Annual Report 2023

hart

HART acknowledges that we work and live on Bundjalung country. We recognise our Frist Nation's people as the traditional custodians of Australia and look to their guidance and continuing connection to people and place. We pay our respects to all members of the Bundjalung, Githabul, Gumbaynggirr and Yaegl Nations and to Elders both past and present.

Uncle Gilbert, welcome ceremony

CONTENTS

3 Mission and Values
4 Our Volunteers
6 Board Report
8 Strategic Plan Success
10 Client Feedback
14 Services Reports
20 RAP Report
20 Staff News
22 CEO's Report
24 Financial Report

Front Cover: Walter Brooker Client, with Ted Hoddinott Client Bus Assistant.

Far North Coast Aged Care Planning Region

Northern NSW Local Health District

MISSION AND VALUES

OUR MISSION

HART Services provides a range of responsive care solutions to individuals, organisations and stakeholders. We will 'make a difference' by providing regional services that foster wellbeing and connect community.

OUR VISION

HART Services aims to provide services that meet the growing challenges of ageing and isolation. As an employer of choice, we are strong, sustainable and highly engaged with our regional communities. We achieve quality benchmarks in our sector for service delivery, partnerships and business operations

OUR VALUES

Caring

We care for our people. Every client, worker, volunteer and stakeholder matters.

Openness

Our integrity is paramount, so we operate with honesty and genuine connection.

Respect

We embrace mutual respect for everyone who connects with our organisation.

Enjoyment

If we are having fun, you will too. Your passion and personality is valued.

Make a difference...

OUR VOLUNTEERS

Our volunteers are the heart and soul of the services we deliver, as evidenced by the compliments and feedback we get from our clients. They might be driving a car or bus, helping clients in a vehicle or at a venue, or helping one on one in a client's home, but every one of them is making a difference.

No matter what HART Volunteers do, every task is undertaken with care and a smile. This can be seen in the client feedback coming up in a few pages. Life changing does not even begin to describe the difference each volunteer makes to someone who is socially isolated or needing help to stay independent.

With lots of fun events through the year, including Volunteers week and the HART Christmas party, we celebrate the contribution of each and every volunteer. This includes the new team from Rappville after our partnership with the Rappville Social Club to keep their community connected.

Thank you to every volunteer who was a part of our team this year. You make a difference in the lives of our clients and make our communities a better place to live.

Volunteer of The Year Graham Smith

2022/23 Volunteers

Allan Borham
Andrea Mutshall
Ann Maloney
Anne Feodoroff
Barry Kuhnell
Betty Bennett
Bill MacDonald
Bob Cummins
Brian Legge
Cecil Harris
Colleen Barrett
Croydon Sloane
Darren Penrose
David Newby
David Office
Dianne Arnett
Felicity Clifton
Frances Legge
Gail Doyle
Gary Bale
George Stein
Glen Layton
Graham Smith
Graham Walsh
Greg Hjelmstrom
Greg Marshall
Hannah Wilson
Heather Barber
Helen Dargin
Ian Quin
Jamie Robertson
Jane Wallbank
Jenny Smits
Joan Olive
John King
Jonathan Pack
Joyce Miller
Joyce Turner
Karen Molyneux
Karen Smith
Kathleen Collis
Kay Jack
Kay Molineux
Kerrie Harris
Kevin Collie
Lee Haworth
Lindsay Wilton
Lois Cummins
Lorraine Webber
Marilyn Heinz
Marissa Paki
Mark Williams
Mark Wilson
Marlene Boys
Maureen Logan
Melinda Suttor
Neil Parker
Nita Braz
Patricia Darragh
Paul Crewe
Penny Hill
Peter Taylor
Raymond Hartcher
Richard Alderman
Richard Willis
Rod Harvey
Rodham Wilson
Sally Brosnan
Stella Moroney
Stephen Darragh
Susan Green
Suzy Borserini
Teresa Schier
Ulrich Hoffmann
Wendy Poole

Greg Marshall
Nita Braz
Richard Faithfull
Maureen Logan
George Stein
Joan Olive

Brian Legge

Colleen Barrett
Cecil Harris

BOARD REPORT

It has been a very successful year at HART Services, with the whole team overcoming new challenges and embracing change.

The Board decided to greatly reduce our footprint in the chaotic NDIS space. As the disability market continued to fracture, the Board decided to focus on our transport services and consolidate our energy in growing home care packages. This was not an easy decision after more than 20 years delivering services for our clients with disability, but it has proved to be the right one for HART. We still provide some disability transport under the NDIS and it now links in with our growing brokerage services.

Our Home Care Package services have doubled in the past 12 months with HART now holding over 50 packages worth in excess of one million dollars per year. We have also come close to doubling the provision of services to our partners, many of whom have Home Care Packages clients. This focus on partnering has connected us with more organisations than ever before, linking back to our values of openness and caring.

We had a wonderful opening for our new head office in Lismore at the end of 2022. This marked a significant move back into the CBD, which is where it all stated for HART 35 years ago. It has also lead to a resurgence in our connection to community, with increases in profile bringing more volunteers, partnerships and clients to our door.

This year we also lost one of our Board members to Cancer after a long and thankfully joyous battle. Theodora was always positive and made the most of a challenging situation. An attitude and choice she made here at HART in her 10 years of volunteering as a medical transport driver and Board Member. She was an amazing woman who was a big part of her community and HART Services. So she will be missed.

Despite the challenges of rebuilding after the flood and moving into a new head office, I am grateful to report that HART has once again delivered a surplus on operations last financial year. We value this opportunity to put funds back into our team and our community. So every dollar we have, helps us address gaps and remove disadvantage across the Northern Rivers.

I would like to thank my fellow Board Members for their ongoing dedication, direction and support to HART Services. A respectful and enjoyable attitude, along with a lot of care for our clients has helped to deliver the best possible outcomes this year. It has certainly contributed to a very successful year for our team.

I sincerely thank you all.

David Officer
HART SERVICES BOARD CHAIR

Bill MacDonald - Board Member

David Officer - Board Chair

Maureen Logan - Board Member

Jenny Smits - Board Member

Mark Wilson - Board Member

Theodora Savona - Board Member

STRATEGIC PLAN SUCCESSES

KEY RESULT Area 1
Regional Services

HART has worked hard to meet unmet needs in our community and identify new areas for service delivery. We have partnered with Councils, Local Clubs and other Organisations to find gaps and help more clients.

We are meeting our funded outputs for major contracts and consolidating Community Transport as a well know core service in our communities. This year we opened a new office in the Casino Community Centre to boost local services.

New Casino Office

KEY RESULT Area 2
Business Development

We conducted an assessment of our operational delivery and decided that a move to Lismore CBD could boost Volunteer and client numbers, whilst enabling better organizational networking and recruitment. The flood delayed the move significantly, but it has proved to be a great success on all fronts.

With a new focus on Partnering and Brokerage, HART has been able to double our services to other organisations in the past 12 month. This is a necessary boost, with new Federal Government funding arrangements coming under the Support at Home reforms.

KEY RESULT Area 3
Financial Viability & Growth

HART has focused on the delivery of an annual surplus on operations. This has been achieved 3 years in a row now, despite the flooding disaster to start 2022 and setting up a new head office. This surplus allows us to invest in our people and services, reacting quickly to needs and gaps.

We have seen a significant growth in our Home Care Package delivery this year. The HART board has targeted local organic growth so that we maintain our focus on quality and care.

KEY RESULT Area 4
Operational & Governance Structures

The HART Board and Management have implemented a best practice budget management process so that services can be resourced and grown through the strategic plan.

The whole team has been included in discussions around vision, values and the role each person plays in meeting strategic goals. Openness and inclusion around our shared goals is an important part of being in the HART team.

Head Office Opening in Lismore

KEY RESULT Area 5
Training & Professional Development

We commenced an all in staff planning day to start 2023. This gave the team an opportunity to listen, be heard and understand how our vision and values is a big part of their professional development.

This year we also implemented a new structure with the creation of the Culture and Wellbeing team. This included a new governance staff member and a refocused worker coordinating volunteers. This team will continue to grow as we support our growing paid and volunteer workforce.

KEY RESULT Area 6
Marketing & Public Relations

This year was one of connection with our local community. HART has joined the local Chambers of Commerce in Casino, Kyogle and Lismore, to work more closely with the business community. We have also ran Networking breakfasts with the support of the Goonellabah/Wollongbar Lion's at the end of 2022 to meet our neighbors and encourage collaboration.

This year also saw the launch of our new website and of course the new strategic plan of which everything on these two pages is based.

Strategic Plan

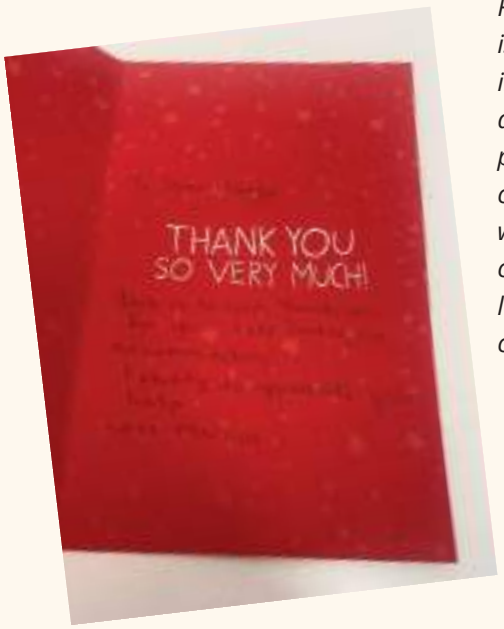
New Website

CLIENT FEEDBACK

Marcia 84 (Casino Bus Client)

Marcia became flood displaced 1/3/22 and with no family in Australia has relied on the charity of good Samaritans for accommodation ever since. That ran out on October 5th I discovered she was living in her car at Casino Discovery Caravan Park. I spoke to her and was able to connect her to the DCJ Flood Recovery Team in Sydney who worked swiftly and within 24 hours Marcia was accommodated in a lovely cabin at the park free of charge. She was able to remain there for 3 weeks and that was her first experience since the flood to be alone in her own space.

Unfortunately, due to Primex in Casino holding bookings at the park for November, Marcia had to move out of her cabin last week and is now in one of the state provided motor homes at Casino Gateway Village. This is quite unsuitable for an 84 year old with difficult steps to negotiate and very limited room within. This displacement of the elderly is taking a significant toll on their health and well-being, with many ruing the fact their last years are being spent in uncertainty and turmoil, reliant on family or govt. departments.



Fortunately, HART is able to offer increased outings and more flexible pick-ups to try to counter this, and while that is of little comfort in reality at least they know we care.

This report comes from our worker Shanna (HCP Support Worker) **who looks after Pat** (Lismore HCP client).

Pat was excited when I asked her if she wanted to have a haircut today, and even more so when I said " alright then, come on let's go and find a hairdresser". We waited at the Silver scissors salon for a little while, and then the time came for Pat to have a cut. She insisted that I go first, I talked my way out of it, phew!! and up she got. When asked " what would you like done, she replied "shave it off", I mentioned to Pat that her curls were beautiful, so she said " ok keep them". The hairdresser and I winked at each other and smiled, and not because we were keen on each other.

After the salon we walked to Henry's bakery, Pat took one look at the fruit flan and took ownership, as well as a flat white with two sugars. She " people watched" and suggested at one point that " I think we are over dressed" when a young women walked passed us that had slippers and fluffy pair of long pants on.

After morning tea we went for a walk in the sunshine to "Floret" (shop in Woodlark street) and found beautiful things to look at.

I asked her if she would like to get fish and chips for lunch, without hesitation she replied " yes". So we drove to Lucky's at East Lismore, while waiting for her lunch she enjoyed " people watching" , a young alternative style man walked by with a felted fish hat on.....yes fish hat!! tail fins and a guppy mouth, I was expecting her to say something.....she didn't say anything, her face said it all and it was priceless. After she had processed the visual, all she said was..." Mmmm a fish hat"

My cup was full by the time I said my goodbye to Pat.

Di Arnett (Group Services, Bus Volunteer)

On Monday's shopping bus to Ballina Fair and other shops, I had a very nice day one on one with a new client named Judith (Lismore Bus Client). We went to Spotlight as Judith needed goods from there. She was very grateful to have had help, as she said without someone she would have been lost in such a big store. We chatted about anything and everything and we had a great day. I am so pleased that I can help those who need help. I'm looking forward to more Mondays and volunteering.

Ted (Group Services Client Assistant)

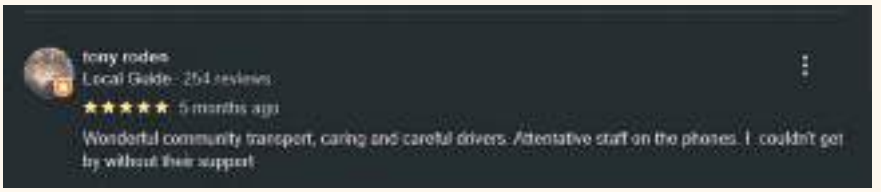
On Monday 7th November, Trevor and I had the privilege of sharing a fun day on the Rovers Red outing to Yamba. We stopped at New Italy for morning tea. In the courtyard outside the Museum and Gift Shop, the Cafe speakers were pumping out Italian folk music sung by women. An awesome experience for us all. It suddenly morphed into an even better experience when Anne and Muriel (Lismore bus clients) began dancing together in sync to the playlist. It was ELECTRIC ENERGY!

Dancing at New Italy

Debbie (Bonalbo Support worker)

I knew a gentleman in Bonalbo who had dementia and saw his wife in town. She looked exhausted and 'ragged'. I asked if she had managed to get a provider. She said all she had contacted said they did not have capacity and her funding offer was about to be rescinded by My Aged Care. I spoke to Alex (HART HCP Manager) who agreed to accept Lance's Level 3 HCP and since then, we have engaged a contract domestic cleaner to support them; a handy man to do the required improvements to make their home safe. Lance also has a new support worker to take him on his very important outings to the Library bus in Bonalbo, giving his wife some 'time off' and I have been able to take them both to Casino for a day out. I stay with Lance while his wife does shopping and has a very soul uplifting haircut.

All this when we also, really did not have capacity in Bonalbo. Patty has said, this wonderful support has improved their lives so much and they are both so grateful. Lance said to me on Monday, "thanks for giving me a really wonderful day."



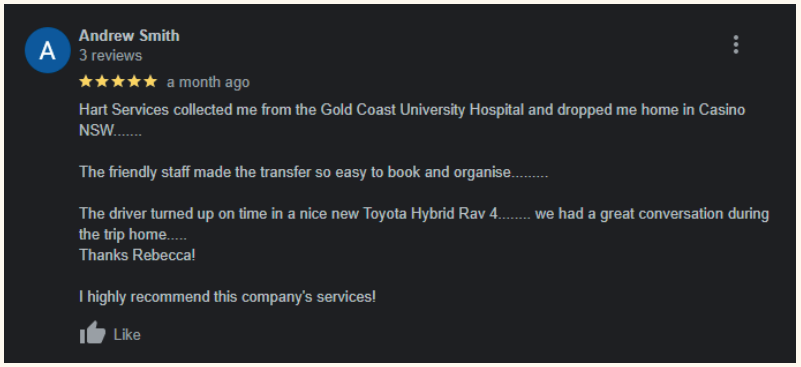
Keith (Lismore Medical Driver)

I thought you might like to hear about the two ladies I had the privilege to encounter a few years ago driving for HART. I had one lady with me, returning home from a medical appointment, when I was asked to pick up another lady on the way. After I picked her up the two ladies got to talking and it wasn't long before they worked out that they knew each other and the older lady had babysat the other lady. They had not seen each other for nearly 60 years. It was quite amazing and I thought moments like this should have a film crew.

Of course there were tears and hugs, and I felt regretful that I had to drop them off. I always remember how it made me feel, like "I was so privileged to share that moment".

Richard (Lismore medical client)

Richard called in to thank us for his trip yesterday to the Gold Coast. He said the driver was fantastic. They had a good chat whilst driving and he was a very good steady driver. It is hard to know how much time to allow for trip to Benowa on the North side of the Gold Coast, so it was an early start for our driver Greg. He was very pleased to get the feedback.



Marie (Casino medical client)

I was speaking to Marie this afternoon. She wanted to thank the Medical Transport team, particularly Janelle and Therese, for all the hard work juggling you had to do when she was unexpectantly kept in hospital overnight. She is very grateful! She said you all did a wonderful job and were so helpful in getting her home.

Alan (short term medical transport client)

"HART did a fantastic job, thank you very much. I can now drive my car again and I could not have gotten through the last 6 months of rehab without you all. The drivers were all great, very helpful and nice."

Linda (Casino Medical client)

Linda called into the Casino office this morning to thank Janelle for organising the trip on Tuesday for her and to say that the driver (Lindsay) was very helpful. The old office in Casino is not well known, so it was good to get this feedback and for her to make the effort to come into the office.

Margaret (Lismore Medical Client)

Margaret just called and she said she spoke to a lovely young man called Isaac on Friday and that nothing was a problem for him and that he was wonderful on the phone.

Volunteer Joyce Millar and Sandy Szoko.

Joyce Miller (Kyogle Volunteer)

Joyce was included on the Hidden Treasures Honour Roll in this year awards for her volunteer work with HART and other volunteer organisations in Kyogle. She has been assisting in for almost 20 years and still works with us today. Joyce was nominated by our Kyogle Worker Sandy Szoko who is in the picture with her.

OPERATIONS MANAGER REPORT

CHRIS JONES

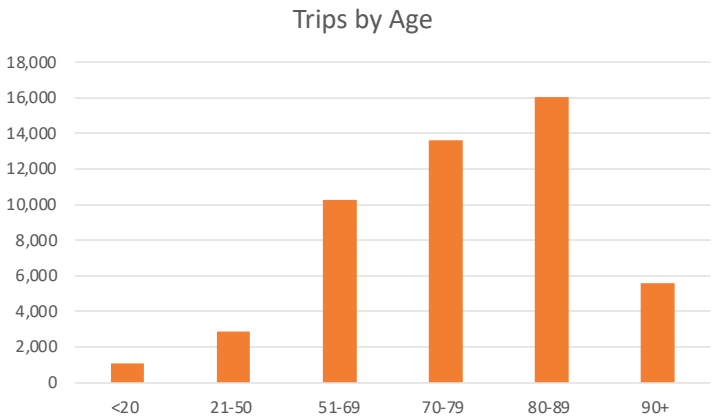
Across 2022/2023 HART Services Operations teams have un dertaken a number of key strategic objectives designed to not only support the recovery of our service delivery post the devastating floods in early 2022, but importantly to prepare our organisation for future changes in the Aged Care sector.

Community Transport

Restructuring of our Transport model has resulted in Medical Transport and Group Transport coming together as one team. Over time, we will work towards individual roles being interchangeable through a combination of training and potential implementation of new transport systems, which will support our model of support.

The Transport team has worked tirelessly to not only implement structural change, but also to increase our service delivery across the region. Our service outputs have recovered significantly this financial year and this is a direct result of the diligent work of the transport team.

Establishment of a new facility in Casino and plans for new facilities in Kyogle and Bonalbo further support our commitment to delivering quality services to the greater community across our region.



First Nations Services

Our Coordinator, Sue Beckers, has done a wonderful job to provide fantastic support to the community through delivery of subsidised fuel arrangements for qualifying individuals to attend funerals, both locally and further afield.

Muli Muli and Jubullum communities have continued to access support through our Bus services, which provide a vital transport solution for community members to attend appointments or undertake regular shopping in Casino and other centres.

With plans in place to expand the team in 2023/2024, HART will seek to further our support to the community. Our service will also work to deliver Home Care Packages in a respectful and collaborative manner.

Home Care Services

In 2021/2022 the Board and Management of HART Services determined that the wind down of NDIS services was needed to address the future financial stability of the organisation. With this decision came the recognition that as an existing aged care provider (in the Transport sector), together with the ongoing discussions taking place around planning for transition to a new Aged Care model, it was a natural progression that HART Services expand its service delivery in Home Care Packages.

It is pleasing to note that through the hard work, planning, recruitment of experienced staff and diligent implementation of service models the transition into0 Home Care Packages has been a successful one for HART Services.

In 2022/23 we not only saw expansion of the overall number of package clients we support, we also expanded services across the region, in particular through the Bonalbo area.

Our service model delivered upon our premise that we do not need, nor wish to be, the biggest provider, we are simply determined to be the best. Our model strives to provide support and manage relationships on the ground in the communities we support. Pleasingly, our clients embrace this model.

Total Employees
46

With plans to expand service offerings into Fist Nations communities in Jubullum, Muli Muli and into the Lower Clarence in 2023/24, our client Care service team continues to become an integral part of the HART service offerings.

Our CCS Team has also undertaken considerable work to lift our delivery of Social Support under the Commonwealth Home and Community Care Program. These services, whilst limited in time and support, are complementary to both our transport and Home Care Packages and are therefore a natural service fit in our HART offerings.

Fleet Operations

Our fleet team continued to ensure our Transport and CCS teams are able to deliver services, through service and maintenance programs throughout the year.

HART Services has commenced planning for changes to our Fleet model during the coming year with vehicle retirement and replacement resulting in suitable vehicles acquired which will enable us to meet current service demand/needs.

As is the trend across the sector, HART is working through plans to acquire electric vehicles as we move Forward to meeting the challenges of reducing our carbon footprint.

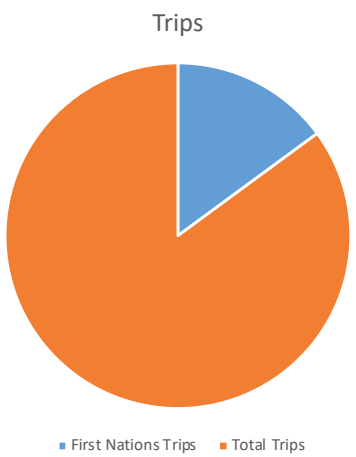
SERVICE STATISTICS

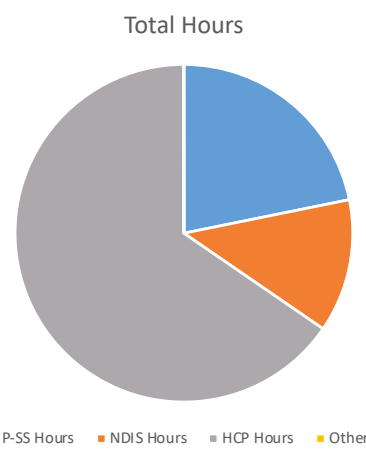
414
NEW CLIENTS

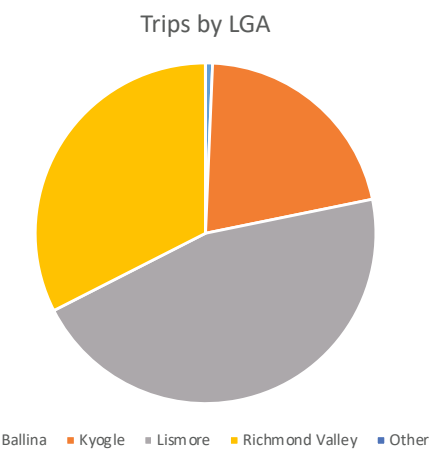
1,568
TOTAL CLIENTS USING SERVICE

49,417
TOTAL TRIPS

516,955
TOTAL KM'S TRAVELLED







SERVICES REPORTS

CLIENT CARE SERVICES

Over the past year, Client Care Services has achieved remarkable growth and progress. This has led to a substantial increase in our Home Care Packages, growing from 33 to 55 this year. This substantial growth means that we are now able to support a significantly larger portion of our community, providing essential care and assistance to our clients wishing to stay independent in their own homes.

Following the delayed opening in Lismore due to the flood, we have successfully transitioned into our new premises. This central location has brought our support workers, clients and head office staff closer together, creating better collaboration and a sense of team.

Recently, we convened a strategic planning day, where we had the opportunity to get together and exchange ideas as well as discuss our exciting plans for future. The team-building spirit was further lifted as we all participated in a fun game of 10-pin bowling with lots of laughs.

To enhance visibility and professionalism, we introduced uniforms for our staff and support workers, the feedback from both clients and staff has been overwhelmingly positive.

In June, we were presented with a valuable opportunity to extend our outreach to the Lower Clarence region through a strategic partnership with Connect You Too, a community transport organisation in Maclean. As a result, we now have a highly qualified coordinator based at the Connect You Too office, actively engaging with the community on HART home care packages. This collaboration has already begun to show promising results, further strengthening our presence and impact in the Lower Clarence area.

Shopping trip

To assist this growth we have just introduced a new software solution, CareMaster, which has already proven invaluable in streamlining our day-to-day operations. This software has enhanced our efficiency and allows us to better serve our clients.

I am incredibly fortunate to work alongside such a wonderful and supportive team, and I extend my heartfelt thanks to all Client Care Services staff for their outstanding efforts in overcoming the challenges over the past year. As we look forward to the opportunities the New Year will bring, I am optimistic for what lies ahead.

COMMUNITY TRANSPORT

Throughout the 2022/23 financial year Group Services returned to almost usual service provision, albeit with some barriers; certain centres and venues still closed and clients still living in temporary accommodation. Shopping Buses and Social Outings across all LGAs have enjoyed a level of normalcy not experienced for some years, having been severely impacted by both Covid restrictions commencing 2020 and then the catastrophic floods across our region of early 2022. Whilst many favourite venues remained

closed or opened with markedly restricted days and many museums and places of interest were so impacted they have remained closed, we have this year been able to visit many pre-loved destinations plus discovered some new gems.

Flood displaced Lismore service users still located in Pod Villages have been able to access special services, mainly Visiting (Taxi) Voucher provision to assist their independent travel. Many Casino service users displaced due to the flooding of the Independent Living Units in both North and Pratt Streets are still living in temporary accommodation at end June 2023.

Post flood all Flexi Shopping Buses were re-routed to Ballina to access Department Stores. The Lismore Square Shopping Bus resumed twice weekly patronage of Lismore Square late 2022 but by end June 2023 service users are still awaiting a return to shopping at the soon to be restored Lismore Centro. Casino Flexi Bus now enjoys a Lismore service as well as to Ballina monthly.

To date there are 20 Access to Shopping runs and 28 Social Outings across our LGAs in a 28 day calendar month.

Gratefully since early 2023 members of the broader community have shown a renewed interest in health related volunteer participation and HART has been welcoming an increased number of keen and dedicated volunteers to the team.

I would like to thank every Transport Team member for their constant commitment to high quality service delivery, for their care and compassion, and their dedication in representing HART Services conscientiously throughout our community.

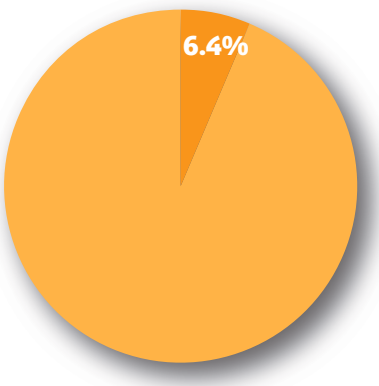
Reconciliation Day - Community Hand Print Tree

RAP WORKING GROUP

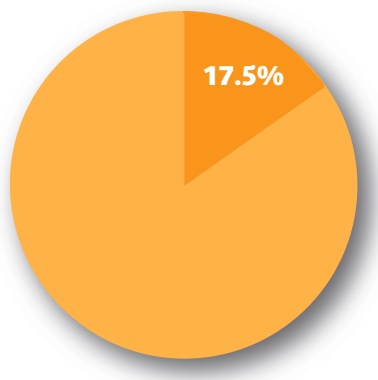
The RAP Working Group have had a productive year, assisting the HART team in meeting our Innovate RAP goals. While delayed by the Lismore Flood in 2022, we are working hard to complete deliverables with only a slight delay to the timelines.

NAIDOC week in 2022 'Get Up! Stand Up! Show Up!' saw our staff join together at our soon to be open head office in Lismore, where we participated in the hanging of our flags to acknowledge our First Nation's heritage. Paying respect the culture and values of Aboriginal and Torres Strait Islander Peoples. Staff proudly wore their NAIDOC shirts from Yarn who support Indigenous artists and Indigenous owned businesses.

In May 2023 we held a Reconciliation week celebration "Be a voice for generations" at our head office in Lismore. We begun with a smoking ceremony by Uncle Gilbert and then enjoyed a yarn with our clients and other services whilst the Goonellabah-Wollongbar Lions Club cooked a shared BBQ lunch including local foods. We enjoyed music by Uncle Billy whilst decorating our building with a tree of hands and words embracing the coming together of our community



Local population who identify as First Nations people.



HART Services trips delivered to First Nations people.

HART participated in First Nations interagency meetings and service days in our communities. We attended these in Muli Muli and Jubullum, along with the major centres like Casino, Kyogle and Lismore. This has allowed or services to partner with many organisations in our support for First Nations people. Including:

- Services Australia
- Department of Communities & Justice
- Rekindling The Spirit.
- Solid Mob Social Futures
- Northern Rivers Community Legal Centre
- TURSA
- Northcott
- Kyogle Family Support Services
- Northern Rivers Community Gateway
- Far North Coast LHD
- Mid North Coast LHD
- Lives Lived Well

Our RAP team participated in the Community Transport Organisations (CTO) Webinar: NAIDOC Week Special Event: Honouring our Elders, presented by Rikki McCallum a proud Kungarakan and Gurindji woman who gave us a greater understanding of the intricate opportunities and challenges for individuals and communities, while also understanding the approach needed to achieve real and sustainable outcomes that our clients in community face on a daily basis.

Our RAP Working Group continues to meet regularly and provide guidance to the rest of the HART team on RAP outcomes. We look forward to the next few years as we explore our Innovate RAP and share that knowledge with clients, partners, stakeholders and our community.

Jubullum visit

Reconcilliation Day

Muli Muli visit

Reconcilliation Day

OUR STAFF

It has been a significant year of growth for our staff team with more demand for services than ever before. Following COVID and the Flood Disaster, we were able to focus on growing our Home Care Packages in a meaningful way. This growing method of service delivery has led to so many amazing new team members, spread out across the region.

This year HART has opened two new regional offices. One in Kyogle and One in Casino. We had a presence in Casino after taking over the operations of Richmond Valley Volunteer Health Transport, but their old office was not fit for purpose. The new office in the Casino Community and Cultural Centre is perfect as we also now have our fleet on site. After a long partnership with Kyogle Family Support Services, HART has now opened our own office in the main street to capture the growing Home Care Package Market.

This year staff participated in our new Strategic Plan and working with our values across all levels of the Organisation. We agreed as a team that we want to stay focused on what makes our service unique and client focused. So we are embracing our vision and values and holding each other accountable for delivering great services to clients and working respectfully with our whole community.

It is a real honour to acknowledge three staff who have undertaken significant service to HART. Trevor Beesley and Simone Bell have both been with HART for 20 years, with Julie McFadden completing 25 years. This service is an amazing statement to HART and the community, of their commitment. The staff and clients are so grateful for their contribution.

With such a great team, it is no surprise that they are very interesting in participating in events with the HART team. We had a great official opening of the new HART office, a memorable Reconciliation week event and we kicked off the year with an all in planning day. So this is a team that sticks together and supports each other.

DEBBIE JOHNSTON
DEBBIE MCGREGOR
NEVILLE O'MALLEY
SCOTT QUINN
LISA WIMBLE

PAUL WILLIAMS

TREVOR BEESLEY
SIMONE BELL

JULIE MCFADDEN

WARREN BELL

Staff morning teas.

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CEO REPORT

The past year has been an exciting one for the team at HART. We have grown closer through our work in flood recovery and spread wider as we open new offices across the region. Through all the challenges it has been a remarkable effort by the whole team to stay true to our vision and values, while delivering the highest standards of client service.

Our year started with a Head Office move into Lismore, after 13 years in the rural Wollongbar setting. We have worked hard to make the transition smooth and enjoyed an onsite monthly brekky BBQ with the Goonellabah/Wollongbar Lions Club to make staff feel welcome and connect with our new neighbours. We also held an official opening in October with local Politicians, other businesses, clients and fanfare befitting the occasion.

The move to Lismore has proved to be even better than expected, with the increased visibility leading to more volunteers, increased partnering opportunities and better connection with our community. All of which lead to better service delivery. This has seen our Government contracted outputs increase significantly following the expected lows during the flood recovery. It has also given us a significant increase in fee for service work around Home Care Packages and Brokerage.

This year HART made the decision to join our local Chambers of commerce, so we could better network with businesses and move towards our goal of being an employer of choice. We hosted a Business After Hours event for the Lismore Chamber which was very well attended. These links have cemented our local offices in Casino, Kyogle and Lismore. Keeping with our vision to stay local and engaged with local communities.

CTO Conference Kiama with Executive Officer Tara Russell

Head office opening with MP Janelle Saffin and Mayor Steve Kreig

Retiring Staff member Fay Ditton

An exciting move this year has been to partner with Connect You Too, a Community Transport and Meals on Wheels provider in Clarence Valley, for the provision of Home Care Packages. This is the first time HART has provided services outside the LGA's in which we started 30+ years ago. Our new team works out of the Townsend office to help people in Iluka, Yamba, Maclean and surrounds. New Lower Clarence clients are excited to join HART Services

It has been the year for growth at HART with a new main street office in Kyogle and a move to the Community and Cultural Centre in Casino. In just a few months these offices have become hubs for volunteers and clients. We have also secured new flood free storage in Goonellabah that will help us respond and recover from future flood events.

HART now has an expansive Strategic Plan that has driven our operations over the past year. It is the first one undertaken with the scope to push HART forward and look for improvements across all areas of our business. The plan identified minor restructures this year in our operations where improvements could be made. We have consolidated our Bus and Medical transport teams to provide more consistent to clients regardless of the services they are accessing. We also created a Culture and Wellbeing team to better support the volunteers and staff.

The Strategic Plan has also kept the HART team thinking about our community and connection to local people. The Board looks carefully at the Key Result Area's and monitors the progress as we continue to punch above our weight so to speak. The Strategic Plan has helped us connect with all levels of government to meet the needs of our community. This has led to new partnerships with Southern Cross University, Lismore City Council, Department of Communities and Justice and many more.

In having a more strategic focus, we have been able to deliver on governance and policy outcomes. Our Board is working with the new Aged Care Quality Standards and the Operational Plan has targeted necessary changes so that we can move into the next few years of the Federal Governments Support at Home reforms with confidence. Having also completed a 10 year fleet replacement plan to project our transition away from fossil fuel powered vehicles, we are looking more and more at our quadruple bottom line. Raising awareness and taking action on the Economic, Social, Cultural and Environmental footprint of HART.

As the CEO I love working with the Government and larger organisations to deliver for our HART clients. But I am also grateful that I can participate in everything that we do, such as turning up for Volunteers week events or welcoming new staff. I want to thank my management team and every staff member who makes HART an enjoyable place to work. This is a team I am very proud of and I can't wait to see what we accomplish in the years ahead.

Isaac Smith
HART Chief Executive Officer

FINANCIALS

Sanjita Prasad and Julie McFadden

I am pleased to present our Financial Reports for the 2022-23 year. HART Services have had a very successful year, continuing to provide essential services to our client group during a difficult flood recovery. We have managed to record an operating surplus of $59,583.

Throughout the year, moving head office and recovering from the flood has presented us with many stresses and challenges impacting on our operations. Our work environment has changed significantly however, we have risen to the challenge and made it through.

While the impacts, risks and increased compliance has been significant, our Balance Sheet remains healthy and we look forward to continuing into the future from a strong financial position. HART Services have increased Net Assets of $1,327,118.

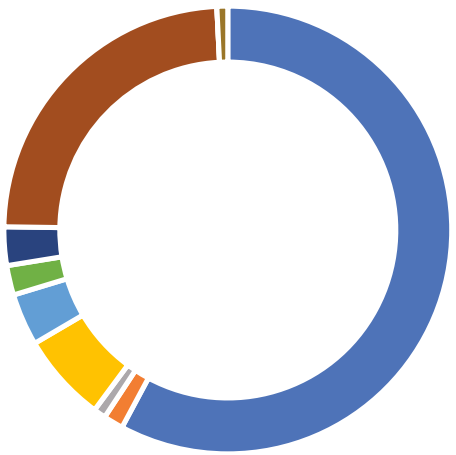
Julie McFadden
FINANCE MANAGER

ASSETS	2022-2023	2021-2022
Current Assets	$1,560,581.00	$1,599,908.00
Non Current Assets	$504,742.00	$572,210.00
TOTAL ASSETS	**$2,065,323.00**	**$2,172,118.00**

LIABILITIES		
Current Liabilities	$574,964.00	$731,079.00
Non Current Liabilities	$163,241.00	$173,504.00
TOTAL LIABILITIES	**$738,205.00**	**$904,583.00**

EQUITY		
Reserves	$620,216.00	$620,216.00
Retained Surplus	$706,902.00	$647,319.00
TOTAL EQUITY	**$1,327,118.00**	**$1,267,535.00**

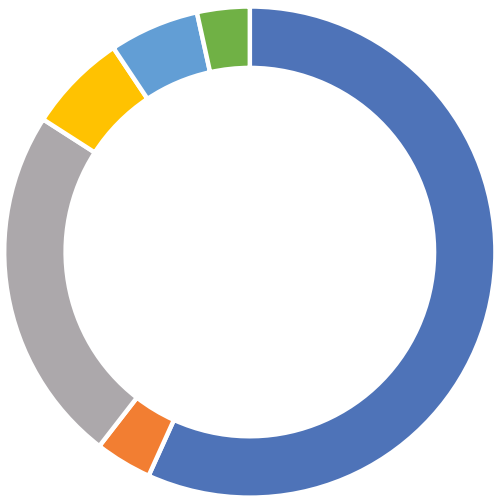
EXPENSES



July 2022 to June 2023
Total Expenses $3,644,169

- Employment Expenses
- Brokerage
- Volunteers
- Vehicle Running Costs
- Depreciation
- Premises
- Communication
- Other
- Funds Rolled over
- Return of unspent grant

INCOME



July 2022 to June 2023
Total Income $3,703,752

- Grant Funding
- Income from Clients
- NDIS and HCP Income
- Brokerage
- Other Income
- Funds b/f from Previous years

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