



# Crows Nest Centre

*Connecting Our Community*

## Annual Report 2018 - 2019

North Sydney Community Service Ltd

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## 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.



Mosman  
COUNCIL

NSW  
GOVERNMENT  
Family &  
Community  
Services



Australian Government  
Department of Health



STREETSMART  
ACTION AGAINST HOMELESSNESS

## Report from the Chair

The Crows Nest Centre has had another successful year, although challenges are still present.



While we have maintained close to the same level of revenue from the Australian and NSW Governments, as well as North Sydney Council, our costs continue to increase.

Particular mention and thanks go to our Federal Member, Trent Zimmerman, who has secured Commonwealth funding to support the Centre's multicultural activities over the next two years.

Government funding accounts for around two-thirds of income we need to provide essential services. The balance comes from venue and kitchen hire, client fees, donations, fundraising and miscellaneous income. In 2018-19 revenue was down slightly on the previous year, but due to superb financial management by Sue Lloyd, Accounts Manager, and Denise Ward, Executive Officer, we posted a small surplus. As such the Crows Nest Centre continues to be in a sound financial position.

The Crows Nest Centre's Board continues to provide a sound level of professional governance. During the year we farewelled long-standing Board member, Sharyn Reichstein. Sharyn contributed greatly to the running of the Board and in particular, her work on the Finance and Risk Committee enhanced our financial governance.

The Board undertook an active campaign to replace Sharyn and fill an additional vacancy. Two outstanding candidates were selected: Nicola Atmore and Virginia (Ginie) Udy. Both have extensive experience in community services and we are confident they will make a very positive contribution to the Board.

Boards of not-for-profit organisations are under increasing pressure from government to comply with an ever-growing list of regulatory requirements. The Board continues to meet its obligations in this regard, and as such our Board has an enviable reputation in the not-for-profit sector.

I would like to especially thank Board members for their continuing efforts supporting the Centre's activities. You volunteer many hours of support, mainly unseen by others. The Centre could not operate as effectively as it does without your professional skills and the many hours you spend on its activities. It is a pleasure to work with such a talented group of people.



A special thank you to our Executive Officer, Denise Ward for her tireless efforts in managing the Centre. Denise's professionalism, fostering of innovation and dedication to our clients have ensured the Centre remains at the forefront of community service delivery in NSW, despite ongoing challenges including changes in funding arrangements (usually downwards), policy directions and key personnel.



I also congratulate Sue Lloyd for her work in managing our financials. Her tireless efforts make our job as a Board so much easier, knowing the financials are being well managed.

North Sydney Council continues to provide significant funding and in-kind support, enabling us to keep our doors open. Particular thanks must go to Martin Ellis, Director Community and Library Services. His unwavering support has been much appreciated.

Finally, the many community programs and services we provide would not be possible without the dedication of two very passionate bands of people – our staff and our volunteers. Walking around the office is very uplifting, seeing the way that the Centre staff work tirelessly to ensure the people in our community receive the services they need.

And of course, there is no way we could deliver these services without our

volunteers, over 200 of all ages from teens to nineties. They are the backbone of our success. Without our volunteers we would not have any hope of meeting the community's needs.

This is my last year as Chair. In accordance with the Centre's Constitution, I must stand down, having served three terms of three years.

It has been an honour and a privilege to serve the Crows Nest Centre. We have gone through numerous changes in response to the ever-changing not-for-profit landscape but we have always managed those changes effectively.

I leave knowing the Crows Nest Centre is in good hands and will continue to serve the community well in the future.

Thank you and farewell!

Jonathan Farrell  
Chair, North Sydney Community Service

## Report from the Executive Officer

Our *Strategic Directions 2017-2020* continues to guide the Centre, our services and activities for older people, people with a disability, migrants, parents and people who are homeless or at risk.



Coming to grips with the intricacies of ageing and disability reform has been at the forefront of the Centre's 2018-19 endeavours.

In August we participated in a Quality Review

conducted by the former Australian Aged Care Quality Agency, meeting all 18 outcomes against the Home Care Standards.

Starting in October, the Australian Government established a Royal Commission into Aged Care Quality and Safety, and in April a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. Outcomes from both the Aged Care and Disability Royal Commissions are expected to shape service delivery for older people and people with a disability for years to come.

New aged care standards commence in July 2019, placing older people at the centre of service delivery, ensuring dignity is upheld and people are free to exercise choice.

We decided against formal registration with the National Disability Insurance Scheme, opting for an informal approach to inclusion of people with a disability wishing to engage with our Centre.

North Sydney Council offered strategic and practical support to the Centre, providing our premises and a vital cash donation, contributed to Persian Morning Tea, Migrant Employability Workshops and special events such as the NSW Seniors Festival, Harmony Day, NAIDOC Week and Xmas in July.

Crows Nest Centre Remembers, a local poppy project, commemorated the 100<sup>th</sup> anniversary of the end of World War I. Over 1000 poppies were knitted and crocheted by the Centre's Knitting Group and massed in the 'grasses of Flanders Fields'. Felicity Wilson, Member for North Shore, visited our installation in Ernest Place, later commenting in the NSW Parliament on our project and spoke about the impact of the 62,000 lives lost in the war.





team was restructured, with Social Support becoming a job share position.

Receptionist Lynn Catterson acted in the role of Linen Coordinator, flexibility proving the key ingredient in maintaining seamless service delivery.

We continued to be well supported by Rotary (Crows Nest, North Sydney and North Sydney Sunrise), schools, churches and local businesses.

Our 2019 Seniors Festival celebrations were a standout success. Celebrating Year of the Pig was a highlight, with the dragon dance captivating the hearts of everyone attending.

We continued our commitment to sustainability with the launch of a sustainable bunting working bee.

In May, an evening tour of Vivid, by water taxi, proved to be one of the year's most enjoyable outings.

Much loved staff member Geoff Whiting retired, we farewelled Kitchen Hand, Aurelio Quadros Maia, Andrew Lang achieved 25 years of service and we welcomed Joe von Bornemann as a Venue Supervisor.

In late 2018-19 the Community Support

My heartfelt thanks go to our dedicated volunteers and committed staff. You are the glue that holds us together and allows us to offer such a wide range of services to people in their homes, at our Centre and in the community.

I am very proud of what we have achieved together for our community.

Denise Ward  
Executive Officer



## Activities

In 2018-19, the Crows Nest Centre offered 17,000 hours of social and recreational activities to older people and people with a disability. Our 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, word games and quizzes.

Bus outings to places of interest included Barangaroo, The Great Synagogue, Palm Beach, Museum of Sydney and Salon des Refusés. An inaugural evening tour of Vivid, viewing the spectacular lights from a water taxi on the harbour, was a runaway success.

Monthly movies were well attended. The Rotary Club of North Sydney Sunrise generously donated funds and Cremorne Hayden Orpheum half price tickets.

A theatre party to *Priscilla Queen of the Desert*, at the Capitol Theatre, was met with great acclaim. This was a chance to kick back, have some fun, revel in the Aussie outback, marvel at the spectacular designer costumes and recall well known



pop songs and the joys of disco dancing. The ambience of this lovely old theatre brought back many memories.

For a second year we welcomed older Indian people to monthly Bollywood Music, with culturally themed music and morning tea. Diwali celebrations were a major success.



Social and recreational activities (knitting, indoor bowls, mah-jong, canasta, internet kiosk and women's wisdom circle) attracted a loyal group of regulars.

Ageing Well sessions on health, independence and community connections became a monthly fixture. Topics included: In a Home

or at Home; Bushcare in Our Community; My Health Record; Housing Choices; End of Life Decision Making; SES to the Rescue; Know Your Rights; and International Yoga Day. North Sydney Council also arranged for a 'memory van' to visit the Centre during Dementia Awareness Month.



Healthy ageing classes (tai chi, yoga and Feldenkrais) were well supported, yoga proving the most popular choice with three classes.

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 Xmas and Melbourne Cup events. Celebrating Year of the Pig was the main event at our 2019 Seniors Festival celebrations.



*Thank you for such a wonderful Melbourne Cup celebration. Your welcome was generous, the food exceptional and the company congenial. It raised our spirits.*



This year, coordination of the Centre's regular activities and special events was shared between the Social Support Coordinators, Olga Telepova and Johanna Lawrence, and myself. This new arrangement worked well.

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.

Fifteen 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 Amy Shum and Jeff Wang coordinate activities, with Crows Nest Centre staff visiting regularly to offer support. In December, sadly we farewelled Pastor Amy.

Four bus trips were conducted during the year using Community Connect – Lower North Shore Community Transport. Locations included Wollongong and Canoelands Orchard.

Along with socialising in the church hall, people participated in a range of healthy ageing activities such as gentle exercise, line dancing, dumpling and moon cake demonstrations, hands on cooking, learning first-hand about eye health, making origami boats and handmade Christmas cards. Participants also enjoyed morning tea and a specially prepared hot lunch.

Chinese Seniors volunteers ensured festive days in the calendar were celebrated in style, with special recognition given to Father's Day, Moon Festival, Christmas, Chinese New Year, Lantern Festival, Easter, Mother's Day and the Dragon Boat Festival.



Members of the group attended Crows Nest Centre's special events including Melbourne Cup, Biggest Morning Tea, Rotary Xmas in July and Xmas at Xmas.

Celebrating Year of the Pig, as part of the Seniors Festival 2019, was a great way for the Chinese Seniors to share their culture with older people from other cultures.

2018-19 was an eventful year, well supported by clients and volunteers.

Valerie Willemsen  
Community Support Manager

# Community engagement

Community Engagement works with individuals and groups to identify and address issues that impact on community wellbeing. We aim to help people in the short-term, as well as forge long-term relationships.

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

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

## Local community support

At Christmas, the Rotary Club of Crows Nest's Tree of Joy collected gifts for our clients. Cammeray Public School, Crows Nest Uniting, Northside Baptist, Waverton Hub and Crows Nest Centre



volunteers donated items. Each hamper was accompanied by an individual card, handmade by St Mary's Primary, North Sydney Demonstration School, Crows Nest Uniting Church's Preschool and



*Thank you for your continuing support of the Tree of Joy. Just the smiles of the recipients say it all.*



Northside Baptist's Sunday School.

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

The Centre hosted Australia's Biggest Morning Tea, raising money for Cancer Council, joined by clients, volunteers, staff and fellow tenants. Local businesses donated cakes, slices and biscuits.

The Centre hosted a stall at the 29th Crows Nest Festival, offering face painting and children's craft, and distributing information about our services, activities and volunteer opportunities.

We supported Northside Baptist and Crows Nest Mainstreet to deliver Christmas Carols in Ernest Place, a very successful event.

### NSW Seniors Festival

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

Celebrating Year of the Pig featured North Sydney Council Historian, Dr Ian Hoskins, speaking about the early contribution of Chinese market gardeners and grocers to our community. Activities included a traditional fan dance, tai chi sword ritual, calligraphy station and traditional lion dance, red packets and lucky coins for all to take home.



The Centre hosted free healthy ageing classes (tai chi, yoga and Feldenkrais), with complimentary fruit and a cuppa.

Active walkers visited St Thomas' Rest Park, final resting place of Edward Wollstonecraft and St Thomas' Anglican Church and joined Mayor Jilly Gibson, at the Chambers, for a light lunch.

For the creatively inclined, a sustainable bunting working bee converted old doilies, placemats and serviettes into reusable decorations.

### 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.

Staff offered information, housing advice and referral to services. Backpack beds and polar fleece sleeping bags were supplied to a number of 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 this year's NAIDOC Week theme, *Voice. Treaty. Truth. Let's Work Together for a Shared Future*.

We were delighted when Mi-Kaisha Masella, who performed for us last year, was awarded NAIDOC Youth of the Year.

### Knitting Group

In November, the Knitting Group hung *Crows Nest Remembers*, a poppy project commemorating the 100th anniversary of the end of World War I, on the John Griffin Stage. Over 1000 poppies were knitted and crocheted by our Knitting Group and community spirited residents.

Other projects included Easter chicks and baskets for our Meals on Wheels and linen service clients, clothes for newborn babies at Royal Prince Alfred Hospital,

squares and blankets for 'Wrapped with Love' and scarves and beanies for young people at Taldumande Youth Services.

### Supporting other agencies

As a collection point for the Nappy Collective, families donated unused nappies to disadvantaged families. Over the last five years we have collected 10,000 nappies.

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

### Parents

Thirteen parent education seminars, focused on babies and toddlers, attracted 260 participants.

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

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 Centre's 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.

### Navigating My Aged Care

The advent of aged care reform has also seen the Centre become a conduit for access to 'My Aged Care'.

Once a client has achieved My Aged Care registration, the Centre aims to ease the burden of paperwork by offering a systematic approach to service delivery and annual reassessments across our Commonwealth Home Support Programme services, consistent with Government reporting requirements.

Our Community Support Coordinators conduct client reassessments and talk with people about their individual needs and goals. Where we can assist with additional services we are happy to do so.



After two years, our integrated client information system is proving to be intuitive, easy to use and is working well.

### Wellness and enablement

The coming year will see a focus on health and well-being. We are keen to trial some new healthy ageing activities and as well as venture into the world of creative ageing.

★★★★★★★★★★

*My mother has had various services from the Centre including linen and meals on wheels and they have been nothing but excellent.*

★★★★★★★★★★

### Staffing

Longstanding Activities Coordinator, Geoff Whiting, retired in July and responsibility for the Centre's regular activities and special events transferred

to the Social Support Coordinator and Community Support Manager.

Georgina Tanous settled into the role of Linen Service Coordinator. At year end when she needed to take some unexpected leave, the role was temporarily filled by Receptionist, Lynn Catterson.

Former Linen Service Coordinator, Olga Telepova, covered Johanna Lawrence's maternity leave and on Johanna's return from leave this converted to a job share position.

Valerie Willemsen  
Community Support Manager



## Computer club



Over the last 12 months, the Computer Club has moved almost exclusively to one on one lessons, with training addressing individuals' specific needs.

Interest is predominantly about laptops, tablets and smart phones, rather than desktop computers. In response, the club has been refocusing its training towards more portable technologies.

In 2018, we partnered with Yourside Australia (formerly Northside Community Forum) to provide individual lessons for people with disability, most of whom wanted to improve their tablet skills.

This year we signed up to 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. We hosted a successful event, Taking Your Mobile Online, to mark Get Online Week 2018.

We also partnered with Assistive Technology Australia to deliver a seminar, Technology to Help You Stay at Home, during the 2019 NSW Seniors Festival.

Supported by Mosman Council, the club acquired a laptop to complement our portable 3D printer, allowing us to take our 3D classroom to other locations.

North Sydney Council generously contributed to an upgrade of our website. In the near future, our online presence will form part of the Crows Nest Centre's new website.

Our continuing success is due to the dedicated volunteer tutors who form the backbone of our club and the wonderful 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 or 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 2018-19, 80 people received delivered meals.

Nutritious three course meals include soup, a main meal, dessert and juice. Sandwiches, breakfast snack packs, salads and mini meals are also available.



Meals on Wheels makes a real difference to peoples' lives and is only possible because of the generous support of our dedicated volunteers. Around 50 people volunteered for Meals on Wheels during the year.

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.

An assortment of activities, like knitting, indoor bowling, canasta and Ageing Well information sessions, offer added value for clients who attend our community restaurant.

Door to door community transport is available on Fridays.

Between Meals on Wheels and the Centre's community restaurant, almost 13,000 meals were supplied.

### Food safety rating

Recognising our commitment to quality, in July 2019 we received an 'A Grade' food safety rating from the NSW Food Authority, our twelfth consecutive top rating.

### Catering

The Food Services Team catered for the Centre's meetings, activities like Homework Help and events such as Biggest Morning Tea, 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.

Jason Hannah, Executive Chef and Manager of Culinary Learning, generously agreed to partner with us on major events.

Billy Blue catered for Xmas in July, Melbourne Cup, our volunteer Christmas party, Xmas at Xmas, and the Centre's mid-year volunteer appreciation lunch. 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.

Ku-ring-gai Meals on Wheels supplied a delicious Chinese lunch for Chinese New Year, Celebrating Year of the Pig.



*Thank you again for the Meals on Wheels. They are a huge help and very nice too.*



### Staffing

Kitchen Hand, Paul Buhne, took extended leave and Aurelio Quadros Maia was engaged as an additional Kitchen Hand. On Paul's return from leave, Aurelio continued with us one day a week, before resigning in June to move interstate.

Due to family commitments I took some extra leave this year and Sam Quayle, Food Services Assistant, capably led the team in my absence.

Along with the Food Services Assistant, I continued to conduct Meals on Wheels service delivery assessments and reassessments.

During the year, I attended regional Meals on Wheels meetings, networking with agencies 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 centre-based lunches.

The invaluable contribution by our volunteers was recognised at our volunteer Christmas party and mid-year appreciation lunch. Long serving volunteer Peter Krinks, along with more recent but nonetheless dedicated volunteer Luke Tobias, received 2018 North Sydney Community Awards from Federal Member for North Sydney, Trent Zimmerman.



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 2018-19 the Linen Service made almost 3000 beds.

### Flexible service

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

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

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.

★★★★★★★★

*Your linen service is one of the main factors which enable me to continue living in my own home. The linen is especially clean, the bed makers are always bright, efficient and a very welcome part of my existence.*

★★★★★★★★

### New clients

During 2018-19, 145 people received the Linen Service in North Sydney and Mosman Local Government Areas, including 17 new clients.

The introduction of My Aged Care and Regional Assessment Services has seen many older people moving to home care packages, reducing referrals.



## Volunteers help people connect

Dedicated and generous volunteers are key to the service's success.

This year, around 35 volunteers participated in the service weekly, fortnightly or monthly, with others on call to fill unexpected gaps.

Linen volunteers make clients' beds, engage in friendly conversation and help connect people with the outside world.

Many of our clients are mobility impaired, with limited opportunities to leave their home.

Our volunteers provide much more than a bed making service - 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 thank you letters.



*The charming ladies on the linen run are a credit to your organisation.*



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



## Commercial laundry

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

## Staffing

Due to family commitments I took extended leave from May and Lynn Catterson, capably acted in my role.

**Georgina Tanous**  
Linen Coordinator

## Migrant services

Our Centre has continued to deliver migrant services for the past four years without Government funding, by drawing on the skills, experience and cultural understanding of a small group of dedicated volunteers.

We welcome people from a diverse range of cultural and linguistic backgrounds, encouraging participation in their community and the life of our Centre.

### Employability workshops

*Reach Your Potential: Employability Workshops* for skilled migrants were run from July to September and February to April.



Supported by a grant from North Sydney Council, the workshops focus on writing a career story, crafting a resume, presenting and interview skills.

Facilitators Janice Hui and Linda Bisnette, with extensive mentoring and



*I am so grateful to all of you and especially to my mentor for all your time, energy and soul that you put into this workshop! I cannot thank you enough for the way you made me believe in myself again and find my confidence.*



recruitment experience, were once migrants themselves, looking for jobs.

A dedicated group of specially selected volunteer coaches work alongside the facilitators, offering one on one mentoring to each participant.

More than 70 per cent of participants who have completed the program have found employment, most working in their area of professional training.

### Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds. This year 40 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 Aloysius', Wenona and Willoughby Girls mentored the pupils.

Parents with limited English express enormous gratitude about their children's participation. Students especially enjoyed our end of year party.

### Harmony Week

'Everyone Belongs' was the theme for Harmony Week. The Centre partnered with North Sydney Council, Lower North Shore Multicultural Community Network and Sydney Multicultural Community Services to celebrate our rich and diverse community, complete with didgeridoo performance, Bosnian Women's Choir,



Congolese poetry, Indian dancing, Okinawan drumming and a smorgasbord of multicultural food. Around 150 people attended with feedback resoundingly positive.

### English conversation

Beginner and intermediate English conversation classes are offered at the Centre weekly, during school terms. In 2018-19, around 75 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.

### Bollywood Music

Collaborating with AASHA Australia Foundation, North Sydney Council, Lower North Shore Multicultural Network and Sydney Multicultural Community Services, the Centre hosted Bollywood Music for a second year.

The monthly events featured musical entertainment and morning tea, and were attended by 70 older Indian people, along with a number of the Centre's regular clients. Diwali celebrations, in October, proved a highlight.

### Parent groups

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

We welcome Japanese mothers twice a month and Spanish mothers once a month, enabling new parents to establish strong social and cultural connections.

This year around 40 Japanese and 15 Spanish mothers came with their children.

### Refugee Week

Around 150 people joined us for breakfast to hear surgeon Munjed Al Munderis tell his extraordinary story of fleeing war-torn Iraq, coming to Australia as a refugee, spending months in detention and going on to become a pioneering surgeon.



*Deepest thanks for organising a brilliant, interesting and touching morning with Munjed Al Munderis*



### Persian Morning Tea

With the support of North Sydney Council, a monthly Persian Morning Tea takes place at our Centre. This initiative targets Iranian people living in North Sydney and the broader community.

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, usually presenting in Farsi, covered diverse topics including Persian History, Living the Good Life Financially and Persian Calligraphy.



A Flavour of Persian Art celebrated Nowruz (Persian New Year) with art, photography, music and poetry.

Volunteer Shokufeh Kavani coordinates the group and the Centre assists with logistics and promotion.

Denise Ward  
Executive Officer

## Social support

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

transport to a hospital clinic. We also organised transport assistance to enable a number of our clients to access activities being run at the Crows Nest Centre.



The use of volunteers to deliver this service means that it can be very flexible, focusing on individual needs and offering guidance and reassurance to complete tasks that maintain independence and promote wellbeing.

### Assisted shopping and home visiting

The Centre currently supports 40 clients who access volunteer assisted shopping and friendly home visiting.

For many clients, social support is their only source of assistance and connection to the community.

Around 75 clients accessed our individual social support in 2018-19.

### Assisted transport

This year, we filled around 90 assisted transport requests, all delivered by volunteers.

The majority of requests for assisted transport came from clients seeking transport and support to attend medical appointments. These typically comprised visits to their general practitioner or



*Your assistance has been invaluable and I am so appreciative.*



Activities range from shopping to running errands, to having a cuppa' and a chat.

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 15 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 the Coles online website.

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

During the year he assisted 20 people with repair and maintenance tasks, including changing light bulbs, installing safety rails, fixing smoke alarms and replacing tap washers. Labour is free and clients only pay for materials.



★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Many thanks for your care and kindness.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Staff and volunteers who are part of the home shopping delivery service establish great rapport with clients, chatting regularly by phone. Frequent contact allows the Centre to monitor client progress and we are able to offer additional support if it is needed.

### Home Handyman

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

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 that is a huge asset to the Centre.

### Staffing

Johanna Lawrence returned from maternity leave in February and Social Support is now a job share position.

Olga Telepova and Johanna Lawrence  
Social Support Coordinators

## Venue hire

The Crows Nest Centre relies on income from venue hire to underpin our operations. With continuation of William Blue College of Hospitality Management as our commercial kitchen hirer, 2018-19 finished with income of almost \$330,000.

During 2018-19, we had a total of 192 paying clients using the Centre. The top 20 clients accounted for 46% 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



(yoga, tai chi and Feldenkrais), English Conversation, Homework Help, Employability Workshops, Parent Education and Mothers Groups.

★★★★★★★★★★

*I just wanted to say what a brilliant team you have. As various panics surfaced as I set up and cleared up, your staff were calm, resourceful, compassionate and kind. They went out of their way and beyond my expectations.*

★★★★★★★★★★

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

Stronger Communities Funding received through the Department of Infrastructure and Regional Development allowed us to purchase new furniture and fittings to upgrade the Pat Brunton Dining Room. North Sydney Council painted and recarpeted, giving the room a café feel by day and enhanced amenity after hours.

In February, Joe Von Bornemann joined us a Venue Supervisor. Fred Dafforn, Andrew Lang and Bruce Sweeting all continued as Venue Supervisors. Andrew Lang celebrated 25 years at the Centre.

Graham O'Hearn  
Venue Coordinator

# Volunteering

The Volunteer Coordinator recruits volunteers to assist with the Computer Club, community engagement, community restaurant, linen, Meals on Wheels, migrant services, social support and other activities.

Dedicated and committed, our volunteers love what they do. Forty-one new volunteers joined in 2018-19 and we now have over 200 active volunteers. New volunteers found us on the internet, came recommended by family and friends or saw our volunteer banner.

We continued to refine our volunteer information system, making it easier to comply with government funding requirements. Rosemary Cheung's voluntary administrative support proved invaluable.



*I really enjoyed volunteering with the lovely clients. Spending time with you all made my Australian life enjoyable and memorable.*



In 2018-19, we hosted a Christmas party and mid-year luncheon to thank volunteers, both generously catered by Billy Blue Cooking School. Corporate volunteers from National Australia Bank provided assistance with our mid-year appreciation lunch.

Lower North Shore Volunteer Coordination sponsored a volunteer movie night. They offered a Wellness and Reablement Workshop for our volunteers, as well as hosting a recruitment expo.



Once again North Sydney Council's International Volunteer Day celebrations acknowledged the vital contribution made by our volunteers.

We were delighted to nominate a number of outstanding volunteers for the North Sydney Community Service Awards, hosted by Trent Zimmerman. Peter Krinks, Lina Zhang, Jeanette Loewensohn and Luke Tobias were all award recipients.

**Mel Corner**  
Volunteer Coordinator



# Financial Report

for the year ended 30 June 2019

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

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# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## DIRECTOR'S REPORT for the year ended 30 June 2018

The directors of North Sydney Community Service Limited present their report for the year ended 30 June 2018.

### DIRECTORS

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

Mr Robert Birchall	Appointed November 2012	Resigned February 2018
Dr Ivor Jonathan Farrell	Appointed November 2009	
Mr Athol Jenner	Appointed November 2006	
Ms Sharyn Reichstein	Appointed November 2013	
Ms Nicole Rieveley	Appointed May 2017	Resigned April 2018
Dr Christopher Scarf	Appointed April 2014	
Mr True Swain	Appointed May 2017	
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>
Mr Robert Birchall	Company Director	Finance & Risk Committee
Dr Ivor Jonathan Farrell	Managing Director	Chairperson
Mr Athol Jenner	Volunteer Representative	Services Committee
Ms Sharyn Reichstein	Senior Prudential Regulator	Finance & Risk Committee
Ms Nicole Rieveley	Marketing Executive Director	
Dr Christopher Scarf	Health Care Consultant	Services Committee
Mr True Swain	Senior Executive Manager	Services Committee
Mr Thaddeus Wziontek	Company Director	

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## DIRECTOR'S REPORT for the year ended 30 June 2018

### DIRECTORS' MEETINGS

During the financial year, 6 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>
Mr Robert Birchall	4	2
Dr Ivor Jonathan Farrell	6	5
Mr Athol Jenner	6	6
Ms Sharyn Reichstein	6	5
Ms Nicole Rieveley	4	4
Dr Christopher Scarf	6	6
Mr True Swain	6	4
Thaddeus Wziontek	6	6

### 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

  
Ivor Jonathan Farrell

Dated this

9<sup>th</sup> day of NOVEMBER 2018

## NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

### DIRECTOR'S REPORT for the year ended 30 June 2018

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#### 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

### DIRECTOR'S REPORT for the year ended 30 June 2018

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To achieve these objectives, the company has implemented the following actions:

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

- Commenced Bollywood Music in association with AASHA Foundation;
- Continuity of Joint Plan of Management with North Sydney Council;
- Continuity of Commonwealth and State Government funding;
- Recognition of donors supporting the Centre's work;
- Continuity of William Blue College of Hospitality as a venue hirer;
- 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 and National Disability Insurance Scheme consultations to inform future service provision;

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

- Commenced Bollywood Music;
- A culturally inclusive calendar of special events events (e.g. Seniors Festival, Harmony Day, Volunteer Week, NAIDOC Week, Diwali, Children's Week);
- Older people supported to access centralised assessment and referral to enable informed choices about the Centre's services and activities and access other services;
- Assessment forms reviewed to ensure compliance with data reporting requirements;
- New *Ageing Well* information sessions on health, independence and remaining safe;
- Preparation for triennial aged care quality review;
- Improved client registration and data collection for migrant and parent activities;
- Provided Backpack Beds for ongoing rough sleepers.
- New audio systems installed in the Pat Brunton Dining Room and Johnson Hall.

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

- New homeless or at risk promotional resources;
- Continuing upgrade of service delivery and special event promotional resources;
- Participated in Aged Services and Volunteer Expos;
- Commenced people focused website upgrade;

#### **Diversify funding sources**

- Community grants from North Sydney Council sustained Persian Morning Tea and Realise Your Potential: Employability Workshops for skilled migrants;

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

- Upskilling of staff in dementia, data collection and reporting, reablement and wellness;
- Individual positions reviewed as staff resigned;
- Volunteer records converted to online database, allowing real time checks for updates;
- Volunteer appreciation events supported by William Blue College of Hospitality Management with concurrent training delivered.



## 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 2018, 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.

### HILL ROGERS ASSURANCE PARTNERS

**BRETT HANGER**  
Partner

Dated at Sydney, this 9<sup>th</sup> day of November 2018

### Assurance Partners

Hill Rogers Assurance Partners | ABN 56 435 338 966  
Liability limited by a scheme approved under Professional Standards Legislation



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

**STATEMENT OF COMPREHENSIVE INCOME**  
for the year ended 30 June 2018

	Note	2018 \$	2017 \$
Revenue	2	1,496,354	1,490,825
Employee benefits expense		(917,247)	(962,323)
Depreciation and amortisation expenses		(11,757)	(12,184)
Other expenses		(575,790)	(524,247)
Profit/(loss) for the year		<u>(8,440)</u>	<u>(7,929)</u>
Other comprehensive Income		-	-
Total comprehensive income for the period		<u>(8,440)</u>	<u>(7,929)</u>
Profit/(loss) attributable to the entity		<u>(8,440)</u>	<u>(7,929)</u>

The accompanying notes form part of these financial statements.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**STATEMENT OF FINANCIAL POSITION**

as at 30 June 2018

	Note	2018 \$	2017 \$
<b>Current Assets</b>			
Cash and cash equivalents	4	673,631	649,736
Trade and other receivables	5	49,093	56,169
Inventories	6	2,689	3,087
<b>Total Current Assets</b>		<b>725,413</b>	<b>708,992</b>
<b>Non-Current Assets</b>			
Property, plant & equipment	7	55,078	66,836
<b>Total Non-Current Assets</b>		<b>55,078</b>	<b>66,836</b>
<b>Total Assets</b>		<b>780,491</b>	<b>775,828</b>
<b>Current Liabilities</b>			
Trade and other payables	8	228,433	249,699
Short-term provisions	9	114,468	106,664
<b>Total Current Liabilities</b>		<b>342,901</b>	<b>356,362</b>
<b>Non-Current Liabilities</b>			
Long-term provisions	9	78,991	52,425
<b>Total Non-Current Liabilities</b>		<b>78,991</b>	<b>52,425</b>
<b>Total Liabilities</b>		<b>421,892</b>	<b>408,788</b>
<b>Net Assets</b>		<b>358,600</b>	<b>367,040</b>
<b>Equity</b>			
Reserves		310,466	298,709
Retained earnings		48,134	68,331
<b>Total Equity</b>		<b>358,600</b>	<b>367,040</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 2018**

	<b>Reserves</b>	<b>Retained</b>	<b>Total</b>
	<b>\$</b>	<b>Earnings</b>	<b>\$</b>
		<b>\$</b>	
Balance at 1 July 2016	<u>286,525</u>	<u>88,444</u>	<u>374,969</u>
Profit/(loss) for the year		(7,929)	(7,929)
Transfer to/(from) reserves	12,184	(12,184)	
Balance at 30 June 2017	<u>298,709</u>	<u>68,331</u>	<u>367,040</u>
Profit/(loss) for the year		(8,440)	(8,440)
Transfer to/(from) reserves	11,757	(11,757)	
Balance at 30 June 2018	<u>310,466</u>	<u>48,134</u>	<u>358,600</u>

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 2018**

	Note	2018 \$	2017 \$
<b>Cash Flow from Operating Activities</b>			
Receipts in the course of operations		1,639,099	1,604,075
Payments to suppliers and employees		(1,628,295)	(1,564,267)
Interest received		13,092	14,604
<b>Net cash provided by (used in) operating activities</b>	11(b)	<u>23,895</u>	<u>54,413</u>
<b>Cash Flow from Investing Activities</b>			
Payments for property, plant and equipment		-	-
<b>Net cash provided by (used in) investing activities</b>		<u>-</u>	<u>-</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>		23,895	54,413
<b>Cash at beginning of the year</b>		649,736	595,323
<b>Cash at end of the year</b>	11(a)	<u>673,631</u>	<u>649,736</u>

The accompanying notes form part of these financial statements.

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2018

---

### 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**

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

# NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

## NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2018

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**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**

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met.

**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 2018**

	2018 \$	2017 \$
<b>2 REVENUE</b>		
Subsidies & Funding Grants	938,304	954,688
Meal and Catering	94,890	96,019
Hall & Room hire	287,520	288,042
Kitchen Hire utilities	86,352	65,657
Interest Received	13,092	14,604
Donations & Fund Raising	11,620	11,196
Community Services	59,664	54,906
Other Income	4,912	5,712
	<u>1,496,354</u>	<u>1,490,825</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	7,650	7,500
	<u>7,650</u>	<u>7,500</u>
<b>4 CASH AND CASH EQUIVALENTS</b>		
Cash on hand	750	750
Cash at bank	6,198	7,625
Cash at bank - direct investments	666,683	641,361
	<u>673,631</u>	<u>649,736</u>
Attributable to:		
Asset replacement	214,842	214,842
Bequests	83,867	83,867
Provisions for employee entitlements	193,459	159,089
Available to fund operations	181,463	191,939
	<u>673,631</u>	<u>649,736</u>
<b>5 TRADE AND OTHER RECEIVABLES</b>		
Trade debtors	15,319	33,683
Accrued revenue	14,038	217
Prepayments	19,735	22,269
	<u>49,093</u>	<u>56,169</u>
<b>6 INVENTORIES</b>		
Stock on hand	2,689	3,087
	<u>2,689</u>	<u>3,087</u>

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

**NOTES TO THE FINANCIAL STATEMENTS**  
for the year ended 30 June 2018

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>7 PROPERTY, PLANT AND EQUIPMENT</b>		
Plant and equipment - at cost	124,681	124,681
Less accumulated depreciation	<u>(107,104)</u>	<u>(101,516)</u>
	<u>17,577</u>	<u>23,164</u>
Furniture, fixtures and fittings - at cost	187,391	187,391
Less accumulated depreciation	<u>(184,284)</u>	<u>(181,720)</u>
	<u>3,107</u>	<u>5,671</u>
Leasehold improvements	104,978	104,978
Less accumulated depreciation	<u>(70,583)</u>	<u>(66,977)</u>
	<u>34,395</u>	<u>38,001</u>
Total Property, Plant and Equipment	<u><u>55,078</u></u>	<u><u>66,836</u></u>
<b>8 TRADE AND OTHER PAYABLES</b>		
Trade payables	122,004	125,051
Sundry payables and accrued expenses	<u>106,429</u>	<u>124,648</u>
	<u><u>228,433</u></u>	<u><u>249,699</u></u>
<b>9 PROVISIONS</b>		
<b>Current</b>		
Employee entitlements	114,468	106,664
	<u><u>114,468</u></u>	<u><u>106,664</u></u>
<b>Non-current</b>		
Employee entitlements	78,991	52,425
	<u><u>78,991</u></u>	<u><u>52,425</u></u>
<b>10 EVENTS AFTER BALANCE SHEET DATE</b>		

Since the end of the financial year, no circumstances have arisen which would materially affect these financial statements.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS  
for the year ended 30 June 2018**

---

	2018	2017
	\$	\$
<b>11 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>673,631</u>	<u>649,736</u>
(b) Reconciliation of Net Cash used in operating activities to profit/(loss) for the year		
Profit/(loss) for the year	(8,440)	(7,929)
Depreciation	11,757	12,184
Decrease (Increase) in Receivables	7,076	(365)
Decrease (Increase) in Inventories	398	312
(Decrease) Increase in Payables	(21,266)	40,181
(Decrease) Increase in Provisions	34,370	10,030
Net Cash Flow Used in Operating Activities	<u>23,895</u>	<u>54,413</u>

**12 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

**DIRECTOR'S DECLARATION**  
**for the year ended 30 June 2018**

---

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 2018 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

  
Ivor Jonathan Farrell

Dated this

9<sup>th</sup> day of NOVEMBER 2018

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

**DIRECTOR'S DECLARATION IN RESPECT TO  
FUNDRAISING APPEALS UNDER THE CHARITABLE FUNDRAISING (NSW) ACT 1991  
for the year ended 30 June 2018**

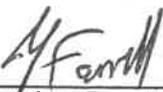
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The Directors of the company declare that:

- (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

  
Ivor Jonathan Farrell

Dated this

9<sup>th</sup> day of NOVEMBER 2018



## 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 2018, 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 2018 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 and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (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.

### Assurance Partners

Hill Rogers Assurance Partners | ABN 56 435 338 966

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## **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 committee of management.
- Conclude on the appropriateness of the committee of management' 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.

## **HILL ROGERS ASSURANCE PARTNERS**



**BRETT HANGER**

Partner

Dated in Sydney, this 16<sup>th</sup> day of November 2018



# Supporters

4 Seasons Coffee Shop  
AASHA Australia Foundation  
Assistive Technology Australia  
Bakers Delight Crows Nest  
Better Business Partnership  
Bravo Trattoria  
Bruce W Stephens & Associates  
Café Ticino  
Cammeray Public School  
Charlie Lovett Crows Nest  
Chinese Christian Church Milsons Point  
Connecting Up  
Crows Nest Mainstreet  
Crows Nest Uniting Church  
Department of Health  
Department of Social Services  
EarlyEd  
Family and Community Services  
Flannerys Crows Nest  
Fresh Crows Nest  
Ganache Patisserie Castlecrag  
Glen Turner  
Hayden Picture Palace Cremorne  
History and Heritage Centre Stanton Library  
Infrastructure and Regional Development  
Konrad Schalch  
Kürtösh Crows Nest  
Lions Club of Manly  
Loreto Kirribilli  
Lower North Shore Volunteer Referral Coordinator  
Maggie Langtry Photography  
Monte Sant' Angelo Mercy College  
Mosman Council  
Naremburn Family Centre CatholicCare  
National Australia Bank  
Northern Sydney Local Health District  
Northside Baptist  
North Sydney Boys High School  
North Sydney Girls High School  
North Sydney Demonstration School  
North Sydney Council  
Queenwood School for Girls  
Rotary Club of Crows Nest  
Rotary Club of North Sydney  
Rotary Club of North Sydney Sunrise  
Seniors Rights Service  
SES North Sydney  
Simply Sandwiches  
St Aloysius' College  
St Mary's Primary School  
StreetSmart Australia  
Subway Crows Nest  
Sydney Multicultural Community Services  
Sydney North Health Network  
Tina Mulholland  
TerryWhite Chemmart Crows Nest  
Waverton Hub  
Wenona Girls  
Willoughby Girls High School  
Woolworths Crows Nest  
Worldwide Printing Solutions St Leonards

# Staff

**Amy Budden**  
Food Services  
Manager

**Aurelio  
Quadros Maia**  
(until Jun 2019)  
Kitchen Hand

**Paul Buhne**  
Kitchen Hand

**Sam Quayle**  
Food Services  
Assistant

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

**Bruce Sweeting**  
Venue Supervisor

**Melanie Corner**  
Special Projects/  
Volunteer  
Coordinator

**Georgina  
Tanous**  
Linen Coordinator

**Fred Dafforn**  
Venue Supervisor

**Olga Telepova**  
Social Support  
Coordinator

**Philippa Hutson**  
(from Sep 2019)  
Receptionist

**Joe von  
Bornemann**  
(from Mar 2019)  
Venue Supervisor

**Suchi Kuppili**  
(on leave)  
Receptionist

**Denise Ward**  
Executive Officer

**Andrew Lang**  
Venue Supervisor

**Geoff Whiting**  
(until Jul 2018)  
Activities  
Coordinator

**Johanna  
Lawrence**  
Social Support  
Coordinator

**Valerie  
Willemsen**  
Community  
Support Manager

**Sue Lloyd**  
Accounts Manager

**Graham  
O'Hearn**  
Venue Coordinator