

LIVE LIFE BETTER



COMMUNITY FIRST

2016 ANNUAL REPORT



WWW.CFI.NET.AU

UNIT 1, 454 ROBERTS ROAD
SUBIACO WA 6008

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ABOUT US



We provide a diverse range of individually selected supports across aged care, mental health and disability, all targeted to meeting individual needs and differing levels of personal strength and independence.

These include:

- **Diversity of services and supports**
- **Keep you active and make life interesting**
- **Assist with your personal needs**
- **Get you around to where you need to be**
- **Respect your individuality**



LIVE LIFE BETTER

Community First's purpose is to support people to live a better life.

We recognise that a better life means different things to different people, and that's why we work with every one of our clients to determine just how we can be of assistance.

Individualised support is at the core of everything we do – we call this **Person First Planning™**.

And we've been doing just that for over 30 years, as one of WA's most trusted providers of diverse personal supports and a respected member of each of our local communities.

BIG ENOUGH TO MATTER, SMALL ENOUGH TO CARE

After helping thousands of people from Bull Creek to Albany over several decades, we are a stable and respected member of local communities through the Southern metropolitan region and the SouthWest of our State.

“Community First is a professional and well organised agency. I never knew one organisation could help people that much.”
WA-NDIS client

OUR HISTORY

Over the past 32 years, Community First has evolved and grown within our communities, becoming an integral part of each and every one, continually looking to meet the many needs of the people around us.

Established in 1984 as a Community Youth Support Scheme in Mandurah, an Australian Government youth employment project, we expanded throughout the South West in the 1990s.

This expansion included moves into aged care and disability support from 2001 onwards.

In 2004, we became Community First – reflecting our goal of building stronger communities through stronger individuals. By this time we had developed an extended network of services and larger reach to assist more individuals.

From 2007 we have also been an active provider of support for people experiencing mental health issues.

Over the past decade, we have continued to grow our caring and personalised services throughout the Southern metropolitan area and the South West of WA.

Our metropolitan coverage increased in 2010 when we took over several aged and community service activities for the City of Melville, including a substantial Meals on Wheels program.

Further expansion occurred in 2014 with the integration of Kwinana Home Support Services’ aged care services and Meals on Wheels.

In 2016, we commenced aged care services in Albany, complementing our long-established mental health team in the lower South West.

Over the past year we helped some 2,939 people with the support activities they need in order to lead fuller, more independent and less isolated lives.

Today, we are proud to be recognised as an accessible and experienced local WA-based community services provider, that’s big enough to matter and small enough to care.



ANDREA HALL CHAIR



I am pleased to present my first Annual Report as Chair. It was a privilege to be appointed to the Board and Chair, given that Community First is such an important part of the social fabric of Western Australia.

I inherited a strong governance foundation laid down by my predecessor, Karen Gadsby, who capably guided the organisation through several years of significant change, but felt it was time to step down after seven years. I and the Board express deep thanks to Karen for her contribution.

While we experience growth across our aged care, mental health recovery and disability support services, the transition into a new era of personalised support services brings with it both opportunity and risk. There will be an increased ability to attract new clients once the artificial barriers of contract-based block funding are removed, offset by new competitors, innovative service models and client offerings.

To position us better in this new world, we have entered into a merger agreement with two similarly sized and complementary organisations. This is expected to be completed by the end of the year.

2016 has been a year of Board renewal, as we unfortunately lost two strong Directors due to conflict of interest issues - which are becoming more rigorous and difficult to manage in this new, more competitive environment. Rob McDonald and Fiona Payne both made significant and valuable contributions as Directors over the past few years and their industry knowledge and wisdom are missed.

We have been fortunate in replacing them with two very capable and experienced Directors. Tony Cull, whose extensive commercial and business experience will guide us in the more commercially oriented environment we face, and Ray Glickman, who is well known in the sector with many years' experience in aged care and the personal welfare sector.

My role as a new Chair in an industry undergoing such dramatic change has been made easier through the knowledge that operationally we are sound, with a stable and reliable management team. This gives the Board the freedom to focus on strategic issues, rather than operational performance. The Board thanks David Shelton, our Executive Director for his ongoing significant contribution to both CFI and the Board.

I thank not only the management team for their great work over the year, but all of our staff who have impressed me with their dedication and professionalism.

As a values-driven organisation, we pride ourselves on following our values to always provide the best possible services.

OUR LOCKER VALUES

LEADERSHIP

Through leadership we encourage the opportunity for positive change

OPENNESS

By interacting openly and with integrity we engender trust and a sound working relationship

CREATIVITY

By being creative we are more productive, flexible and innovative in designing and delivering appropriate supports to meet client needs

KNOWLEDGE

Continually updating our knowledge base ensures we are equipped to achieve our best

EMPOWERMENT

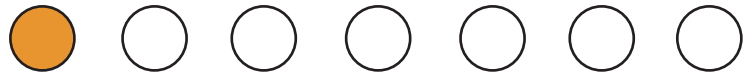
By empowering individuals to act we generate better outcomes for all

RESPECT

Through respect we create positive interpersonal relationships, treating others as we expect to be treated



BOARD



DIRECTORS

Andrea Hall, B.Com, FCA, GAICD

Chair of the Board

Independent, Non-executive Director Appointed November 2015



Ms Andrea Hall is a Fellow of the Institute of Chartered Accountants. She is a former partner of KPMG's Risk Advisory Services division where she worked with clients in health, financial services, mining, transport and government sectors. She has more than 20 years of experience in finance, risk management, internal and external audit, corporate governance and advisory services. She is a board member of Insurance Commission of Western Australia, LotteryWest and Fremantle Football Club, a Senate member of Murdoch University and sits on the Risk and Compliance Committee for Telethon Kids Institute. She provides governance and risk consulting services and consults to Derwent Executive.

David Shelton, B.Bus, MBA, GAICD

Independent, Non-executive Director Appointed November 2010

Executive Director December 2011 to April 2012; and October 2013 ongoing



Mr Shelton is an entrepreneurial strategic thinker with over 30 years' experience as director, advisor, executive, owner and investor across a wide range of industries. He brings an ability to analyse market situations and assess business opportunity. Mr Shelton was most recently appointed Executive Director of the Company on 21 October 2013 on a multi-year contract.

Peter Williams, B. Eng. MBA, MAICD

Independent, Non-executive Director Appointed February 2015



Mr Williams is a widely experienced Director who, after early training as an engineer in the resources sector, held senior executive roles at the Water Corporation before moving into investment banking and funds management. Most recently he has been engaged as a mentor and adviser to CEOs, business owners and senior executives. Mr Williams is a Director of Willoway Holdings Pty Ltd and Executive Boards Australia WA Pty Ltd.

CODE OF CONDUCT

Tony Cull, B.Bus, MBA, CPA, GAICD

Independent, Non-executive Director
Appointed May 2016

Mr Cull has significant international commercial experience having held senior operational and finance roles with Tate & Lyle PLC, a UK multinational corporation, as well as being a director of the Tate & Lyle Group subsidiaries and related companies. He has 17 year's director experience and most recently was a director of Mundella Foods Pty Ltd. He currently holds non-executive directorships at The Geraldton Fishermen's Co-Operative Ltd and Ngarluma Ngurra Ltd.



Ray Glickman, M.App. Soc. Stud, Bus, Psych & Phil, FAICD, FAIM

Independent, Non-executive Director
Appointed May 2016

Mr Glickman was appointed Chief Executive Officer of the City of Fremantle before joining Amana Living in 2004 as Chief Executive. He left Amana Living in 2016 to focus on writing, board directorships and establishing his management consultancy business, From Left Field. He is currently a Member of the Statutory Planning Committee of the WA Planning Commission, a Director of Writing WA, a Director of Uniting Way WA and a Director of Ocean Gardens Inc. Formerly he was a Director and Deputy President of Aged & Community Services Australia, Chairman of Aged & Community Services WA, President of the Fremantle Chamber of Commerce, Chairman of Therapy Focus Inc. and Chairman of the West Australian Maritime Museum Advisory Board.



Act Honestly

We agree to act honestly, with integrity, and to respect ourselves and others in our day-to-day dealings. We agree not to make any statements, promises or commitments that we do not believe to be true or that we do not intend, or are unable, to honour.

Lead the pursuit for quality

We will be knowledgeable, creative and demonstrate leadership in our pursuit to deliver the best quality customer service outcomes for our stakeholders.

Be open and declare conflicts

We agree to be open and declare real, perceived or potential conflicts of interest as they arise.

Respect privacy

We will respect the privacy of others and of Community First.

Be financially responsible

We are conscious of our financial responsibility to stakeholders within the not-for-profit framework. We commit to be both open and transparent while demonstrating an appreciation of value. We will lead others in maintaining appropriate financial conduct within the organisation.

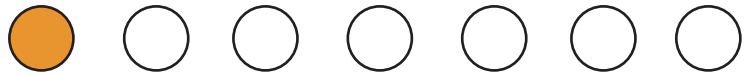
Abide by the law

We will respect and abide by those Laws which are relevant in our day-to-day conduct.

Be accountable

We are each accountable for upholding the values and principles established under this Code and are obligated to report known or suspected breaches of this Code in an open and transparent manner.

EXECUTIVE VIEW



DAVID SHELTON
EXECUTIVE DIRECTOR

The extent of the generational changes we face is a constant topic of conversation throughout our sector. We welcome a more open and consumer driven industry and foresee a more efficient marketplace where well managed and innovative organisations such as Community First will flourish.

However to ensure our success we need to rethink almost every aspect of our business, and adapt to a more commercial footing. Many organisations are struggling with this, and many will not survive.

At Community First, we have done the deep thinking and are reviewing our systems and processes in totality – not just as add-ons to patch over weak spots. We have adopted a whole of business review approach, realising that technology and its application is the cornerstone of future efficiencies.

We know what type of business we want to create for the best possible range of suitable services support to our clients, and we know how we want to run the business. We are preparing our people for these changes and have started adjusting our ways of working and interacting with clients – to better match the new environment. The next two years will be a period of significant change.

We have a stable and committed management team which provides strong and positive leadership, and I am very proud of the work the team has achieved over the past year. As well as being a period of consolidation and preparation, we have achieved solid growth in all of our key strategic areas – with services now being provided to an increasing number of clients with WA NDIS funding, expanded mental health services and the commencement of aged care services in Albany.

Our aged and disability support services recorded a 16% increase over the past year whilst our mental health client numbers increased by 38%.

Our financial performance was again satisfactory, with a surplus of \$287k achieved on \$10.4m revenue. We remain in a strong financial position, with \$5.4m in cash reserves and unencumbered property holdings with a current market value of around \$3m. Our total equity increased by 5.5% to \$5.8m.

The first step toward change is awareness.

The second step is acceptance.

-Nathaniel Branden

Change is the law of life. And those who look only to the past or present are certain to miss the future.

-John F. Kennedy

KEN'S STORY

Ken was referred to Community First by his WA NDIS Coordinator in Kwinana, because of our experience with clients with mental health issues.

After a bus accident in 1997 Ken had grand mal seizures and long term memory loss. A relationship breakdown led to homelessness, leaving him vulnerable, distraught and confused facing an unpredictable world.

Taking time to listen to him was significant, as many people had tired of hearing the same stories over again. Visits to the Rockingham soup kitchen became more than just a good breakfast as Ken became well known there, enjoying the companionship and building his confidence.

A trip to the barber for a haircut and wash was described as “the best \$25 I’ve ever spent” as the young girl cutting his hair fussed over him - making him feel good and pampered for the first time in a long time. With further assistance Ken secured a bond and two weeks rent with Opening Doors, and subsequently met up with a few old mates with whom he now happily resides.

He now sees a counsellor to talk about some of the painful things in his past, something he had previously resisted, Ken has a lot of gaps in his memory and there are many events that he has no recollection of, but with the support of his family he is now trying to fill in some of these.

His beloved vintage Cortina was housed at a local garage, where the owner agreed to hire Ken for two days a week. Community First also helped out with appropriate clothing and boots.

In the three months since he came to Community First his life has changed dramatically. He now sees his children under the supervision of DCP, and is happy and hopeful about the future. He is flourishing as his confidence soars and he feels understood and valued, allowing his personality to surface - a wonderful and quirky sense of humour, and a bit cheeky.

Ken's family are very pleased with the progress he has made, recently sending a message expressing their “thanks for everything being done to help Ken”.

ORGANISATION STRUCTURE



Board

**Executive
Director
David Shelton**

**Executive Officer
Jane Wittenoom**

**ICT Support
Gavin Dwyer**

**Chief Financial Officer
Nigel Jones**

**Chief Operating Officer
Eileen Heath**

**Finance Manager
Cindy Labuschagne**

**Human Resources
Manager
Peta Chaytor**

**Aged
Care**

**Mental
Health**

Disability

Employment



2,939
CLIENTS

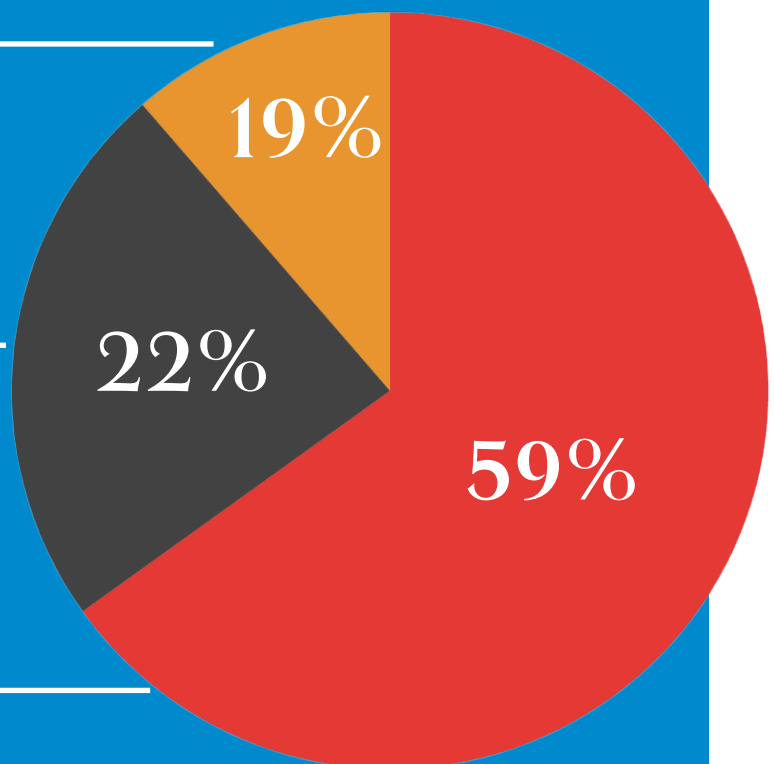
"What we do for ourselves dies with us. What we do for others and the world remains and is immortal."

-Albert Pine

557
DISABILITY
CLIENTS

633
MENTAL HEALTH
CLIENTS

1,749
AGED CARE
CLIENTS



Community First is an organisation that cares, we help thousands to LIVE LIFE BETTER

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AGED CARE



How do we contribute to “a better life” for the aged or frail in our community?

Our support includes assistance with both your personal needs and maintaining your home as a safe and secure environment. These range from personal care to assist with your daily routine, maintenance around the home for a safer environment, delivering healthy, nutritious meals, transport to help get to where you need to be, or recreational and social activities with like-minded people to keep life more interesting and enjoyable.



AGED CARE YEAR IN REVIEW

2016 was a year of both consolidation and growth in our aged care services.

The consolidation and integration of Kwinana as our main administrative hub continued through the year. Major renovations were completed to the Medina Centre, including reception and outside areas including car park and driveways. This has resulted in a more user friendly, accessible environment for both staff and clients.

In preparation for consumer-directed-care and a need for greater operational efficiency, we are trialling a “Mobile Worker” app with several staff so that support workers can view rosters and action services via the app to reduce administrative activities and the need to visit the office.

This year marks the 5th anniversary of Community First in Melville. To celebrate this event, our Multicultural Activity Centre team developed activities based on the seven dimensions of wellness, as identified by the International Council on Active Ageing: emotional, intellectual, physical, professional, social, spiritual and environmental.

New HACC services are being established in Albany, with services including Domestic Assistance, Personal Care and Social Support.

OUR IMPACT

1,749

CLIENTS ASSISTED
ACROSS ALL AGED
CARE SERVICES



24,951
DAY CENTRE
HOURS



15,242
SOCIAL SUPPORT
HOURS



12,009
DOMESTIC
ASSISTANCE
HOURS



4,934
HOME
MAINTENANCE
HOURS



1,718
OTHER SUPPORT
HOURS

+13%



58,855 HOURS OF SUPPORT IN 2016

51,204 HOURS OF SUPPORT IN 2015

+4%



52,938 MEALS DELIVERED IN 2016

50,820 MEALS DELIVERED IN 2015

+44%



17,272 TRIPS IN 2016

7,600 TRIPS IN 2015

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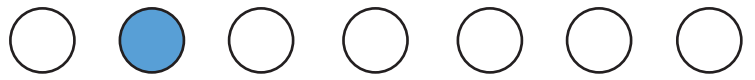
AGED CARE



Our social groups have enjoyed various trips including a tour of the Alcoa Refinery in Pinjarra, a Christmas lights tour on the Mandurah canals, dolphin cruises and finding great places to have lunch together. These outings are always fun and filled with much laughter and obvious enjoyment.

Calling all green fingers!

Come and join our Garden Club, every second Friday at our Kwinana office, 157 Medina Avenue. Meet new friends, grow and share fresh vegetables and get some gentle exercise in the sunshine.



SUPPORTING INDEPENDENCE

We understand the importance of staying independent, and maintaining your dignity. Our services are all designed around your needs – to keep you safe in your own home longer.

Staying connected to others and having some fun is equally important for a purposeful life. Having something to do, and friends to share with are important, so we organise a range of things like group outings, activities, even someone to come and have a chat.

All of these are focussed on maintaining your independence, and adding to your quality of life, so you can stay in your own home for as long as you can, and lead a fuller and more enriched life.



***“It’s not about just adding years to lives.
It’s about adding life to years.”***

IN-HOME SUPPORT & DOMESTIC ASSISTANCE

At home is where you are most comfortable, and where you can relax and be yourself. It is likely to hold your fondest memories, as well as your precious, personal items.

While home is your personal space, we sometimes need help with daily routines. We provide a number of services which aim to keep you healthy and happy in your own home, for as long as possible.

HOME MAINTENANCE

We also aim to keep your home a haven, and as comfortable as possible, by helping to maintain and look after it. We can help you with these maintenance chores and more; things like gardening and basic maintenance don’t take care of themselves, and finding help can be hard, and tradespeople can be expensive.

HEALTHY MEAL DELIVERIES

Maintaining our bodies is equally important, and healthy, nutritious food is a vital part of this. Our dedicated ‘Meals on Wheels’ team provide freshly prepared three-course meals for those who are unable, or unwilling, to cook for themselves regularly.

However, this service is much more than that – it’s also a daily check on vulnerable people, and a welcomed source of daily interaction with others that is sometimes missing for our clients. Delivered by a loyal team of volunteers, this is a service we are very proud of.

TRANSPORT

Getting around can be a challenge, so we help you to get out and about, for medical appointments, shopping, going to the bank, or attending social activities.

SOCIAL, RECREATION & LEISURE ACTIVITIES

Not only do we provide food for the body – we provide food for the soul as well. Life is meant to be lived, and we put life back into the years through centre-based activities and social groups with regular outings, activities, and friendship. Being involved in social activities and being active in the community keeps your mind fresh and adds to your quality of life.

We also arrange volunteers to provide one-on-one or group visits on a regular basis, to provide companionship from a regular visitor. This helps you to stay connected, and have someone to listen, a shoulder to lean on, and allows your voice to be heard.

AGED CARE

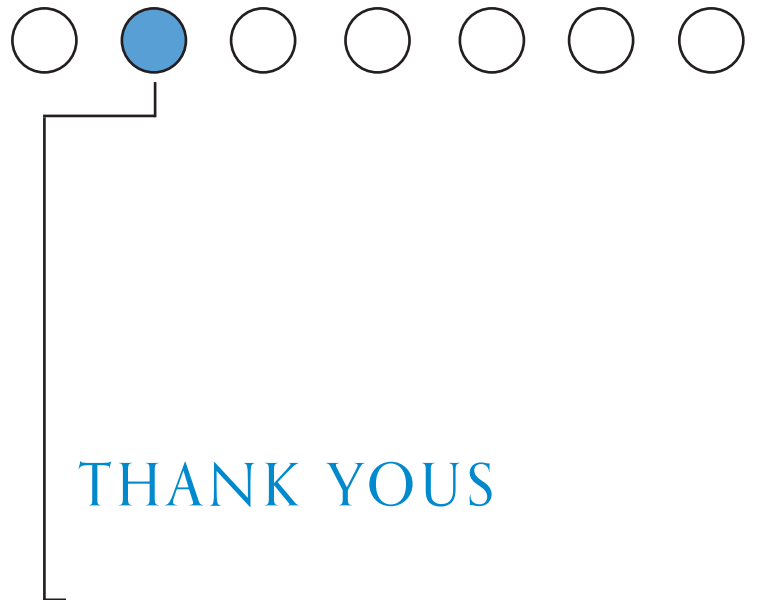


Please accept our thanks by sending Aaron to do some tasks for us.

He really impressed us by the good work he has done, a very pleasant and willing young man. Does his work well and has helped to make our garden look so good.

Kind regards to all the staff!

Thankfully,
John & Sheila



THANK YOU

Your organisation has now, for some years, been very kindly assisting my wife and I through your service in keeping our garden in some sort of order.

We are both in our 90s and, although we are anxious to remain in our own home as long as possible, many necessary chores are now physically beyond us.

It is with the very efficient and kind efforts of people such as yourselves that this is made possible, and hence we wish to say thank you to all concerned.

I would like to make special mention of Aaron, the man who cuts the lawn for us regularly. Aaron is not only very efficient, always making a first class job of his work, but his manner and general attitude is of the highest order and should be complimented for his dedication to his tasks.

In closing we would like to offer our very best wishes to all in your organisation.

Yours faithfully,
Richard

MORE THAN A MEAL

THE IMPACT OF MEAL SERVICE DELIVERY ON THE HEALTH
AND WELL-BEING OF ADULTS 60 YEARS OF AGE AND OLDER

A SENIOR WHO RECEIVES OR REQUESTS MEALS ON WHEELS SERVICES IS
SIGNIFICANTLY MORE VULNERABLE THAN THE AVERAGE AMERICAN SENIOR.



71% OF SENIORS
NEEDING MEALS ON
WHEELS SELF-REPORT
FAIR OR POOR HEALTH
COMPARED TO 26%
OF AVERAGE SENIORS.



NEARLY TWICE
AS MANY SENIORS
ON MEALS ON WHEELS
WAITING LISTS REPORT
DEPRESSION AND
ANXIETY COMPARED TO
AVERAGE SENIORS.



79% OF SENIORS
NEEDING MEALS ON
WHEELS INDICATE THAT
THEIR FEAR OF FALLING
LIMITED THEIR ACTIVITIES
COMPARED TO 43%
OF AVERAGE SENIORS.



87% OF SENIORS
NEEDING MEALS ON
WHEELS ARE PHYSICALLY
UNABLE TO SHOP FOR
GROCERIES COMPARED
TO 23% OF
AVERAGE SENIORS.

A SENIOR WHO RECEIVES DAILY-DELIVERED MEALS EXPERIENCES THE GREATEST
IMPROVEMENTS IN HEALTH AND QUALITY OF LIFE COMPARED TO A SENIOR
WHO RECEIVES FROZEN, WEEKLY-DELIVERED MEALS OR NO MEALS AT ALL.



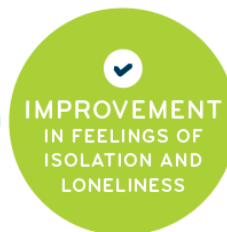
IMPROVEMENT
IN MENTAL HEALTH
(I.E., ANXIETY)



IMPROVEMENT
IN SELF-RATED
HEALTH



REDUCTIONS
IN THE RATE
OF FALLS



IMPROVEMENT
IN FEELINGS OF
ISOLATION AND
LONELINESS



REDUCTIONS
IN WORRYING
ABOUT BEING
ABLE TO REMAIN
AT HOME

WHEN COMPARED WITH A SENIOR WHO RECEIVES JUST FROZEN MEALS ONLY ONCE
A WEEK, A SENIOR WHO RECEIVES DAILY-DELIVERED MEALS IS MORE LIKELY TO:



ATTRIBUTE THE MEALS
TO MAKING THEM
FEEL SAFER



REPORT THAT THE
MEALS HELPED THEM TO
EAT HEALTHIER



NOTE THAT THE
MEALS RESULTED IN
LESS LONELINESS

A SENIOR WHO LIVES ALONE AND RECEIVES DAILY-DELIVERED MEALS IS LESS
LIKELY TO WORRY ABOUT BEING ABLE TO REMAIN AT HOME AND TO HAVE
FEELINGS OF ISOLATION AND LONELINESS.

*Meals on Wheels America's 15-week study involving more than 600 seniors participants was conducted
by Brown University's Center for Gerontology and Healthcare Research and funded by AARP Foundation.*



For more information, visit www.mealsonwheelsamerica.org/MTAM.

More than a Meal® is a registered trademark of Meals on Wheels of Central Maryland, Inc. and is being used under a license agreement from such entity.

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ACTIVITIES TO KEEP LIFE FUN

CHAIR YOGA

Yoga offers many benefits, from reduced stress to improved strength and flexibility. But it can seem intimidating. Enter chair yoga, a gentle style of yoga you can do from a (mostly) seated position that also incorporates the breathing and mind-body benefits of a traditional class.

Enjoy gentle movements and peaceful meditation from your chair. Stress disappears as you twist and stretch backs, legs and arms through different poses.

COOKING CLASSES

Our cooking classes are designed to be fun. Learn to cook tasty, cheap and healthy meals, have a chat and share your lunch with someone. Everyone gets a take-home recipe card and a new outlook on cooking! “Cooking well doesn’t mean cooking fancy.”

SECRET WOMEN’S BUSINESS

A group of like-minded women get together for some fun activities, great conversation, learning how to build self-esteem and sharing helpful tips on looking after yourself.

WALKING GROUP

Weekly local walks with others who share a love of walking and the outdoors!

“I enjoy participating in the program on a weekly basis and feel very supported and connected to the friends I spend time with in the group. It doesn’t matter how you are feeling, if you’re sick or injured, up or down, you’re still part of the group”

Melissa N, program participant

Across our sites we host a variety of classes and group activities, suitable for seniors and those with a disability. These have become very popular and are a great way to make friends, stay alert and be connected with others. Our team is committed to creating and hosting activities that capture the interest and imagination of our varied clients to put some life into their living!



Our mental health teams are proactive in building stronger, more resilient communities as mental health recovery often requires the assistance of multiple agencies.

Community First manages a range of mental health contracts, organises many individual programs and support to community groups – all geared towards building strong support networks and aiding individuals on their path to recovery.

Funding for mental health recovery is received for the Personal Helpers & Mentors Program (PHaMs), the Individualised Community Living Strategy (ICLS) and Partners in Recovery PiR).

MENTAL HEALTH YEAR IN REVIEW

Our mental health services expanded their impact in 2016, with a combination of service expansion, active capacity building in our regions, both supporting, and being recognised within our industry.

In late 2015, the number of agencies contracted to deliver Individualised Community Living Strategy services was reduced from 14 to seven. Community First was one of the successful agencies and is now assisting clients in Bunbury.

Our appointment as Lead Agency for the Partners in Recovery (PiR) initiative in the South West and Great Southern was confirmed and the contract extended for another three years. This program supports people who experience severe and persistent mental illness and who require coordination of multi-agency supports. Assistance with psychological distress was the main reason people listed for contacting PiR. PiR Support Facilitators developed 301 action plans for 391 people.

As the lead agency, CFI works in partnership with other consortium members including Richmond Wellbeing, Palmerston Association, Carers WA, Consumers of Mental Health WA, Avivo, Forrest Personnel, Lamp Inc., WA NDIS, WA Country Health and St Vincent De Paul to provide these services.

In addition to these contract extensions, we introduced a number of “Wellness” groups – in Albany and Bunbury – with separate groups for vulnerable men and women experiencing isolation.

“I did not know there were services out there like PHaMs. I’m just grateful that I was referred to your organisation.”

633

INDIVIDUALS EXPERIENCING
MENTAL HEALTH ISSUES ASSISTED

OUR IMPACT

305

Bunbury

200

Albany

91

Mandurah

37

Fremantle



REGIONAL CAPACITY BUILDING

MENTAL HEALTH SCHOLARSHIP

Our Mental Health Scholarship provides support for students in regional centres undertaking formal study to train as mental health recovery workers. Our seven scholarship winners in 2016 are:

- Bunbury/Busselton – Aimee Kirey, Lyn Shelby, Maria Baker, Shannon Cook
- Albany – Rachel Saw, Ron Rowe
- Mandurah – Vickey Hill

INDUSTRY CAPACITY

Our teams initiated and participated in a number of capacity building activities during the year. The important Remote and Rural Mental Health Conference featured two well-received presentations by Community First Managers – Jerry Caruana and Laura Elizabeth (Working Towards Recovery), and Andries Pretorius and Kim Loader (Partners in Recovery).

We initiated a series of peer-led workshops in mental health and addiction. The evidence shows that peer support and peer-led recovery education improve people's lives, yet less than 5% of people with mental distress have access to peer support. These workshops explore recovery and whole of life wellbeing, and are backed up by online resources and Facebook chat groups. The core message for participants is – I believe in myself. Others believe in me. I have hope for my life.

Other community capacity building activities included:

- Mental Health Communication - Front Line Worker training
- Alcohol and Other Drug training has been hosted by Community First (Bunbury).
- Mental Health Commission training organised by Community First (Albany) to help organisations assess their compliance with National Standards for mental health services.

“I was quite lost – but now I have achieved some stability. The difference in my life is huge. I feel more grounded and understood.”

“The recovery workers helped me see things in a different way. The confidence they reflected to me has been really good. I am in awe of them and their kindness.”

COLLECTIVE IMPACT WORKSHOPS

Mental health related organisations benefited from Collective Impact Workshops which were hosted by CFI in Albany, Northam and Narrogin during 2015-16. Collective Impact is a framework to tackle deeply entrenched and complex social problems. It is an innovative and structured approach to making collaboration work across government, business, philanthropy, non-profit organisations and citizens to achieve significant and lasting social change.

The Albany workshop, free of charge to local services, was well attended by a number of services including Department for Child Protection and Family Support, Rainbow Coast Family Centre, Primary Health Alliance, Richmond Wellbeing, Uniting CareWest, Anglicare as well as a few homeless support services such as Shalom House. The outputs included the creation of Local Directory of Services via on-line service AlbanyConnect, and the establishment of a services network group.

Hey Jerry,

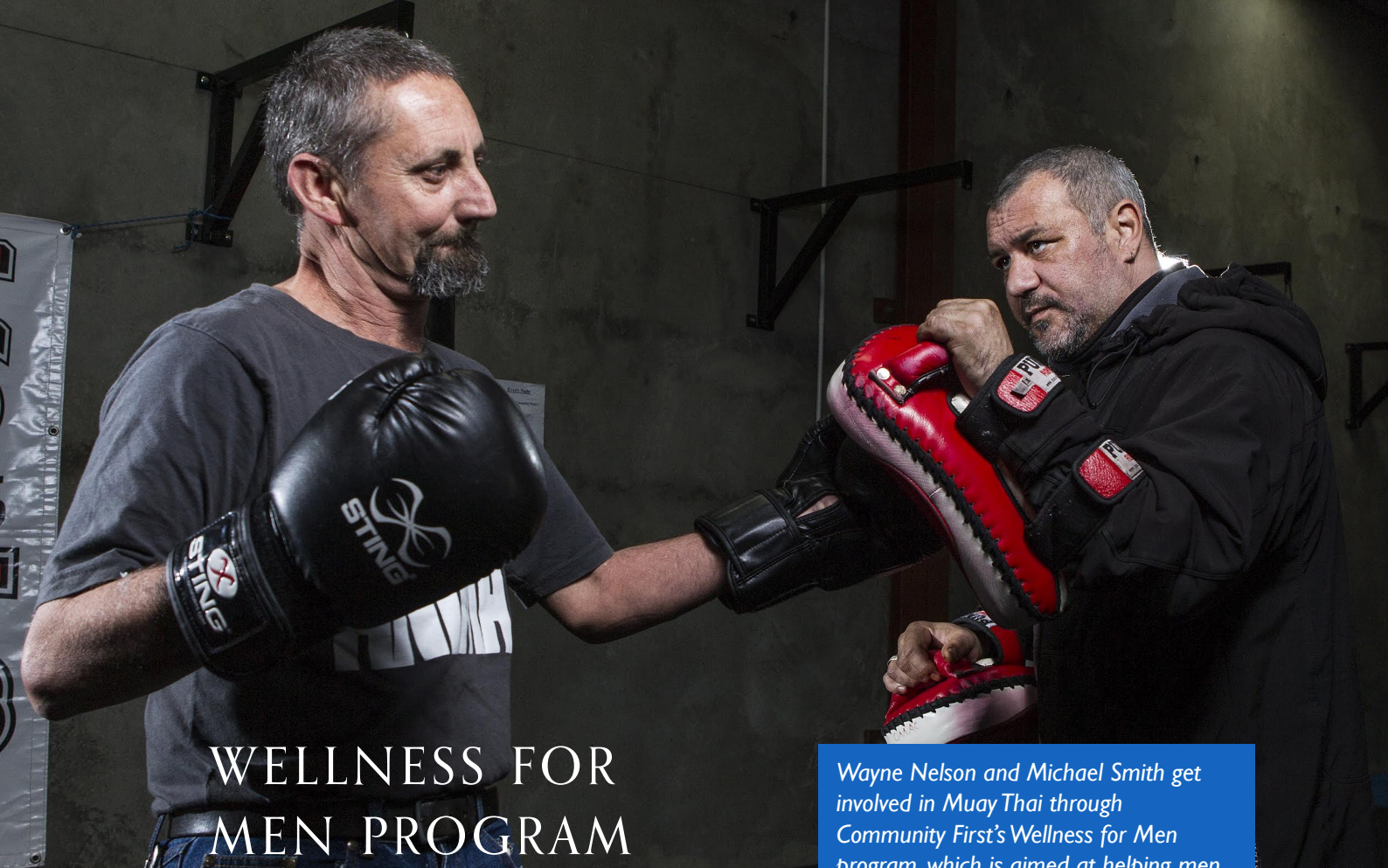
I'm sorry Adam and I haven't managed to catch up with you, so I thought I'd send you a quick message to let you know our amazing news. We wanted to thank you so much for all the help you gave Adam in his recovery, we wouldn't be where we are today if it wasn't for you!

Adam is a changed man- I've never seen him smile or laugh so much, and he uses the coping mechanisms you taught him all the time! He's working hard, enjoying life and he's even quit smoking! (Well in the process of doing so anyway)

I know it is your job, but we owe you more than we could ever repay - and Lila definitely wouldn't be here if it wasn't for you.

I hope this message finds you well, please know that we think of you often and wish you nothing but the best.

Thank you again,
Adam, Kiara & Lila.



WELLNESS FOR MEN PROGRAM

CFI has started engaging men through a newly developed 10-week program aimed at men with mental health issues.

Comprised of various activities, including Muay Thai as pictured above, the program seeks to restore confidence and provide a social support network.

This is our first program that focuses on reaching out to men in need; while the program's steering committee is reviewing options to secure continued funding for this much needed program, that seeks to help men living with severe and persistent mental health issues.

Wayne Nelson and Michael Smith get involved in Muay Thai through Community First's Wellness for Men program, which is aimed at helping men living with mental health issues.

Picture: Jon Gellweiler
via Bunbury Herald

“We’ve seen an increase because of divorce, trauma and separation. We want the men to step into a new life by learning new life skills.”



Community First can help you manage your life to put you back in control. You might sometimes feel like you stand out in a crowd, or that you have limitations that others don't. We do everything we can to empower you to see that you can stand out for your strengths; adversity can provide unique opportunities to flourish in ways no one thought possible.

This includes having more of a say when it comes to your support services. It also means being able to build lasting friendships and become more involved in your community through our local community groups and events.



DISABILITY YEAR IN REVIEW

Community First became a registered provider with the NDIS (including the WA NDIS trials) in 2015. The NDIS is intended to give participants more choice and control over their supports. Over the past year we have experienced a high level of demand under this funding model, and have been working hard at adapting our processes to meet the needs of individuals.

We help to identify your strengths, develop your aspirations, and explore ways to achieve your goals. You can then choose the support services that best suit your needs, and develop links with the community that's right for you.

Our Medina office has become the centre of this work, with 59 new clients introduced, with a feature of the last year – and the last six months in particular being the recruitment of 16 new support workers to match not only individual needs but also their personalities.

MY LIFE MY JOURNEY

*A collection of works based on the lives and journeys of the artists of
Community First's Ability Arts program.
Opening address by Community First Chairperson
Karen Gadsby.*

OUR IMPACT

59

NDIS
Clients

227

Ability Arts
Participants

3,460

NDIS
Hours of Support

16,352

Ability Arts
Hours of Support

DISABILITY



THE CORNER SHOP FIRST BIRTHDAY!

ABILITY ARTS PROGRAM

The Ability Arts program cultivates confidence, creativity and independence for people with disabilities. Innovative and personalised, the program is funded by Home & Community Care (HACC) through the Department of Health.

It includes activities that allow freedom of expression and experimentation with many different types and forms of art, music, drama, sport, and photography. Part of the initiative is Poles Apart, a theatre company created through Ability Arts, which uses contemporary theatre to explore disability through stories.

The Corner Shop @ CFI was launched as a part of 2015 Mandurah Stretch Arts Festival, and has expanded during the past 12 months. A birthday celebration saw about 40 people attending including representatives from Disability Services Commission, The City of Mandurah and Regional Development Australia – Peel, as well as family and friends of The Corner Shop artists.

The team of artists - who all live with disability - have been busy making and creating pieces for the shop including beautiful ceramic flowers, candle holders, sculptures, magnets and jewellery. Sale proceeds are re-invested to buy equipment such as a slab roller to keep the artists inspired and creating new exciting products.

In 2015 one of our artists, Hayley Bracknell, created a family of elephants that was entered in the “As We Are Art Award” as part of an exhibition held at the Central Park Building, St George’s Terrace in Perth. Hayley’s elephants were all sold on the opening night! – an achievement Hayley and the team are extremely proud of and which has encouraged other artists to become more involved in the 2016 exhibition.



WEARABLE ART

Community First's Ability Arts participants have for the past 4 years entered pieces into the "Common Threads Wearable Art" competition. This is a City of Mandurah competition within the annual Stretch Arts Festival, which attracts artist entries from around the world competing with art which can be worn on the body.

The theme for 2016 was Illumination – after workshoping the different meanings of illumination with our Ability Arts participants, some common words that began popping up were "Prisms" and "Refraction". Our artists started experimenting with bamboo sculpting and origami. This year we didn't have a preconceived idea of what the garment should look like, we just went with it. The end result was a trendy and colourful garment that received considerable media attention, appearing in several publications as well as being selected for the Showcase and a month long exhibition at Contemporary Art Spaces Mandurah (CASM).

DISABILITY



DISABILITY SERVICES

Having a disability when you are a young person can be isolating and challenging when you are trying to lead a life. Your peers are enjoying life, socialising, working and having a family. Some of us find the basic tasks of getting up and completing daily activities take a lot of time or we just don't have the energy to even start them.

"Community First support workers bring a ray of sunshine to our day. It's someone to talk to, have a cuppa with and someone to just give us a hand to get things done. It takes the pressure of our families who do so much already. It's nice to know they can have a break and know that we are cared for and safe. We can begin to dream again and look forward to the future with hope."

And there is no limit to what we can do! There are creative art and leisure activities; involvement support with things in the home and your garden; support to learn things; assistance to volunteer or even get some work.

Community First supports us to do all of this and more!

'Attending counselling for the first time has taken a weight off my shoulders. Thank you for sticking with me...I know I have been avoiding it.'

'My Support Worker is fantastic and she works alongside of me to overcome things. She lets me do things at my pace and is really flexible. I feel I am starting to achieve and make steps forward.'

'I have a disability, yes that is true! But all that really means is that I may have to take a slightly different path than you!'

'I wanted to pass on our family's thanks for the good work that is being done to help our brother at this time in his life.'



MELLISSA'S STORY

Mellissa has been with Community First under the WA NDIS program since January 2016. She has been teamed up with her Support Worker Belinda Fic for 2 months. Several months ago Mellissa found herself homeless, sleeping on the concrete under a carport, eating donated food from food trucks and with only one set of clothing. She says that at this time in her life she felt mistreated by many people and was without kindness in her life. With Community First's support Mellissa says "I've learnt to pick myself up. I felt like 'a nobody.' It felt like no one wanted to help me. It's nice now to be given a chance."

Through working together with Community First's support team and exploring the options available to her, Mellissa is now in a position to submit a housing application with Homes West and is saving money through income management with Centrelink. She has money each week to spend utilising her Basics Card and is looking forward to buying furniture for her new home when it is available. She hopes in the future to even be able to buy a car and is currently studying for her Learner's Permit.

Mellissa is enjoying participating in the Ability Arts program in Mandurah on a weekly basis and feels very supported and connected to the friends she spends time with in her pottery group. "It doesn't matter how you are feeling, if you're sick or injured, up or down, you are still part of the group."

Increasing her self-worth has played a big factor in Mellissa's recent successes. She has been learning to use positive affirmations and how to use assertive language, even how to say 'No' in negative situations. "I'm happy. I'm learning new things, and it's nice to be helped when I was down and out and in the cold. I'm happy being part of Community First through the ups and the downs. It's nice to have someone to be there, to talk to, and to get advice from and guide me to think of myself."

Mellissa's life motto is ... 'Never give up hope!'

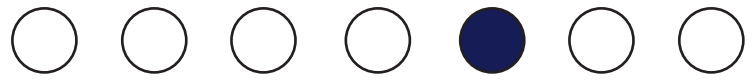
HELPING PEOPLE INTO WORK



Community First has been helping individuals into the workforce since our beginnings in 1984. It's deeply embedded in our DNA.

Everyone wants to find their place in the world and make a contribution to society. Most people also want financial independence, to learn new skills, and gain more confidence as individuals. Through all of our support services, we aim to build individual strengths and independence, improving employment prospects.

We work with our clients to help identify their aspirations, abilities and strengths, and offer support to explore employment, volunteering, work experience, or training opportunities.



FINDING WORK YEAR IN REVIEW

In 2016 we provided employment specific assistance through a Disability Employment Services (DES) contract in the Inner West Metro area of Perth, a Personal Helpers and Mentors (PHaMs) Employment service in Bunbury, and through NDIS MyWay clients in the Cockburn trial site. Our DES team in Fremantle moved to new premises.

Our PHaMs Employment specialist team supports people with Mental Illness to overcome non-vocational barriers and ultimately gain employment of their choice. We have a passion for supporting people to be the best they can be and always see the positives in every individual, believing in them even when they fail to believe in themselves.

Our team has developed strong relationships with JobActive providers with several Individual Agreements signed, attracting a steady flow of referrals.



*“This job means everything to me.
I really appreciate the support
I have received from Community First.”*



265
CLIENTS

62

PLACEMENTS

Dear Tenille & Staff at
Ability Arts,

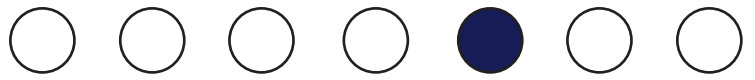
Thank you for welcoming
me into your team, I have
enjoyed my time here.

Words can't
thank you enough.

You are all amazing people
and do a great job
working with our community.
I look forward to working
with you again in the
future.

Jake Core,
Cathie

HELPING PEOPLE INTO WORK



MARIA'S STORY

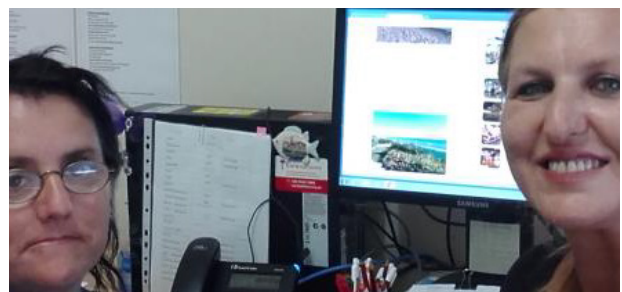
I have been working for Community First as a Community Support Worker for eight weeks.

I was over the moon when I got the job with Community First. The last time I had paid work was back in 2010 as a teacher assistant. I am really enjoying the variety of work and the challenges of dealing with a number of clients all with different needs. It has helped me both financially and with my confidence. I am now more independent and I have set myself some personal goals of what I want to achieve over the next 10 years. One of my goals is owning my own home.

I enjoy helping others with their problems and assisting them in their day to day tasks.

Susie is one of my clients who is trying to get some qualifications in photography. Susie hopes to start the external course in the coming weeks and already has a photographer lined up who is willing to give her some work once she has completed the 6 month course. I will be assisting her with the theory component of the course and at present we are building up her portfolio of photographs.

This job is everything to me! I am planning to do some units in Community Services/Mental Health. I really appreciate the support that I have received from three Fremantle based support agencies Community First, Disability Employment Service, Partners in Recovery and St Patricks who have helped me get to where I am today.





Driving is my passion, the majority of my working career has involved driving a variety of vehicles and machinery. I was a highly experienced truck driver but had not been able to make the transition from driving trucks to buses because I did not have any bus driving experience.

I wanted to drive buses because I wanted a career that had more people contact as driving trucks can be a lonely job at times.

I approached Community First and they organised volunteer work experience for me as a bus driver of one of their own buses. This involved doing a pick up and drop off run of the elderly to the local multicultural centre in Bull Creek. I enjoyed it so much I stayed and helped out with the activities during the day.

Volunteering in the community meant I was not only getting the needed driving experience, it gave me the opportunity to give back to the community. Community First staff also helped me update my resume and with job applications.

I have now been working as a school bus driver with John Wollaston Anglican School. For eight weeks now.

I really enjoy the people contact involved with driving buses, and the staff and children here at John Wollaston are been great to work with.

PEOPLE WHO MAKE IT POSSIBLE



Our purpose is to support people to live a better life – and this is achieved through the continued efforts and graciousness of our staff. Our strong reputation, and the trust that clients put in us, is not due to any fancy advertising campaign or clever corporate stuff – it is a direct result of the unwavering commitment to individuals that our staff live and breathe every day.

Serving society as we do, with a strong focus on positive outcomes tailored to individual needs, may not be the most glamorous job, but it is a noble one.

The people who make it possible are the unsung heroes and heroines who strive and persevere for the sake of others. They truly show on a daily basis that humanity begins with heart and heart is at the core of our organisation.

Everyday challenges present opportunities for forward-thinking innovation and our staff use that creativity to egalitarian ends. Big enough to matter, small enough to care.



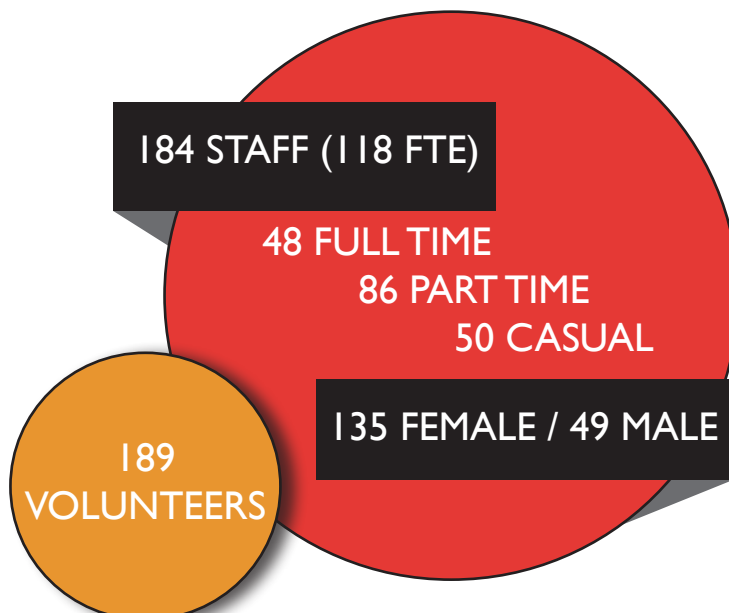
AMBASSADORS OF CHANGE

During the year we introduced our Ambassadors of Change program to start preparing our people for our changing market context, what customers want, now and in the future, and to explore how we respond to customers and work together to develop and deliver great services.

A number of projects were developed:

- Learning how to listen to people
- Innovation to increasing choice and control
- Delivering what people and families want us to
- Supporting staff across Community First to know what we do
- Modernising services to be attractive to new customers

STAFF NUMBERS



2016 STAFF AWARDS

The Annual Anniversary Awards are based on our LOCKER Values, as these are the heart and soul of how CFI goes about our business. We can only be as good as our people and so we acknowledge and reward excellence and outstanding contributions, whilst celebrating the energy, professionalism and commitment of our staff in achieving positive outcomes for CFI, our clients and our colleagues.

LEADERSHIP



Winner - Laura Elizabeth, Manager, Mental Health Services, Albany

Through Laura's leadership the best qualities of the team shine through to bring about the best outcomes for this site.

Laura takes the time to listen and support each of us individually and presents with encouragement, positiveness, confidence and calmness as a Manager.

Honourable Mention - Jerry Caruana, Manager, Mental Health Services, Bunbury

His idea of Leadership spurs me on to perform to the best of my ability and helped me to grow into a better person and more effective worker.

Jerry has a knack of "thinking outside the box" to get the job done. He has been a remarkable influence for my personal development.

OPENNESS



Winner - Preeti Joshi, Mental Health Recovery Worker, Bunbury

Preeti through interacting openly and with integrity engenders trust and sound working relationships within our team and also the Multicultural group in Bunbury. The multicultural group invited Preeti twice to visit them with information about PHaMs. This particular group find it hard to ask for help as they need to build trust in 'strangers' as they find their feet in Australia. Preeti through her openness build a good rapport with the Multicultural group and even got a participant referred to PHaMs.

Honourable Mention - Peta Chaytor, Human Resources Manager, Subiaco

Working alongside Peta I have noticed and respected the range of staff issues Peta deals with in her position and she always remains calm, professional, helpful and considerate to all concerned. She is very approachable and works hard to ensure people are respectful to each other and fair.

NOMINEES

Kellee Aberg
Jerry Caruana
Laura Elizabeth
Eileen Heath

Cindy Labuschagne
Debbie Lloyd
Tennille O'Neil
Helena Turel

Danielle Atkins
Peta Chaytor
Linda Dollery
Nola Drew
Laura Elizabeth
Preeti Joshi
Andy Lau
Sally Mansell

Elli Moody
Tennille O'Neil
Sanette Smith
Helena Turel
Gigi Warren
Mandy Waters
Renee Wilson

NOMINEES

Kellee Aberg
Selene Bennett
Ryan Burke
Lynn Kennedy
John Cartwright

Danielle Atkins
Laura Elizabeth
Ellie Moody
Lorraine Opie
Kathryn Peters

Danielle Atkins
Selene Bennett
Laura Elizabeth
Ellie Hearn
Cindy Labuschagne
Colleen Lodge
Joan Morton

Michelle Oldham
Trish Rogers
Daran Thompson
Helena Turel
Renee Wilson
Jane Wittenoom

CREATIVITY

Winner - Lynn Kennedy, Support Worker, Mandurah HACC

Lynn designs and promotes new and innovative workshops for our clients. Lynn is not just artistically creative, but creative in terms of support for our clients. Her ideas are always innovative and functional and promote wellness, independence and creativity within our team and clients.

Lynn facilitated our Common Threads Wearable Art entry "Refraction" this year, and the garment has been through preselection, closed judging and has been selected for the Showcase (to a crowd of about 800 people) as well as the following exhibition at CASM (Contemporary Art Spaces Mandurah).

She also was the driving force behind our fantastic new mural which has transformed our centre.



Honourable Mention - John Cartwright, Mental Health Recovery Worker, Bunbury

John has been involved with groups for the past 3 years. During this time he has been creative in running groups in a way that will create interest from participants and deliver appropriate supports to meet client needs. John thinks outside the box when something unexpected occurs, and uses his creativity to help the participants to focus on the journey not the destination.

KNOWLEDGE

Winner - Trish Rogers, Partners in Recovery Specialist Facilitator, Albany

Trish always strives to keep learning. She sources training opportunities in our region and shares this with all staff. She is a strong advocate for others to keep learning. Not just staff members but program participants as well. She negotiated for further discount for training sessions for CFI participants. Trish shares her knowledge with others but is also keen to learn from others. Her knowledge is not only through formal training but through local awareness of the region we work in. This has helped Trish in her PIR role to develop extensive networks that have generated referrals to the program



Honourable Mention - Joan Morton, PHaMS Employment Specialist, Bunbury

Joan's knowledge has proved valuable in her creation of Individual Agreements to keep participants and services 'on track'. Joan shares her knowledge with the team at team meetings and group supervision in an unpretentious way. This contributes to the growth and unity of the team.

EMPOWERMENT



Winner - Suzan Di Virgilio, NDIS Program Manager, Kwinana

Each support worker's unique client demands and the daily decisions which are required of them are executed with little or no complications. Suzan on every occasion has asked the support worker what they feel they need to do when they discuss any obstacle or query with her and with a very subtle guidance she allows them to see that they know what to do in each instance.

It is very clear to see that their confidence is strong when faced with the challenging situations put before them because of this. They always come with solutions not problems and they feel safe in doing so, this is the essence of empowerment, to feel safe when making decisions, to feel supported in those decisions and to be allowed to think and plan for yourself when performing your duties.

Honourable Mentions - Lea Luff, Mental Health Recovery Worker, Mandurah

Lea has the ability to dig deeper and find what sometimes seems the impossible link for individuals that awakens them to a new way of thinking, which eventually leads to better, more empowered outcomes.

Ryan Burke, Partners in Recovery Support Facilitator, Albany

What I admire about Ryan's way of working is that he does not take control away from the participants. He walks alongside them and ensures that the participants know that they are in the driver's seat.

RESPECT



Winner - Gary Jones, Driver, Melville HACC

Gary has built up good and strong relationships not only with the team members- staff and volunteers, but also clients. Gary always respects and treats other people very well, always with a smile on his face. Gary communicates well with the non-English speaking clients through body language and gestures.

Honourable Mentions - Christine Riley, Mental Health Community Support Worker, Albany

Christine is VERY modest and will be shocked at a nomination which goes further toward her lovely character, and her being deserving of the recognition.

Amanda Zhu, Accounts Officer, Subiaco

Amanda has fantastic customer service skills and is always positive and respectful to all staff, she does everything with a smile and never complains or speaks negatively of any task or person. Nothing asked of Amanda is ever too much.

NOMINEES

Kellee Aberg
Danielle Atkins
Elle Blythin
Ryan Burke
Perri Carlisle
Suzan Di Virgilio
Laura Elizabeth
Lea Luff

Ellie Moody
Michelle Oldham
Tennille O'Neil
Anthony Pollard
Dermot Quigley
Christine Riley
Leanne Williams

Danielle Atkins
Aaron Blyth
Julie Briggs
Rebecca Brown
Hellen Brownley
Linda Dollery
Laura Elizabeth
Dominic Jerome
Gary Jones
Nicole Kellett

Lynn Kennedy
Debbie Lloyd
Lynne O'Donnell
Tennille O'Neil
Anthony Pollard
Christine Riley
Sanette Smith
Mandy Waters
Amanda Zhu

GOVERNANCE & FINANCIALS



Community First is a not-for-profit organisation fully compliant with the Australian Charities and Not-for-profits Commission (ACNC) governance standards, structured as a public company limited by guarantee and incorporated under the Corporations Act 2001.

Like other public companies, a company limited by guarantee has many legal restrictions and requirements, relating to its governance and reporting obligations. These are generally more stringent than structures common within the not-for-profit sector.



GOVERNANCE OVERVIEW

Our Board of Directors oversees and supports client-focussed operations by establishing a framework of policies and procedures, allocation of resources and providing clear guidance on authority structure. It is comprised of a majority of independent non-executive Directors who recognise the importance of establishing high standards of corporate governance through transparency, accountability, and integrity, for delivery against long term strategic objectives.

Our Board Charter and Governance Manuals set out the Board's specific powers and responsibilities, procedures for an effective Board. It establishes the relationship and lines of authority between the Board and Management Team, and identifies matters specifically reserved for the Board and those delegated to the Executive Director. Board performance is reviewed annually.

Oversight of risk comes through regular reporting to the Board about Community First's financial position and performance, reviewing internal control mechanisms and risk management processes on an on-going basis.

All of Community First governance statements and financial reports are available on our website: www.cfi.net.au

“It takes less time to do things right than to explain why you did it wrong.”
-Henry Wadsworth Longfellow

COMPLIANCE

Maintenance of transparent management systems and practices are essential to ensure we continually improve our services and comply with all legislative and contractual requirements for our various service agreements and contractual arrangements.

Processes and controls in financial and operational systems underlie our significant experience in managing large government funded contracts and compliance with government financial agreements. Community First is an accredited contractor to both State and Federal governments:

- WA Department of Health
- WA Disability Services Commission
- WA Mental Health Commission
- Commonwealth Department of Health
- Commonwealth Department of Social Services
- National Disability Insurance Agency

Our financial processes are based on the International Federation of Accounting Practices, Financial Management Regulations and Australian Accounting Standards.

Our Quality Management System (QMS) incorporates all company policies and procedures to ensure standardised operations compliant with legislative and regulatory requirements; Management Committee meetings to review operational issues and activities; Delegations of Authority to guide management authority structure; Management and HR protocols to define responsibilities and conduct regular performance reviews; and Records Management Procedure to ensure compliant record keeping. The key standards that Community First maintains accreditation against are;

- AS/NZS ISO 9001:2008 Quality Management Systems Standard;
- National Standards for Disability Services;
- Home Care Standards; and
- Food Safety Programs for Food Services to Vulnerable Persons Standards.

Incident/Accident and Complaints Registers, integrated into the continuous improvement process, further assist in identifying potential system or service improvements.

Community First encourages all staff and volunteers to provide feedback via the staff portal ‘Staff Feedback’ function, which is a simple but effective tool to further enhance the continuous improvement process.

FINANCIAL SUMMARY



2016 was a year of consolidation for Community First. New revenue opportunities remain restricted with governments of all types withholding expenditure growth as they grapple with budget deficits.

In this report we present a Ten Year History of key financial data – to better demonstrate the changing nature of the business into a broadly based Community Services provider, with aged care, mental health and disability. While we are still active in helping people find employment, this is now reported within the two streams of disability (DES) and mental health (PHaMs employment).

The loss of \$4.5m of employment services revenue was offset by our appointment as Lead Agency for the South West and Great Southern Partners in Recovery initiative.

OUR FINANCIAL PERFORMANCE

STATEMENT OF COMPREHENSIVE INCOME YEAR ENDING 30 JUNE 2016

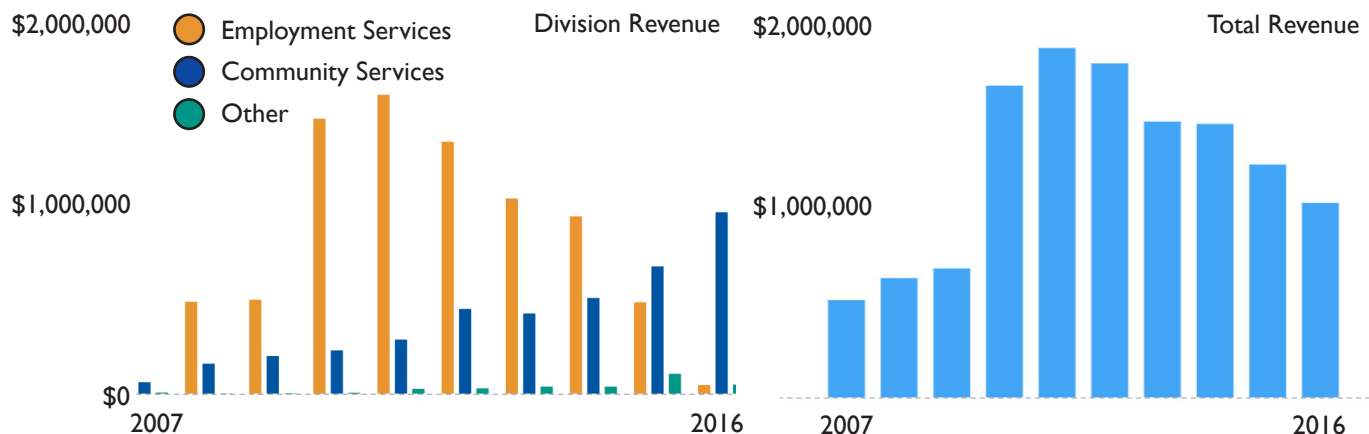
	2016	2015
Revenue	\$10,175,623	\$12,971,468
Expenses		
Staff Costs	\$5,571,091	\$7,748,732
Other Operational Costs	\$4,287,981	\$4,170,652
Total Expenses	\$9,859,072	\$11,919,384
Surplus (Loss)	\$316,551	\$1,052,084
Other Comprehensive Income	(\$29,271)	(\$493,732)
Total Comprehensive Income	\$287,280	\$558,352

STATEMENT OF FINANCIAL POSITION YEAR ENDING 30 JUNE 2016

	2016	2015
Assets		
Current Assets	\$5,759,305	\$5,045,590
Non-Current Assets	\$2,157,501	\$2,225,157
Total Assets	\$7,764,987	\$7,270,747
Liabilities		
Current Liabilities	\$2,050,381	\$1,770,738
Non-Current Liabilities	\$59,665	\$9,800
Total Liabilities	\$1,958,227	\$1,780,538
Equity & Reserves	\$5,806,760	\$5,490,209

10 YEAR FINANCIAL SUMMARY

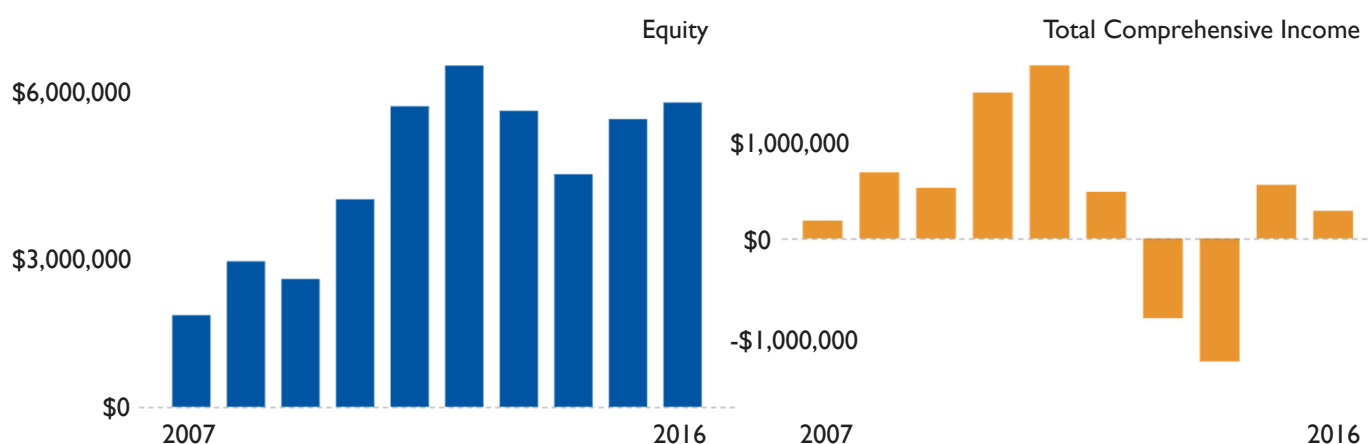
In the ten years since 2007, Community First has undergone significant changes in its business operations. Although our Aged Care services commenced in 2001 and our Mental Health programs in 2007, the Employment Services contracts we held with the Federal government were our major source of income. This was especially so after a successful tender submission in 2010.



Since then our Community Services revenues have continued to increase, with growth across aged care through Home & Community Care (HACC), mental health support through Individualised Community Living Strategy and Partners in Recovery programs and more recently disability support (NDIS).

Over the last three years we have also increased our investment income with property improvements at Mandurah, Katanning & Medina.

With decline in the Employment Services revenue base and the losses of 2013 and 2014, we have maintained tight cost controls whilst improving our operational efficiencies. This is an on-going task, and is being accomplished without any diminishment of our very high standards of service delivery.



Our positive trading results continued, with a year-end surplus (Total Comprehensive Income) of \$287k, in a year of difficult trading conditions with constrained government finances. Our results were sufficient to allow an investment in future business with the NDIS which will pay dividends in future years, without which the surplus would be higher.

The continuation of positive trading results and effective cash management has allowed us to rebuild our reserves to above the levels of 2013, which positions us well to face the future challenges a shifting marketplace will demand.

WHERE YOU CAN FIND US



Subiaco

Head Office

Unit 1, 454 Roberts Rd,
Subiaco 6008 WA
Subiaco 6904 WA
PO Box 2024
P: (08) 9591 5500

OUR OFFICES

Kwinana

HACC Aged Care & Disability Administration Hub
(Day Centre, Meals Distribution Centre)
157 Medina Avenue, Medina WA 6167
P: (08) 9439 3747

Fremantle (Disability Employment Services / Partners in Recovery)

Unit 18, 27 – 35 William Street,
Fremantle WA 6160
P: (08) 9435 1300

Palmyra (Healthy Meals Services – Meals on Wheels)

38A Waddell Road Palmyra WA 6157
P: (08) 9435 1379

Bull Creek (Multicultural Activity Centre)

24 Leichhardt Street,
Bull Creek WA 6147
P: (08) 9435 1380

Mandurah (Personal Helpers and Mentors / Individualised Community Living Strategy)

98 Mandurah Terrace, Mandurah 6210 WA
P: (08) 9550 4555

Mandurah (Ability Arts / CVS)

6 Cumberland Ave Mandurah WA 6210
P: (08) 9582 6333

Albany (Personal Helpers and Mentors / Individualised Community Living Strategy / HACC Aged Care / Partners in Recovery)

Unit 2, 63 Serpentine Road Albany WA 6330
P: (08) 9892 6677

Bunbury (Personal Helpers and Mentors / Partners in Recovery/

Individualised Community Living Strategy)
Unit 5, Level 1, 53 Victoria Street, Bunbury 6230
-Entrance on Elliot Street
P: (08) 9792 6700

ACKNOWLEDGEMENTS

Images

Cover: Tree - Johann Siemens via unsplash (mosaic alteration)
Pg 2: Sunrise - Harold Pescuela via unsplash (mosaic alteration)
Pg. 4 Tree - Nitish Kadam via unsplash (mosaic alteration)
Pg 32: Stair climbing - Jake Hill via unsplash
Pg 33: Pencils - Joanna Kosinka via unsplash
Pg 34: Camera - Jean-Pierre Brungs via unsplash
Pg 40: Perth Skyline - Mark Ireland via Flickr Creative Commons
Pg 42: Numbers - Ken Teegardin via Flickr Creative Commons

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