



Crows Nest Centre

Connecting Our Community

Annual Report 2020 - 2021

North Sydney Community Service Ltd

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Our vision

A connected community.

Mission

Crows Nest Centre exists to provide and facilitate quality community programs and services to:

- Enhance the quality of life of individuals
- Reduce social isolation and
- Sustain community wellbeing

Values

Work of the Crows Nest is guided by our values:

- Caring
- Inclusive
- Effective
- Ethical



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Funding Partners



Australian Government
Department of Health



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Report from the Chair

The COVID-19 pandemic bookended the start and end of 2020-2021.



June 2020 saw the end of public health lockdowns and heralded the resumption of Centre-based services and activities, which underpin our reputation for

being a caring, welcoming and at times, joyful community resource.

June 2021 brought the resurgence of serious dangers with the spread of the Delta strain of COVID-19. Once again public health orders demanded the closure of the Centre's doors and contraction of services to focus on at-risk clients' nutrition through delivered meals and assisted shopping and the provision of clean linen, while maintaining phone contact with those most isolated.

The months between allowed staff to welcome clients and volunteers back to our Centre, resume regular services and organise activities that delight by bringing people together to socialise, share memories and contribute to their own, and others' wellbeing.

Once the doors opened, venue hirers returned and the buzz of purposeful activity was reborn.

Our staff are skilled, loyal and dedicated. These qualities have been tested in the pandemic as staff and volunteers balanced their personal and their families' health risk against their commitment to clients. All have proven their worth as fine human beings.

Volunteers are the backbone of our service delivery. Numbering over 200, they come from many walks of life and bring a variety of skills, compassion and energy. Together staff and volunteers ensure local people receive good care and support, reliably delivered, with respect for dignity and independence.

The Board is aware of the high regard clients and the community have for the Centre, its staff and volunteers. We learn this from client feedback and by directly observing services and activities.

We strongly believe in the work being done and are proud of the Centre's achievements. It is a privilege to publicly thank staff and volunteers for their contribution.



The year brought challenges with the final report of the Royal Commission into Aged Care Quality and Safety identifying deficiencies in the current structure and funding of aged care services.



The Commonwealth Government’s response has led to many consultancies and investigations of current policies and practices, with the intention of formulating new ways of organising and funding services for older people.

What is clear is that the system which has enabled the Centre to provide its long-admired services for older people will change. Our aim is continue serving our older clients but how we do that, and

whether it can be achieved with our current structure are yet to be determined.

The job of the Board is to govern the legal entity. This requires Directors: to determine the vision, values, goals and future direction of the Centre; ensure the Centre is adequately resourced to achieve its objectives; monitor and review progress in implementation; understand opportunities and obstacles confronting management; and advocate on behalf of the community for resources to properly meet their needs.

We are fortunate to have a good range of skills among our Directors, who are collectively committed to sound governance and good stewardship. I thank my colleagues for their wise contributions to Board and committee deliberations.

Some Director changes have occurred.

True Swain resigned in November, having brought a younger person’s insights to complex issues as well as considerable skills in planning and construction. His contribution is much appreciated.



In April, Mowen Lee, and in June, Janice Hui, were appointed as Casual Directors.

We note with sadness the death of three long-standing contributors to the Centre: former Director and long-standing linen service volunteer, Peter Clayton; former Computer Club President, John Cunningham; and former North Sydney Councillor, Paul Oglesby, who was Chair from 1993 to 2004, and more recently an office volunteer.

Guiding the Centre is the responsibility of management, in particular our Executive Officer, Denise Ward, who in February celebrated 10 years in the position.

Management can seem easy until you do it. Denise's skills have been proven again and again as the demands of managing through the pandemic cycles were successfully achieved, while supporting staff and keeping abreast of potential systemic changes which could impact the Centre. We are grateful for her commitment, and I am very pleased to have the opportunity to work closely with her.

The Centre works in partnership with many organisations. North Sydney Council is our principal supporter, providing our premises and a significant proportion of our operating budget. That



relationship is harmonious, supportive and much appreciated by the Board and management. Our combined efforts bring real benefits to many members of the community.

We thank the Mayor, General Manager and senior staff for their long standing, practical support.

Crows Nest Centre works for the community from within the community. We benefit from close associations with local Rotary Clubs, schools, churches and businesses, and are grateful to those organisations for their encouragement and practical support.

We all do better together.

Christopher Scarf
Chair, North Sydney Community Service

Report from the Executive Officer

The lasting effects of the extended 2020 COVID-19 lockdown rippled throughout 2020-21, culminating in closure of the Crows Nest Centre at the end of the year.



Much thought and effort went into the reopening of our Centre. COVIDSafe Plans were prepared for the Centre overall as well as the Pat Brunton Dining Room, which is classified as a hospitality venue.

Safety of clients, volunteers and staff was paramount. Staff completed NSW Food Authority COVID-19 training, sanitiser stations were installed at key entry points and new cleaning equipment was purchased. Venue hire staff were tasked with daily cleaning of frequently touched surfaces.

Setting up of rooms received special attention. Room capacity was initially limited to one person per two square metres, escalating to one person per four square metres, give or take a few revisions. This limited who could hire rooms and which rooms they could hire. It also affected many of our own activities, precluding large scale events.

As restrictions eased, we continued to prioritise in-home support (meals, linen and shopping) to older people isolating at home. Centre based activities cautiously resumed, mindful of the need to

practise physical distancing and hand hygiene.

We were saddened by the need to suspend our volunteers aged 70 years and over, early in the pandemic. We were equally delighted that by October, we could welcome these volunteers back into the fold. This was no small task.

Many of our younger volunteers had continued during the lockdown, new volunteers rallied to help us in the thick of the lockdown and many wanted to stay, while most of our long-standing suspended volunteers were asking to resume 'normal' duties. With quite a bit of rejigging, most volunteers found their niche by Christmas.



In August, the Board held a strategic planning workshop, inviting client and volunteer representatives to join us. Everyone was overjoyed to attend a face-to-face meeting. This presented an opportunity for the Centre to review its vision, mission and values.

Our vision was tweaked: *A connected community*. Our reason for being was affirmed: *The Crows Nest Centre exists to provide and facilitate quality programs and community services that: enhance the quality of life of individuals; reduce isolation; and sustain community well-being.*

We adopted four stand-alone words that could be committed to memory to describe our values: *Caring, inclusive, effective and ethical.*

Reflecting on these values, I have seen first-hand the impact of our work on the lives of our clients, staff, volunteers, contractors, venue hirers and visitors.

Upon reopening, Japanese and Spanish mothers flooded into our Centre, eager to meet other first time mothers.

High tea for Melbourne Cup was the first time many people had ventured to an event since lockdown, while Bollywood music participants rejoiced at Diwali celebrations.

Christmas at the Crows Nest Centre, while quieter than usual, included three small client lunches, 'carols by request',



festive hampers and even a visit from Santa. By far and away the stand-out event of the year was our Fabulous Fifties NSW Seniors Festival event.

Emerging from the 2020 COVID-19 lockdown created an opportunity to try new things. Bingo and Trivia became a regular weekly activity. What's in the News discussion group slipped into the monthly schedule. Friday activities expanded to include Fun 'n Games, Gentle Exercise, Sing for Joy and Armchair Travel.

A partnership with the Rotary Clubs of Crows Nest, Northbridge, North Sydney and North Sydney Sunrise gave birth to Your Rotary D-Caf, a dementia café for people with dementia, their carers and family members.

2020-21 also saw us launching a high quality, contemporary website that focuses on who we work with, our services and activities, news and events, opportunities to support our Centre, details about our organisation and options for venue hire.

Next year sees us chalking up 50 years as a charity, serving our community. Despite this achievement, the road ahead is uncertain. In the near future we must come to grips with significant reforms to aged care as well as North Sydney Council's plans to redevelop the Holtermann Street Carpark.

Board Chair, Chris Scarf, has always been personally supportive, none more so than during the 2020 COVID-19 lockdown. I value his wise counsel, as well as the collaborative environment he has fostered between the Board and staff.

During the year we farewelled Linen Coordinator, Georgina Tanous, and welcomed Penny How. Social Work student, Jo Goch, joined us as an

employee, while Johanna Lawrence took parental leave.



*To my very "Special Friends"
at the Crows Nest Centre.
Your thoughtful kindness has
meant more to me than
words can say.*



Through 2020-21, North Sydney Council offered strategic and practical support, providing a vital cash donation, contributing to Christmas hampers, Persian Morning Tea, Migrant Employability Workshops and special events such as the NSW Seniors Festival and our Volunteer Appreciation Lunch.

Enduring support comes from Rotary (Crows Nest, Northbridge, North Sydney and North Sydney Sunrise), local schools, churches and businesses.

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 and help bring joy to peoples' lives.

I am proud of what we have achieved for our community, especially with the challenges we have faced through COVID-19.

Denise Ward
Executive Officer



Activities

In 2020-21, the Crows Nest Centre offered 9300 hours of social and recreational activities for older people.

It was lovely to throw our doors open and welcome people back to the Centre after the 2020 COVID-19 lockdown.

With a focus on social connections, healthy ageing and fostering independence, we encourage people to live the best life they can.

Friday lunches remain a favourite. People catch up with friends, enjoy morning tea and share a hot meal.

Complementary activities include word games and puzzles, gentle exercises, sing for joy and armchair travel.

Bus outings to places of interest in 2020-21 included lunch at Centennial Park, Botany Bay and Georges River Sailing Club, and Eastern Sydney, viewing terrace houses in Paddington, picturesque McKell Park and prestigious Vaucluse.



Bingo and the Wednesday discussion group have been great. We look forward to the Friday talks.



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

Social and recreational activities (knitting, indoor bowls and internet kiosk) attracted a loyal group of regulars. Bingo and Trivia, and a lively What's in the News discussion group were trialled as physically distanced activities, both proving popular.

Ageing Well sessions on health, independence and community connections were both informative and entertaining.



Topics included: Keep Those Ageing Bones Healthy; Rivers: The Lifeblood of Australia; and Discovering Mindfulness.

Healthy ageing classes (hatha yoga and Feldenkrais) were well supported, with four classes of yoga each week. Bookings for classes moved online.

Sadly, we said goodbye to our longstanding tai chi teacher Lynette Frie-Grandison.



For the first time in living memory, Christmas only came once. Regrettably, COVID restrictions meant we were unable to celebrate Xmas in July. In December we hosted three small Xmas lunches, preceded by carols on request sing-a-longs.

Melbourne Cup, Australia Day and Chinese New Year celebrations featured themed games, puzzles and bingo.

Coordination of the Centre's social activities was shared between Olga Telepova, Johanna Lawrence (prior to taking parental leave), Jo Goch and myself.

Valerie Willemsen
Community Support Manager



The staff give it a 'feel good' atmosphere. All of them are approachable, knowledgeable and helpful, but most impressive is their effort, enthusiasm and novel ideas in handling special events.



Chinese Seniors

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

Usually, the group meets at the Chinese Christian Church in Milson's Point twice a month, with around 20 older participants. However, 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.

As the group prepared to return in 2021, small localised COVID-19 outbreaks frustrated their efforts.

A much-anticipated return took place in May. People participated in a range of healthy ageing activities such as gentle exercise, birthday celebrations and craft. Participants also enjoyed morning tea and a specially prepared hot lunch.

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

Sixteen 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. We were delighted these committed volunteers could join us for lunch in May so we could say thanks for their efforts.

Special thanks to Pastor Caroline Dong who assists the volunteers and helps coordinate activities, with Crows Nest Centre staff visiting regularly to offer support.

Due to COVID-19 it was an unusually quiet year, with Chinese Seniors looking forward to meeting up with old and new friends more often in the coming year.

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.

During the lockdown, many people became socially isolated from friends, family and their local community. Since reopening, 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 our very own Food Services Manager, Amy Budden, agreed to be a stand in Santa, delivering gifts to 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 a card, handmade by St Mary's Primary, North Sydney Demonstration School, Crows Nest Uniting Church's Preschool and Northside Baptist's Sunday School.

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

Due to COVID-19, neither the Crows Nest Festival or Carols in Ernest Place were able to proceed.

Your Rotary D-Caf

In April, we launched Your Rotary D-Caf, a monthly dementia café for people with dementia, their families and carers.

Activities include morning tea, gentle exercises, games and puzzles, along with guest speakers.

Dementia advocate and former NSW Senior Australian of the Year, Bobby Redman, a dedicated Rotarian who also lives with dementia, spoke at the group's second gathering, inspiring people with her tenacity and practical strategies.



I just wanted to say thank you to you and your team for putting on the D-Caf event this morning. Everyone was very kind and engaging, I think dad really enjoyed it.



The café is a partnership project between the Rotary Clubs of Crows Nest, North Sydney, North Sydney Sunrise, Northbridge and the Crows Nest Centre. Twenty Rotarians signed on as Crows Nest Centre volunteers, participating in dementia awareness training and rostering themselves for café duties.

NSW Seniors Festival

April saw an action-packed Seniors Festival, supported by the NSW Government and North Sydney Council.

Fabulous Fifties was the feature event of our 2021 Seniors Festival celebrations.

The Pat Brunton Room was transformed into a 1950s milk bar. Guests were welcomed with morning tea snacks: pretzels, twisties, corn dip with carrot and celery sticks, liquorice all sorts and chocolate crackles.

The Cavalcade of History and Fashion showcased 1950s dresses, evening gowns, swimwear, hats, lingerie and jewellery, reviving many memories. Chicken ala king, Swedish meatballs and apple pie, all time-honoured favourites, were on the menu for lunch.

Joanna Weinberg reprised 1950s classics such as Bill Haley and the Comets' Shake, Rattle and Roll. We sang, we danced, we laughed and everyone had fun!

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

An energised group of people participated in Bollywood Music, making the Centre come alive with music, dance and delicious Indian treats.



A creative ageing project, Neural Knitworks, drawing inspiration from earlier projects completed by artists Pat Pillai and Rita Pearce, was born at the Centre.



Knit 'n Natter members set to work knitting and crocheting neurons and even creating a replica brain, aiming for an installation to coincide with National Science Week in August and Dementia Awareness Month in September.

COVID-19 restrictions disrupted our plans, with completion now expected in 2022.

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

Supporting other agencies

As a collection point for the Nappy Collective, families donated unused nappies to disadvantaged families, with 12,000 + donated in the past seven years.

Due to COVID-19, we suspended involvement in the Australian Taxation Office's Tax Help Program in 2020-21. We look forward to returning in the coming year, with a volunteer assisting people on low incomes to complete and lodge their tax returns, free of charge.

Parenting and healthy relationships

In response to COVID-19, our parent education seminars were scaled back in 2020-21. Rescheduled first aid seminars were held in August and October for 25 participants.

The Crows Nest Safe Village project, a partnership between local Councils, churches, community organisations and interagencies, hosted an online event, Promoting Healthy Parenting in Stressful Times, with anthropologist, Monty Badami, in November.

A successful face to face workshop, Building Trust Between Parents and Kids, with psychologist, teacher and media personality, Collett Smart, was held at the Crows Nest Centre in June.

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.

Navigating My Aged Care

'My Aged Care', established by the Australian Government, enables older

people to find and access aged care services.

In 2020-21 details about how to access My Aged Care were added to the Centre's new website.

It is our experience that My Aged Care 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 how to obtain referral codes for 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 refer them to aged care services.



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 a staff member to do a home visit and complete a safety checklist.

We try to ease the burden of paperwork by establishing good rapport and focusing on what is important to the person. Community Support and Food Services team members conduct client reassessments, talking with people about their strengths, interests, hopes 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. Intuitive and easy to use, it is practical for our day-to-day operations and yields reliable data about service usage and preliminary unit costing.

Recommendations from the *Final Report of the Royal Commission into Aged Care*



Thank you so much for the wonderful care you provide to all of us.



Quality and Safety are giving way to significant aged care reform. Data gathered will inform the Centre's future role in aged care service delivery.

Staffing and COVID-19

In November, Linen Coordinator, Georgina Tanous, left and Penny How took on the role, proving to be a great asset. Hardworking Social Worker Student, Jo Goch, commenced as a Casual Community Support Worker in February.

Olga Telepova, Johanna Lawrence (who took parental leave from January) and Jo Goch worked 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.

Re-emerging from the extended 2020 COVID-19 lockdown was a challenge for clients, staff and volunteers. Some people sprang back immediately, while others required more time. Everyone cooperated to ensure services and activities resumed in a COVIDSafe way.

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 2020-21, 15 students attended a total of 41 sessions. Most returned for a second session. Seven participants attended multiple sessions, with one eager student returning 16 times.

The Computer Club took a cautious approach to reopening after the extended COVID-19 lockdown.

Individual sessions resumed in October, with students able to attend through to June. COVIDSafe practices were adopted, including physical distancing, sanitising frequently touched surfaces and hand hygiene.

Generously funded by North Sydney Council, copy and pictures for the Crows Nest Centre's new website were finalised and an up-to-date Computer Club page created.

At year end, as the COVID-19 Delta strain emerged, we were advised of the sad news that our former President, John Cunningham, had passed away. John was actively involved with the Club from 2009 – 2019. He eagerly sought funds for many Club initiatives, including workstation enhancements, hardware (computers, large screen TV, tablets, phones and 3D printing), as well as educational seminars.

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.



Thanks to your wonderful team that brings such good food, reassurance and a friendly smile each day.



In 2020-21, 160 people received around 14,250 delivered and community restaurant meals.

Demand peaked during the 2020 COVID-19 lockdown, especially when some items were in short supply and supermarket shelves were stripped bare.

Some chose to continue receiving meals when gathering and movement restrictions eased, while others returned to their former arrangements.

Complimentary COVID-19 hygiene packs, comprising Glen 20 and Pine O Clean products, were generously donated to all Meals on Wheels clients, as a result of a partnership between Meals on Wheels NSW, Woolworths and Reckitt Benckiser.

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.

After the extended 2020 COVID lockdown we worked hard to rejig rosters balancing the enthusiasm of volunteers aged 70 years and over, who had been suspended due to COVID-19, with the desire of new volunteers eager to continue with us.

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, Bingo and Trivia, and Ageing Well information sessions, offer added value





for clients. Door to door community transport is available on Fridays.

It was a joy to reopen our dining room and welcome people back to the Centre, after the COVID-19 closure. The Food Services Manager became the dining room's COVID Safety Marshal, offering advice to staff, volunteers and clients.

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.

Learning Facilitator Culinary Management, Simone Massey, generously partnered with us on major events.



Billy Blue catered for Melbourne Cup and our mid-year volunteer appreciation lunch. On both occasions the food was delicious.

Working with staff across the Centre, the Food Services team catered for themed lunches including client Christmas lunches, Australia Day, St Patrick's Day and our Fabulous Fifties Seniors Festival event.

Staffing, training and development

In response to Public Health Orders, Kitchen Hand Paul Buhne, worked extra hours and Venue Coordinator, Graham O'Hearn assisted with meal deliveries.



COVIDSafe instruction to volunteers saw us initially limiting smaller vehicles to drivers only and no runners. We also advised clients, volunteers and staff to notify us if unwell and seek a COVID test, promoted hand hygiene and ensured physically distanced deliveries.

During the year, I attended regional Meals on Wheels meetings on Zoom, 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.

One of our most treasured and long-serving volunteers, Wendy Mack, called it a day after 40 years delivering Meals on Wheels to local residents.

Typical of her no-nonsense style, 87 year-old Wendy handed in her resignation with little fanfare or interest in a send-off, although effusive about her time with the Centre. "I have been a runner, driver and emergency helper and loved every minute."

John Seale, a past recipient of a North Sydney Community Service Award, also called it a day.

Sadly, dedicated volunteer, Terry Bilowol, who featured in our volunteer video, passed away.

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 2020-21 the Linen Service provided more than 2900 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 has been a tremendous support to them and their ability to stay in their own home. The linen service not only had a physical impact on mum and dad's lives, it also came with a social exchange as they looked forward to the visits and became very fond of the volunteers.



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 provider 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.

With the lifting of COVID-19 restrictions, the resumption of bed making was approached cautiously. Volunteers were asked to practise physical distancing and hand hygiene.

New clients

During 2020-21, 145 people received the Linen Service, including 20 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. This has impacted referrals to the linen service.

Volunteers help people connect

Our generous and dedicated volunteers are key to the service's success. This year, around 40 volunteers participated weekly, fortnightly or monthly, with others on call to fill unexpected gaps.

As bedmaking resumed, every effort was made to accommodate returning, older volunteers and also offer opportunities for new volunteers, who had been so helpful during the pandemic, to continue with the linen service.

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.



Commercial laundry

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

Staffing

In early 2020-21, Community Support Manager, Valerie Willemsen, provided extra support to the linen service, helping to pack sheets, liaise with clients and volunteers. In November, I commenced as Linen Coordinator, taking over from Georgina Tanous.

Penny How
Linen Coordinator

Migrant Services

In 2019, Member for North Sydney, Trent Zimmerman, announced two years of funding under the Mutual Understanding, Support, Tolerance and Respect initiative.

The funding, which concluded this year, contributed to the Centre's work with culturally and linguistically diverse communities.

Employability workshops

Reach Your Potential: Employability Workshops for skilled migrants ran from August to October 2020 and February to March 2021.

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.

Dedicated volunteer coaches and workshop facilitators offer one on one mentoring to each participant, underpinning the program's success.

The workshops adapted their format this year to meet COVID-19 restrictions. Group sessions moved to Zoom meetings and coaches met with participants for physically distanced individual mentoring.

★★★★★★★★★★

The workshop was amazing and made me realise how many things I can talk about in an interview.

★★★★★★★★★★

Despite COVID-19, the Spring 2020 participants were highly motivated and five of the eight participants were employed within two weeks of course completion.

This was a fantastic outcome and a testament to the hard work of both participants and their coaches, especially given the impact of COVID-19 on the Sydney job market.



Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds. This year 15 pupils, most from Japanese families, attended.

Following the 2020 COVID-19 lockdown, NSW Public Health Orders discouraged mixing between schools and between children of different age groups.

As a result, we had to suspend Homework Help. To the delight of primary school pupils, their parents, high school student mentors and adult volunteers, Homework Help resumed in May.

Adult volunteer Viviane Leveaux and staff member, Mel Corner, coordinated Homework help, supervising high school mentors and adult volunteers.

High school students from Loreto Kirribilli, North Sydney Girls, Wenona and Willoughby Girls mentored the pupils.

Harmony Week

In the wake of COVID-19, concerns about the gathering of large numbers of people meant the Centre's usual celebrations for Harmony Week were not possible.

Instead, North Sydney Council, partnered with Studio A, migrant representatives from the Crows Nest Centre and Sydney

Multicultural Community Services, commissioning Studio A artist, Jaycee Kim, to create a multicultural artwork.

A focus group was held to consider the diversity of people who live, work and study in our local community, what cultural inclusion means and how best to represent the Harmony Week theme, 'Everyone Belongs'.



The result was a vibrant painting of people in their national costumes at the entrance to Luna Park, incorporating the orange colour of Harmony Week into the painting's Korean clouds, a nod to Jaycee's own cultural heritage.

We are looking forward to creating a future Harmony Week 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 2020-21, around 50 students attended.

Experienced volunteer teachers Frank Mansour and John Wagner, along with new volunteers Kathy Whitehead and Malcolm Lindsay, work with students on their reading, writing, speaking and listening skills.

Bollywood music

Collaborating with AASHA Australia Foundation, the Centre hosted monthly Bollywood music. Diwali celebrations in October proved a highlight, with themed bunting handcrafted by Centre clients especially for this event.



NSW Seniors Festival celebrations in April were lively, welcoming newcomers.

Parent groups

When family and friends live overseas, being a new parent can be difficult and often leads to feelings of isolation. Beginning parenting in the midst of a pandemic added to the challenges.

Our Japanese and Spanish speaking mothers' groups help new parents establish strong social and cultural connections. This year around 20 Japanese and 15 Spanish speaking

mothers came to the Centre with their children. Age appropriate toys and translated story books were purchased for the groups to use.

Spanish speaking mothers celebrated Christmas with a fun-filled party, South American treats and children's activities facilitated by one of Santa's elves.

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, cover diverse topics. Volunteer Shokufeh Kavani coordinates the group.

With concerns over COVID-19, especially among returning travellers, the group was reluctant to meet for much of 2020-21. We look forward to their return next year.

Staffing

Community Engagement Coordinator, Johanna Lawrence, capably assisted with the coordination of Migrant Services until January, when she went on parental leave.

From February Jo Goch supported Japanese and Spanish speaking mothers to run group activities. Mel Corner offered support and encouragement to English Conversation and Homework Help volunteers.

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 minor home maintenance.

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

Around 80 people accessed around 600 hours of individual social support in 2020-21.

Assisted shopping, home visiting and wellness calls

In 2020-21 we supported 20 people with volunteer assisted shopping and transport or a friendly home visit.

Activities typically ranged from shopping to running errands, to having a cuppa' and a chat. In some cases, wellness calls continued beyond the extended 2020 COVID-19 lockdown.



I am so grateful for the support you have given me during this year. I think you are a wonderful organisation and am most appreciative of what you have done for me.



Some people were hesitant to venture too far from home before vaccinations were readily available, preferring to maintain contact with the outside world by phone, rather than in person.

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.

Shopping by phone

The home shopping delivery service assists clients who are unable to access the supermarket on their own. We have 20 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. After extended periods of enforced COVID-19 isolation, these phone calls were valued more than ever.

Assisted transport

Transport is mostly offered in conjunction with assisted shopping.

We also organise transport assistance for people to access activities at our Centre and get out and about in the community.



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 people with repair and maintenance tasks, including changing light bulbs, repairing curtain rods and dressing table fittings and advising on dampness.

★★★★★★★★

The handyman did a very good changing my light bulbs.

★★★★★★★★

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 Jo Goch
Social Support Coordinators

Venue Hire

The Crows Nest Centre relies on venue hire income to underpin our operations. With William Blue College of Hospitality Management continuing as our commercial kitchen hirer, total income in 2020-21 was \$263,000, down on previous years due to COVID-19 restrictions.

During 2020-21, we had a total of 125 room hire clients using the Centre. The top 20 venue hire clients accounted for 52% of all venue hire income.

We welcomed a variety of customers for events, meetings and training, children's activities and exercise groups. Rooms are also used for our own services and activities, including healthy ageing (hatha yoga and Feldenkrais), English conversation, homework help, employability workshops, parent education and mothers groups.

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



Thank you so much for your amazing support and help with the room set up and often staying longer to help me pull the venue down.



Reopening after the 2020 COVID lockdown saw capacity limits and physical distancing enacted, limiting availability of our smaller rooms. Sanitiser stations were established, chemical mix stations were installed and extra equipment was purchased to enhance cleaning. Prominent health and safety signage was displayed throughout the Centre.

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

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-seven new volunteers joined in 2020-21, including Rotarians supporting the dementia café.

We hosted three small Christmas lunches at William Blue Dining in The Rocks, to thank volunteers for their efforts during the 2020 COVID-19 lockdown, and introduce continuing, new and suspended volunteers to each other.

A joyous mid-year volunteer appreciation lunch, coinciding with National Volunteer Week, was generously catered by Billy Blue Cooking School.



We now have over 230 active volunteers. Due to COVID-19, sadly we had to suspend volunteers aged 70 and over, recruiting new volunteers to fill the gaps.



I cannot express how grateful and proud I feel being part of such a wonderful group.



In early 2020-21, as restrictions began to ease, some of the new volunteers returned to former commitments, while others asked to remain with us. By October, we welcomed back suspended volunteers with open arms, albeit from a socially appropriate distance.

Willoughby Council's Lower North Shore Volunteer Coordinator sponsored a volunteer movie night in May, a small gesture of thanks for efforts made in response to the pandemic.

We continued to refine our volunteer information system, making it easier to comply with government requirements. To ensure a safe environment for our clients, we also began recording details about the vaccination status of our volunteers.

Ongoing voluntary administrative support from Rosemary Cheung proved invaluable.

Mel Corner
Volunteer Coordinator



Financial Report

for the year ended 30 June 2021

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2021

The directors of North Sydney Community Service Limited present their report for the year ended 30 June 2021.

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 Dowton	Appointed October 2018	
Ms Janice Hui	Appointed June 2021	
Mr Mowen Lee	Appointed April 2021	
Ms Alice Martin	Appointed October 2018	
Dr Christopher Scarf	Appointed April 2014	
Mr True Swain	Appointed May 2017	Resigned November 2020
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

Name	Occupation	Special Responsibilities
Ms Nicola Atmore	Company Director	Services Committee
Mr Joshua Dowton	Pastor	Services Committee
Ms Janice Hui	Organisation Development Consultant	
Mr Mowen Lee	Risk Management Consultant	Finance & Risk Committee
Ms Alice Martin	Senior Investment Professional	Finance & Risk Committee
Dr Christopher Scarf	Health Care Consultant	Chair
Mr True Swain	Senior Executive Manager	Services Committee
Ms Virginia Udy	Company Director	Services Committee
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 2021

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>
Ms Nicola Atmore	6	6
Mr Joshua Dowton	6	6
Ms Janice Hui	1	1
Mr Mowen Lee	2	2
Ms Alice Martin	6	5
Dr Christopher Scarf	6	6
Mr True Swain	3	3
Ms Virginia Udy	6	5
Mr Thaddeus Wzientek	6	6

AUDITOR'S INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration is set out on page 6.

Signed in accordance with a resolution of the directors.

Director



Christopher Scarf

Dated this 27 day of October 2021

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2021

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 2020-2025* identifies strategic initiatives and objectives:

Build on existing (and develop new) strategic alliances

- Expand the range and scope of healthy ageing activities;
- Establish a dementia café and iPad lending library;
- Build on established relationships with AASHA and Chinese Christian Church;
- Explore partnership opportunities for supporting families and healthy relationships;
- Reaffirm North Sydney Council's Homelessness Memorandum of Understanding.

Prepare and position for ageing and disability reform

- Management to monitor Aged Care and Disability Royal Commissions and assess implications;
- Identify other agencies servicing older people, people with a disability, migrants, parents and people who are homeless or at risk and possible cooperative arrangements.

Service development, quality review and evaluation

- Expand the range of social and creative ageing options;
- Continue to review and update client focused aged care policies and procedures;
- Review Aged Care Diversity Framework and Centre's inclusive actions;
- Prepare for and participate in triennial aged care quality review;
- Continue to improve migrant services registration and service delivery data;
- Enhance referral pathways to housing and homelessness agencies.

Uplift brand and marketing

- Launch new 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

- Identify and seek access to potential funding to support healthy ageing;
- Investigate and pursue additional funding options to sustain existing migrant services;
- Investigate and pursue additional funding options to expand role with parents;
- Finalise a Fundraising Strategy.

Recognise and support our volunteers and staff

- Providing training and development opportunities to support work with our target groups;
- Conduct volunteer appreciation events and nominate volunteers for awards;
- Recognise and reward high quality staff achievements.

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

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DIRECTORS' REPORT for the year ended 30 June 2021

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;
- Commencement of a dementia café in partnership with local Rotary Clubs;
- Commencement of Crows Nest Safe Village projects including parent education;
- 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, webinars and training events to inform future service provision.

Service development, quality review and evaluation

- Initiated and supported creative ageing (e.g. neural knitworks);
- Culturally inclusive calendar of special events (e.g. Diwali, Christmas, NSW Seniors Festival including Fabulous Fifties feature event);
- 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 monitoring strategic directions, client feedback and delivery data;
- Achieved continuing A Grade food safety rating;
- Ongoing support for migrants to meet, develop skills and engage with the community;
- Provided meals, showers, and referrals for people who are homeless or at risk;

Uplift brand and marketing

- Completed and launched a new people focused website;
- Created a new Facebook page;
- Continuous improvement of service delivery and special event promotional resources;
- Participation in aged care, migrant services and volunteer expos.

Diversify funding sources

- Implemented MUSTER (Mutual Understanding, Support, Tolerance, Engagement and Respect) Grant to support migrant communities despite COVID-19 constraints;
- North Sydney Council community grants sustained Persian Morning Tea and Realise Your Potential: Employability Workshops for skilled migrants;

Recognise and support our volunteers and staff

- 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.

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;
- Secured extra funding to offset a shortfall in venue hire, arising from Centre closure;
- Managed COVIDSafe reopening of Centre in response to Public Health Orders;
- Responded to social isolation experienced by people during COVID closure.

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 2021, 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 27th day of October 2021

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	2	2,050,736	1,688,000
Employee benefits expense		(1,073,716)	(1,017,584)
Depreciation and amortisation expenses		(16,838)	(6,630)
Other expenses		(506,116)	(428,691)
Profit/(loss) for the year		<u>454,066</u>	<u>235,095</u>
Other comprehensive Income		-	-
Total comprehensive income for the period		<u>454,066</u>	<u>235,095</u>
Profit(loss) attributable to the entity		<u>454,066</u>	<u>235,095</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

STATEMENT OF FINANCIAL POSITION as at 30 June 2021

	Note	2021 \$	2020 \$
Current Assets			
Cash and cash equivalents	4	1,351,801	898,835
Trade and other receivables	5	59,791	145,953
Inventories	6	3,906	4,143
Total Current Assets		1,415,498	1,048,931
Non-Current Assets			
Property, plant & equipment	7	48,937	60,554
Right-of-use asset	8	10,442	-
Total Non-Current Assets		59,379	60,554
Total Assets		1,474,876	1,109,485
Current Liabilities			
Trade and other payables	9	90,980	126,234
Contract liabilities	10	-	92,883
Lease liabilities	11	5,104	-
Short-term provisions	12	214,834	178,156
Total Current Liabilities		310,918	397,273
Non-Current Liabilities			
Long-term provisions	12	45,774	54,105
Lease liabilities	11	6,013	-
Total Non-Current Liabilities		51,787	54,105
Total Liabilities		362,705	451,378
Net Assets		1,112,172	658,107
Equity			
Reserves		879,110	366,389
Retained earnings		233,061	291,717
Total Equity		1,112,172	658,107

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 2021**

	Reserves	Retained Earnings	Total
Balance at 1 July 2019	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
Profit/(loss) for the year	-	454,066	454,066
Transfer to/(from) reserves	512,721	(512,721)	-
Balance at 30 June 2021	879,110	233,061	1,112,172

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 2021

	Note	2021 \$	2020 \$
Cash Flow from Operating Activities			
Receipts in the course of operations		2,204,068	1,882,753
Payments to suppliers and employees		(1,751,972)	(1,644,855)
Interest received		7,434	11,040
Finance costs on lease liabilities		(2,019)	-
Net cash provided by (used in) operating activities	14(b)	457,511	248,938
Cash Flow from Investing Activities			
Payments for property, plant and equipment		-	(21,396)
Net cash provided by (used in) investing activities		-	(21,396)
Cash flow from Financing Activities			
Repayment of lease liabilities		-	-
		(4,545)	-
Net cash provided by (used in) financing activities		(4,545)	-
Net increase (decrease) in cash held		452,966	227,542
Cash at beginning of the year		898,835	671,293
Cash at end of the year	14(a)	1,351,801	898,835

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2021

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. Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the consolidated entity expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2021

e. 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.

f. 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.

g. 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.

h. 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.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 30 June 2021

i. 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.

j. Comparative Figures

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

k. New or amended Accounting Standards and Interpretations adopted

The Company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2021

	2021 \$	2020 \$
2 REVENUE		
North Sydney Council cash subsidy	415,600	406,509
DSS DOHA	502,938	489,103
DSS DOHA ERO supplement	99,885	86,339
Other Grants	206,733	96,665
Jobkeeper Subsidy	389,100	84,000
Cash Flow Boost	-	100,000
Meal and Catering	92,121	72,341
Hall & Room hire	185,823	193,072
Kitchen Hire utilities	77,238	76,756
Interest Received	7,434	11,040
Donations & Fund Raising	17,719	14,394
Community Services	38,099	51,169
Other Income	18,046	6,612
	<u>2,050,736</u>	<u>1,688,000</u>
3 PROFIT/(LOSS) FOR THE YEAR		
Profit/(Loss) for the year has been determined after :		
Charging as expenses:		
Remuneration of auditors		
- Audit services	8,000	11,000
	<u>8,000</u>	<u>11,000</u>
4 CASH AND CASH EQUIVALENTS		
Cash on hand	940	940
Cash at bank	2,585	5,622
Cash at bank - direct investments	1,348,276	892,273
	<u>1,351,801</u>	<u>898,835</u>
Attributable to:		
Asset replacement	238,040	226,423
Bequests	83,867	83,867
Small grants	57,203	55,923
Provisions for employee entitlements	260,607	232,261
Carpark refurbishment reserve	500,000	-
Available to fund operations	212,083	300,361
	<u>1,351,801</u>	<u>898,835</u>
5 TRADE AND OTHER RECEIVABLES		
Trade debtors	15,308	65,168
Accrued revenue	19,025	62,210
Prepayments	25,458	18,575
	<u>59,791</u>	<u>145,953</u>
6 INVENTORIES		
Stock on hand	3,906	4,143
	<u>3,906</u>	<u>4,143</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2021

	2021 \$	2020 \$
7 PROPERTY, PLANT AND EQUIPMENT		
Plant and equipment - at cost	47,275	140,016
Less accumulated depreciation	<u>(30,167)</u>	<u>(112,219)</u>
	<u>17,108</u>	<u>27,797</u>
Furniture, fixtures and fittings - at cost	2,539	116,117
Less accumulated depreciation	<u>(2,537)</u>	<u>(116,022)</u>
	<u>2</u>	<u>96</u>
Leasehold improvements	48,593	104,978
Less accumulated depreciation	<u>(16,766)</u>	<u>(72,317)</u>
	<u>31,827</u>	<u>32,661</u>
Total Property, Plant and Equipment	<u>48,937</u>	<u>60,554</u>
8 RIGHT-OF-USE ASSETS		
Plant and equipment - leased	15,663	-
Less accumulated amortisation	<u>(5,221)</u>	<u>-</u>
	<u>10,442</u>	<u>-</u>
9 TRADE AND OTHER PAYABLES		
Trade payables	43,665	67,472
Sundry payables and accrued expenses	<u>47,315</u>	<u>58,761</u>
	<u>90,980</u>	<u>126,234</u>
10 CONTRACT LIABILITIES		
Current		
Contract liabilities	-	92,883
	<u>-</u>	<u>92,883</u>
11 LEASE LIABILITIES		
Current		
Lease liabilities	5,104	-
	<u>5,104</u>	<u>-</u>
Non-current		
Lease liabilities	6,013	-
	<u>6,013</u>	<u>-</u>
12 PROVISIONS		
Current		
Employee entitlements	214,834	178,156
	<u>214,834</u>	<u>178,156</u>
Non-current		
Employee entitlements	45,774	54,105
	<u>45,774</u>	<u>54,105</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2021

	2021	2020
	\$	\$
13 EVENTS AFTER BALANCE SHEET DATE		
<p>The impact of the Coronavirus (COVID-19) pandemic is ongoing and while it has been financially positive for the company up to 30 June 2021, 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.</p> <p>No other matter or circumstance has arisen since 30 June 2021 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.</p>		
14 CASH FLOW INFORMATION		
(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>1,351,801</u>	<u>898,835</u>
(b) Reconciliation of Net Cash used in operating activities to profit/(loss) for the year		
Profit/(loss) for the year	454,066	235,095
Depreciation	16,838	6,630
Decrease (Increase) in Receivables	86,162	(89,709)
Decrease (Increase) in Inventories	237	(1,364)
(Decrease) Increase in Payables	(35,255)	(20,786)
(Decrease) Increase in Contract liabilities	(92,883)	92,883
(Decrease) Increase in Provisions	28,346	26,188
Net Cash Flow Used in Operating Activities	<u>457,511</u>	<u>248,938</u>
15 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 2021

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 2021 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 27 day of October 2021

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

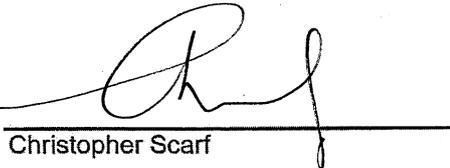
**DIRECTORS' DECLARATION IN RESPECT TO
FUNDRAISING APPEALS UNDER THE CHARITABLE FUNDRAISING (NSW) ACT 1991
for the year ended 30 June 2021**

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 27 day of October 2021

Independent Auditor's Report to the Members of North Sydney Community Service Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report, being a special purpose financial report, of North Sydney Community Service Limited (the Company), which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- i) giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- ii) 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 the Company in accordance with 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.

Emphasis of matter regarding 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 directors' 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. Our opinion is not modified in respect of this matter.

Directors' responsibility for the financial report

The directors of the Company 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 statements is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The directors are also responsible for such internal control as the directors determine is necessary to enable the preparation of

the 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.

Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Australian Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_files/ar3.pdf. This description forms part of our auditor's report.

Nexia Sydney Audit Pty Limited



Brett Hanger

Director

Dated at Sydney, this 17th day of November 2021

Directors



Dr Christopher Scarf
Chair



Virginia Udy
Director



Ted Wziontek
Director



Nicola Atmore
Director



Pastor Joshua Downton
Director



Alice Martin
Director



Mowen Lee
Casual Director



Janice Hui
Casual Director

Supporters

AASHA Australia Foundation
Australian Department of Health
Australian Department of Home Affairs
Bakers Delight Crows Nest
Bargholz Family
Better Business Partnership
Bruce W Stephens & Associates
Cammeray Public School
Cavalcade of History and Fashion
Chinese Christian Church Milsons Point
Code and Visual
Community Connect
Connecting Up
Crows Nest Mainstreet
Crows Nest Uniting Church
Fresh Crows Nest
Ganache Patisserie Castlecrag
Glen Turner
Good Things Foundation
Hayden Picture Palace Cremorne
History and Heritage Centre Stanton Library
Konrad Schalch
Loreto Kirribilli
Macquarie Group Foundation
Meals on Wheels NSW
Naremburn Family Centre CatholicCare
Northern Sydney Local Health District
Northside Baptist
North Sydney Girls High School
North Sydney Demonstration School
North Sydney Council
NSW Department of Communities & Justice
Reckitt Benckiser Australia
Relationships Australia
Rotary Club of Crows Nest
Rotary Club of North Sydney
Rotary Club of North Sydney Sunrise
Rotary Club of Northbridge
Second Bite
St George Community Housing
St Mary's Primary School
StreetSmart Australia
Sydney Harbour Federation Trust
Sydney North Health Network
Tina Mulholland
Waverton Hub
Wenona Girls
William Blue College of Hospitality
Willoughby Council
Willoughby Girls High School
Woolworths
Worldwide Printing St Leonards

Staff

Jessica Batchelor
(from Nov 2020)
Receptionist

Amy Budden
Food Services
Manager

Paul Buhne
Kitchen Hand

Melanie Corner
Special Projects/
Volunteer
Coordinator

Fred Dafforn
Venue Supervisor

Joanne Goch
(from Jan 2021)
Community
Support Worker

Penny How
(from Nov 2020)
Linen Coordinator

Suchitra Kuppili
Receptionist

Andrew Lang
Venue Supervisor

Johanna Lawrence
Community
Engagement
Coordinator

Sue Lloyd
Accounts Manager

Graham O'Hearn
Venue Coordinator

Sam Quayle
Food Services
Assistant

Bruce Sweeting
Venue Supervisor

Georgina Tanous
(until Nov 2020)
Linen Coordinator

Olga Telepova
Social Support
Coordinator

Joe von Bornemann
Venue Supervisor

Denise Ward
Executive Officer

Valerie Willemsen
Community
Support Manager