

Combined Councils 2019/20 Proposed Budget						
	Combined Councils				SHINE	
Allocation Account	CC Budget 2018	CC Budget 2019	CC Budget 2020 @ 3%	Increment on 2019 Budget	30 June 2019 Forecast	30 June 2020 Budget
Income						
Funding - Combined Councils						
Funding - CC - Claremont	\$ 101,570	\$ 104,617	\$ 107,755	\$ 3,139	\$ 104,617	\$ 106,709
Funding - CC - Cottesloe	\$ 76,864	\$ 79,170	\$ 81,545	\$ 2,375	\$ 79,169	\$ 80,752
Funding - CC - Mosman Park	\$ 79,609	\$ 81,997	\$ 84,457	\$ 2,460	\$ 81,997	\$ 83,637
Funding - CC - Peppermint G	\$ 16,471	\$ 16,965	\$ 17,474	\$ 509	\$ 16,965	\$ 17,304
TOTAL Income	\$ 274,513	\$ 282,748	\$ 291,231	\$ 8,482	\$ 282,748	\$ 288,403
Cost Of Sales						
Direct Vehicle Costs						
Shine Vehicle - Fuel & Oil	\$ 1,534	\$ 1,500	\$ 1,250	\$ (250)	\$ 6,553	\$ 5,400
Shine Vehicle - Registration	\$ 1,034	\$ 560	\$ -	\$ (560)	\$ 1,608	\$ 1,840
Shine Vehicle - Repair & Maint	\$ 1,699	\$ 1,000	\$ 1,200	\$ 200	\$ 5,307	\$ 4,800
Direct Wages						
Wages - Support Staff		\$ 112,000	\$ 116,232	\$ 4,232	\$ 631,500	\$ 642,300
Wages - Tel Allow S/Staff		\$ 360	\$ 300	\$ (60)	\$ 1,165	\$ 1,290
Wages - Travel Hrs S/Staff		\$ 7,000	\$ 7,500	\$ 500	\$ 49,287	\$ 52,500
Wages - Travel Kims S/Staff	\$ 3,915	\$ 7,600	\$ 7,600	\$ -	\$ 33,475	\$ 33,700
Superannuation - Support Staff		\$ 11,339	\$ 11,783	\$ 444	\$ 62,806	\$ 61,109
TOTAL Direct Costs	\$ 8,182	\$ 141,359	\$ 145,865	\$ 4,506	\$ 791,701	\$ 802,939
Expenses						
Advertising & Promotions	\$ 2,308		\$ 750	\$ 750	\$ 3,195	\$ 3,600
Audit Fees	\$ 2,250	\$ 1,600	\$ 1,200	\$ (400)	\$ 6,500	\$ 7,000
Bank Fees	\$ 280	\$ 130		\$ (130)	\$ 664	\$ 664
Board Expenses/Compliance	\$ 1,000	\$ 200		\$ (200)	\$ 816	\$ 1,000
Cleaning & Rubbish Removal	\$ 8,588	\$ -		\$ -	\$ 13,920	\$ 13,909
Computer/CMS/ IT Support		\$ 440	\$ 400	\$ (40)	\$ 2,571	\$ 2,580
Consulting Fees	\$ 450	\$ 15,000	\$ 7,449	\$ (7,551)	\$ 48,611	\$ 39,000
Deprec - Motor Vehicles					\$ 24,149	\$ 12,000
Database,Software Licenses			\$ 525	\$ 525	\$ 2,228	\$ 2,940
Electricity/Gas/Water	\$ 2,823	\$ 2,240	\$ 1,650	\$ (590)	\$ 8,933	\$ 7,500
Depreciation - All types					\$ 58,510	\$ 54,761
Insurance						
Insurance - Assoc Liability	\$ 1,586	\$ 1,100		\$ (1,100)	\$ 5,070	\$ 5,220
Insurance - Business	\$ 3,109	\$ 1,460	\$ 1,400	\$ (60)	\$ 7,970	\$ 8,220
Insurance - Motor Vehicle		\$ 2,500	\$ 1,800	\$ (700)	\$ 7,274	\$ 7,800
Insurance - Personal Accident	\$ 164	\$ 120	\$ 166	\$ 46	\$ 522	\$ 720
Insurance - Workers Comp	\$ 5,212	\$ 7,000	\$ 7,000	\$ -	\$ 34,694	\$ 34,800
Insurance - Town of Cottesloe	\$ 1,242				\$ 6,210	\$ 6,000
Memberships/subscriptions	\$ 1,011	\$ 1,000		\$ (1,000)	\$ 2,207	\$ 2,000
Misc - Office Expenses		\$ 400	\$ 400	\$ -	\$ 2,107	\$ 1,800
Motor Vehicle Exp - Indirect	\$ -	\$ 1,140	\$ 700	\$ (440)	\$ 11,276	\$ 11,300
Postage & Courier	\$ 1,871	\$ 1,000	\$ 650	\$ (350)	\$ 2,682	\$ 2,700
Printing & Stationery	\$ 10,146	\$ 8,000	\$ 4,336	\$ (3,664)	\$ 22,596	\$ 23,040
Recruitment Expenses	\$ 300				\$ 5,850	\$ 2,400
Repairs & Maintenance					\$ 3,488	\$ 4,000
Rent	\$ 6,925				\$ 23,887	\$ 23,112
Security	\$ 267				\$ 418	\$ 500
Social Functions					\$ 1,531	\$ 1,500
Staff Amenities	\$ 1,200	\$ 600	\$ 300	\$ (300)	\$ 998	\$ 1,200
Staff Medical Costs	\$ 200	\$ 100	\$ 100	\$ -	\$ 1,217	\$ 800
Staff Training	\$ 1,200	\$ 1,800	\$ 1,100	\$ (700)	\$ 3,661	\$ 4,800
Staff Uniforms	\$ 250	\$ 100	\$ 100	\$ -	\$ 334	\$ 500
Staff EAP					\$ -	\$ 300
Telephone & Internet	\$ 21,033	\$ 12,000	\$ 9,000	\$ (3,000)	\$ 66,540	\$ 61,200
Vounteers (Admin) Kims	\$ 1,654	\$ 700	\$ 220	\$ (480)	\$ 606	\$ 960
Wages & Salaries						
Wages & Salaries	\$ 190,382	\$ 106,000	\$ 96,000	\$ (10,000)	\$ 415,468	\$ 420,000
Wages Kilometers					\$ 161	\$ 300
Superannuation Expenses	\$ 18,086	\$ 10,070	\$ 9,120	\$ (950)	\$ 44,425	\$ 39,900
Provisions						
Provision - Asset Replacement	\$ 4,590				\$ 15,300	\$ 15,300
Provison - Annual Leave	\$ 5,000	\$ 3,000	\$ 1,000	\$ (2,000)	\$ 5,201	\$ 6,000
Provision - Long Serv Leave	\$ 1,250				\$ 2,649	\$ 3,000
Provision - Personal Leave	\$ 3,000				\$ 5,733	\$ 6,000
TOTAL Expenses	\$ 297,377	\$ 319,059	\$ 291,231	\$ (27,828)	\$ 1,661,873	\$ 1,655,305
NET RESULT	\$ (22,864)	\$ (36,311)	\$ 0	\$ 36,311		

TAPSS Community Care (Inc.) trading as SHINE Community Services 2019/20 Key Performance Indicators for the Combined Councils of Cottesloe, Claremont, Mosman Park and Peppermint Grove.

Key Performance Indicators

At the meeting of the Combined Councils held on 6 February 2019 the Councils agreed to three categories of performance indicators, these being:

Service Delivery

- Performance against agreed targets – Applying the same rates and absorbing Respite Services.

LGA	2018/19			2019/20	
	Independent Living	Transport	Respite	Independent Living	Transport
Claremont	1677	90	30	1707	90
Cottesloe	1677	90	30	1707	90
Mosman Park	1728	426	0	1728	426
Peppermint Grove	256	40	20	276	40
Totals	5338	646	80	5418	646

Note: One unit of Independent Living = One hour of Service One unit of Transport = One trip of approximately 10km or less

Given the low level of usage Respite Services have been absorbed into Independent Living however if requested by a client during the year these services will be provided under the Independent Living category.

Service Delivery by Service Type

Note: these are indicators of service types based on previous use however SHINE will make all services available to Council clients within the overall service cap.

KPI - Monthly Targets Based on Agreed Total Hours & Trips

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LGA	INDEPENDENT LIVING														TRANSPORT		KPI Total IL Hours	KPI Total Trips	Budget Hours	Budget Trips
	Podiatry		Social Centre		Domestic Assistance		Gardening		Other Food		Personal Care		Social Support							
	clients	hours	clients	hours	clients	hours	clients	hours	clients	hours	clients	hours	clients	hours	clients	trips				
Claremont	3	1	3	40	5	14	5	8	0	0	0	0	1	80	2	8	1707	90	1707	90
Cottesloe	3	1	1	2	4	20	5	8	1	3	1	4	18	105	2	8	1707	90	1707	90
Mosman Park	4	1	2	33	5	14	11	17	1	5	1	4	15	72	6	36	1728	426	1728	426
Peppermint Grove	0	0	0	0	1	2	2	4	0	0	0	0	4	17	1	3	276	40	276	40
Monthly Total	11	4	5	93	14	43	24	35	2	8	2	6	50	275	12	72				
Annual Total	22	7	11	167	29	93	47	71	4	16	3	13	88	549	24	126	5418	646	5418	646

Effectiveness Indicators

- a. Accessibility of all Shine services (including HACC)

Measure: Percentage of persons eligible to access SHINE services, who are accessing those services (by Council).

Data: Population data to be sourced from the ABS. Percentage of seniors with a disability to be sourced from government agencies.

KPI - Year End Percentage of residents per LGA accessing council funding (based on 2016 ABS data)

	Mosman Park			Claremont			Cottesloe			Peppermint Grove		
	KPI	LGA	%	KPI	LGA	%	KPI	LGA	%	KPI	LGA	%
55-64	2.00	1078	0.002	1.00	1203	0.001	1.00	1125	0.001	2.00	241	0.008
65-69	0.50	496	0.001	3.17	571	0.006	0.50	471	0.001	1.83	88	0.021
70-79	12.50	733	0.017	5.00	994	0.005	2.17	610	0.004	3.67	146	0.025
80+	18.17	366	0.050	25.83	781	0.033	21.00	348	0.060	3.67	79	0.046
Overall	33.17	2673	0.012	35.00	3549	0.010	24.67	2554	0.010	11.17	554	0.020

KPI Year End - Percentage of residents per LGA accessing CHSP (>65) and HACC (<65)

	Mosman Park				Claremont				Cottesloe				Peppermint Grove			
	CHSP	%	HACC	%	CHSP	%	HACC	%	CHSP	%	HACC	%	CHSP	%	HACC	%
KPI Target	60	3.76%	4	0.37%	65	2.77%	1	0.08%	30	2.10%	0	0.00%	3	0.96%	0	0.00%
residents over 65	1595				2346				1429				313			
residents 55-64	1078				1203				1125				241			

- b. Customer Satisfaction

Measure: Percentage satisfaction in the timeliness of services and quality of service.

Data: Annual client survey.

Survey to be conducted in January of each year.

Efficiency Indicators

a. Cost of providing services

Measure: Cost per service (by Council)

Data: SHINE records/benchmark data provided by similar services

TARGET HOURLY RATE COMPARED to CHSP CONTRACT RATE

Service Type	CHSP Rate per hour	Council Target Rate per hour
Personal Care/Support Services	\$58.65	\$55.00
Podiatry Services	\$58.14	\$55.00
Gardening & Home Maintenance	\$47.49	\$45.00
Group Based Services	\$19.85	\$20.00
Transport (Group)	\$10.30 (per trip <10km)	\$10.00 (per trip <10km)

b. Personnel (staff & volunteers) utilised efficiently

Measure: Staff & Volunteer hours as a percentage of total client hours of service.

Data: SHINE records.

KPI – Target Ratios (Monthly Basis)

	Numbers	Percentage
Total community staff	27	47%
Total volunteers	30	53%
Staff hours	1700	87%
Volunteer hours	250	13%

SHINE will report against these KPIs on a quarterly basis unless stated otherwise.

Ralph Gore

Chief Executive Officer

SHINE Community Service

