



RURAL AND REMOTE ANNUAL REPORT 2019

Rural and Remote programs are auspiced by the Ravenshoe Community Centre Inc.

Rural and Remote Home Care Service incorporates 2 programs: Centre Based Day Respite in Ravenshoe & Home Care Support Services provided in frail aged and disabled clients' homes, in Etheridge and Croydon Shires, and across the Tableland from Julatten, Chillagoe to Mount Garnet. Rural and Remote has approximately 230 clients and 40 staff. All staff are employed as permanent part time. Funding is from the Commonwealth (CHSP) & State Governments (QCSS). Clients are charged a small fee per hour for our services which is comparable to other similar providers in the area.

TOTAL CLIENT NUMBERS (average) - 230

Commonwealth Home Support Program

- 170 (10 clients on DA waitlist)

VETS

- 19

Queensland Community Support Service

- 25

Other Brokerage (includes RadCare, Qld Health – post acute and palliative care)

- 11

NDIS

- 5

#Note that some clients may be referred for more than one support type.

TOTAL OUTPUT HOURS DELIVERED = 22, 097.50.
 19, 678.50 (CHSP AND QCSS); DVA – 1257; 701- OB;
 NDIS - 460). **This total figure is an increase of 2348 hours of direct service time from the previous FY.**

WESTERN ROADSHOW PARTICIPANTS



CHALLENGES AHEAD.....

- Having secured ongoing Commonwealth funding to June 2020 – RCC Inc and Rural and Remote will need to prepare for a new look sector with possible amalgamation of CHSP and CDC/Package Level 1 providers.
- Maintaining a reasonable 'unit cost' of service delivery to ensure competitiveness in an environment where the 'indirect' administrative costs continue to rise.
- Reviewing current client fee amount and possible increase to cover funding shortfalls.

Accomplishments

- Successful completion of ACQSC audit/assessment in June 2019 – no improvements required.
- Successful tender for CHSP growth funding (ongoing) for domestic assistance.
- Management of first NDIS clients and brokerage arrangements.
- Successful tender for QCSS funding – reduction in providers in Qld from 800 to 80 of which RnR is one.
- Respite Program asset management and refurbishment.
- Balancing increased consumer demand (due to a lack of release of packages) with capacity and strengthening existing working relationships with RAS/ACAT/QLD Health to remain flexibly responsive to those most in need.
- Maintaining a 'human focus' in an increasingly competitive market where consumer confusion is common.
- Western Roadshow – collaborative Aged Care promotional event with other providers.
- Succession planning (post retirement of RnR Team Leader) and training of key senior staff in office.
- Collaborative events with other providers – Atherton Wellbeing Expo; Seniors Week; Atherton Respite; ADAA (Aged Disability Advocacy Australia).