnce	715406	\$100,000	30/09/2024
Fidelity - Employee	ANSVAR Insuarnce	715406	\$50,000	30/09/2024
Fidelity - Third Party	ANSVAR Insuarnce	715406	\$50,000	30/09/2024
Tax Audit	ANSVAR Insuarnce	715406	\$50,000	30/09/2024
Personal Accident – Volunteers Capital Benefit	ANSVAR Insuarnce	715406	\$50,000	30/09/2024
Workers Compensation Insurance	iCare	180845901	\$1,309,880	30/06/2024
Comprehensive Vehicle Insurance - Bus	NRMA	MOT 469 711 835	\$22,750	29/05/2024
Comprehensive Vehicle Insurance - Car	NRMA	MOT 583 362 464	Market Value	29/06/2024
Comprehensive Vehicle Insurance - Trailer 1	NRMA	CVT 660 269 070	\$1,160	26/06/2024
Comprehensive Vehicle Insurance - Trailer 2	NRMA		\$1,200	26/06/2024

3. Performance Management

The General Manager provides a monthly report to the Board covering governance and risk management strategies in place and the current performance outcomes.

General Managers Report – Dianne Cook



The past year saw Charlestown Caring Group Board and Leadership team continue to build on our governance frameworks so that we can continue to provide supports and services for people in our community consistent with our Mission of being here for people through the provision of reliable, quality, and respectful services to those we serve.

As I reflect over the past 12 months there have been many rewarding moments, for example receiving feedback from our clients and participants on how our staff and volunteers make such a difference to their day. We have included a summary of Janes story to highlight how much of a difference we do make in a

person's life. Janes story also reflects the level of professionalism of our Care Coordination team, their ability to work collaboratively with Janes Coordinator of Supports, the amazing work our Roster Coordinator did to ensure Jane had the support she needed and the amazing support staff who provided Jane the opportunity to have a truly life changing experience. This is only one story but there are many more as inspiring as this one. Thank you to our incredible team.

Another highlight we were successful in maintaining our NDIS Registration through an external Third-Party Verification audit process, we had no non-compliances and achieved additional certification to provide High Intensity Support, Nursing, and Group Programs, again an outstanding effort by our team. Additionally, we signed an MOU with Hunter Health Local District Mental Health Service. The Healthy Ageing Coordinator has re-established our Social Connections Program and we now have up to 17 people attending each session.

We have streamlined our on boarding process, enabling the Care Coordinators to spend more face-to-face time with our clients. This has proven to be beneficial in developing and strengthening the relationships and trust between the team and those we support. Our private service business stream had grown significantly and again we are receiving compliments on the excellent work the yard and maintenance team provide.

Our challenges have been significant, one of our most difficult challenges has been to remain financially viable. With the support of our CFO and Board we will closely monitor all aspects of the budget. Team members have KPI's including achieving growth targets in their designated area with each area having its own unique challenges. The team are required to provide reports on their progress towards achieving their KPI's, their reports are then cascaded to be included in the monthly Board Report.

Another challenge that is severely impacting our ability to provide services is recruitment of suitably qualified staff, this impacts on the ability of the service teams to meet their targets and for us to provide quality consistent care. Workforce challenges has become an issue throughout our industry and has resulted in the Federal Government funding a workforce recruitment strategy. I am pleased to report that Charlestown Caring Group has signed an agreement of collaboration to be supported by this initiative. Additionally, we recognised that

we required a skilled people and culture professional and included the costing for this position in the 2023- 2024 budget.

Unfortunately, the impact of COVID affected our clients, participants and staff around Christmas and New Year period which meant the cancellation of our many festive season activities.

We continue to actively work towards the requirements set out in the aged care and disability reforms to strengthen our aged and disability services for the future.

We continually seek out business opportunities by applying for grants, contracts, partnerships and identifying gaps in service provision to develop innovative care programs.

We have developed our strategic plan for 2023- 2025 with five key strategic targets.

The next 12 months

It is critical that we ensure we continue to have the flexibility, good governance, and resilience to meet the ongoing needs and expectations of our community, the changes in current sector reforms and future reforms introduced by our current government.

We continue to work to meet our budget and maintain our financial viability without impacting on the quality of care.

Broaden our revenue sources by applying for 2024 Seniors Festival grant, applying for NDIS Information Linkages and Capacity Building Program, Veterans Home Care, DVA Community Nursing, Approved Home Care Provider Status and any other opportunities that are offered and align with our Mission.

Our aged care team are working to continue to make a significant difference to our elderly population and to ensure that we can support as many people as possible within our budget.

Our NDIS team are continuing to grow our services and are working to establish networks that increase our visibility within the disability sector. Increasing our capacity to provide Short Term Accommodation, Group programs and high intensity and nursing support.

Our Service Manager and People and Culture Business Partner will be working to ensure that our staff and volunteers are supported with the right education and the right qualifications to be the very best they can to make a person's day or experience a good one.

To increase our presence to the wider community through digital marketing platforms that will include a new website and increased awareness on social media platforms.

We look forward to the strategic planning days set for next year, this will be a great opportunity to inform us on how we are progressing against the Strategic Plan.

Thank you to the Board for the continuous support you have provided Charlestown Caring Group, for your thoughtfulness and wisdom. We are very fortunate to have a broad representation of commercial and professional committee members from our community.

Every day I see examples of how our wonderful staff and volunteers go above and beyond to support people, it truly demonstrates how dedicated and wonderful you are. It is an absolute pleasure to work with you all, thank you.

CFO Report – Brian Hoppe



During the past financial year our organisation grew community service levels significantly. Revenues increased by 32% with NDIS Revenue up 20%, DOH CHSP Individual Fees up 39% and CHSP Group Fees up by 96% year on year. On this higher Revenue we improved our Net Result in each of these three segments. While our Net Result improved overall by 6% we delivered a loss of \$121K and reduced our financial resilience.

Following is a brief summary of our 2022 Results.

CHARLESTOWN CARING GROUP ANNUAL REPORT 2023

Performance by Division

\$,000	Revenue		Change %	Surplus/(Loss)	
	2023	2022		2023	2022
CHSP Group	251	128	96%	(23)	(25)
CHSP Individual	427	307	39%	(17)	(24)
NDIS	1,772	1,474	20%	(42)	(78)
Private Services	68	4	1676%	(39)	(2)
Total	2,517	1,912	32%	(121)	(129)

Summary Income and Expenditure Statement

	2023	2022	Change \$	Change %
Service Funding	2,307	1,673	634	38%
Service Fees	122	36	86	242%
Grants	68	198	(130)	-66%
Other Revenue	20	5	15	306%
Total Income	2,517	1,912	605.4	32%
Personnel	2,326	1,785	(542)	-30%
All other expenses	312	255	(56)	-22%
Total Expenses	2,638	2,040	(598)	-29%
Net Result	(121)	(129)	8	-6%

Charlestown Caring Group's loss for the year ending 2023 reflect the challenges of our business model in providing care. Despite the growth in Service Funding and Service fees by 42%, Personnel expenses increased by 30% with improvement in volume and scale efficiencies offset by higher personnel award payments. We received \$130K less in Government Grant Support in FY 2023 than received during FY 2022.

Our Private Services segment contributed a loss of \$39K as we invested to develop this segment.

As at 30 June 2022 CCG held Cash and Investments of \$190K and Net Assets of \$213K (down from \$334K at 30 June 2022).

Going forward our 2024 Budget is forecasting Revenues of \$3.6 Million, which represents 44% growth from 2023 levels and significant additional hours of care for the community. We will do this by:

Broadening our Revenue through

1. Growing our Private Service fees
2. Growing our CHSP Participant Fees
3. Growing our NDIS support hours
4. Adding Veterans Home Care Services
5. Developing our Respite Care segment

In 2024 FY we are Budgeting a surplus of \$71k. Much effort is focused to deliver the 2024 FY budget results and our team is working hard to rebuild our organisations cash reserves and financial resilience.

Service Manager Report – Kathryn Watts



From an operational perspective it has been another busy year managing the ongoing recruitment with the shortage of Support Staff across the Aged Care and Disability sectors. Balancing the Staff shortage with our clients/participants needs and the flexibility required is always a challenge.

Our NDIS Participants have varied backgrounds, physical and intellectual disabilities, chronic health conditions and or mental health diagnoses. Our Commonwealth Home Support Program (CHSP) referrals are increasingly more complex while we wait for the New Aged Care Model to roll out in July 2025.

We have Support Staff on Traineeships studying Cert 111 in Individual Support, more experienced Staff studying Cert IV in Disability and Cert IV in Community Services. Overall, we have seen a lift in the qualifications and professionalism of the Office Staff and Support Staff of Charlestown Caring Group.

In February we carried out a popup stall at Lake Macquarie Fair to promote Charlestown caring Group (CCG) and the services we deliver. We spoke to many people passing by and there was a lot of discussion regarding the My Aged Care, referrals and the number of people waiting for a Home Care Package.

April saw the Team prepare and present documentation and case studies for the NDIS Recertification Audit and Registration for additional classes of Support such as High Intensity, Nursing and Group Activities. A pleasing result was achieved with CCG meeting all requirements.

CCG attended the Disability Expo in May which is a very large event each year for providers and NDIS Participants. Networking is at an all-time high, building relationships with other providers and professionals is essential. Approximately 200 CCG bags, folders, factsheets, and marketing material are handed out during the two days.

In the office we are continuing to move towards a paperless work environment. Old documentation for Staff, CHSP clients and NDIS participants have been scanned into and named in our systems, SharePoint, CareMaster and Employment Hero.

Overall, there has been many changes, several Staff left CCG for a variety of reasons and with that many new faces have joined the Organisation. An internal restructure has seen new roles developed to address areas of growth and change both in service delivery and compliance.

Continuous Improvement

Charlestown Caring Group frameworks ensure service delivery complies with the Quality and Safety Commission Act 2018, Aged Care Quality Standards, NDIS Practice Standards and Code of Conduct.

Charlestown Caring Group is committed to continually improving our practice to achieve better outcomes for those we support and our team of staff and volunteers.

The team has focussed on conducting internal audits, developing action plans, and implementing new and updated systems and processes.

It is important to recognise and acknowledge the contributions from our team of dedicated staff and volunteers, without them we would not have achieved the improvements that we have over the past 12 months.

Accreditation

Charlestown Caring Group successfully completed the third-Party NDIS Audit in April 2023. In addition to existing services the organisation is now a registered Provider for High Intensity Supports, Community Nursing and NDIS Groups.

Quality

Extensive work has been completed on the redesign of our Quality Management System to facilitate ease of access to policies and documents for the team.

We have established an onboarding process to expediate accurate data collection and dissemination for all new referrals. The Customer Service Coordinator is responsible for engaging with individuals when entering the service and ensuring they have a full understanding of what to expect from our onboarding and assessment process.

The Customer Service Coordinator works in partnership with the Rostering Coordinator and team of Care Coordinators to facilitate a seamless transition from referral to comprehensive assessment to service delivery.

Risk Management

Additional education on risk management has resulted in a significant increase in the reporting of incidents. The teams diligence with reporting has improved the:

- Recording of incidents
- Timeliness of investigations
- Analysis of data
- Actioning and outcomes
- Reporting of data to the Board

The increase in reporting of incidents demonstrates the staffs enhanced understanding of the importance of reporting potential or actual risks.

Clinical Governance

We are continuing to see an increase in the complexity of the clients and participants we support. To ensure that we are providing the best level of support we have implemented a fortnightly Clinical Care Case Conference meeting.

The meeting provides the opportunity for Care Coordinators to present high risk clients to the team for discussion and review. We are so pleased to have Dr Chris Morrissey (Board Clinical Expert) attend the meetings to provide expert clinical advice.

The meetings have proven very effective in achieving greater outcomes for clients and participants.

Policies and Procedures

An extensive review of existing policies and procedures was conducted against the Aged Care Quality Standards and the NDIS Practice Standards. This resulted in updating existing policies and procedures and the development of new policies and procedures.

To support the team to understand their obligations under the standards and legislation policies are circulated via Employment Hero (Human Resource Platform) whereby staff must read and acknowledge their understanding and presented at team meetings.

Human Resources

An in-depth review of existing positions, duties and Position Descriptions was undertaken to provide the team with increased clarity about their roles and the expectations of their roles. The process identified team strengths and areas of expertise to embed into their job roles.

There has been an increase in team education over the past 12 months, we are committed to developing the skills, expertise, and professional development of the team.

Wall of Fame

Charlestown Caring Group is proud of its humble beginnings, in recognition of our history and the dedication of so many over the years 2023 sees the introduction of the **Wall of Fame**.

The Wall of Fame located as you walk into the office will celebrate staff and volunteers who are exemplars of Charlestown Caring Group.

The first person to be added to the wall is John Mihell (Board Member), Margaret Morgan (Board Secretary) very kindly sat down with John to talk with him about his time with Charlestown caring Group. Below are some of the extracts from that conversation.

Could you share a little about your early life and upbringing? What values or lessons did you learn during your formative years that have shaped your success?

In early years I lived at Bangalow with a population of approximately 500 people.

I had a dairy farm background, which belonged to my uncle. I valued the country life, went to Catholic school, and maintained the values of love, and to help others.

What inspired you to pursue a being involved with Charlestown Caring Group

I was approached when I was Treasurer at Charlestown Central Leagues Club and a few other members approached me and asked me to join The Caring Group and then they asked me to be President.

Can you walk us through your journey from your first job to becoming a board member of the company? What were some of the pivotal moments in your career?

I went to a great school and at 17, I enlisted in the Navy, becoming a member of the Fleet Air Arm as an ordinance mechanic, we had great comradeship and travelled half the world.

I also played a lot of sport, after leaving Navy I joined the PMG, became Treasurer of Tamworth Postal Employees Credit Union, also other volunteering jobs were at Tamworth minor league with coaching and managing teams.

When I relocated to Charlestown, I joined Charlestown Central Leagues Club (CCLC) and became Treasurer and president of CCLC as well as being a Life member.

I am also a Life member for rugby league referees' association.

In 1979 I became Secretary of the Catholic men's dinner.

Over the course of your 19 years as a Board member, what are some of the most significant changes or accomplishments you've witnessed within the company?

Accomplishments: In 2012 / 2013 another organisation wanted to merge with CCG, but after due diligence and attending meetings the CCG Board decided not to proceed as it was more of a takeover and not a merging of 2 similar companies. I am proud that we stood our ground and remained a standalone community organisation.

Changes of CCG from a small community organisation to a much larger business with immense growth, the working environment changes in growth from a small Church room, to relocating to Smith Street premises, then the relocation to James Street where CCG is currently located, which we now have outgrown.

Can you share a memorable story or experience that highlights your dedication and commitment to the company's success?

Many years ago, In the past Board members also volunteered their time to transport clients and were very involved (hands on, working with other volunteers as a team, in setting up hall and assisting where we could. The priority always being the client. It was also great getting together and got to know the clients, so they knew who was on the Board.

What are some of the key values or principles that have guided you throughout your career?

My Catholic faith has guided me, education and being disciplined, My time in navy set my character and having a supportive, loving, and caring family has guided me in the past and still does today.

What legacy do you hope to leave behind as a board member and as an individual in our company?

I hope that the good will, spirit, and good reputation of the company stay with CCG forever.

Staff Profiles

Rebecca King – Support Worker

I have been with Charlestown Caring Group nearly 5 years. I returned to the workforce after having maternity leave, the hours were flexible to suit my lifestyle at that time.

Working in this field gives me the opportunity to grow my career. I am currently studying my Disability Certificate III and plan on continuing to grow my knowledge and complete my Diploma.

I enjoy helping people thrive in their everyday life. The people I see on a daily basis have beautiful stories to tell and I learn so much from assisting them in whatever their needs may be.

I feel accomplished every day knowing that my support assists the people I care for to live a happy fulfilled life.

Tanya Taylor – Care Coordinator



I am a Care Coordinator for our aged care clients who receive services under the Commonwealth Home Support Program.

I came onboard with Charlestown Caring Group in July 2022 and love my job!

I have worked in the Aged Care sector with two other large organisations previously in various roles but have a real passion for the face-to-face interaction with our older Australians and consider it a privilege and honour to assist them.

I conduct home visits and assessments with our lovely clients and their families, arrange services to help support our clients to stay in their homes and still have access to their communities, medical appointments, make social connections and enjoy regular social outings and interaction.

I work closely with my colleague Heather Carpenter, Healthy Ageing Coordinator (also under the Commonwealth Home Support Program), to encourage and transition clients into Social Support Group activities as well as collaborate with our Rostering Coordinator, Elysha Serena, to ensure our clients are supported by our staff to enjoy all the activities they would like to participate in, in order to continue to have fulfilling and meaningful lives.

Yvonne Fairweather – Support Worker

I was undergoing retraining as I was no longer able to return to my position of Paralegal, so I first started at CCG as a volunteer driver then in the office. About six months later, CCG were looking to employ more support staff and I asked if I could apply for one of those positions and was accepted providing, I do my Certificate III.

My journey then began into the Aged Care sector, and I haven't looked back. I have found enjoyment, laughter, teamwork, and great satisfaction in providing support to our clients. I have formed wonderful friendships and many memorable moments with clients.

Having staff and management who have extensive knowledge, experience, and a willingness to share those attributes has been a major reason why I love doing this work.

Having clients who really appreciate the support that you give them, whether it be transport, cleaning or having a cuppa is so rewarding and changes your whole perspective of life as I enjoy getting up and going to work. Client's open and honest histories, adventures, photographs, and their eagerness to talk and listen are a very positive aspect of my role.

The experience I have gained since working for CCG has helped me enormously as my mother has dementia and she is no longer able to live independently. Being able to discuss my mother's condition with staff and management has

been a wonderful experience instead of being sad and lonely, and I will forever be grateful to CCG for their caring support.

I love my role as a Support Worker at CCG, whether I am hands deep in a toilet bowl cleaning it or assisting a client walk, I wouldn't change a thing.

Kirsty Morgan – Finance Manager



My name is Kirsty Morgan, I am a mother of four beautiful boys. In my spare time I enjoy watching my kids play sports, watching soccer and spending time at the beach.

I have recently been promoted to the Finance Manager at CCG.

I have a Cert III in Business Administration, Cert III in Accounts Administration, Cert IV in Accounting and Bookkeeping and I am currently completing my Diploma in Accounting.

I have been working with CCG since July 2021. I have learnt and grown a lot since starting with CCG and looking forward to continuing to learn and grow in my new role.

Dianne Gregson - Volunteer

My name is Dianne Gregson I have been married for 45yrs I have 3 children and 8 grandchildren. We have lived in Lake Macquarie for the past 30 years. I have been involved in food hospitality in many different locations for over 35 years including cafes, government recreational camps, nursing homes and childcare centres. I hold a certificate from TAFE NSW for cooking and have completed a number of food handling and food hygiene courses. My involvement with CCG since 2020 has been a very rewarding experience.

Appendices

Audited Financial Statements