



REPORT OF THE ASSOCIATION – December 2022
 prepared by Kylie Bryan (General Manager)
 Meeting of the Board of Management Tuesday 20th of December 2022

Policies and Procedures

In line with the new SIRS (Serious Incident Response System) extending into the home care and community setting we are required to update our serious injury management. This information roll out and training has begun.

Action Required: Board approval.

Acquittal of Commonwealth Home Support Programme (CHSP) funding for the period of 1 July 2021 – 30th June 2022.

A reconciliation of the financial information has been carried out and final determination as per below:

Approved Carry Forward Funds from 2020-21 financial year	2021-22 Funding	Total Amount Acquitted in the 2021-22 financial year	Unexpended Funding	Approved Unexpended Funding to be carried forward to 2022-23 financial year	Unexpended Funding subject to recovery
\$0.00	\$378,934.70	\$317,634.08	\$61,300.62	\$31,577.89	\$29,722.73

The unexpended funds as listed in column E have been approved for carry over and may be used to deliver the activity in the 2022-2023 financial year. The Department will be in contact in the near future to discuss the recover of the unexpended funding subject to recovery.

Action Required: Nil.

Human Resources

Jenny Crans officially resigned for retirement on the 04th of November 2022. To date no additional staff relief required due to sufficient succession planning being in place. Personnel review to take place post strategic planning session to see what resources will suffice in 2022- 2023 year.



Launceston Volunteers For Community

Office: 56 Cimitiere St, Launceston TAS 7250
Mail: PO Box 3052, Launceston TAS 7250
Phone: (03) 6336 5147 Fax: (03) 6334 3602
Email: lvfc@lvfcservices.com.au
ABN: 325 936 125 73

All administration staff continue to undertake performance management meetings monthly. In the new year this will move to include field staff.

4.1 WH&S

COVID Update:

The standard review has been undertaken of the COVID safety plans in line with the most recent Public Health releases. All outbreak management plans remain appropriate and surpassing current requirements.

Action Required: Nil

Quality and safety reviews: Home Maintenance

Launceston VFC Services Inc currently delivers Home Maintenance services to the Launceston region.

In December 2021 our Home Maintenance Service were provided to 110 clients.

We identified an increased local need for Home Maintenance. State-wide, Home Maintenance services are currently at capacity in the greater North, Northwest Region with the State-wide HACC Forum acknowledging a concerning demand for service that exceeds supply as well as an incline in wait list services.

Launceston VFC Services responded to this need and submitted a funding application to increase our capacity using paid supports and volunteer involvement. This grant application was successful and additional funding of \$90,000 per annum has been applied to our CHSP Home Maintenance.

Purpose of the Review:

To ensure we are providing a high-quality service and using resourcing efficiently to meet the needs of clients and contractual obligations. This review also forms part of continuous improvement and planning.

Areas of improvement identified

Clients and staff/volunteers

- additional resources to ensure lawns are mowed within a 4 week window in spring



Launceston Volunteers For Community

Office: 56 Cimitiere St, Launceston TAS 7250
 Mail: PO Box 3052, Launceston TAS 7250
 Phone: (03) 6336 5147 Fax: (03) 6334 3602
 Email: lvfc@lvfcservices.com.au
 ABN: 325 936 125 73

Staff/ volunteers

- Equipment is well maintained
- Scheduling: notes not updated
- Square reader not efficient
- OHS reminder needed for clients with dogs
- Quarterly reports to be completed by home maintenance supervisor
- We work well as a cohesive team
- Work flow co-ordination needs to be improved

Clients

- 47% have requested additional services, in the form of one off window cleaning, garden and yard maintenance
- 17% have requested additional services to meet flexible needs throughout the year. Eg lawn mowing for occasions
- 98% of clients find the fee appropriate
- All clients appreciate the personal service provided by office and field staff
- All clients would highly recommend service delivery

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Ken	24	24	20	20	20	20	20	20	24	24	24	24
Person 1	15	15	15	15	15	15	15	15	15	15	15	15
Person 2	21	21	21	21	21	21	0	0	21	21	21	21
TOTAL HOURS	60	60	35	35	35	35	35	35	60	60	60	60
Lawns mowed per week	40	40	31	31	31	31	31	31	40	40	40	40
Monthly	160	160	160	160	160	160	150 4-6 weekly	150 4-6 weekly	160	160	160	160
One offs			10	10	10	10						

Growth Period September – February

Additional hours request from March – June to assist with reaching target

	MON	TUE	WED	THURS	FRIDAY
Ken			7.5	7.5	7.5
1		7.5			7.5
2		7.5	7.5	7.5	

Moving forward the service model will meet service objectives and service outcomes required. The service is at the lid of service delivery it is able to provide with a large unmet need identified with no alternative referral avenues available.



Launceston Volunteers For Community

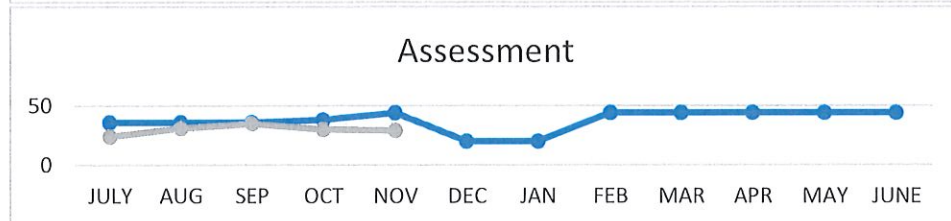
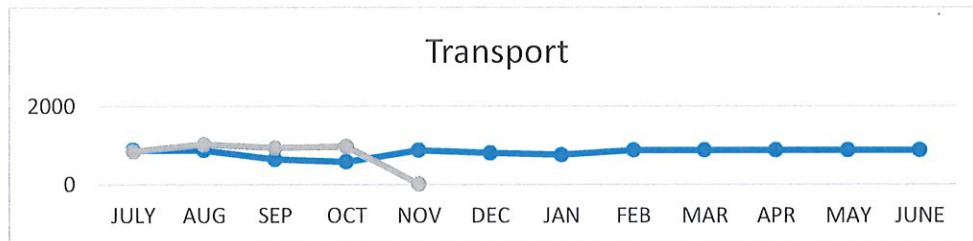
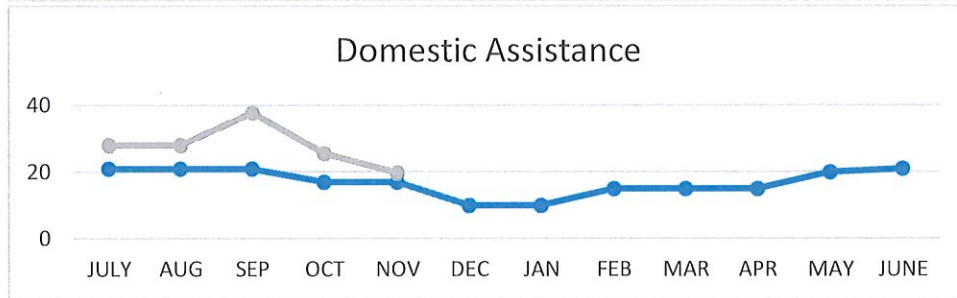
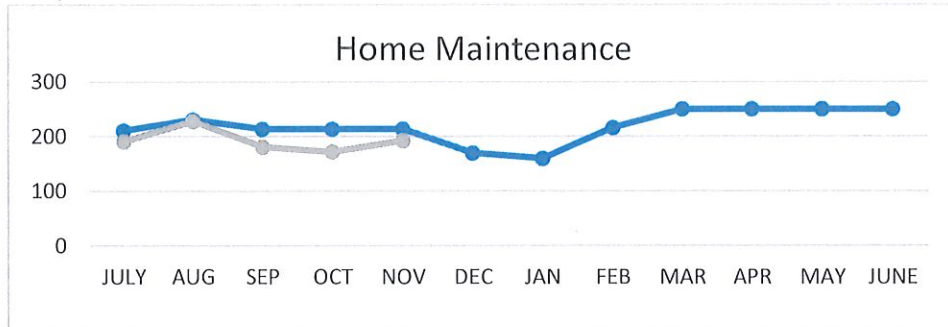
Financial & Statistical Data

Office: 56 Cimitiere St, Launceston TAS 7250
 Mail: PO Box 3052, Launceston TAS 7250
 Phone: (03) 6336 5147 Fax: (03) 6334 3602
 Email: lvfc@lvfcservices.com.au
 ABN: 325 936 125 73

3.4 Service outcomes for 2021/2022:

Department of Health.

Please note the grey lines indicate the actual outputs achieved, the blue is reflective of target line across the year.

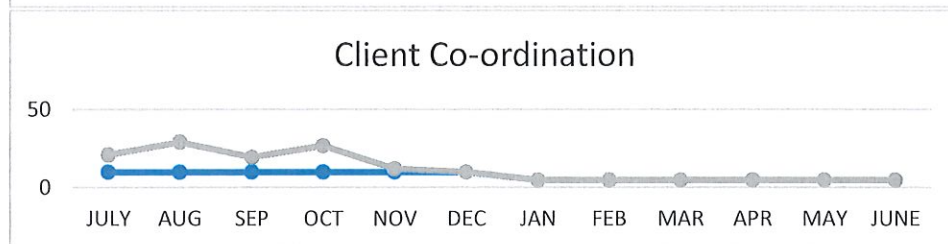
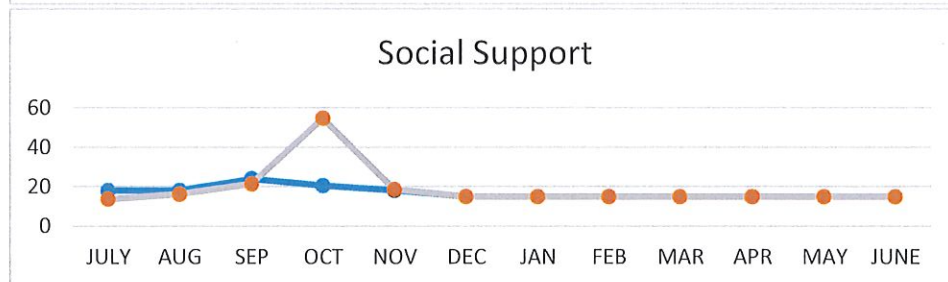
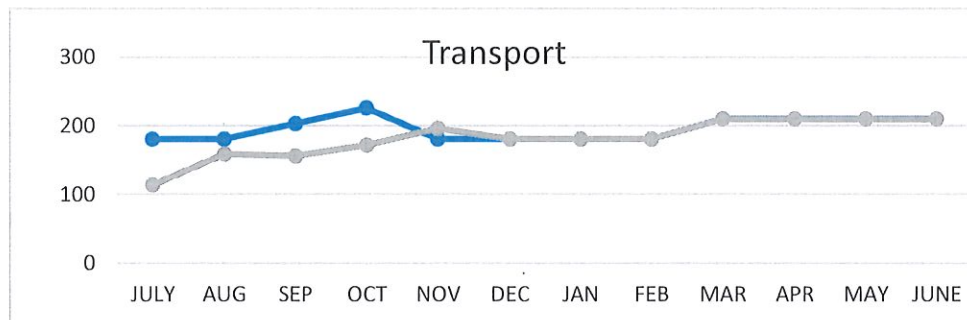
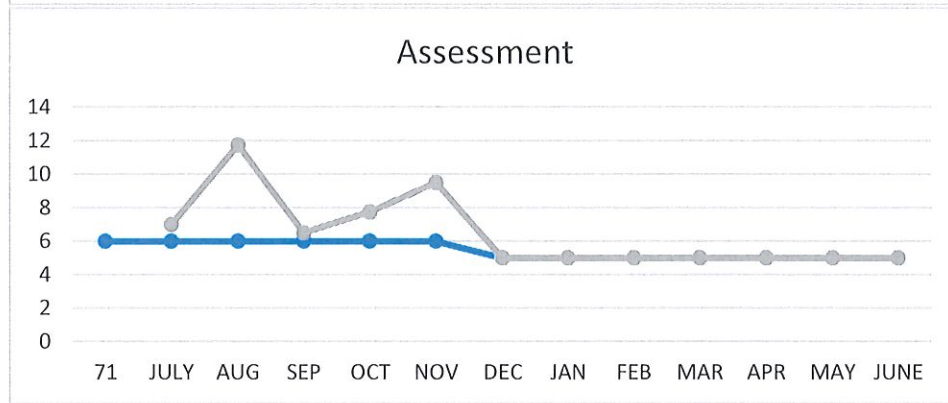
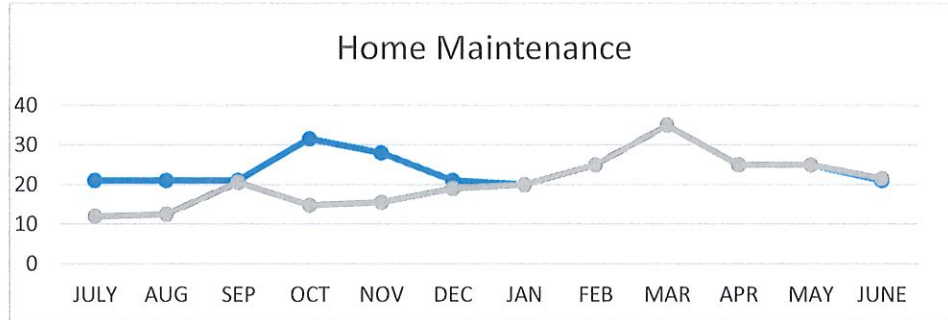




Launceston Volunteers For Community

Office: 56 Cimitiere St, Launceston TAS 7250
 Mail: PO Box 3052, Launceston TAS 7250
 Phone: (03) 6336 5147 Fax: (03) 6334 3602
 Email: lvfc@lvfcservices.com.au
 ABN: 325 936 125 73

Home and Community Care.





Launceston Volunteers For Community

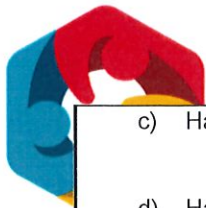
Office: 56 Cimitiere St, Launceston TAS 7250
Mail: PO Box 3052, Launceston TAS 7250
Phone: (03) 6336 5147 Fax: (03) 6334 3602
Email: lvfc@lvfcservices.com.au
ABN: 325 936 125 73

As per above all deliverables remain on track to achieve target by the 30th of June 2023. Planning will commence to review targets for the 2023-2024 year to be reviewed by Directors at the February meeting.




ISSUE: To ensure Management are carrying out compliance matters correctly this report is tabled at each Board Meeting.

Part A: Financial Compliance	Yes	No	Comment
Assets – Any asset acquired or disposed?		<input checked="" type="checkbox"/>	
Delegations – All delegations have been exercised according to the approved delegation's policy and procedure?	<input checked="" type="checkbox"/>		
Liquidity – are there sufficient funds to pay current and outstanding debts?	<input checked="" type="checkbox"/>		
Debt management – a) Has debt collection been timely? b) Has debt collection been timely in accordance with policy and procedures? c) Have debts been written off in accordance with policy and procedures? If c) I 'Yes' then d) will be active. d) Are bad debts written off in accordance with policy and procedures? If blank c) equals 'No'.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Funds Management Investment - Are all financial investments in accordance with policy?	<input checked="" type="checkbox"/>		
Reporting - Have all material transactions been included in the accounts and reflected in reports?	<input checked="" type="checkbox"/>		
Grant Proposals - Have all proposals received been prepared in accordance with approved budget parameters	<input checked="" type="checkbox"/>		
Grant Agreements – a) Are all new agreements in line with the original budget in proposals? b) Are all active agreements in line with approved budgets?	<input checked="" type="checkbox"/>		
Contractual Requirements (new contracts signed in this period) Nil Nil Nil Nil			
Ongoing Contractual liabilities – term more than one year. Nil			
Acquittals - Internal - Have funds been dealt with in accordance with the relevant contracts?	<input checked="" type="checkbox"/>		
Acquittals - External - Have all deadlines for reporting to government been met with correct reports?	<input checked="" type="checkbox"/>		General Manager to table HACC Acquittal at BOM meeting on 18/10/22
Employment arrangements - Have all staff been paid in accordance with employment contracts; including proper processing of superannuation and taxation?	<input checked="" type="checkbox"/>		
Part B: Statutory Compliance	Yes	No	Comment
Statutory compliance: a) Have adequate records been kept for taxation compliance purposes b) Have ATO obligations been lodged correctly and on time?	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		



c) Has superannuation been lodged and paid on time?		<input checked="" type="checkbox"/>		
d) Have CHSP / HACCP / ACNC returns been lodged correctly and on time.		<input checked="" type="checkbox"/>		
Insurances - are necessary and sufficient insurances in place for staff and property, and liability insurance for directors, staff and the public including:		<input checked="" type="checkbox"/>		
WHAT	DUE DATE	SUPPLIER		
Business Insurance	15/04/2023	Intas Group Community Underwriting		
Management Liability (Directors & Officers Indemnity) - (\$10m)	15/04/2023	Intas Group Community Underwriting		
Public & Products Liability (\$10m)	15/04/2023	Intas Group Community Underwriting		
Workers Comp - TAS	15/04/2023	Intas Group CGU Insurance		
Cyber Insurance	15/04/2023	Intas Group		
Part C: Legal Compliance		Yes	No	Comment
Legal matters:				
a)				
Project Contracts:		<input checked="" type="checkbox"/>		
a) Are all new contracts in line with the original proposals?		<input checked="" type="checkbox"/>		
b) Are all active contracts in line with strategy?		<input checked="" type="checkbox"/>		
c) Are all new contracts in line with growth strategy?		<input checked="" type="checkbox"/>		
WH&S: WH&S has been exercised according to the approved policy and procedure, including reporting any WH&S incident to the Board (including "Nil Incident to Report")?		<input checked="" type="checkbox"/>		
Privacy: The company has maintained its IT and HR privacy requirements and experienced no breaches?		<input checked="" type="checkbox"/>		

This report is presented in the context of delegations. It is verified as true and accurate to the best of our knowledge after enquiry.



 Signed: General Manager
 Date: 05/12/2022