



PCC
Annual General Meeting
November 2011

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PENINSULA COMMUNITY CENTRE
ANNUAL GENERAL MEETING



ANNUAL REPORT 2011

PENINSULA COMMUNITY CENTRE AGM AGENDA

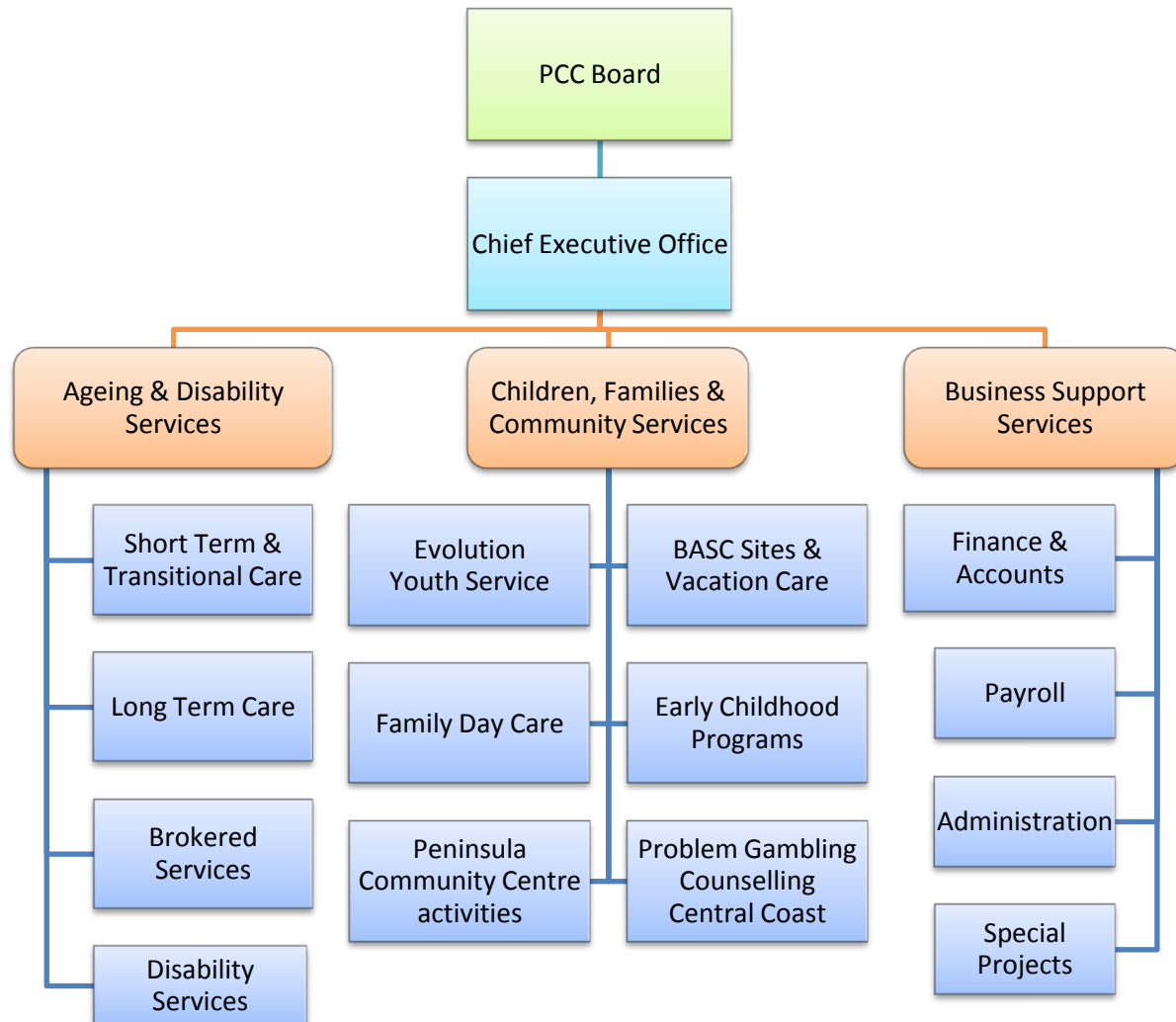
15 November 2011

1. **Meeting Opened:**
 - a. Acknowledgment of Country CHAIR/PRESIDENT
 - b. Chair's Welcome to dignitaries, invited guests, members, staff
2. **Apologies Noted** CHAIR/PRESIDENT
 - a. MOTION: That the apologies be noted and received
3. **Confirmation of Minutes of AGM November 23, 2010** CHAIR/PRESIDENT
 - a. MOTION: That the minutes of the Annual General Meeting of the Peninsula Community Centre Inc. held on 23 November 2010 be accepted as a true and accurate record
4. **Presentation of Annual Report**
 - a. President's Report CHAIR/PRESIDENT
 - b. Chief Executive Officer's Report CEO
5. **Treasurer's Report** CHAIR / CEO
 - a. CEO to present and speak to the Audited Financial Statements for 2010-11
 - b. Questions to be asked of the CEO or PRESIDENT
 - c. MOTION: That the Treasurer's Report and the Audited Financial Statements for 2010-11 be accepted
 - d. MOTION: That the Annual Report for 2010-11 be accepted
6. **Introduction of the Returning Officer** CHAIR/PRESIDENT
7. **Election of Board Members/Declaration of Poll** RETURNING OFFICER
8. **Appointment of Auditors** CHAIR/PRESIDENT
9. **Any Other Business** CHAIR/PRESIDENT
10. **Transfer of PCC to ASIC**
 - a. MOTION: That the members of the PCC assent to the transfer of the Association known as Peninsula Community Centre Inc to a company limited by guarantee, registered under the Corporations Act 2001 (Cth)
11. **Meeting Closed** CHAIR/PRESIDENT

Refreshments

Annual Report 2010-2011

The Peninsula Community Centre Inc. has three service groups within its structure:



This organisational service structure is the result of the restructure of the organisation from 16 auspiced programs into a single, comprehensive community services organisation.

The Peninsula Community Centre Inc. also leases from Gosford City Council and manages on their behalf, the following facilities:

- Peninsula Community Centre
- Yaringaa (a co-location of Central Coast Meals on Wheels, Community Care Services Dementia Day Care Facility – also known as Geoff Wright Cottage; and PCC Ageing & Disability Services).

About the Peninsula Community Centre

Our Vision:

Our vision is to build a community where we love to live –
Where every person is safe and supported in their community
Where every person is connected and cared for in their community

Our Mission:

Our mission therefore is to deliver high quality services and programs to children, young people, families and elderly citizens across the Gosford LGA and the wider Central Coast.

- We will build strong networks and partnerships that benefit our community and improve the lives of our service users.
- We will develop our staff and enhance a positive, professional, ethical and supportive workplace.
- We will build a resilient and thriving organisation, committed to doing what's right, and which uses its resources well for the benefit of our service users and community.

Our Values

- **RESPECT:** We value others strengths and abilities and who they are as a person. We show courtesy to everyone. We maintain relationships and keep confidentiality. We uphold professional boundaries. We look after our shared resources and property.
- **COOPERATION:** We value the opportunity to work together on common goals and toward a common purpose. We look for opportunities to work collaboratively and in partnership. We recognise and value the strengths and expertise of other workers and services and seek to work with them to improve outcomes for all in our community. We make our knowledge, skills and resources available to others, both within and outside our organisation.
- **HELPFULNESS:** We value providing assistance and support to every person in a kind and friendly manner. We value being involved, either as individuals or as a group, in working with others to reach their desired outcomes. We actively look for ways to assist one another and do it respectfully, promptly and eagerly.

- **ACHIEVEMENT:** We value and recognise when people accomplish something they have set out to do through their skills, practice, perseverance or exertion. We value a willingness to invest time and energy in learning and then using what has been learned in everyday approaches to work. We value completing what we set out to do, adding value to and making a tangible difference to our community and work.
- **COMMITMENT:** We value following through on decisions and promises we make – we do what we say. We are enthusiastic about bringing our energy and skills into the workplace. We value determination and persistence in achieving our goals. We celebrate when we overcome obstacles.
- **INTEGRITY:** We value honesty, and being straightforward and genuine in all our dealings with people. We will treat every person with dignity and respect. We will be sensitive to diversity and difference. We will resolve interpersonal conflicts in a timely and respectful manner. We will promote positive working relationships and a spirit of collegiality.
- **CREATIVITY:** We value dreaming of what's possible! We value and look for innovative and different ways to do our work more effectively. We value imagination, experimentation, and fun in serving our community.

Our Services

A note about terminology:

The person receiving services is described in Government service specifications as a *client*, a *care recipient*, a *frail older person*, an *individual*, a *child*, a *parent*, a *carer*, a *family*, or a *person with a disability*. We call each person accessing our services a **service user**.

Ageing & Disability Services

The Peninsula Community Centre's Ageing & Disability Services group is overseen by the Group Manager, **Helen Tuxworth**. Helen is supported by Service Managers **Jay Wallace** and **Debbie Fisher Dobbin**, and by the Clinical Audit Officer **Kath Hayes**.

The aim and focus of our Ageing & Disability Services is to help older people and people with a disability maintain an active, involved lifestyle in their own home and in the community, and minimise the risk of them entering residential care prematurely.

Types of services for ageing and disabled service users:

Case Management uses a holistic approach to service coordination and provision, including the assessment of a service user's strengths and needs, support for the individual service user, care planning, care provision, and assistance and advocacy in obtaining the services required from both the community care and acute care health systems. This approach to care has enablement and wellbeing as its focus.

Case Management is funded jointly by the Australian and NSW Governments under the Home and Community Care (HACC) Program. The funding is administered by the Ageing, Disability & Home Care (ADHC) section of the NSW Department of Family & Community Services.



Services users eligible for support through HACC include younger people with moderate to severe disabilities; veterans - through Veterans Referral Centre; older people who are frail; people with dementia related disorders; and carers of these eligible service users.

Attendant Care Programs and Disability Support Programs are administered by ADHC and provide individually tailored care programs to younger people with a disability.

Community Options is administered by ADHC and provides case management to people with complex care needs. Service users may need an episodic arrangement, providing case management for as long as they need it, and then coming back to the service at a later date when their needs change.

Community Packages or ComPacks are funded by NSW Health to provide up to six (6) weeks of case managed community support after a service user is discharged from hospital. An assessment

occurs while the service user is still in hospital so that hospital staff can advise on appropriate care. This care may include domestic assistance, personal care, shopping or other support. The case manager works with the service user to provide referrals to other community care services if required.

Community Aged Care Packages (CACPs) are funded by the Australian Department of Health and Ageing (DoHA). Care coordinators prepare care plans and monitor each service users. Direct Care Workers provide domestic support, personal care such as showering, transportation, monitoring of medications, meal preparation, social support & advocacy.

Home Modification & Maintenance, Lawn & Garden Services are HACC programs administered by ADHC, providing modifications to a service users home such as grab-rails all the way up to wheelchair ramps and bathroom renovations for easy and safe access. These modifications are all recommended by Occupational Therapists so that the service user can stay in their home as long as possible. The Service also provides home maintenance to eligible service users including lawn cutting, weeding and pruning.

Children, Families & Community Services

The Peninsula Community Centre's Children, Families & Community Services group does not currently have a Group Manager. However, the following service managers oversee individual service streams within this Group: **Emma Gilby** (Director of Children's Services); **Vicki Carmichael** (Manager, Family Day Care); **Renee Beaumont** (Web Youth Service); **Michelle Remy** (Manager, Peninsula Community Centre); **Chris Davidson** (Manager, Problem Gambling Counselling Service).

The focus and aim of our services for Children & Families is to provide safe environments and educationally sound programs for children and young people, support and educational programs for parents, families and carers, and intervention and support programs for young people.

The focus and aim of our services for our Community is to provide safe, clean and accessible facilities for community groups, events and programs, and to provide programs that increase the wellbeing of people in the community.

Types of services for children and families:

The Children's Services stream for children aged 0-12 years has several components: **Early Childhood Programs** which include **Occasional Care, Playgroup** and **Kindy Gym**, Home based care through the **Family Day Care Scheme**, and Centre based care through **Before & After School Care** and **Vacation Care** programs.

Children's Services are funded through fees charged by session. Some service types also attract Child Care Benefit support funded through the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and some funding through the NSW Department of Family & Community Services.

Children in the Before & After School services can also take part in the **Active After-School Communities program** – a national initiative that provides primary school-aged children with access to free sport and other structured physical activity programs. This program is funded by the Australian Sports Commission (Commonwealth funding).

All these services (apart from early childhood programs) provide the highest quality care as assessed by the National Childcare Accreditation Council (NCAC).

Web Youth Services (now Evolution Youth Service) is funded by NSW Department of Family & Community Services to provide advice, assistance, referral and support to young people under 18 through the Early Intervention & Placement Prevention Program. The Australian Department of Health & Ageing provides funding for **Alcohol & Others Drugs Counsellors** and NSW Health funds the **Adolescent Primary Health Clinic** that operates on a Friday evening.

Types of services for our community:

The Community Centre receives funding from the NSW Department of Family & Community Services: Community Services to provide a community hub offering information, advice and referrals to community users, with the remaining income received from room hire fees and activities fees. Each month, more than 50 community groups and individual hirers use the Community Centre with almost 5,000 people coming through the door every month! Regular Community Centre users include:

Yoga and Tai Chi classes

Gentle Fitness

Zumba and Zumbatomic

Kempo Karate

Central Coast Boot Scooters

Indian Dancing

Belly Dancing

Woy Woy Physical Culture Club

Scrabble Club

Over Eaters Anonymous

Chatter Box Group

Multicultural Support Group

Tax Help

Seniors Internet Kiosk

Brisbane Waters Bridge Club

School for Seniors

University of the Third Age: U3A

Central Coast Community College

Tuggerah/Kincumber Community College

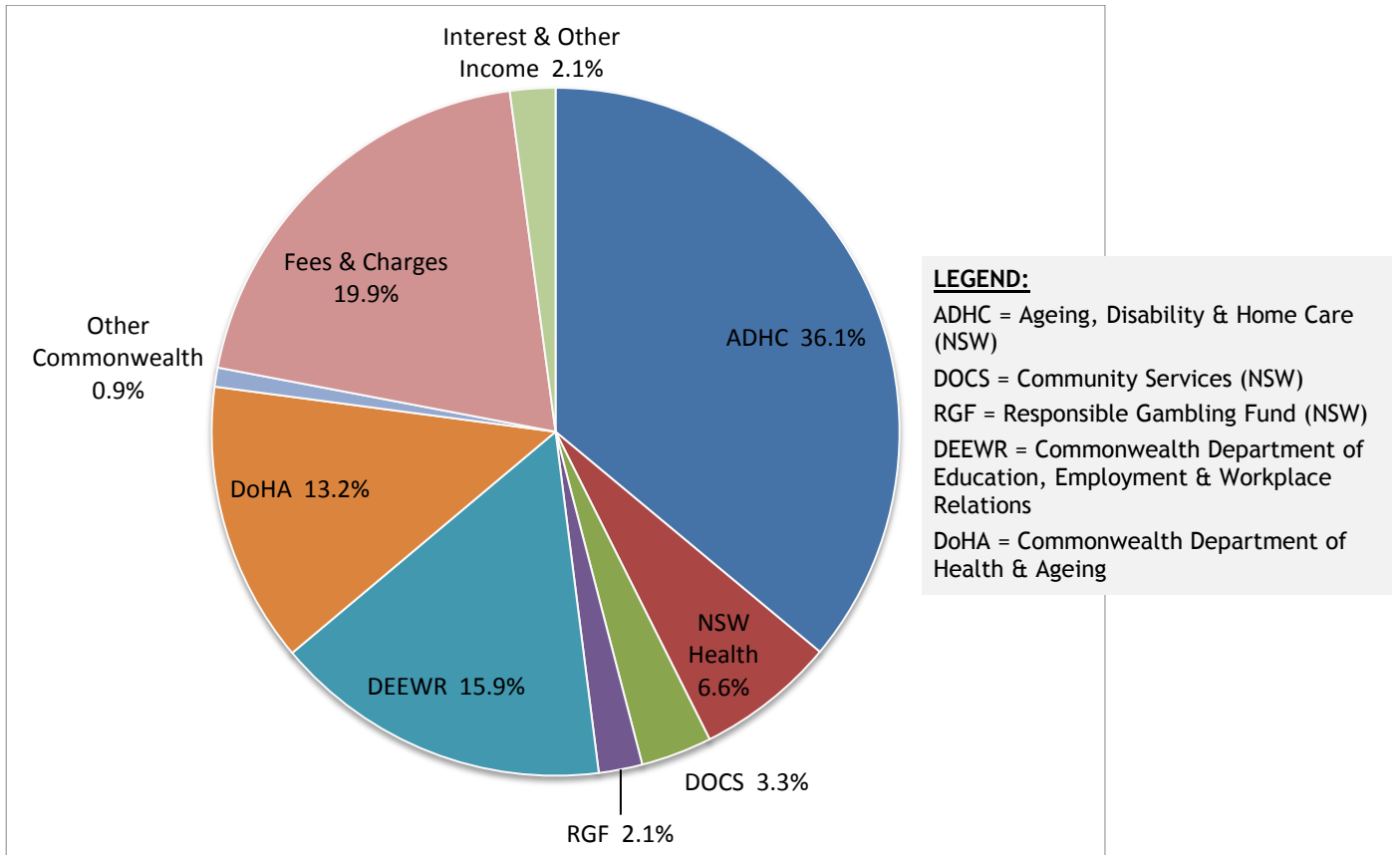
Volunteering Central Coast

Interrelate counselling and mediation services

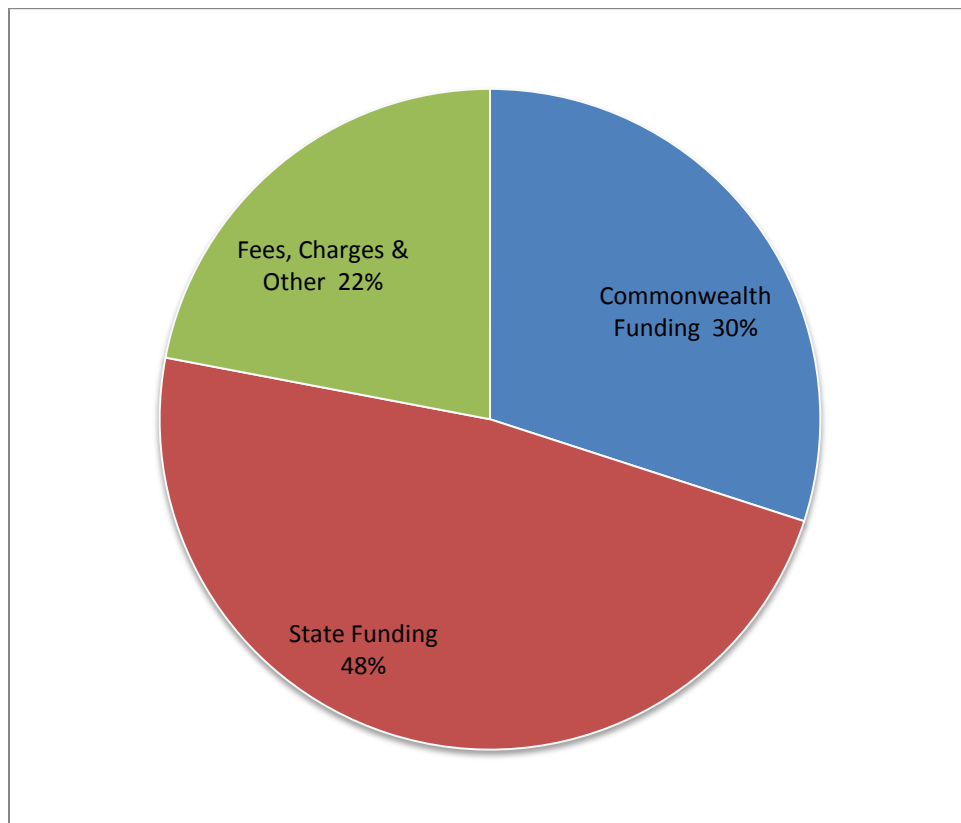
Fijian and Filipino community events

Central Coast Problem Gambling Counselling Service is funded by the NSW Office of Liquor, Gaming & Racing through its Responsible Gambling Fund to provide free counselling to problem gamblers, their families, and to anyone affected by another person's gambling. We also provide community education & public awareness campaigns. Our website provides information, assistance & referrals to Central Coast organisations in 4 different languages: see www.problemgambling.net.au

Income By Source 2010-2011



Income By Type 2010-2011



Celebrating Success



At Left: The Hon. Brendan O'Connor MP, Minister for Home Affairs, met with staff and service users to announce the successful awarding of \$150,000 for the Safety & Security Project for Seniors.

Out of 1,200 applications the PCC was one of just 15 successful applicants.

Marie Andrews and Deb O'Neill also attended this exciting announcement.

At Right: Lend Lease employees from Erina Fair, maintenance contractors and local business all pulled together and volunteered their time and resources to transform the Youth Service. Over 2 days new carpet was installed, walls were painted and new furniture brought in. Light fittings were replaced and cleaned and new shelving was put up. Lend Lease also donated a new Wii console and accessories, PlayStation 3 games, a selection of board games, new pool cues and balls, new toaster and vacuum. Young people love their new space.



At Left and Below: This year we have run a Broadband for Seniors Internet Kiosk. Up to 40 people each month have had individual tutoring and internet sessions. Most people are in the 60 -70 year age group but our two oldest service users are 87!

President's Annual Report

I am pleased to report on behalf of the Board that 2010-2011 has seen a positive turnaround reflecting renewed operational strength. The Board and Management have made difficult decisions resulting in a significant restructure of the business over the course of the year.

The Board has been very aware of how critically important it has been to secure the future of the Peninsula Community Centre Inc. Regional Development Australia Central Coast identified that of approximately 22,500 businesses across the Central Coast, there are only 72 that employ more than 100 people. The Peninsula Community Centre is one of those businesses.

At last year's AGM we noted that as a result of newly identified liabilities the PCC had a loss of \$344,488 for the 2009-2010 year. Today we are pleased to announce that the PCC has delivered a surplus of \$312,498.

To achieve this we have changed the way we serve our community; moved people around as we worked out how to best use our facilities, and sadly said goodbye to a number of long serving employees. We remain committed to delivering on our Strategic Intent promises to:

1. deliver high quality programs and services
2. build strong networks and partnerships
3. enhance our people and culture
4. create organisational capacity and capability

We know that we again face a year of challenges as we embrace the Community Care Common Standards and manage the transition from State to Commonwealth in our Home & Community Care (HACC) programs. But we are confident that the CEO and management team will be able to meet these challenges, just as the Board will rise to meet the challenge of better governance through training and the recruitment of more skilled Board members.

All our staff and volunteers are to be commended for making this difficulty journey with us. We are seeing the results of your commitment. Without you, we would not have come so far. Keep the Vision and Mission in mind and together we will build a wonderful community where we all love to live, where every person is safe and supported, where every person is connected and cared for.

I wish to thank Chris Westacott and Realise Performance for their guidance through a difficult year, and David McClelland of Bishop Collins (our audit partners) for supporting the Business Services team in enhancing our financial management systems.

Most importantly, I want to thank my fellow Board members Max Brigden, Rhonda Mitchell, Gordon Ward, and our new Board member Ron Thomsen for their friendship, insight, commitment & support.

Katie Smith
President

CEO'S Annual Report

We all have dreams. But in order to make dreams come into reality, it takes an awful lot of determination, dedication, self-discipline, and effort. – Jesse Owens

This past year has been critically important to the life of the Peninsula Community Centre. It has required courage and determination by Board and staff to rebuild the organisation so that it can confidently face the challenges of the years ahead. I am incredibly proud to report that throughout this period of change our staff have delivered the highest quality community service, keeping people both young and older persons at the centre of our services.

Delivering high quality programs and services

We are committed to delivering high quality programs and services. This year our Community Aged Care Package (CACP) program has been assessed by the Department of Health & Ageing (DoHA). The DoHA quality assessors were very pleased with the quality of service delivery and our plans for further quality improvement.

Central Coast Problem Gambling Service has undergone a rigorous process of quality improvement in preparation for accreditation by the Department of Gaming and Racing, Responsible Gambling Fund. The accreditation review conducted by QMS on behalf of the Department took place in July 2011 (just outside this reporting period). I am pleased to report that out of 20 Quality Standard elements, the service Met 18 Standards and were rated as Partly Met for two (2).

Our services for community aged care delivered under the Home & Community Care Program and CACPs will now have to meet quality reviews under the national Community Care Common Standards. We have implemented an internal audit process through Moving on Audits to manage our quality improvements across these programs in preparation for a quality review in early 2012. Kath Hayes was appointed as a Clinical Audit Officer responsible for coordinating this internal audit process.

Children's Services including Before & After School Care services and Family Day Care – which all hold High Quality Accreditation status through by the National Childcare Accreditation Council – have continued their quality improvement plans to meet the National Quality Standards for childcare and the Early Years Learning Framework.

The Community Centre has transitioned to a new Community Builders contract with NSW Department of Family & Community Services (FACS). During the negotiations on the service specification, the Community Programs Officer was very impressed by the range of programs and services and the number of people involved at the Community Centre – far more than they expected. This new service contract requires the Community Centre to enhance its data collection ability and to report not just on “How much did we deliver?” but also “How well did we deliver services?” and “Is anyone better off?”.

The Web Youth Service changed its name this year to Evolution Youth Service after consulting with the young people who used the service. Evolution has also transitioned to the new Early Intervention and Placement Prevention funding stream in FACS. This requires the service to deliver specific case management and assistance to young people who are at risk of placement in out of home care, and to their families. While this has changed the nature of the service from a drop in centre, Evolution will have a greater positive impact on the lives of young people.

(At Right: The Hon. Deb O’Neill MP unveiling the new Evolution Youth Service)



Building strong networks and partnerships

The Peninsula Community Centre is committed to building strong networks and partnerships. We recognise that we cannot provide all services for all people; rather, through working together with other agencies we can deliver the widest range of services.

This year the Peninsula Community Centre hosted the Peninsula Links Day, bringing together service providers and government agencies to showcase the services available to people on the



Peninsula. More than 700 people came during the day. Renee Beaumont from Evolution Youth Service, together with Michelle Remy (Community Centre Manager) worked hard in this partnership with Centrelink and other local service providers. **(At Left: The Hon. Deb O’Neill MP opening the Peninsula Links Day).**

The partnership between NSW Health and Evolution Youth Service to deliver free youth health services on a Friday night continues. Deb Rhoades, the Alcohol & Other Drugs Counsellor, has partnered with Mingaletta to provide counselling to Aboriginal young people, and with Norta Norta at Brisbane Waters Secondary College Senior Campus. This is a support and tutoring program for Aboriginal students.

Evolution has held a “yarning circle” in partnership with Youth Connections and works closely with the Peninsula Suspension Support Team to support Aboriginal students who have been suspended from school. Evolution Youth Service also partners with Wesley Mission to provide access for young people to the Getting it Together Program at the Youth Service on Thursdays.

The Problem Gambling Service continues to build on its partnership with local doctors through the Central Coast Division of General Practice to develop a Coast-wide self exclusion scheme. Chris Davidson, the Service Manager, is on the Board of the Aboriginal Communities Responsible Gambling Group and has strongly advocated for an Aboriginal Liaison Officer for these communities. The Service has also recently begun groupwork sessions at The Glen Men’s Rehab which is part of the Ngaimpe Aboriginal Corporation.

The Community Centre itself continues to be a wonderfully used community hub with more than 70 groups using the Centre throughout the year, and more than 40 holding activities each week. It is very pleasing to see culturally diverse groups using the Centre, including the Australian Filipino Association (Central Coast); Fijian Full Life International Church; Maori community groups; Paraguayan Cultural Groups; Northern Settlement Services CALD community groups; and Buddhist community meditation classes.

All our services are actively involved in networks such as: Peninsula Interagency Group; Central Coast Neighbourhood & Community Centres Forum; Central Coast Ageing & Disability Association; Central Coast Volunteering; Central Coast Not for Profit Forum; Central Coast Networks of Practice; NSW COPS (Community Options); Local Community Services Association (NSW). This list is far from exhaustive. Through these networks we seek to ensure that all service users have access to the widest possible range of services, advocate for greater funding and better practice, and deepen understanding of service user needs.

Enhancing our people and culture

The Peninsula Community Centre is committed to enhancing our people and developing a culture that reflects our core values in everything we do. Although necessary training costs to meet minimum legislated standards rose last year, we made a strategic decision to continue this emphasis on training and development despite the necessity for tight controls on expenditure. Thankfully, transition funding from Community Services has assisted with training costs in those services.

Almost all childcare staff have now completed their Certificate III with some going on to do a Diploma qualification in childcare. Youth service staff have completed a Diploma qualification in Case Management. Managers have commenced Certificate IV or Diploma in Frontline Management and some have commenced Certificate IV in Workplace Training & Assessment. Our aim is for all staff to have minimum qualifications, and to continue to invest in their training through partnerships with Registered Training Organisations such as ET Australia.

An important part of enhancing and developing our employees is to make clear the expected standard of professional behaviour. We have developed a Statement & Commitment to Professional Behaviour which every employee signs and commits to a Code of Conduct, a Code of Conduct and Ethics Guidebook, and other policies that support competent, professional standards of behaviour and performance. Together with the Role Competency Frameworks, the new structure of the Peninsula Community Centre provides employees with an easily understood career and development path. We are committed to developing our own people and actively look for succession planning and promotion opportunities.

Last year I wrote that “at the core of any great organisation are great people!” Every day I have the privilege of working with great people who contribute out of their passion and concern for our community. We know that our commitment to being the right kind of person means that we will deliver the right kind of service to each and every person in the community.

Creating organisational capacity and capability

The Peninsula Community Centre is committed to developing its capacity and capability to grow and adapt to a challenging and changing sector. Developing our own employees through training & development is a key part of that growth. However, this year has required difficult decisions to ensure the future of the Peninsula Community Centre.

As we looked at how programs and services are to be delivered in the future, the change in funding responsibilities for aged care funding from State to Commonwealth, the expectation that there be a seamless delivery of services, and how the Peninsula Community Centre could meet the demands of an \$8million organisation, we determined that a structure based on service types offered the best approach for the future.

So, we have created an Ageing & Disability Services Group and a Children, Family & Community Services Group. These two service groups clearly identify where services fit and how they relate to each other. Assisting service delivery is a tight Business Support Services Group providing all the accounting, payroll and other similar administration functions. This restructure of the organisation means that our services can be delivered more effectively and efficiently as well as ensuring a consistently high level of service..

In the midst of this process we have worked hard at developing the management systems, frameworks, policies and procedures that are now required. Over the coming year, this Management System Framework will encompass Business Planning and Development, Quality Management, Risk Management, Workplace Health & Safety, Environmental Systems, and Human Resource Management. Our partnership with Realise Performance guides and assists this process.

In particular this year we have focussed on a complete restructure of our financial operations, beginning with the appointment of Patrick Attard, Chartered Accountant, as Chief Accountant for the Peninsula Community Centre Inc. in May 2011. Under his leadership we have brought together four accounting and payroll systems and multiple account files into a single MYOB accounting system. In partnership with Bishop Collins (our auditors) our internal audit procedures have been tightened and a forensic analysis of the past year has been conducted to identify further corrections.

Working with JTM Infotech we have embarked on a significant upgrade of our computer networks, systems and software. (Thank you to Mat, Michael and the team). We have installed a new wireless network so that all buildings and all desk-based employees are connected to a single network. All employees now have a company email address. The installation of Carelink Plus as our client and case management system has dramatically improved our ability to manage the multiplicity of services.

The year ahead will be a mix of continuing the quality improvements and business systems development that we have begun this year, and implementing changes required by a revised Workplace Health & Safety Act. The harmonisation of occupational/workplace health & safety legislation will build on our culture of consultation, see the development of employee Health & Safety Representatives, and drive closer consultation with funding agencies on safety issues.

We are preparing for changes to the way not-for-profits like Peninsula Community Centre work with the creation of the Australian Charities and Not-for-profits Commission (ACNC) which will improve and simplify regulatory requirements for the sector. We are preparing for the outcomes of a review into the Home Modifications & Maintenance program, and for the change in funding responsibility from State to Commonwealth for community aged care programs from July 2012. And we will continue working through our internal audits and Quality Improvement Plans to ensure that we are ready for accreditation and quality reviews.

I would like to thank the Board Members of the PCC for their dedication to the work of the organisation and their personal support and encouragement over this past year. I would like to thank Wayne Barsing who has been my Personal Assistant over the past three years and has now enthusiastically taken on responsibility for ensuring that Carelink Plus is effectively rolled out. I would also like to thank my management team who have supported me through this year and responded with dedication and enthusiasm throughout the changes.

We know that we have a great dream – our vision of a community where every person is safe and supported, where every person is connected and cared for. We know that this dream will require determination, dedication, self-discipline, and effort. And we know that together, we will turn our dreams into reality.

I wish all of you a happy and safe holiday season and a successful 2011-2012.

Andrew Tuck
Chief Executive Officer

2010-2011 Financial Report

The 2010-2011 Financial Year Report is a significant milestone in the life of the Peninsula Community Centre Inc: it reveals the dedication and commitment of the CEO and staff to returning the PCC to financial profitability and sustainability. In 2009-2010 the PCC reported a loss of \$344,488. For the 2010-2011 financial year we are proud to announce that the Peninsula Community Centre Inc has recorded a profit of \$312,498 on income of \$8,052,608. Income for the year has increased by 7.3%.

Faced with the significant financial challenge of a large deficit, the Board and Management took strategic decisions to restructure the organisation to ensure its financial health. Together with a strong focus on control of expenditure, these decisions have borne fruit.

The CEO and Safety Committee continued their work in building a safe workplace, reducing the incidence of injury and lost time injuries. The Workers Compensation premium has been reduced from \$265,258 to \$157,588 (down 41%) for the 2010-2011 year.

Fringe benefits tax liabilities have been reduced from \$65,772 to \$34,206 for 2010-2011 (down 48%). The reduction in the number of vehicles and a more fuel efficient fleet will consolidate these savings. For example, motor vehicle fuel and other expenses has been reduced from \$115,265 to \$97,354 despite a rising fuel cost per litre.

The Australian Tax Office has assessed the penalty against past year liabilities declared so far at \$126,070; this will be paid over 24 months and is manageable within the revised cashflow of the PCC. As noted in last year's report, this liability arose through a failure to pay fringe benefits tax on the vehicle fleet. At least two more years of records must be examined and the fringe benefits liability calculated.

Redundancy and legal costs associated with the restructure account for \$367,298 in 2010-2011. The total cost within the profit & loss for the year, once provisions have been deducted from the balance sheet, is reduced to \$147,022.

As noted by the CEO, staff training is seen as an investment. Many staff have completed their Certificate and Diploma courses and, together with tighter budgetary control, training expenditure has been reduced 29% from \$122,902 last year to \$87,289 this year.

Depreciation expense has been reduced 36.5% from \$205,779 in 2009-2010 to \$130,631 in 2010-2011, largely through the write off last year of assets no longer held. Asset registers have been examined and updated and a tighter control over these registers will be managed throughout the coming year.

Advertising has been reduced from \$34,088 to \$21,317 (down 38%) and general insurance costs are down 68% from \$48,797 to \$15,776. Audit fees however have risen this year as we continue our forensic investigation of past year's financial accounts, up 53% to \$57,170.

A significantly increased expense in this year's accounts is Computer Expenses – up from \$41,041 in 2010 to \$65,677 in 2010-2011. This investment, largely funded through non-recurrent grants from ADHC, includes network infrastructure and new servers. The Carelink Plus client management installation appears on the Statement of Financial Position as an Intangible Asset valued at \$65,243.

A critical part of our restructure of services and operations has been the consolidation of financial systems. As noted in the CEO's report, four accounting and payroll systems and multiple account files have been brought together into a single MYOB accounting system compliant with the Standard Chart of Accounts as required by COAG and our funding bodies. Electronic funds transfer payment systems are being introduced to further reduce time spent in cheque management and cash payments (also reducing risk exposure), and a tighter purchasing system is being introduced to further ensure cost control and accountability.

The PCC Board has committed itself to further Board training in understanding and analysing financial reports. Together with the Accountant and CEO, more detailed financial reports to the Board are being developed. Reports to the Board on payroll matters (e.g. workforce profile, employee liabilities, etc) and workers compensation (e.g. lost time injuries, etc) will further enhance the Board's ability to manage the financial affairs of the PCC. A detailed risk management process has also been developed and implemented which will provide an enterprise-wide risk management report for the Board.

We would like to thank our audit partners Bishop Collins Chartered Accountants for the assistance and guidance provided throughout the year. We commend these financial statements to you.

Katie Smith
Board Chair

Andrew Tuck
CEO

Patrick Attard
Accountant

Our Valued Staff

At **30 June 2011** the Peninsula Community Centre Inc employed the following people (managers and team leaders are in **bold**):

Andrew Tuck

Ageing & Disability Services

Helen Tuxworth

Jay Wallace

Debbie Fisher Dobbin

Kath Hayes

Adam Burke

Christine Curley

Robyn Curtois

Janelle Dunkley

Julie Fayers

Sally Fryar

Lesley Graham

Jim Haldane

Ken Johnson

Kareena Johnston

Ellen Kirk-Ferguson

Ros Murphy

Hollee Myers

Justine Sneddon

Heather Warwick

Helen Ashton

Suzanne Bailey

Debbie Billson-Jones

Sheena Black

Julie Brady

Karen Brady

Maxine Burch

Fran Cooper

Beth Davis

Donna Flack

Anne Lesha

Adele Miller

Susan Quick

Julie Reid

Michelle Steel

Carolyn Tosevic

Lee Williams

Kevin Ballantyne

Paul Chapman

Dennis Leidich

Warren Mulligan

Barrie Smith

Tom Thompson

Children, Family & Community Services

Emma Gilby

Denyelle Connolly

Rhonda Bell

Tracy Bradley

Mika Coleman

Sharon Flanagan

Adam Kopp

Pam Edmonds

Sharan Rayner

Rebecca Conrow

Moira Donlevy

Lisa Foster

Julie Mackereth

Yasmin Raymen

Julia Robinson

Christine Romano

Sharon Smith

Robyn Stephen

Amanda Witkamp

Tammy White

Tracy Williamson

Allan Wright

Vanessa Cairns

Emma Sheperd

Tahni Wilson

Loren Sultana

Kristy Howard

Alison Pardey

Lisa Hansen

Michelle Owen

Annette Garison

Debbie Bowen

Glenda Dowe

Renae Kelly

Joanne Redshaw

Mischa Coote

Katie Bryden Brown

Mandy Barlow

Megan Miller

Renee Beaumont

Julie Bird

Grant Robertson

Vicki Carmichael

Katherine Goard

Brandi Heitman

Beth Jackson

Michaela Manning

Chris Davidson

Deb Rhoades

Bronwyn Schwetz

Michelle Remy

Louise Manson

Business Support Services

Patrick Attard

James O'Donnell

Maree Haldane

Mona Nix

Wayne Barsing

Christine Calbert

Tiffany Marsden

PCC Workforce Analysis

The **Equal Opportunity for Women in the Workplace Agency** (EOWA) is a statutory authority located within the portfolio of the Australian Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). EOWA's role is to administer the *Equal Opportunity for Women in the Workplace Act 1999* (Commonwealth) and through education, assist organisations to achieve equal opportunity for women.

In the future, the Peninsula Community Centre Inc will be required to report to the EOWA on its workplace program for women. This year, we have taken to opportunity to report on the status of women within our workforce.

As at 30 June 2011, the workforce of the Peninsula Community Centre looked like this:

Category	Female	Male	% Female
Board	2	3	40%
Senior Executive	1	2	33%
Senior Managers	3	0	100%
Managers & Supervisors	10	2	83%
Project Officers & Case Workers	17	5	77%
Service Staff	48	7	87%
Administration Staff	6	1	86%
TOTALS	87	20	81%

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