



# Crows Nest Centre

*Connecting Our Community*

## Annual Report 2019 - 2020

North Sydney Community Service Ltd

# Contents

Report from the Chair	1
Report from the Executive Officer	4
Activities	7
Chinese seniors	9
Community engagement	10
Community support	13
Computer club	15
Food services	16
Linen service	19
Migrant services	21
Social support	24
Venue hire	26
Volunteering	27
Financial Report	Appendix 1
Directors	Appendix 2
Supporters	Appendix 2
Staff	Appendix 2

## Our vision

Connecting our community.

## Our mission

Crows Nest Centre exists to provide and facilitate quality community programs and services that: connect our community, sustain community wellbeing and reduce social isolation.

## Our values

Work of the Crows Nest is guided by our values:

### Caring

We care, we are welcoming, friendly and helpful.

### Sensitivity

We are respectful of the unique qualities of others; appreciative; open and responsive; treating all with dignity and equality.

### Dedication

We work together towards a common mission with conviction, high motivation and perseverance.

### Integrity

We aim for the highest ethical standards; we are trustworthy, honest, financially and morally accountable.

### Excellence

We aspire to be the best we can be in all that we do.

### Innovation

We are creative, progressive and willing to take prudent risks to achieve our vision and mission.



2 Ernest Place, Crows Nest, NSW 2065  
P (02) 9439 5122  
F (02) 9439 8608  
E [cncadmin@crowsnestcentre.org.au](mailto:cncadmin@crowsnestcentre.org.au)  
[www.crowsnestcentre.org.au](http://www.crowsnestcentre.org.au)



Communities & Justice



Australian Government  
Department of Health



Australian Government  
Department of Social Services



## Report from the Chair

The past year will be recalled for decades as the beginning of the international coronavirus pandemic.



COVID-19 has tested the resourcefulness, resilience, ingenuity, courage and patience of clients, volunteers, staff, management and directors of the Crow's Nest Centre.

The year began with a strong financial base and unwavering commitment to sound governance developed under the stewardship of Dr Jonathan Farrell, the retiring Chair, who left the Board in November 2019. His leadership over a decade ensured the Centre was well positioned to take on the unprecedented challenges of 2020.

As the pandemic crisis grew and governments introduced restrictions on activities, the Centre found support close at hand. North Sydney Council, aware of the Centre's loss of venue hire revenue, provided emergency relief funds to ensure continuity of service to people most in need.

Additional support came from the Australian Government to meet an increase in demand for delivered meals from increasingly isolated older members of the community.

When it was no longer possible for our older volunteers and those with health issues to safely contribute to the Centre's activities, we put out a call for

more volunteers. Trent Zimmerman MP assisted with recruitment and also wrote to older people promoting the availability of community support.

We were also fortunate to be eligible for the Government's JobKeeper program ensuring security of employment for most of our staff. Government economic stimulus measures resulted in additional revenue of \$184,000.

Once the doors of the Centre were required to close, the Board moved to providing remote supervision and support using on-line technology.

Our Executive Officer, Denise Ward, prepared detailed plans for ongoing operations and Sue Lloyd, Accounts Manager, prepared cost estimates, all presented to and approved by the Board.



Meetings were held to review progress and support management as the Centre delivered essential outreach services.

This was a demanding time for both management and understandably anxious staff members facing changing work patterns and procedures, as well as potential risk to their health and their families' health.

With the highest priority given to ensuring nourishment for the Centre's older, more isolated and dependent clients, as well as provision of clean linen and advice on minimising risk from the pandemic, most regular Centre-based services were temporally suspended. Staff and volunteers maintained outreach services including Meals on Wheels, on-line shopping for clients, linen delivery and phone contact with otherwise isolated people.

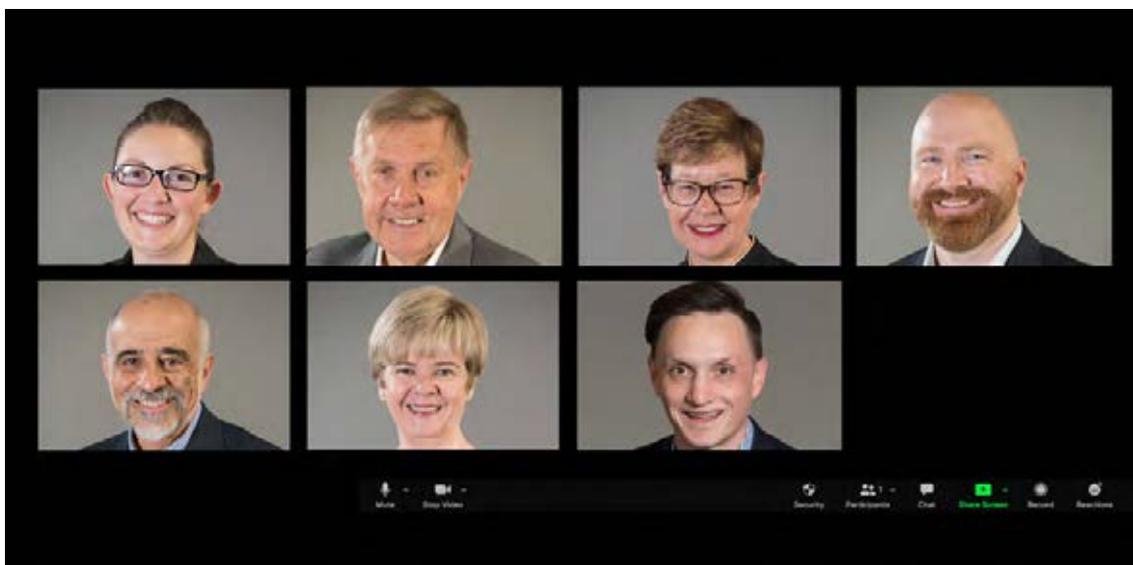
It is pleasing to say that this was achieved without incident as all participants readily adopted the safety procedures defined by health authorities and implemented by the Centre's management.

Once the staged reopening of the Centre commenced in late June, clients and volunteers joyfully began to return to their 'second home'.

I am most grateful to Board Directors who provided their thoughtful and constructive input to meetings during this complex time. All of us have found it disappointing to be away from the Centre during its closure. Hopefully, we will soon be able to work more closely together.

The Board pays tribute to Athol Jenner, who was a Director for 13 years and retired in November 2019. Athol has been a volunteer at the Centre delivering meals to clients for 20 years. A practical, committed, and courageous man, he continues to be a champion for the work of the Centre. We look forward to his return to volunteer duties and thank him for his significant contribution.

While we have all endured the effects of cataclysmic bushfires and the pandemic during 2019-20, additional burdens rested on the shoulders of clients, volunteers, staff and management.



The closure of public places left clients unable to attend the Centre's group activities which fortify their physical and mental health.

Public Health Orders precluded volunteers aged 70 and above from contributing to the Centre because of their higher vulnerability to coronavirus infection. Younger volunteers had to decide how the risk of coronavirus infection might impact their ability to continue contributing to the Centre.

Staff members, aware of the risks to their own and their families' health also had concerns for their employment security as well as devising safe approaches for continuing to support the Centre's many clients.

Executive Officer Denise Ward and her small management team stood at the front line, interpreting government requirements and determining new safe practices, supporting staff members, explaining changes to clients and the general community, seeking finance from and reporting to authorities and preparing detailed proposals and operational plans for approval by the Board and reporting to it on progress.

I have had the good fortune to work closely with Denise through this period and observe her work on many fronts to compassionately and successfully design, lead and implement safe delivery of essential services and a safe workplace for staff and volunteers. We are fortunate to have her lead the Centre, particularly at this time.



The Board is appreciative of the community's long-standing spirit of admiration and goodwill for the Centre and has sought to ensure its reputation is maintained in these difficult times.

My thanks go to all Directors for their careful consideration of issues facing the Centre, their concern for ensuring the quality of service delivery, the adequacy of resources and the maintenance of budgetary discipline.

Much has been demanded of many people involved with Crows Nest Centre. To all these individuals and groups, the Board extends its gratitude for your patience, forbearance and understanding.

Christopher Scarf  
Chair, North Sydney Community Service

## Report from the Executive Officer

The advent of COVID-19 in the last quarter of 2019-20 overshadowed many of the year's earlier achievements.



In July 2019, new aged care standards were implemented. The standards place older people at the centre of service delivery, ensuring dignity is upheld and people are free to exercise choice.

The Australian Government's Mutual Understanding, Support, Tolerance and Respect (MUSTER) initiative provided 18 months of funding to support our work with migrants. A welcome reprieve, since we have continued to support our increasingly diverse community, without specific funding, for the last five years.

We marked the 50<sup>th</sup> anniversary of the Lunar Landing in style, screening the

iconic Australian film, *The Dish*, and tucking into a custom-made mooncake, created by Food Services Manager, Amy Budden. Member for North Sydney, Trent Zimmerman, heard an astronaut was visiting and dropped in to see if it was true, also taking time to read the nostalgic reflections of clients, volunteers and staff who contributed to our special event booklet, *What Were You Doing in 1969 When Men Landed on the Moon?*

In November we hosted researchers, service providers and advocacy groups from the International Longevity Centre in Japan, keen to learn firsthand about community aged care services.

Christmas is always a joyous time at our Centre with a bounty of festive events, such as Cammeray Public School's Jazz Band joining us for carols, packing and distributing hampers, the Rotary Club of North Sydney's Christmas lunch, and fun and games with kids of all ages at the Homework Help party.



2020 Seniors Festival celebrations brought much joy, just before the COVID-19 lockdown took effect. 'Shall We Dance' was a highlight, complete with ballroom, ballet, Indian and Russian dance performances, cabaret singer (who happened to be one of our Linen Service volunteers), as well as clients, volunteers and staff taking a spin on the dance floor.

From late February, COVID-19 transformed our organisation, almost overnight.



Much thought and effort went into ensuring continued delivery of in-home support (meals, linen and shopping) to older people required to isolate at home.

The decision to suspend volunteers 70 and over, as well as those dealing with personal or family health issues, was tough. Volunteers are the lifeblood of our organisation. To keep the show on the road we recruited many new volunteers, welcoming each with open arms. At the

same time, we warmly embraced our younger volunteers who were able to continue, many offering extra assistance.

Safety of clients, volunteers and staff was paramount. We trained in infection control and acquired hand sanitiser, gloves, masks and disinfectant. We reviewed services and activities, suspending some. Staff soldiered on without complaint, for which I am eternally grateful.

Board Chair, Chris Scarf, who took on the role after long-standing Chair, Jonathan Farrell, resigned in November, got more than he bargained for as the pandemic unfolded. I am appreciative of his personal support, as well as the collaborative environment he created for the Board and staff to navigate the shifting sands of COVID-19.

During the year we farewelled Acting Linen Coordinator and

Receptionist, Lynn Catterson, who returned to family in Western Australia. We briefly welcomed Philippa Hutson to Reception but sadly bade her farewell as COVID-19 struck.

Approval for JobKeeper meant we were able to retain all our staff, despite the loss of three months of venue hire. Venue Coordinator, Graham O'Hearn, proved a highly versatile employee, taking on Meals on Wheels and linen deliveries, and answering the many phone inquiries.



Accounts Manager, Sue Lloyd, worked tirelessly researching Government payments, reviewing budgets for grant applications and reforecasting our financial position, in an ever changing financial landscape.

Throughout the year, North Sydney Council offered strategic and practical support, providing a vital cash donation, contributing to COVID-19 emergency relief, Christmas hampers, Persian Morning Tea, Migrant Employability Workshops and special events such as Xmas in July and NSW Seniors Festival.

Martin Ellis, Council's Director of Community and Library Services, has been a guiding light for over 30 years. I have greatly valued Martin's wise counsel and encouragement. It is with a tinge of sadness that I advise of Martin's imminent retirement. We wish him well for the future and note that early retirees make great volunteers!

I also want to make special mention of the enduring support we receive from Rotary (Crows Nest, North Sydney and North Sydney Sunrise), local schools, churches and businesses.

This year, more than any other, my heartfelt thanks go to our dedicated volunteers and committed staff. You have enabled us to continue to support vulnerable members of our community through challenging times. You have improved well-being and helped reduce social isolation, especially among older people who were required to remain at home. More than ever before, you helped to create a connected community.

I am very proud of what we have achieved together, against the odds, for our community.

Denise Ward  
Executive Officer

## Activities

In 2019-20, the Crows Nest Centre offered 12,500 hours of social and recreational activities to older people.

Sadly, the arrival of COVID-19 caused major disruption to the Centre and we were forced to suspend all Centre-based activities.

It is lovely to have the doors open once again. Our renewed focus is social inclusion, healthy ageing and promoting independence.

Friday lunches are a highlight. People catch up with friends, enjoy morning tea and share a hot meal. Complementary activities include themed bingo, trivia, crosswords, jeopardy, word games and quizzes.

Bus outings to places of interest in 2019 included the ABC Studios, Assistive Technology Australia, a ferry ride on the Parramatta River, smelling the roses at Roxborough Park and learning about life

at the Female Orphan School. By far and away the pièce de résistance was High Tea at NSW Parliament House.

Monthly movies, at least until COVID-19 struck, were well attended. The Rotary Club of North Sydney Sunrise generously donated funds and Cremorne Hayden Orpheum half price tickets. A theatre party to the big, brash and very cheeky *Muriel's Wedding The Musical*, was a runaway success.

Social and recreational activities (knitting, indoor bowls, mah-jong, canasta, internet kiosk and women's wisdom circle) attracted a loyal group of regulars. Sustainable bunters handcrafted a multitude of decorations for the Centre's special events.

Ageing Well sessions on health, independence and community connections became a fixture. Topics covered included: Exercise is Medicine; Cockatoo Island - A UNESCO World





Heritage Site; Food and Your Mood; and Two Museums - Don Bank and Sexton's Cottage.



*All hail to the great team at the Crows Nest Centre for a brilliant Melbourne Cup Party – the effort made by you was so, so appreciated, as is everything you do to make our Friday 'social outing' such a pleasure.*



Healthy ageing classes (hatha yoga, Feldenkrais and tai chi PLUS) were well supported, yoga proving most popular and increasing to four classes a week.

Christmas came twice, with more than 120 people attending both the Rotary Club of North Sydney's Xmas in July and Xmas at Xmas events, including a visit from Santa and music by The Tokens.

Delicious lunches cooked by Billy Blue Cooking School created memorable Christmas and Melbourne Cup events. The talented Orchestra from North Sydney Girls' High School entertained the crowd at our Melbourne Cup luncheon.

Coordination of the Centre's social activities was shared between Olga Telepova, Johanna Lawrence and myself.

Valerie Willemsen  
Community Support Manager

## Chinese Seniors

Chinese Seniors connects and engages older Cantonese and Mandarin speaking people living in the North Sydney area and further afield.

The group meets at the Chinese Christian Church in Milson's Point twice a month with around 25 older participants. The emergence of COVID-19 in mainland China in late 2019, created concern about potential exposure to returning travellers.

In response Chinese Seniors erred on the side of caution, choosing to remain at home until community transmission reduced, they felt more comfortable to use public transport and church facilities reopened. As a result, the group did not meet in 2020.

Seventeen committed and dedicated volunteers contribute time, energy and enthusiasm to activities and meal preparation. The volunteers' outstanding effort, over many years, is the key to the group's success.

Pastors Jeff Wang and Caroline Dong coordinate activities, with Crows Nest Centre staff visiting regularly to offer support. This year Pastor Jeff moved on to other duties at the Church and his presence at the group has been missed.

Due to the bushfires and COVID-19, only one bus trip was conducted this year using Community Connect – Lower North Shore Community Transport. However, it was a beauty, a trip to the Tulip Festival in Bowral.

People participated in a range of healthy ageing activities such as gentle exercise, line dancing, dumpling and moon cake demonstrations, hands on cooking, making origami boats and Christmas cards. Participants also enjoyed morning tea and a specially prepared hot lunch.



Volunteers ensured festive days were celebrated in style, including Father's Day and Moon Festival. Members of the group also enjoyed Rotary Xmas in July and Xmas at Xmas at our Centre.

Other celebrations such as Chinese New Year, Lantern Festival, Easter, Mother's Day and the Dragon Boat Festival did not proceed due to COVID-19.

2019-20 was a quieter year than most, with Chinese Seniors looking forward to meeting up with their friends once more.

Valerie Willemsen  
Community Support Manager

# Community Engagement

The Crows Nest Centre works with individuals and groups to identify and address issues that impact on community wellbeing, such as social isolation. We aim to help people in the short-term, as well as forge long-term relationships.

Our clients include people who are ageing, unwell, living with disability, homeless or at risk of homelessness, as well as parents.

Over the past 12 months we have actively encouraged community participation and social inclusion.

## Local support

At Christmas, the Rotary Club of Crows Nest's Tree of Joy collected gifts and the club provided the best Santa we've come across to hand deliver gifts to our clients.



Cammeray Public School, Crows Nest Uniting, Northside Baptist, Waverton Hub and Crows Nest Centre volunteers donated items to our Christmas hampers. Each item was accompanied by an individual card, handmade by St Mary's

Primary, North Sydney Demonstration School, Crows Nest Uniting Church's Preschool and Northside Baptist's Sunday School.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*My mother was emotional after receiving a hamper box. It made her day and means so much to her. She loves the small practical items as well as the yummy chocolates and biscuits.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

The schools also created much loved cards for Easter, while Loreto Kirribilli Junior School students offered up a bounty of Easter eggs.

The Centre hosted a stall at the 30th Crows Nest Festival, offering face painting and children's craft, and distributing information about our services, activities and volunteer opportunities.

We also supported Northside Baptist and Crows Nest Mainstreet to deliver Christmas Carols in Ernest Place, which turned out to be a hugely successful event.

## NSW Seniors Festival

February saw an action-packed program of Seniors Festival events, supported by the NSW Government and North Sydney Council.

Shall We Dance was the feature event of our 2020 Seniors Festival celebrations. Guests were welcomed with a morning tea of petit fours, ballroom, classical and cultural dance performances followed, a delicious lunch accompanied an outstanding cabaret performance, with an invitation extended to slide on to the dance floor, reminding more than one participant of a lost love.

For those with an interest in emerging technology the Crows Nest Centre Computer Club hosted Virtual World Tour, an opportunity for people to explore virtual technology.

In keeping with previous years, the Centre hosted free healthy ageing classes (hatha yoga, Feldenkrais and tai chi PLUS), with complementary fruit and a cuppa.

Keen to add to our healthy ageing repertoire, we launched Walk 'n Talk, a weekly walking group for both medium and slow paced walkers. On the launch day medium paced walkers ventured to St Thomas' Anglican Church and the adjacent North Sydney Council Chambers, before meeting up with the slower paced walkers at the Ridge Street Lookout.

Everyone enjoyed seeing the picturesque harbour view, before visiting St Leonards Park and returning to our Centre for a welcoming Devonshire tea.



The medium paced walkers continued to meet until COVID-19 intervened. We hope to relaunch Walk 'n Talk in 2021.

### People who are homeless or at risk

Our community shower was well patronised by people sleeping rough, in cars, couch surfing and in low cost accommodation. A shower and a hot meal can go a long way to restoring someone's dignity. During the COVID-19 lockdown two people came every day to collect a hot meal and have a chat.

Staff offer information, housing advice and referral to services. Backpack beds and polar fleece sleeping bags are available to rough sleepers.

## NAIDOC Week

As part of northern Sydney's Gai-mariagal Festival, the Centre screened the film *Freedom Rides: 40 Years On*. The film is a timely reminder of recent history and the effort required in response to the Uluru Statement from the Heart and the NAIDOC Week theme, Voice.Treaty.Truth. Let's Work Together for a Shared Future.

## Knit 'n Natter

The click clack of knitting needles can barely be heard over the excited chatter at weekly gatherings to knit and crochet Easter chicks and baskets for our Meals on Wheels and Linen Service clients, clothes for newborns at Royal Prince Alfred Hospital and beanies for people in need at Naremburn Family Centre.



Ever practical, the group reacted to the bushfire crisis by creating blankets for people who lost their homes. In response to a request from the Principal at Royal North Shore Hospital School, members joined contrasting squares into blankets for homeless people.

## Supporting other agencies

As a collection point for the Nappy Collective, families donated unused nappies to disadvantaged families, with 11,000+ donated in the past six years.

We again took part in the Australian Taxation Office's Tax Help Program, with a volunteer helping people on low incomes complete and lodge their tax returns, free of charge.

## Parenting and healthy relationships

Ten parent education seminars, focused on babies and toddlers, attracted 150 participants. Due to COVID-19 some seminars were cancelled, but created an opportunity online, with two seminars successfully conducted via Zoom.

Partnerships with Naremburn Family Centre Catholic Care Diocese of Broken Bay, EarlyEd, Northern Sydney Local Health District and Sydney North Health Network saw us host Children's Week in Ernest Place, with a jumping castle, face painting, show bags and sausage sizzle.

In November, 150 people attended a talk by author Jess Hill on her book, *See What You Made Me Do: Power, Control and Domestic Violence*. Jess went on to win the Stella Prize for her impressive book. A Bill is now before the NSW Parliament seeking to criminalise coercive control in all domestic relationships.

Denise Ward  
Executive Officer

## Community Support

The Community Support Team is at the heart of the Crows Nest Centre, delivering services and activities to people who are frail, isolated or living with a disability.

Our services and activities promote independence, foster social connection and community participation.

The Community Support Manager is the first point of contact for new clients. An initial interview takes place in a person's home or at the Centre.

The focus is individual needs, setting goals, working out how the Centre can assist, and offering information and advice about other agencies.



In most cases when we receive a new referral, especially for in-home support (home delivered meals, linen, assisted shopping or transport, friendly home visiting), we arrange for one of our friendly staff to conduct a home visit and complete a safety checklist.

### Navigating My Aged Care

'My Aged Care', established by the Australian Government, enables older people to find and access aged care services. This works well for some older people, their family members and carers, but proves challenging for others. As a result, the Centre often becomes the conduit for access to My Aged Care.

We assist older people and their relatives, offering suggestions about types of support to seek and guidance on obtaining referral codes to access our in-home or Centre-based services.

Once a client has registered with My Aged Care, a Regional Assessment Service will usually meet with the older person and make referrals to aged care services.

We try to ease the burden of paperwork by establishing good rapport and focusing on what is important to the older person.

Our Community Support Team Coordinators, along with the Food Services Team, conduct client reassessments, talking with people about their individual needs, goals for the future and how best to maximise independence, health and wellbeing.

### Client information system

Investment in an integrated client information system has proved beneficial, with staff reporting the system is intuitive and easy to use, and practical for our day to day operations. The system yields reliable data about service usage and preliminary unit costs.

As a result, the Centre is well placed to consider recommendations about future aged care reform arising from the *Final Report of the Royal Commission into Aged Care Quality and Safety*, due to report in February 2021.

### Staffing and COVID-19

Early in the year Lynn Catterson temporarily filled the role of Linen Coordinator, while Georgina Tanous was on extended leave.

Olga Telepova and Johanna Lawrence continued to work with a dedicated group of volunteers to arrange shopping, transport and social activities to enable older people to remain independent at home, as well as get out and about in the community.

During the COVID-19 lockdown everyone rolled up their sleeves to make sure people had access to essential groceries and clean sheets. Staff and volunteers

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Thank you for all the wonderful ways in which you show how much you care for me and the other 'oldies' who frequent the Crows Nest Centre.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

also made many wellness calls to check on people's physical and mental health, and mailed activity packs to those who had been regular Centre visitors.

Johanna Lawrence conceived an intergenerational art project that brought 'lightness and joy', hand delivering artworks from children at childcare centres to older people isolated at home.

Valerie Willemsen  
Community Support Manager



## Computer Club

Over the last year, the Computer Club has continued to deliver one on one lessons, with training for specific needs.

Interest is predominantly about laptops, tablets and smart phones (Android and Apple), rather than desktop computers. In response, the Club has refocused its training towards portable technologies.

In September we hosted a free seminar, *Travel Blogging*, showing how to set up an online diary with photos, so family and friends can vicariously live through the excitement of your travel adventures.

We also partnered with Nomad-VR to deliver a seminar, *Virtual World Tour*, during the 2020 NSW Seniors Festival.



In the first eight months of the year, 18 students attended a total of 48 sessions. Most of those who attended returned for a second session. Three participants attended multiple sessions, with one eager student returning seven times. Due to the pandemic the Club closed from late March to June 2020.

This year we received a Community Engagement Grant from Be Connected, an initiative of the Australian Government, coordinated by the Good Things Foundation. Be Connected aims to encourage older people to thrive in a digital world.

Donning virtual reality headsets, participants enjoyed learning about the technology and immersed themselves in a variety of underwater adventures.

Generously funded by North Sydney Council, copy and pictures for the Crows Nest Centre's new website were finalised. In the near future, our online presence will form part of the Centre's website.

Our continuing success is due to the dedicated volunteer tutors who form the backbone of our Club and the support we receive from the Crows Nest Centre.

David Bruce-Steer  
Crows Nest Centre Computer Club

## Food Services

Meals on Wheels offers an affordable food service to frail older people and people with a disability.

On weekdays, enthusiastic volunteers deliver hot, chilled and frozen meals to people living in Cammeray, Cremorne, Cremorne Point, Crows Nest, Kirribilli, Kurraba Point, Lavender Bay, McMahons Point, Milsons Point, Neutral Bay, North Sydney, St Leonards, Waverton and Wollstonecraft.

In 2019-20, 80 people received around 11,000 delivered and community restaurant meals. Demand peaked during the COVID-19 lockdown, especially when some items were in short supply and supermarket shelves were stripped bare. Woolworths rallied to the cause, giving our clients toilet paper, while Reckitt Benckiser donated Glen 20 disinfectant.

Meals on Wheels makes a real difference to peoples' lives and is only possible because of the support of our dedicated

volunteers. Around 50 people volunteered for Meals on Wheels during the year. Having to suspend volunteers aged 70 years and over left a gaping hole in our service. Younger volunteers offered extra help and new volunteers came forward, in response to publicity generated by Meals on Wheels NSW.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Bloody awesome! I've never had Glen 20 before. Spraying it everywhere.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Our weekday centre-based lunches offer the opportunity to socialise and a balanced meal for people who are ageing, living with a disability or are homeless.

Activities like knitting, indoor bowling, canasta and Ageing Well information sessions, offer added value for clients. Door to door community transport is available on Fridays.



Sadly, COVID-19 saw the forced closure of our restaurant between March and June. Many people eagerly awaited our reopening.

### Catering

The Food Services Team caters for meetings, activities like Homework Help and special events such as NSW Seniors Festival, as well as venue hirers.



**Billy Blue and events**

William Blue College of Hospitality Management continued as a major venue hirer, their students and teachers making full use of our commercial kitchen.

Executive Chef and Manager of Culinary Learning, Jason Hannah, generously partnered with us on major events. Regretfully, we said goodbye to Jason in June welcoming Andrew Madden, Head Chef and Learning Facilitator.



***I would like to express my appreciation for the Melbourne Cup Luncheon. The food was delicious and so well presented.***



Billy Blue catered for Xmas in July, Melbourne Cup, our volunteer Christmas party and Xmas at Xmas. On each occasion the food was delicious.

Working with staff across the Centre, the Food Services team catered for themed lunches including Australia Day and St Patrick’s Day.

**Staffing, training and development**

Public Health Orders recommending older people remain at home impacted both clients and volunteers. In response Kitchen Hand, Paul Buhne increased his hours and Venue Coordinator, Graham O’Hearn assisted with meal deliveries, as we recruited additional volunteers.

The Food Services Team completed infection control training, instructing volunteers on correct use of protective equipment and COVIDSafe practices.

During the year, I attended regional Meals on Wheels meetings, networking and keeping abreast of developments in service provision and government policy.

### Volunteers

Weekday volunteer assistance was maintained in the Pat Brunton Room, helping clients with morning tea and community restaurant lunches.

The invaluable contribution of volunteers was recognised at our volunteer Christmas party. This coincided with the first public screening of the Centre's volunteer video, which is available on our website. Long serving Meals on Wheels volunteer, Terry Bilowol, who features in the video states: "To volunteer is not just a job. It's a love affair in giving, to people who need your help."

Amy Budden  
Food Services Manager



## Linen Service

The Linen Service is for frail older people and younger people with a disability, living in North Sydney and Mosman Local Government Areas. In 2019-20 the Linen Service provided more than 2700 occasions of service.

The service provides fresh sheets, towels and pillowcases.

Clients' beds are stripped and remade by volunteers according to clients' instructions and personal preferences. Soiled linen is returned to the Centre and commercially laundered.

### Flexible service

Service is provided fortnightly, but can be adjusted to weekly or monthly, based on individual needs.

We pride ourselves on delivering a flexible service, and where possible, will rearrange delivery to avoid conflict with other appointments.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*It was a big struggle to make my bed. Thank you for making it.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

During the COVID-19 lockdown careful thinking was required about the best way to provide the Linen Service. North Sydney Council provided emergency relief funding, allowing us to purchase

additional linen for every client. We then asked each client if they had a relative, friend, neighbour or other service who might be able to assist them, in the event we were unable to continue to make their bed.



Given we also had to suspend volunteers aged 70 and over, this left a significant gap in our bed making capacity and we moved to more of a 'drop and pickup service', only making the beds of people who had no one else able to assist.

### New clients

During 2019-20, 150 people received the Linen Service, including 30 new clients.

Since the introduction of My Aged Care and Regional Assessment Services, we have noticed many older people are accessing home care packages, providing general help with housework, instead of help with heavier household tasks such as changing bedding and laundering of sheets.

### Volunteers help people connect

Our generous and dedicated volunteers are key to the service's success. This year, around 35 volunteers participated weekly, fortnightly or monthly, with others on call to fill unexpected gaps.

We are grateful to the many younger volunteers who went above and beyond to assist when COVID-19 forced our older volunteers to isolate at home. Special thanks to the new volunteers who emerged during this time, keen to do something helpful and practical.

Many of our clients are mobility impaired, with limited opportunities to leave home. Our volunteers provide much more than a bed making service, engaging in friendly conversation and helping connect people with the outside world. They bring a smile and social connection to people's lives.

Volunteers delivered Easter eggs, Christmas hampers and handmade cards from local school students to clients. These gifts and cards brought much joy and happiness, leading to many appreciative calls and thankyou letters.

The service receives considerable praise from clients and family members, while our volunteers derive enormous pleasure from providing the service.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*The Linen Service has been absolutely wonderful! Thank you so much.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

### Commercial laundry

Laundry and Dry Cleaning Services supplied our commercial laundry service for a third year, proving to be an efficient, quality operator.

### Staffing

Due to family commitments I took extended leave at the beginning of the year and Lynn Catterson acted in my role.

Georgina Tanous  
Linen Coordinator



## Migrant Services

In October, Member for North Sydney, Trent Zimmerman, announced two years funding under the Mutual Understanding, Support, Tolerance and Respect initiative, for the Centre's work with culturally and linguistically diverse communities.

A Crows Nest Centre information stall received many follow-up enquiries. The NSW Multicultural Commissioner, who attended the expo, was so impressed with Janice's presentation, he extended her an invitation to meet with him.



*Reach Your Potential: Employability Workshops* for skilled migrants ran from July to September 2019 and February to May 2020. COVID impacted the later workshops, which moved to Zoom when the Centre had to suspend centre-based activities.

Supported by North Sydney Council and facilitated by Janice Hui and Linda Bisnette, the workshops focus on writing a career story, crafting a resume, presenting technique and interview skills.

It is five years since the Centre received Australian Government funding for our work with migrants, so this makes the new funding especially welcome.

### Employability workshops

In October, Employability Workshop's founder, Janice Hui, spoke at a migrant employment expo, organised by the Lower North Shore Multicultural Network.

Janice told the audience that since the workshops commenced in 2013, more than 70 per cent of participants who have completed the program had found employment, most in their area of professional training.



*I am totally transformed, and ready to find my desired job leveraging my skills and experiences.*



Dedicated volunteer coaches work with the facilitators, offering one on one mentoring to each participant. Coaches doubled their support following the onset of COVID-19 and despite the challenging job market, 50% of participants from the most recent program secured jobs, permanent or short-term contracts within six months of graduating.



### Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds. This year 20 pupils, most from Japanese families, attended.

Adult volunteers Viviane Leveaux and Heather Ward coordinate Homework help, supervising the high school mentors and adult volunteers.

High school students from North Sydney Boys, North Sydney Girls, Monte Sant' Angelo, Queenwood, St Andrew's Cathedral School, St Aloysius', Wenona and Willoughby Girls mentor the pupils. Parents express enormous gratitude about their children's participation. Students especially enjoyed our end of year science party.

Growing community concern about the spread of COVID-19 caused Homework help to cease in March and it remained closed for the rest of the financial year.

### Harmony Week

The Centre partnered with North Sydney Council, Lower North Shore Multicultural Community Network and Sydney Multicultural Community Services to prepare for this year's Harmony Week. However, with rapid escalation of the pandemic, we realised it would be unwise to proceed. We look forward to creating a future event, when it is safe for cultural celebrations to take place once more.

### English conversation

Beginner and intermediate English conversation classes are offered at the Centre weekly, during school terms. In 2019-20, around 50 students attended.

Experienced volunteer teachers Sue Stephens, Denise van Beek, Frank Mansour and John Wagner work with students on their reading, writing, speaking and listening skills.

Participation was impacted by suspension of activities at the Centre from March to June, in response to COVID-19.

### **Bollywood music**

Collaborating with AASHA Australia Foundation, the Centre hosted Bollywood music. Events featured musical entertainment and morning tea.

Diwali celebrations in October proved a highlight, while NSW Seniors Festival celebrations, in February, were a last hurrah before COVID-19 took hold.

### **Parent groups**

When family and friends live overseas, being a new parent can be difficult and often leads to feelings of isolation.

Our Japanese and Spanish speaking mothers groups help new parents establish strong social and cultural connections. This year around 25 Japanese and 20 Spanish speaking mothers came with their children.

Spanish speaking mothers planned a family inclusive Christmas party, including a performance by Mario Martinez, who used to perform with the Wiggles. Needless to say, the party was an outstanding success.

### **Persian morning tea**

Each month, up to 30 people gather to share food,

common culture and tips on how to make the most of life in Australia.

Guest speakers, presenting in Farsi, covered diverse topics, such as: *New Stories from Abroad - Migration and Ageing*, a film featuring Dr Syrus Razzaghipour, Manager of the Persian Library Sydney; and a History of the Puppet Theatre in Iran.

Volunteer Shokufeh Kavani coordinates the group. With concerns over COVID-19, especially among returning travellers, the group decided not to meet again in 2020.

### **Staffing**

Community Engagement Coordinator, Johanna Lawrence, capably assisted with the coordination of Migrant Services.

**Denise Ward**  
Executive Officer



## Social Support

Crows Nest Centre's Social Support Service provides assisted shopping and transport, matches clients with volunteers for friendly home visits, and offers advice and support with home maintenance.

For many clients, Social Support is their only source of assistance and connection to the community. During the Centre's COVID-19 suspension of centre-based activities, staff and volunteers made many phone calls, checking in with people who were isolating at home.



Demand for individual support increased in response to COVID-19, with 165 people accessing 1750 hours of individual social support in 2019-20.

### Assisted shopping, home visiting and wellness calls

In 2019-20 we supported 45 people with volunteer assisted shopping and transport or a friendly home visit. When COVID-19 struck, most people agreed to move to assisted shopping by phone.

Activities typically ranged from shopping to running errands, to having a cuppa' and a chat. In many cases wellness calls replaced the socialising people had grown accustomed to on regular shopping trips or visits to our Centre. Between April and June staff and volunteers made over 500 wellness calls.

One of the main benefits of this service is the regular contact between clients and volunteers, allowing a relationship to grow in a safely monitored environment.

### Assisted shopping by phone

The home shopping delivery service assists clients who are unable to access the supermarket on their own. We have 18 regular clients utilising the service.

Clients call the Centre with their shopping list and read items over the phone. Details such as brands and sizes are clarified and items are entered on grocery websites.

Clients nominate a suitable delivery time, usually the following day, with all payments made direct to the supplier.

Staff and volunteers establish great rapport with clients, chatting regularly by phone. Frequent contact allows the Centre to monitor client progress and offer additional support if needed. This year the phone calls were valued more than ever, especially when people were required to self-isolate.

### Assisted transport

This year our volunteers filled around 130 assisted transport requests.

Most were for transport and support to medical appointments, typically general practitioners or a hospital clinic. We also organise transport assistance for people to access activities at our Centre and get out and about in the community.



★★★★★★★★★★

*Thank you for going to the chemist for me. I am looking forward to our next meeting. I appreciate you giving me your time.*

★★★★★★★★★★

Using volunteers means we can focus on individual needs and offer guidance to complete tasks that maintain independence and promote wellbeing.

### Home handyman

Peter, our volunteer home handyman, is a retired master builder.

During the year he assisted 10 people with repair and maintenance tasks, including changing light bulbs and fixing leaking taps, air conditioner units and an antenna. Labour is free and clients only pay for materials.

This assistance is greatly appreciated by our older clients, who often worry about tradesmen coming into their home and feel wary negotiating fees and charges.

Home Handyman is a safe and accessible service and an asset to the Centre.

Olga Telepova and  
Johanna Lawrence  
Social Support Coordinators

## Venue Hire

The Crows Nest Centre relies on venue hire income to underpin our operations. With continuation of William Blue College of Hospitality Management as our commercial kitchen hirer, 2019-20 finished with income of almost \$270,000. This was less than previous years because of COVID-19.

During 2019-20, we had a total of 155 paying clients using the Centre. The top 20 clients accounted for 52% of our venue hire income.

We welcomed a variety of commercial and community customers for events, meetings and training, children's activities and exercise groups, clubs and associations.

Rooms are also used for our own services and activities, including healthy ageing (hatha yoga, Feldenkrais and tai chi PLUS), English conversation, homework help, employability workshops, parent education and mothers groups.

There are six rooms available, equipped with modular furniture, whiteboards, flip charts and screens. Options include TV and sound systems, data projectors, wireless connection, water towers and light refreshments.

COVID-19 saw venue hire and other centre-based activities suspended from late March until June. Preparations for reopening required the purchase of sanitiser stations, chemical mix stations and extra equipment to enhance cleaning, display of health and safety signage and adherence to physical distancing requirements.

Fred Dafforn, Andrew Lang and Bruce Sweeting all continued as Venue Supervisors. Joe von Bornemann took on extra weekday duties, cleaning frequently touched surfaces, once the Centre reopened.

Graham O'Hearn  
Venue Coordinator



# Volunteering

The Volunteer Coordinator recruits volunteers to assist with the Computer Club, Community Engagement, Community Restaurant, Linen Service, Meals on Wheels, Migrant Services, Social Support and other activities.

Dedicated and committed, our volunteers love what they do. Forty-five new volunteers joined in 2019-20 and we now have over 200 active volunteers.

In 2019-20, we hosted a Christmas party to thank volunteers, generously catered by Billy Blue Cooking School. Due to COVID-19 we were not able to hold a mid-year volunteer appreciation lunch.

By way of compensation, we created 'thank you' postcards for our continuing and new volunteers and 'miss you' cards for those who had been suspended due to age, personal or family health issues.



We continued to refine our volunteer information system, making it easier to comply with government requirements. Voluntary administrative support from Rosemary Cheung proved invaluable.



*I loved the card you sent to the volunteers, very original and heartfelt. It's a joy to be working with you lot. I hope it all returns to normal soon.*



Lower North Shore Volunteer Coordination sponsored a volunteer movie night just before COVID-19 closed cinemas. Earlier in 2019-20, they organised a Mental Health Workshop for volunteers and hosted a recruitment expo.

Mel Corner  
Volunteer Coordinator



# Financial Report

for the year ended 30 June 2020

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**  
ABN 83 002 567 875

***INDEX***

Directors' Report	2
Auditor's Independence Declaration	6
Statement of Comprehensive Income	7
Statement of Financial Position	8
Statement of Changes in Equity	9
Statement of Cash Flows	10
Notes to the Financial Statements	11
Directors' Declaration	17
Directors' Declaration - Charitable Fundraising Act	18
Independent Auditor's Report	19

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## DIRECTORS' REPORT for the year ended 30 June 2020

The directors of North Sydney Community Service Limited present their report for the year ended 30 June 2020.

### DIRECTORS

The directors in office at any time during or since the end of the year are:

Ms Nicola Atmore	Appointed May 2019	
Mr Joshua Downton	Appointed October 2018	
Dr Ivor Jonathan Farrell	Appointed November 2009	Resigned November 2019
Mr Athol Jenner	Appointed November 2006	Resigned November 2019
Ms Alice Martin	Appointed October 2018	
Dr Christopher Scarf	Appointed April 2014	
Mr True Swain	Appointed May 2017	
Ms Virginia Udy	Appointed April 2019	
Thaddeus Wziontek	Appointed June 2013	

Directors have been in office since the start of the financial year to the date of this report, unless otherwise stated.

### INFORMATION ON DIRECTORS

<b>Name</b>	<b>Occupation</b>	<b>Special Responsibilities</b>
Ms Nicola Atmore	Company Director	
Mr Joshua Downton	Pastor	Services Committee
Dr Ivor Jonathan Farrell	Managing Director	Chair (until November 2019)
Mr Athol Jenner	Volunteer Representative	Services Committee
Ms Alice Martin	Senior Investment Professional	Finance & Risk Committee
Dr Christopher Scarf	Health Care Consultant	Chair (from November 2019) Services Committee
Mr True Swain	Senior Executive Manager	Services Committee
Ms Virginia Udy	Company Director	
Mr Thaddeus Wziontek	Company Director	Finance & Risk Committee

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## DIRECTORS' REPORT for the year ended 30 June 2020

### DIRECTORS' MEETINGS

During the financial year, 8 meetings of directors were held. Attendances by each director during the year are as follows:

	<u>Number Eligible to Attend</u>	<u>Number Attended</u>
Ms Nicola Atmore	8	8
Mr Joshua Dowton	8	8
Dr Ivor Jonathan Farrell	3	3
Mr Athol Jenner	3	3
Ms Alice Martin	8	8
Dr Christopher Scarf	8	8
Mr True Swain	8	6
Ms Virginia Udy	8	8
Mr Thaddeus Wziontek	8	8

### AUDITOR'S INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out on page 6.

Signed in accordance with a resolution of the directors.

Director

  
\_\_\_\_\_  
Christopher Scarf

Dated this 30 day of October 2020

## NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

### DIRECTORS' REPORT for the year ended 30 June 2020

---

#### Principal Activities

The principal activity of the company during the financial year was the provision of community services that connect the community, sustain wellbeing and reduce social isolation.

The company's *Strategic Directions 2017-2020* identifies strategic initiatives and objectives:

#### Build on existing (and develop new) strategic alliances

- Support the development of social and recreational activities for older people from the Indian subcontinent;
- Reaffirm North Sydney Council's Homelessness Memorandum of Understanding;
- Develop Centre's understanding of other agencies servicing our key target groups.

#### Prepare and position for ageing and disability reform

- Management to participate in aged care reform and assess implications;
- Develop an action plan to address changes to aged care standards;
- Develop unit costing methodology for Centre's services;
- Assess and decide Centre's role in relation to packaged care;
- Assess and decide role in relation to the National Disability Insurance Scheme;

#### Service development, quality review and analysis

- Continue to improve client assessment/reassessment, data and analysis;
- Utilising volunteers to coordinate an enablement pilot that supports older people;
- Prepare for and participate in triennial aged care quality review;
- Source additional support for Japanese and Spanish speaking mothers;
- Enhance referral pathways to homelessness specific agencies;
- Continue to improve venue hire data collection and analysis;
- Upgrade Pat Brunton Dining Room.

#### Uplift brand and marketing

- Upgrade website to promote services and activities to older people, people with a disability, migrants, parents, people who are homeless and referral agencies.

#### Diversify funding sources

- Investigate and pursue additional funding to sustain existing migrant services;
- Investigate and pursue additional funding options to expand role with parents.

#### Recognise and support our human resources

- Clarify our organisational structure in light of ageing and disability reform;
- Providing training and development opportunities to support future directions;
- Continue to develop client and volunteer information management system;
- Update volunteer recruitment and training resources;
- Review and implement new Board processes including risk management reporting.

The company's long term objectives are drawn from its constitution, vision and mission:

- To prevent, where possible, any incidence of poverty and provide assistance to relieve poverty, sickness, suffering, distress, misfortune, destitution or helplessness of any person in the local community, focused primarily on the North Sydney Area;
- To provide inclusive, responsive and accessible programs and services which contribute to and sustain community wellbeing, reduce social isolation and enhance quality of life for people in the local community, primarily focused on the North Sydney Area; and
- To subsidise these community programs and services by providing venue hire facilities to commercial and community organisations.

## NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

### DIRECTORS' REPORT for the year ended 30 June 2020

---

To achieve these objectives, the company has implemented the following in spite of COVID-19:

#### **Build on existing (and develop new) strategic alliances**

- Continuity of Joint Strategic Plan with North Sydney Council;
- Continuity of Commonwealth Home Support Programme funding;
- Continuity of William Blue College of Hospitality as a venue hirer and event supporter;
- Continuity of Chinese Seniors with Chinese Christian Church, Milson's Point;
- Continuity of Bollywood Music with AASHA Foundation;
- Ongoing partnerships with local schools, churches, service clubs and businesses;
- Active participation in community, service specific and volunteer networks.

#### **Prepare and position for ageing and disability reform**

- Management participation in a range of Aged Care Reform consultations and training events to inform future service provision.

#### **Service development, quality review and analysis**

- Initiated and supported creative ageing (e.g. sustainable bunting working bees);
- Culturally inclusive calendar of special events (e.g. NAIDOC Week, 50th Anniversary Lunar Landing, Diwali, Children's Week, Christmas, NSW Seniors Festival);
- Older people supported to access centralised assessment and referral to enable informed choices about the Centre's services and activities and access other services;
- Hosted *Ageing Well* sessions on lifestyle, health and safety, and general knowledge;
- Services Committee commenced a review of service data, costing and quality;
- Achieved continuing A Grade food safety rating;
- Updated policies and procedures to comply with new Aged Care Standards;
- Improved client registration and data collection for migrant and parent activities;
- Provided meals, showers, and referrals for people who are homeless or at risk;

#### **Uplift brand and marketing**

- Completed and launched a volunteer recruitment video;
- Continuous improvement of service delivery and special event promotional resources;
- Participation in Crows Nest Festival, aged care, migrant services and volunteer expos;
- Finalisation of a new people focused website.

#### **Diversify funding sources**

- Activated MUSTER (Mutual Understanding, Support, Tolerance, Engagement and Respect) Grant to support migrant communities;
- North Sydney Council community grants sustained Persian Morning Tea and Realise Your Potential: Employability Workshops for skilled migrants;

#### **Recognise and support our human resources**

- Created part-time Community Engagement position to support migrant services;
- Staff participated in a variety of training and development opportunities;
- Volunteer appreciation events supported by William Blue College of Hospitality Management with concurrent training delivered;
- Nominated outgoing Chair Jonathan Farrell for North Sydney Community Service Award.

#### **Additional actions taken in response to COVID-19**

- Comprehensive COVID-19 risk assessment endorsed by Board;
- Prioritised nourishment, assisted shopping and linen delivery to older clients;
- Suspended volunteers 70+ years, recruited new volunteers to sustain service delivery;
- Managed closure of Centre in response to Directives and Public Health Orders;
- Secured extra funding to offset a shortfall in venue hire, arising from Centre closure;
- Carefully reopened Centre offering a COVIDSafe environment.

## AUDITOR'S INDEPENDENCE DECLARATION

To the Directors,

North Sydney Community Service Limited

In accordance with the requirements to section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as auditor for the audit of North Sydney Community Service Limited for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

**Nexia Sydney Audit Pty Limited**



**Brett Hanger**  
Director

Dated at Sydney, this 27<sup>th</sup> day of October 2020

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**  
 ABN 83 002 567 875

**STATEMENT OF COMPREHENSIVE INCOME**  
**for the year ended 30 June 2020**

	Note	2020 \$	2019 \$
Revenue	2	1,688,000	1,464,141
Employee benefits expense		(1,017,584)	(962,094)
Depreciation and amortisation expenses		(6,630)	(9,290)
Other expenses		(428,691)	(484,268)
Profit/(loss) for the year		<u>235,095</u>	<u>8,488</u>
Other comprehensive Income		-	-
Total comprehensive income for the period		<u>235,095</u>	<u>8,488</u>
Profit(loss) attributable to the entity		<u>235,095</u>	<u>8,488</u>

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**STATEMENT OF FINANCIAL POSITION  
as at 30 June 2020**

	Note	2020 \$	2019 \$
<b>Current Assets</b>			
Cash and cash equivalents	4	898,835	671,293
Trade and other receivables	5	145,953	56,244
Inventories	6	4,143	2,779
<b>Total Current Assets</b>		<b>1,048,931</b>	<b>730,316</b>
<b>Non-Current Assets</b>			
Property, plant & equipment	7	60,554	45,788
<b>Total Non-Current Assets</b>		<b>60,554</b>	<b>45,788</b>
<b>Total Assets</b>		<b>1,109,485</b>	<b>776,104</b>
<b>Current Liabilities</b>			
Trade and other payables	8	126,234	202,946
Contract liabilities	9	92,883	-
Short-term provisions	10	178,156	163,670
<b>Total Current Liabilities</b>		<b>397,273</b>	<b>366,616</b>
<b>Non-Current Liabilities</b>			
Long-term provisions	10	54,105	42,403
<b>Total Non-Current Liabilities</b>		<b>54,105</b>	<b>42,403</b>
<b>Total Liabilities</b>		<b>451,378</b>	<b>409,018</b>
<b>Net Assets</b>		<b>658,107</b>	<b>367,086</b>
<b>Equity</b>			
Reserves		366,389	310,466
Retained earnings		291,717	56,622
<b>Total Equity</b>		<b>658,107</b>	<b>367,088</b>

The accompanying notes form part of these financial statements.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**  
 ABN 83 002 567 875

**STATEMENT OF CHANGES IN EQUITY**  
 for the year ended 30 June 2020

	Reserves \$	Retained Earnings \$	Total \$
Balance at 1 July 2018	310,466	48,134	358,600
Profit/(loss) for the year	-	8,488	8,488
Balance at 30 June 2019	310,466	56,622	367,088
Changes due to AASB 1058 and AASB 15 adoption (note 1(j))	-	55,923	55,923
Balance at 1 July 2019 – restated	310,466	112,545	423,011
Profit/(loss) for the year	-	235,095	235,095
Transfer to/(from) reserves	55,923	(55,923)	-
Balance at 30 June 2020	366,389	291,717	658,107

The accompanying notes form part of these financial statements

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**  
 ABN 83 002 567 875

**STATEMENT OF CASH FLOWS**  
**for the year ended 30 June 2020**

	Note	2020 \$	2019 \$
<b>Cash Flow from Operating Activities</b>			
Receipts in the course of operations		1,882,753	1,586,768
Payments to suppliers and employees		(1,644,855)	(1,603,826)
Interest received		11,040	14,720
<b>Net cash provided by (used in) operating activities</b>	12(b)	<u>248,938</u>	<u>(2,338)</u>
<b>Cash Flow from Investing Activities</b>			
Payments for property, plant and equipment		<u>(21,396)</u>	-
<b>Net cash provided by (used in) investing activities</b>		<u>(21,396)</u>	-
<b>Cash flow from Financing Activities</b>			
<b>Net cash provided by (used in) financing activities</b>		<u>-</u>	<u>-</u>
<b>Net increase (decrease) in cash held</b>		227,542	(2,338)
<b>Cash at beginning of the year</b>		671,293	673,631
<b>Cash at end of the year</b>	12(a)	<u>898,835</u>	<u>671,293</u>

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2020

---

### 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial reports. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the *Corporations Act 2001*.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Corporations Act 2001* and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of these financial statements are as follows:

#### a. Income Tax

The company is a registered charity and is exempt from income tax.

#### b. Inventories

Inventories are measured at the lower of cost and net realisable value.

#### c. Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

The depreciable amount of plant and equipment is depreciated over their useful lives to the company commencing from the time the asset is held ready for use.

#### d. Leases

The Company assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

##### Company as a lessee

The Company applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Company recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets.

##### Short-term leases and leases of low-value assets

The Company short-term leases are those that have a lease term of 12 months or less from the commencement. It also applies the lease of low-value assets recognition exemption to leases that are below \$7,500. Lease payments on short-term leases and leases of low-value assets are recognised as expense on a straight-line basis over the lease term.

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2020

---

### e. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

### f. Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at their nominal amounts.

Long service leave is accrued on a pro rata basis for those employees with more than five years continuous service with the company at current rates of remuneration and in accordance with requirements of applicable industrial awards and legislation.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

### g. Revenue

The Company enters into various arrangements where it receives consideration from another party. These arrangements include consideration in the form of grants, fee for service and sale of goods. The timing of recognition of these amounts as either revenue or income depends on the rights and obligations in those arrangements.

Government grants are not recognised until there is reasonable assurance that the Company will comply with the conditions attaching to them and that the grants will be received. Government grants are recognised in profit or loss on a systematic basis over the periods in which the Company recognises as expenses the related costs for which the grants are intended to compensate.

Interest is recognised as revenue on a proportional basis when the payment is due, the value of the payment is notified, or the payment is received, whichever first occurs.

### h. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

### i. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2020

---

### j. **New Australian Accounting Standards**

#### **Impact on adoption of AASB 16 Leases**

The Company has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straightline operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs).

The adoption of AASB 16 did not have a material impact on the Company's financial statements.

#### **Impact on adoption of AASB 15 Revenue from Contracts with Customers (AASB 15) and AASB 1058 Income of Not-for-Profit Entities (AASB 1058)**

AASB 15 Revenue from Contracts with Customers supersedes AASB 111 Construction Contracts, AASB 118 Revenue and related Interpretations and it applies, with limited exceptions, to all revenue arising from contracts with its customers.

AASB 15 establishes a five-step model to account for revenue arising from contracts with customers and requires that revenue be recognised at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services to a customer. AASB 15 also includes implementation guidance to assist not-for-profit entities to determine whether particular transactions, or components thereof, are contracts with customers. If a transaction is outside the scope of AASB 15, the recognition and measurement of income arising from the transaction may instead be specified by another Standard, for example AASB 1058 Income of Not-for-Profit Entities.

AASB 1058 replaces the income recognition requirements in AASB 1004 Contributions that had previously applied to the Company. AASB 1058 provides a more comprehensive model for accounting for income of not-for-profit entities and specifies that:

- the timing of revenue or income recognition will depend on whether a performance obligation is identified or a liability is recognised;
- not-for-profit lessees can elect to recognise assets, including leases provided at significantly less than fair value, at their fair value; and
- all not-for-profit entities can elect to recognise volunteer services at fair value if the fair value of those services can be reliably measured.

Upon initial application of the Standard, the following adjustments were made as at 1 July 2019:

Decrease in contract liabilities (\$55,923)

Increase in accumulated funds \$55,923

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS**  
for the year ended 30 June 2020

	2020	2019
	\$	\$
<b>2 REVENUE</b>		
Subsidies & Funding Grants	1,262,617	956,445
Meal and Catering	72,341	77,463
Hall & Room hire	193,072	255,128
Kitchen Hire utilities	76,756	73,365
Interest Received	11,040	14,720
Donations & Fund Raising	14,394	20,149
Community Services	51,169	60,421
Other Income	6,612	6,449
	<u>1,688,000</u>	<u>1,464,141</u>
<b>3 PROFIT/(LOSS) FOR THE YEAR</b>		
Profit/(Loss) for the year has been determined after :		
Charging as expenses:		
Remuneration of auditors		
- Audit services	11,000	7,800
	<u>11,000</u>	<u>7,800</u>
<b>4 CASH AND CASH EQUIVALENTS</b>		
Cash on hand	940	840
Cash at bank	5,622	10,436
Cash at bank - direct investments	892,273	660,017
	<u>898,835</u>	<u>671,293</u>
Attributable to:		
Asset replacement	226,423	214,842
Bequests	83,867	83,867
Small grants	55,923	-
Provisions for employee entitlements	232,261	206,073
Available to fund operations	300,361	166,511
	<u>898,835</u>	<u>671,293</u>
<b>5 TRADE AND OTHER RECEIVABLES</b>		
Trade debtors	65,168	16,913
Accrued revenue	62,210	16,866
Prepayments	18,575	22,465
	<u>145,953</u>	<u>56,244</u>
<b>6 INVENTORIES</b>		
Stock on hand	4,143	2,779
	<u>4,143</u>	<u>2,779</u>

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS**  
for the year ended 30 June 2020

	2020	2019
	\$	\$
<b>7 PROPERTY, PLANT AND EQUIPMENT</b>		
Plant and equipment - at cost	140,016	118,621
Less accumulated depreciation	<u>(112,219)</u>	<u>(106,632)</u>
	27,797	11,989
Furniture, fixtures and fittings - at cost	116,117	116,117
Less accumulated depreciation	<u>(116,022)</u>	<u>(115,835)</u>
	96	282
Leasehold improvements	104,978	104,978
Less accumulated depreciation	<u>(72,317)</u>	<u>(71,461)</u>
	32,661	33,517
Total Property, Plant and Equipment	<u><b>60,554</b></u>	<u><b>45,788</b></u>
<b>8 TRADE AND OTHER PAYABLES</b>		
Trade payables	67,472	84,094
Sundry payables and accrued expenses	<u>58,761</u>	<u>118,851</u>
	<u><b>126,234</b></u>	<u><b>202,946</b></u>
<b>9 CONTRACT LIABILITIES</b>		
<b>Current</b>		
Contract liabilities	<u>92,883</u>	<u>-</u>
	<u><b>92,883</b></u>	<u><b>-</b></u>
<b>10 PROVISIONS</b>		
<b>Current</b>		
Employee entitlements	<u>178,156</u>	<u>163,670</u>
	<u><b>178,156</b></u>	<u><b>163,670</b></u>
<b>Non-current</b>		
Employee entitlements	<u>54,105</u>	<u>42,403</u>
	<u><b>54,105</b></u>	<u><b>42,403</b></u>
<b>11 EVENTS AFTER BALANCE SHEET DATE</b>		

The impact of the Coronavirus (COVID-19) pandemic is ongoing and while it has been financially positive for the company up to 30 June 2020, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS  
for the year ended 30 June 2020**

---

	2020	2019
	\$	\$
<b>12 CASH FLOW INFORMATION</b>		
(a) Cash at the end of the year, as shown in the Statement of Cash Flows, is reconciled to the related item in the Statement of Financial Position as follows:		
Cash on hand and at bank	<u>898,835</u>	<u>671,293</u>
(b) Reconciliation of Net Cash used in operating activities to profit/(loss) for the year		
Profit/(loss) for the year	235,095	8,488
Depreciation	6,630	9,290
Decrease (Increase) in Receivables	(89,709)	(7,152)
Decrease (Increase) in Inventories	(1,364)	(90)
(Decrease) Increase in Payables	(20,786)	(25,488)
(Decrease) Increase in Contract liabilities	92,883	-
(Decrease) Increase in Provisions	26,188	12,613
Net Cash Flow Used in Operating Activities	<u>248,938</u>	<u>(2,338)</u>

**13 COMPANY DETAILS**

The registered office of the company is:  
North Sydney Community Service Limited  
2 Ernest Place  
CROWS NEST NSW 2065

The principal place of business is:  
North Sydney Community Service Limited  
2 Ernest Place  
CROWS NEST NSW 2065

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## DIRECTORS' DECLARATION for the year ended 30 June 2020

---

The directors have determined that the company is not a reporting entity and that these special purpose financial statements should be prepared in accordance with the accounting policies described in Note 1 of the financial statements.

The directors of the company declare that:

- 1 The financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - (a) comply with Australian Accounting Standards and Australian Charities and Not-for-profits Commission Regulations 2013; and
  - (b) give a true and fair view of the financial position as at 30 June 2020 and of the performance for the year ended on that date of the entity.
  
- 2 In the opinion of the directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Director \_\_\_\_\_  
Christopher Scarf

Dated this 30 day of October 2020

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**DIRECTORS' DECLARATION IN RESPECT TO  
FUNDRAISING APPEALS UNDER THE CHARITABLE FUNDRAISING (NSW) ACT 1991  
for the year ended 30 June 2020**

---

The Directors of the company declare that:

- (a) the financial statements give a true and fair view of all income and expenditure of North Sydney Community Service Limited with respect to fundraising appeals; and
- (b) the statement of financial position gives a true and fair view of the state of affairs with respect to fundraising appeals; and
- (c) the provisions of the Charitable Fundraising (NSW) Act 1991 and the regulation under that Act and the conditions attached to the authority have been complied with; and
- (d) the internal controls exercised by the North Sydney Community Service Limited are appropriate and effective in accounting for all income received.

This declaration is made in accordance with a resolution of the Board of Directors.

Director   
Christopher Scarf

Dated this 30 day of October 2020

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NORTH SYDNEY COMMUNITY SERVICE LIMITED

### Opinion

We have audited the financial report of North Sydney Community Service Limited (the Company), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes, and the directors' declaration.

In our opinion, the accompanying financial report of North Sydney Community Service Limited has been prepared in accordance

with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the North Sydney Community Service Limited's financial position as at 30 June 2020 and of its performance for the year ended then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of North Sydney Community Service Limited in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional & Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose.

### Responsibilities of the Directors for the Financial Report

The directors of North Sydney Community Service Limited are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Company's financial reporting process.

## **Auditor's Responsibilities for the Audit of the Financial Report**

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee of management, as well as evaluating the overall presentation of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## **Nexia Sydney Audit Pty Limited**



**Brett Hanger**

Director

Dated in Sydney, this 2<sup>nd</sup> day of November 2020

# Directors



**Dr Christopher Scarf**  
Chair



**Virginia Udy**  
Director



**Ted Wziontek**  
Director



**Nicola Atmore**  
Director



**Pastor Joshua Downton**  
Director



**Alice Martin**  
Director



**True Swain**  
Director

# Supporters

AASHA Australia Foundation  
Bakers Delight Crows Nest  
Better Business Partnership  
Bruce W Stephens & Associates  
Cammeray Public School  
Chinese Christian Church Milsons Point  
Community Connect  
Connecting Up  
Crows Nest Mainstreet  
Crows Nest Uniting Church  
Department of Health  
Department of Home Affairs  
Department of Social Services  
EarlyEd  
Explore and Develop Leichhardt  
Fresh Crows Nest  
Ganache Patisserie Castlecrag  
Glen Turner  
Good Things Foundation  
Hayden Picture Palace Cremorne  
History and Heritage Centre Stanton Library  
Holly and Melissa Hogan  
Kids Kove  
Konrad Schalch  
Lions Club of Manly  
Little Zak's Academy  
Loreto Kirribilli  
Lower North Shore Volunteer Referral Coordinator  
Maggie Langtry Photography  
Meals on Wheels NSW  
Monte Sant' Angelo Mercy College  
Mosman Council  
MTO Shahmaghsoudi  
Naremburn Family Centre CatholicCare  
Northern Sydney Local Health District  
Northside Baptist  
North Sydney Boys High School  
North Sydney Girls High School  
North Sydney Demonstration School  
North Sydney Council  
NSW Department of Communities & Justice  
Queenwood School for Girls  
Rotary Club of Crows Nest  
Rotary Club of North Sydney  
Rotary Club of North Sydney Sunrise  
St Aloysius' College  
St Andrew's Cathedral School  
St George Community Housing  
St Mary's Primary School  
StreetSmart Australia  
Sydney Harbour Federation Trust  
Sydney North Health Network  
Tanya Pearson Academy  
The Tokens  
Tina Mulholland  
Waverton Hub  
Wenona Girls  
William Blue College of Hospitality  
Willoughby Girls High School  
Woolworths  
Worldwide Printing Solutions St Leonards

# Staff

**Amy Budden**  
Food Services  
Manager

**Sue Lloyd**  
Accounts Manager

**Paul Buhne**  
Kitchen Hand

**Graham  
O'Hearn**  
Venue Coordinator

**Lynn Catterson**  
(until Aug 2019)  
Receptionist/  
Linen Coordinator

**Sam Quayle**  
Food Services  
Assistant

**Melanie Corner**  
Special Projects/  
Volunteer  
Coordinator

**Bruce Sweeting**  
Venue Supervisor

**Fred Dafforn**  
Venue Supervisor

**Georgina  
Tanous**  
Linen Coordinator

**Tatiane Gonzales  
Da Silva**  
(Mar 2020)  
Receptionist

**Olga Telepova**  
Social Support  
Coordinator

**Philippa Hutson**  
(until Mar 2020)  
Receptionist

**Joe von  
Bornemann**  
Venue Supervisor

**Suchi Kuppili**  
(on leave)  
Receptionist

**Denise Ward**  
Executive Officer

**Andrew Lang**  
Venue Supervisor

**Valerie  
Willemsen**  
Community  
Support Manager

**Johanna  
Lawrence**  
Community  
Engagement  
Coordinator