



Crows Nest Centre

Connecting Our Community

Annual Report 2021 - 2022

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

Rotary



Report from the Chair

Crows Nest Centre's vision is 'a connected community'.



Two years of pandemic, multiple bushfire and flooding catastrophes, increasing homelessness, the Aged Care Royal Commission and multiple academic analyses intensify the importance for all of us of being socially connected.

The Centre employs a small, dedicated team whose work is vastly amplified by our remarkable army of committed volunteers.

We receive funding from the Commonwealth Government and North Sydney Council, which also provides and maintains our building and sanctions our ability to earn revenue from venue hire.

Our local community supports the Centre through financial and in-kind donations, as well as participating in joint activities to reach our goals.

With that mission and these resources, this is what we do. We provide services for five groups: older people; people with a disability; parents and children; migrants; and people who are homeless or at risk.

People come to us because they hope we can meet some of their needs. We welcome them, listen to what they say, and identify

how we can best help them to solve their presenting problems and to add to their enjoyment of life. That work is described in detail in this *Annual Report*.

The Board's obligation is governance of the Centre. Based on the advice of the Executive Officer and senior management, we: set the longer term and immediate direction of the Centre; approve its budget and monitor financial performance; monitor the level and quality of services; and ensure their safe and effective delivery to clients.

We are accountable to clients, funding authorities, government regulators, service delivery partners and to the community at large.

We take pride in the Centre's 50 years of service and are grateful for the way in which our many volunteers and other supporters enable us to operate with limited financial resources.

Changes in government financial support are foreshadowed and proposed major redevelopment of the adjacent carpark and buildings facing Willoughby Lane are likely to constrain both in-Centre services delivery and earned revenue.



Proposed Holtermann Street carpark redevelopment – carpark to go underground with park on top.

The Centre's budget has remained static for eight years. Cost of living pressures have been absorbed by reductions in spending. This takes a toll on staff and increases our reliance on volunteers to carry more of the load.

In 2014-15 our spend was \$1.423 million and in this financial year we spent \$1.453 million. By way of perspective, in 2021-22, our publicly funded community neighbour, Royal North Shore Hospital, spent on average the equivalent of our annual budget between midnight and 5.15 pm every day of the year.

The Board and senior management are fully committed to securing the viability of the Centre, aiming to ensure that funding authorities are alert to the impact that funding and revenue decline would have while remaining prepared to take necessary actions to ensure we meet our fiscal responsibilities under rapidly changing circumstances.

Within the turmoil of the pandemic, emerging risks to viability and more recently, economic turbulence, one needs to visit the Centre and see the contentment and joy on the faces of our clients to know that the work being done is truly worthwhile.

Staff members and volunteers get on with their tasks and our clients benefit.

We on the Board admire and appreciate their daily work to make positive



differences to the lives of our clients and to strengthen our community.

Working with caring partners, Crows Nest Centre continues to pursue its mission and our more connected community is all the better for it.

Success requires strong and determined leadership. Recent years have tested the mettle of all in the community care sector.

Our Centre is fortunate to have Denise Ward and her senior management team focusing on sustaining essential services and carefully planning for potential future directions while keeping staff, volunteers, and clients engaged and adequately protected from risks of all kinds.

It has been an honour to work with Denise and her team over these turbulent years.



I am grateful to my colleagues on the Board for their generosity with their expertise, time and commitment. They bring a diversity of perspectives, enhancing the depth and clarity of our discussions.

Ted Wziontek left the Board in November. With gratitude, I thank him for his significant contribution.

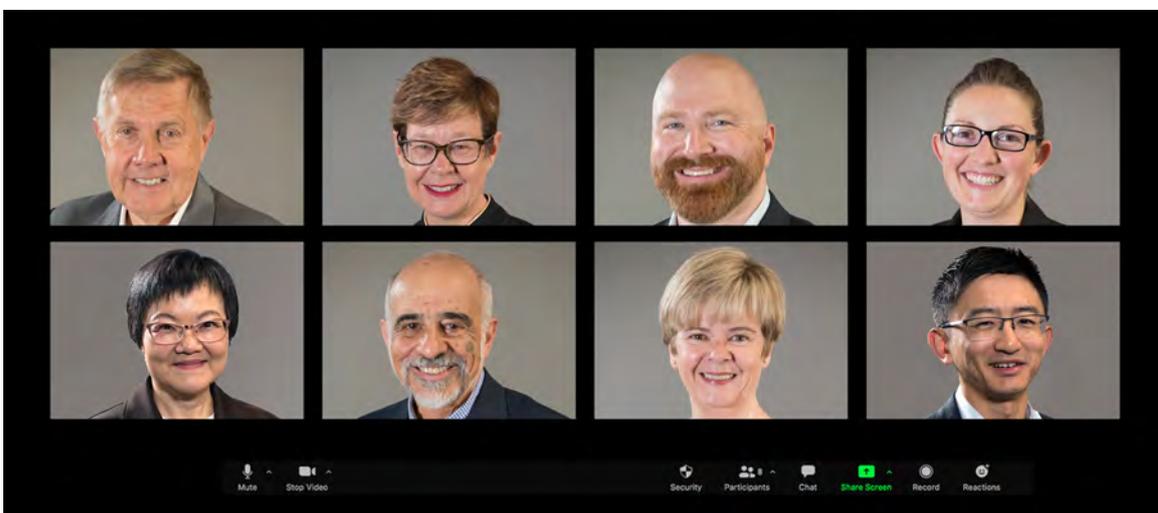
The Board was pleased to see Denise's efforts recognised externally with the presentation of a North Sydney Community Service Award, by former Member for North Sydney, Trent Zimmerman.

My responsibility as Chair between meetings has been to keep Directors informed while seeking their guidance and their decisions on potentially contentious matters.

The work of our Finance and Risk, and Services committees strengthens Board decision making.

The experience of recent years readies us for more complex times ahead. We face those times with strength and determination.

Christopher Scarf
Chair, North Sydney Community Service



Report from the Executive Officer

COVID-19 impacted the Centre for all of 2021-22. Frustratingly, we were closed for half the year.



Closure from July to October was a direct result of NSW Public Health Orders. Our New Year closure, from January to February, was a response to the rapid spread of Omicron and a desire to protect vulnerable older people who regularly frequent our Centre.

Reopening in November and again in March was done cautiously, with COVID safety top of mind, although we were all longing for the world to return to the way it was, before the pandemic started.

Aged care volunteers and all staff were asked to obtain three doses of COVID vaccine and submit proof of vaccination. Masks became the order of the day for volunteers and staff.

Everyone was asked to stay away if unwell and either seek a PCR test or self-administer a Rapid Antigen Test (RAT). Obtaining adequate supplies of masks and RATs was initially difficult and also expensive.

As gathering and movement restrictions eased, for the first time Omicron brought COVID to the Centre. A number of clients, volunteers and staff, their relatives and close contacts became unwell.

COVID affected our capacity to deliver meals, make beds, take people shopping, visit people at home, conduct our Centre-based activities and hire out rooms (normally a major source of income).

On more than one occasion, our human resources were significantly depleted, requiring those left standing to take on additional tasks, well beyond their usual responsibilities.

Mindful that older people living alone were isolated, especially during the extended COVID lockdown, we endeavoured to keep in touch by phone, while staff devised novel activity packs to fill some of the hours spent at home alone.

Originally, we planned to celebrate the 2020 Tokyo Games with a special event. Postponed to July-August 2021, we asked clients, volunteers and staff to provide us with stories about their greatest sporting moments. A selection was published on our website and associated Facebook posts.

Charlie and Emilia, who as younger children, participated in the Spanish Speaking Mothers Group, shone in green and gold during remote schooling, while cheering for Australian soccer player, Sam Kerr.





Board member, Gini Udy, shared her remarkable kayaking adventures, including a confrontation with a crocodile in Florida.

Through 2021-22, North Sydney Council offered strategic and practical support to the Centre.

The council provided a vital cash donation, as well as contributing to Christmas hampers, Persian Morning Tea, Migrant Employability Workshops and special events such as the NSW Seniors Festival.

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

Christmas at the Crows Nest Centre was quieter than usual, with two small client lunches, 'carols by request', festive hampers and a visit from Santa.

By far and away the stand-out event of the year was our Mexican Fiesta, as part of the NSW Seniors Festival. It was lovely to participate in such a joyous event.



In spite of COVID, we relaunched Your Rotary D-Caf, a dementia café for people with dementia, their carers and family members.

Your Rotary D-Caf is a partnership project with the Rotary Clubs of Crows Nest, North Sydney, North Sydney Sunrise and Northbridge.



Staffing was stable for most of the year. In April, we farewelled Community Engagement Coordinator, Johanna Lawrence, keen to broaden her horizons, along with Casual Community Support Worker, Jo Goch, off to finalise her studies.

We were delighted to see Food Services Manager, Amy Budden, recognised for her hard work over many years, with a Pride of Workmanship Award, presented by the Rotary Club of Crows Nest.



I am so grateful for the efforts of our dedicated volunteers and committed staff, many of whom have gone above and beyond, to support vulnerable members of our community through extraordinary times.

I am proud of what we have achieved for our community, the practical day to day assistance, but most of all the joy we bring to peoples' lives.

Denise Ward
Executive Officer

Activities

In 2021-22, the Crows Nest Centre offered 4750 hours of social support for older people.

Sadly, this was half the support we offered in 2020-21. Many regular activities were halted due to COVID-19 Public Health Orders (July to October) and the emergence of Omicron (January to February).

In the months our doors were open, it was lovely to welcome people back to the Centre.

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

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 2021-22 included a Northern Beaches tour with lunch at Long Reef Surf Club and a visit to the



heritage listed Audley Dance Hall & Cafe, overlooking Audley and the Hacking River.

Those attending the NSW Premier's 2022 Gala Concert were treated to a star-studded line-up including Christine Anu, Shannon Noll and Phil Burton from Human Nature.



Working around COVID-19 lockdowns, monthly movies resumed in December and again in March. People were pleased to return to the cinema in a COVIDSafe manner.

The Rotary Club of North Sydney Sunrise generously donated funds and Cremorne Hayden Orpheum half price tickets.

Thursdays turned into a generic games day, with people enjoying canasta, mah-jong, scrabble, rummikub, chess and table tennis.



Such a professionally organised occasion, together with an excellent lunch and entertainment.



Social activities (knit 'n natter and indoor bowls) attracted a loyal group of regulars, while bingo and trivia became a regular weekly event; participants had a lot of fun celebrating the Queen's Jubilee.

What's in the news challenged perceptions on a range of issues, fostering tolerance and understanding of different viewpoints.

Ageing Well sessions were informative and entertaining. Topics included: osteoporosis and bone health, a virtual visit to the refurbished Albert Hotel, age related macular degeneration and a reptilian visit from Sydney Wildlife Rescue.

Healthy ageing classes (hatha yoga and Feldenkrais) were well supported, with three classes of yoga each week, attended by 40 people. Online bookings became the norm.

For a second year, Christmas only came once. COVID restrictions meant we were unable to celebrate Xmas in July. In December, we hosted two small Christmas lunches, preceded by carols and sing-a-longs.

Valerie Willemssen
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.

Usually, the group meets at the Chinese Christian Church in Milson's Point twice a month, with up to 20 older participants. However, the continuing threat of COVID-19 saw Church facilities closed for the first half of 2021-22.

A much-anticipated reopening occurred just before Christmas, cautiously permitting a joyous end of year celebration, complete with all the trimmings.



However, as the Year of the Tiger dawned, the Omicron wave of COVID-19 was peaking, once again delaying a return to usual activities.

Everyone was relieved when usual celebrations such as Easter, Mother's Day and Dragon Boat Festival were able to return.

Once again people were able to participate in a range of healthy ageing activities such as gentle exercise, birthday celebrations, craft and mooncake making. Participants welcomed the return of morning tea snacks and a specially prepared hot lunch.



感謝您給我們的所有幫助

Thank you for all the help you gave us.



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 a festive afternoon tea in December, so we could say thanks for their ongoing 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 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 COVID lockdown (July – October) and the rise of Omicron (January – February), many people became socially isolated from friends, family and their local community. Upon 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. Community Support Manager, Valerie Willemsen, was our 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 students from Marist Catholic College North Shore, 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.

Sadly, due to COVID-19, neither the Crows Nest Festival nor Carols in Ernest Place were able to proceed.

Your Rotary D-Caf

Your Rotary D-Caf, a monthly café for people with dementia, their families and carers, resumed in March.

Activities at each café event include morning tea, gentle exercises, games and puzzles, along with occasional guest speakers on topics of interest.

In 2022, we welcomed former Rotarian and retired physiotherapist, Wendy Goldring, as a voluntary gentle exercise instructor.



I absolutely thoroughly enjoyed participating in the "whole" D-Caf this morning and meeting and spending time with staff, clients and volunteers.



The dementia café is a partnership project operated by the Rotary Clubs of Crows Nest, North Sydney, North Sydney Sunrise and Northbridge, along with the Crows Nest Centre.

The café is led by a representative group of Rotary volunteers, who collaborate with the Crows Nest Centre to plan café activities. Monthly cafés are ably supported by 20 trained, dementia aware Rotarians.

NSW Seniors Festival

Olé! It's A Mexican Fiesta was the feature event of our 2022 Seniors Festival celebrations, supported by North Sydney Council.

When you think of fun and festivity, you think of Mexico. Fiesta como si no hubiera un mañana: party like there's no tomorrow!

The day was a fun-filled celebration with tasty Mexican food and entertainment.

Mexican wedding cake biscuits, yummy tortillas with guacamole and salsa, and delicious tres leches (three milk) cake were enjoyed by all.

The Fiesta Viva Mariachi Trio stole the show and won more than a few hearts. The day also featured some lively games and trivia.





Sombreros off to our staff, who put in an amazing effort to bring the room to life, with special bunting and handcrafted 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 offer information, housing advice and referral to other services.



I have an apartment. I move today. Thank you for your help, especially putting me in contact with the Access and Inclusion Officer at Council. I could have been waiting for 15 years. Thanks so much.



Parenting and healthy relationships

The Crows Nest Centre is a founding member of the Crows Nest Safe Village Project, a

partnership between local councils, churches, community organisations and interagencies.

The project aims to identify, respond to and reduce all forms of domestic abuse in our community.

In September, mindful of the impact of COVID lockdowns on personal relationships, Crows Nest Safe Village Project

facilitated access to Hair 3Rs online domestic violence training for 20 local hairdressers and beauticians. The training was well received.



Two successful in-conversation events, presented by award winning journalist Jess Hill, were held at the Centre.

In March, the Lower North Shore Domestic Violence Network organised *See What You Made Me Do: Calling Out Coercive Control*, followed in May by the Lower North Shore Child and Family Interagency event *Recognising and Preventing Coercive Relationships: Promoting Respectful Relationships*.

Denise Ward
Executive Officer

Community Support

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

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

The Community Support Manager is often 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.

Details about how to access My Aged Care are featured on the Centre's website, while

posters and brochures are prominently displayed throughout the Centre.

Direct access to 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.

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.

Once a year 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.

COVID Care

In 2021-22 many of our older clients were housebound and socially isolated due to COVID-19 restrictions.

During the lockdowns staff made many wellness calls, especially to older people living alone. These calls were especially valued by people unable to maintain regular contact with family and friends. A listening ear and reassurance often made a world of difference.

Keen to let people know they were still in our thoughts, Social Support Coordinator, Olga Telepova, created COVID Care Packs including knitted hearts, tea and chocolates, accompanied by cards from Cammeray Public School students.



I would like to say a big thank you for the care and support you are giving us during this difficult time.



Staff creativity came to the fore with the assembly of fortnightly travel packs full of fun facts, word searches, crosswords and even a recipe or two. The packs proved popular and often gave a focus to regular wellness calls, when little else had changed in peoples' lives.



Staffing and COVID-19

Penny How continued as the Linen Service Coordinator, proving to be a reliable and dedicated worker.

Olga Telepova, Jo Goch and Johanna Lawrence (returning from parental leave in February) all excelled at coordinating a committed 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, when able to do so.

Reluctantly, we farewelled both Jo Goch and Johanna Lawrence in April. Jo to complete her social work studies and Johanna to pursue a new career direction.

Rehabilitation Counsellor and Master of Social Work Student, Sandi Glass, undertook a placement with us during the COVID lockdown, enhancing her community sector knowledge.

Valerie Willemsen
Community Support Manager

Computer Club

Over the past year, the Computer Club delivered one-on-one lessons, with training tailored to meet student needs.

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

Mindful of the vulnerability of both our older students and tutors, the Computer Club has taken a cautious approach to reopening after the 2021 extended COVID-19 lockdown and the spread of Omicron in early 2022.

Individual sessions resumed in November and ran until Christmas. Omicron curtailed the reopening of the Club until March, when students were once again able to attend lessons. A total of 36 sessions, with one eager student returning nine times.

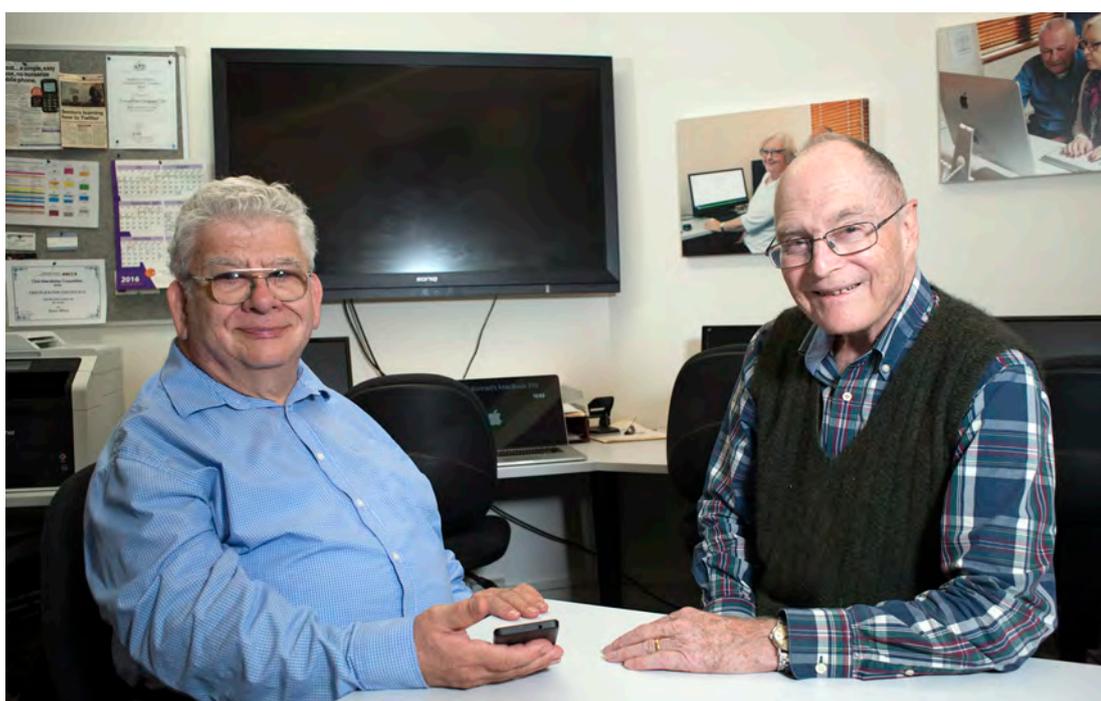
★★★★★★★★★★

Over the years I have found it necessary for my computer skills to be made better, and of course my first point of call would be the Computer Club within the Crows Nest Centre. I cannot speak highly enough of David. His professionalism, kind and caring manner is so wonderful.

★★★★★★★★★★

COVIDSafe practices were adopted, including vaccination of volunteer tutors, wearing of masks, physical distancing, sanitising frequently touched surfaces and practising hand hygiene.

David Bruce-Steer
Crows Nest Computer Club



Food Services

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

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

In 2021-22, 145 people received almost 14,000 delivered and community restaurant meals.

Demand picked up during the 2021 COVID-19 lockdown, especially when some items were in short supply and supermarket shelves were once again 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 45 people volunteered for Meals on Wheels during the year.



Previously we strove to rejig rosters balancing the enthusiasm of volunteers aged 70 years and over, who had been suspended during the 2020 lockdown, with the desire of new volunteers eager to continue with us.

As a result, we were in the fortunate position this year of not needing to actively recruit. Nonetheless seven ready, willing and able volunteers sought us out.

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, sing for joy and ageing



I would just like to say we were impressed with yesterday's meals. The fish cakes and the rice balls, both with beans, were cooked beautifully.



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 2021 COVID-19 closure and sad to see it close again as Omicron took hold in early 2022.

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.

Working with staff across the Centre, the Food Services team catered for themed lunches including client Christmas lunches, our Volunteer Festive Afternoon Tea, Australia Day, St Patrick's Day and our special Mexican Fiesta Seniors Festival event.

Torrens University Australia and events

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



Staffing, training and development

In response to staffing shortages due 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 asking volunteers to wear masks, practise hand hygiene, provide proof of

COVID vaccination status, remain at home if unwell and self-administer a RAT or seek a PCR test, and isolate for 7-14 days if COVID positive or a close contact of someone who was COVID positive.

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. Dining Room volunteer, Gay Banks, came several times a week, frequently recalling each person’s preferred tea or coffee order.

We were pleased to nominate dedicated volunteer David Pisani, for a North Sydney Community Service Award.

Special thanks to all of the volunteers who filled unexpected gaps in the roster when staff and volunteers were unwell or isolating and unable to complete their regular duties.

Amy Budden
Food Services Manager

Linen Service

The Linen Service is for frail older people, as well as a few younger people with a disability living in North Sydney and Mosman Local Government Areas. In 2021-22 the Linen Service provided almost 2000 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.

During the extended 2021 COVID-19 lockdown, careful thinking was required about how to best provide the service. Again, we asked if clients had a relative, friend, neighbour or other service provider who might be able to assist them, to strip and remake their bed.

Where possible we became a 'drop and pickup service', supplying fresh sheets and towels, collecting soiled linen and taking care of the laundry.

For clients without any other means of support, volunteers continued to strip and remake their beds. As the lockdown grew from weeks to months, more and more clients actively sought our return to bedmaking, having prevailed upon others for quite some time.



During lockdown, some people chose to suspend the service, trying to limit the number of people entering their home, in the hope of limiting infection for themselves or relatives.

With the lifting of COVID-19 restrictions, the resumption of bed making was approached cautiously. Volunteers were asked to show proof of COVID vaccination and continue to wear masks and practise hand hygiene. They were also asked to stay home, if unwell.

New clients

During 2021-22, 135 people received the Linen Service, including 15 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 35 volunteers participated weekly, fortnightly or monthly, with others on call to fill unexpected gaps.

Volunteer gaps were more frequent as COVID restrictions eased and more people in the community became unwell. Special thanks to those volunteers who stepped up to help.

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

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

I would like to take this opportunity to tell you how much I have appreciated your services. I could not have stayed in my home without them as my clothesline is on the roof with two flights of stairs leading to it and wet sheets are heavy.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

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 our clients' lives.

Volunteers delivered Easter eggs, Christmas hampers and handmade cards from local school students. 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 fourth year, one again proving to be an efficient, quality operator.

Penny How
Linen Coordinator

Migrant Services

Mutual Understanding, Support, Tolerance and Respect (MUSTER) funding supported by the former Member for North Sydney, Trent Zimmerman, concluded at the end of 2020-21.

As a result, the Centre resumed delivery of migrant services without Government funding, 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 in the life of our Centre.

Employability workshops

Reach Your Potential: Employability Workshops for skilled migrants ran from July to Sept 2021 and May to June 2022.

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

Dedicated volunteer coaches and workshop facilitators offer one-on-one

mentoring for each participant, underpinning the program's success.

Workshop formats were adapted to meet COVID-19 restrictions.

★★★★★★★★★★

I could feel how much genuine effort you put into me and the workshops. I have learnt the processes that will help me get the job I want.

★★★★★★★★★★

Highly motivated, 67% of participants obtained employment within two months of course completion, testament to the hard work of participants and their coaches.

Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds.

NSW Public Health Orders continued to discourage mixing between schools and





between children of different age groups. In response, Homework Help ceased until May 2022.

To the delight of primary school pupils, their parents, high school student mentors and adult volunteers, Homework Help reopened with six pupils, most from Japanese families.

Staff member, Mel Corner, coordinated Homework Help, supervising high school mentors and adult volunteers. High school students from North Sydney Girls and Shore 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.

In March, *Multicultural Harmony at Luna Park*, was launched by North Sydney Council Mayor, Zoë Baker.

Jaycee's vibrant artwork of local people in national costumes, at the entrance to one of the area's iconic landmarks, incorporates the orange colour of Harmony Week in the clouds, a nod to Jaycee's own cultural heritage.

English conversation

Beginner and Intermediate English conversation classes are offered at the Centre weekly, during school terms. In 2021-22, around 50 students attended.

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

Bollywood music

Collaborating with AASHA Australia Foundation, the Centre resumed monthly Bollywood music in time to celebrate Diwali in November.

This proved a highlight, with handcrafted bunting, candles and flowers. People donned their best saris and enjoyed delicious food, music and COVIDSafe dancing.

The new year arrival of Omicron saw Bollywood Music take an extended break until June.

Persian morning tea

Ordinarily, up to 30 people gather monthly to share food, culture and tips on how to make the most of life in Australia. Guest speakers, presenting in Farsi, cover diverse topics. With concerns about COVID-19, the group was reluctant to meet in 2021-22.

In the latter part of the year, Persian Morning Tea Convenor and award winning Iranian artist, Shokufeh Kavani, along with calligrapher Arash Nedaiee, staged a unique exhibition, *Persian Graffiti*, at Chatswood's Art Space on the Concourse. Together their art explores the interface between Persian calligraphy and modern Iranian paintings.

Parent groups

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

Our Japanese and Spanish speaking mothers' groups help parents establish strong social and cultural connections.

This year 15 Japanese and 20 Spanish speaking mothers came to the Centre with their children, with toys and translated story books made available.



Spanish speaking mothers celebrated Christmas with a fun-filled party, South American treats and children's activities.

Staffing

Until April, Jo Goch supported Japanese and Spanish speaking mothers to run group activities.

Mel Corner coordinated Homework Help and supported and encouraged English Conversation volunteers.

Jessica Batchelor provided administrative support to the Employability Workshops.

Denise Ward
Executive Officer

Social Support

Crows Nest Centre's Social Support Service provides assisted shopping and transport, as well as matching clients with volunteers for friendly home visits.

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

Around 115 people accessed 1000 hours of individual social support in 2021-22.

Assisted shopping, home visiting and wellness calls

In 2021-22 we supported 30 people with volunteer assisted shopping and transport or a friendly home visit.



Thank you to the knitting group, what love and care has gone into thinking about us. I cherish my 'heart coaster'. Such great work in these sad times.



Activities ranged from shopping to errands, to having a cuppa and a chat.



Before COVID vaccinations were readily available, many of our regular clientele were hesitant to venture too far from home, preferring to maintain contact by phone, rather than in person.

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

COVID restrictions on movement and gathering meant personal connections became a lifeline for those who were isolated.

Together, volunteers and staff phoned over 80 people regularly to check on their health and wellbeing.

To help pass time during isolation, the Community Support team assembled and posted fun filled activity packs to 40 people, once a fortnight. These proved to be a huge hit.

Recognising the excellent contribution made by social support volunteers Alison Posney and Tim Brodie, they were both nominated for a North Sydney Community Service Award.

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 and read their shopping list 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

★★★★★★★★★★
Thank you very much for all you have done for me over the years. You people fill in an enormous gap in older peoples' lives and I admire what you do tremendously.

★★★★★★★★★★
Centre to monitor client progress and offer additional support if needed.
Dedicated volunteer Rosemary Cheung is the Centre's mainstay for shopping by phone.
After extended COVID isolation, these phone calls were valued more than ever.

Olga Telepova
Social Support Coordinator



Venue Hire

The Crows Nest Centre relies on venue hire income to underpin our operations.

During 2021-22, we had a total of 119 room hire clients. Income was \$164,217, down on previous years due to COVID restrictions and closure for six months.

Our biggest source of venue hire income came from Torrens University Australia (formerly William Blue College of Hospitality Management), our commercial kitchen hirer. Our top 20 clients accounted for 51% of all other 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 activities, including hatha yoga and Feldenkrais, English conversation, homework help, employability workshops and parent education seminars.

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

★★★★★★★★

The booking service is amazing. Rooms and facilities are always clean and well presented, and the staff are welcoming, kind and professional.

★★★★★★★★

Reopening after the 2021 COVID lockdown and again after the spread of Omicron in early 2022, saw capacity limits and physical distancing enacted, limiting the availability of our smaller rooms.

Prominent health and safety signage encouraged people to check in, vaccinate, distance, wear masks and sanitise.

Fred Dafforn, Andrew Lang, Bruce Sweeting and Joe von Bornemann all continued as Venue Supervisors. Bruce was recognised for 20 years of service as a Venue Supervisor.

Graham O'Hearn
Venue Coordinator



Volunteering

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

Dedicated and committed, our volunteers love what they do. Twenty-two new volunteers joined in 2021-22 and the Centre has over 200 active volunteers.

We hosted a festive afternoon tea in December to thank volunteers for their efforts during the extended 2021 COVID-19 lockdown.

Due to continuing concerns about COVID, sadly no National Volunteer Week celebrations took place in 2022.



Thank you for all you've done this year to keep volunteers motivated and feeling valued. I know there's a huge amount of work you do behind the scenes and it is much appreciated.



Lower North Shore Volunteer Coordination sponsored a volunteer movie night in May, a gesture to thank volunteers for their efforts in response to



the pandemic. They also hosted a recruitment expo and first aid training for social support volunteers.

We were delighted to nominate a number of outstanding volunteers for the North Sydney Community Service Awards. Congratulation to award recipients Tim Brodie, Alison Posney, Sue Rodwell and David Pisani.

To ensure a COVIDSafe environment for clients, volunteers and staff, and also meet aged care regulatory requirements, all of our aged care volunteers were asked to obtain three doses of COVID vaccination and provide proof of vaccination.

Ongoing voluntary administrative support from Rosemary Cheung proved invaluable.

Mel Corner
Volunteer Coordinator



Financial Report

for the year ended 30 June 2022

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 2022

The directors of North Sydney Community Service Limited present their report for the year ended 30 June 2022.

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	
Ms Virginia Udy	Appointed April 2019	
Mr Thaddeus Wziontek	Appointed June 2013	Resigned November 2021

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

INFORMATION ON DIRECTORS

Name	Occupation	Special Responsibilities
Ms Nicola Atmore	Company Director	Services Committee
Mr Joshua Dowton	Pastor	Services Committee Finance & Risk Committee
Ms Janice Hui	Organisation Development Consultant	Services Committee
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
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 2022

DIRECTORS' MEETINGS

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

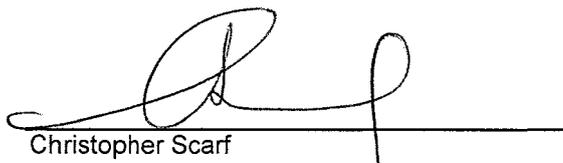
	<u>Number Eligible to Attend</u>	<u>Number Attended</u>
Ms Nicola Atmore	7	6
Mr Joshua Dowton	7	7
Ms Janice Hui	7	7
Mr Mowen Lee	7	7
Ms Alice Martin	7	5
Dr Christopher Scarf	7	7
Ms Virginia Udy	7	7
Mr Thaddeus Wziontek	3	3

AUDITOR'S INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act*

Signed in accordance with a resolution of the directors.

Director


Christopher Scarf

Dated this 25 day of October 2022

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2022

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

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2022

To achieve these objectives, the company has implemented the following despite the impact of COVID-19 on client access to services and the availability of staff members and volunteers:

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 Torrens University Australia as a venue hirer and event supporter;
- Ongoing support for Chinese Seniors at Chinese Christian Church, Milson's Point;
- Ongoing support for Bollywood Music with AASHA Foundation;
- Ongoing support for a dementia café in partnership with local Rotary Clubs;
- Community engagement with Crows Nest Safe Village, local businesses and parents;
- 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 and local development

- Management participation in a range of Aged Care Reform consultations, webinars and training events to inform future service provision;
- Responded to Council proposals for redevelopment of the Holtermann Street Carpark.

Service development, quality review and evaluation

- Initiated and supported creative and healthy ageing (e.g. Singing for Joy);
- Culturally inclusive calendar of special events (e.g. Diwali, Christmas, NSW Seniors Festival including successful Mexican Fiesta feature event);
- Older people supported to access centralised assessment and referral to enable informed choices about Centre services and activities and access to other supports;
- Hosted *Ageing Well* sessions on lifestyle, health and safety, and general knowledge;
- Services Committee monitored aged care reforms, delivery data and client feedback;
- Maintained A Grade food safety rating;
- Ongoing support for migrants to meet, develop skills and engage with their community;
- Provided meals, showers, and referrals for people who are homeless or at risk.

Uplift brand and marketing

- Continued to develop and enhance the Centre's new people focused website;
- Added a translation Hub to the Centre's new people focused website;
- Continued to develop and enhance the Centre's new Facebook page;
- Participation in aged care, migrant services and volunteer expos.

Diversify funding sources

- Implemented COVID-19 Emergency Meals Funding;
- North Sydney Council small grants supported Realise Your Potential: Employability Workshops for skilled migrants, Festive Hampers and Seniors Festival feature event;

Recognise and support our volunteers and staff

- Staff participated in a wide variety of training and development opportunities;
- Food Services Manager awarded Rotary Pride of Workmanship Award;
- Executive Officer and volunteers received North Sydney Community Service Awards;
- Volunteer appreciation events supported by Torrens University Australia.

Additional actions taken in response to COVID-19

- Comprehensive COVID-19 risk mitigation strategies endorsed by Board;
- Board prioritised nourishment, assisted shopping and linen delivery to older clients;
- Managed closures and COVIDSafe openings in response to Public Health Orders;
- Responded to social isolation experienced as a result of COVID closures.

AUDITOR'S INDEPENDENCE DECLARATION

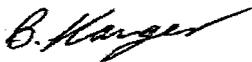
To the Directors,

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 2022, 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 25th day of October 2022

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	2	1,378,910	2,050,736
Employee benefits expense		(992,123)	(1,073,716)
Depreciation and amortisation expenses		(9,869)	(16,838)
Other expenses		(451,485)	(506,116)
Profit/(loss) for the year		<u>(74,568)</u>	<u>454,066</u>
Other comprehensive Income		-	-
Total comprehensive (loss)/income for the year		<u>(74,568)</u>	<u>454,066</u>
Profit(loss) attributable to the entity		<u>(74,568)</u>	<u>454,066</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 2022**

	Note	2022 \$	2021 \$
Current Assets			
Cash and cash equivalents	4	1,328,441	1,351,801
Trade and other receivables	5	71,164	59,791
Inventories	6	3,906	3,906
Total Current Assets		1,403,511	1,415,498
Non-Current Assets			
Property, plant & equipment	7	43,854	48,937
Right-of-use asset	8	5,656	10,442
Total Non-Current Assets		49,509	59,379
Total Assets		1,453,020	1,474,876
Current Liabilities			
Trade and other payables	9	117,844	90,980
Lease liabilities	10	6,013	5,104
Short-term provisions	11	233,075	214,834
Total Current Liabilities		356,932	310,918
Non-Current Liabilities			
Long-term provisions	11	58,485	45,774
Lease liabilities	10	-	6,013
Total Non-Current Liabilities		58,485	51,787
Total Liabilities		415,416	362,705
Net Assets		1,037,604	1,112,172
Equity			
Reserves		878,214	879,110
Retained earnings		159,389	233,061
Total Equity		1,037,604	1,112,172

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 2022**

	Reserves	Retained Earnings	Total
Balance at 1 July 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
Profit/(loss) for the year		(74,568)	(74,568)
Transfer to/(from) reserves	(896)	896	-
Balance at 30 June 2022	878,214	159,389	1,037,604

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 2022

	Note	2022 \$	2021 \$
Cash Flow from Operating Activities			
Receipts in the course of operations		1,473,924	2,204,068
Payments to suppliers and employees		(1,493,315)	(1,751,972)
Interest received		2,595	7,434
Finance costs on lease liabilities		(1,460)	(2,019)
Net cash provided by (used in) operating activities	13(b)	(18,256)	457,511
Cash Flow from Investing Activities			
Payments for property, plant and equipment		433	-
Net cash provided by (used in) investing activities		433	-
Cash flow from Financing Activities			
Repayment of lease liabilities		-	-
		(5,539)	(4,545)
Net cash provided by (used in) financing activities		(5,539)	(4,545)
Net increase (decrease) in cash held		(23,362)	452,966
Cash at beginning of the year		1,351,801	898,835
Cash at end of the year	13(a)	1,328,441	1,351,801

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2022

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 2022

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 2022

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 2022**

	2022	2021
	\$	\$
2 REVENUE		
North Sydney Council cash subsidy	427,746	415,600
DSS DOHA	613,071	502,938
DSS DOHA ERO supplement	-	99,885
Other Grants	1,000	206,733
Jobkeeper Subsidy	-	389,100
Meal and Catering	94,346	92,121
Hall & Room hire	125,087	185,823
Kitchen Hire	39,130	77,238
Interest Received	2,595	7,434
Donations & Fund Raising	16,697	17,719
Community Services	50,415	38,099
Other Income	8,822	18,046
	<u>1,378,910</u>	<u>2,050,736</u>
3 PROFIT/(LOSS) FOR THE YEAR		
Profit/(Loss) for the year has been determined after : Charging as expenses:		
Remuneration of auditors		
- Audit services	8,400	8,000
	<u>8,400</u>	<u>8,000</u>
4 CASH AND CASH EQUIVALENTS		
Cash on hand	940	940
Cash at bank	13,532	2,585
Cash at bank - direct investments	1,313,969	1,348,276
	<u>1,328,441</u>	<u>1,351,801</u>
Attributable to:		
Asset replacement	238,040	238,040
Bequests	83,867	83,867
Small grants	56,307	57,203
Provisions for employee entitlements	291,559	260,607
Carpark refurbishment reserve	500,000	500,000
Available to fund operations	158,667	212,083
	<u>1,328,441</u>	<u>1,351,801</u>
5 TRADE AND OTHER RECEIVABLES		
Trade debtors	47,424	15,308
Accrued revenue	4,177	19,025
Prepayments	19,563	25,458
	<u>71,164</u>	<u>59,791</u>
6 INVENTORIES		
Stock on hand	3,906	3,906
	<u>3,906</u>	<u>3,906</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 30 June 2022**

	2022	2021
	\$	\$
7 PROPERTY, PLANT AND EQUIPMENT		
Plant and equipment - at cost	47,275	47,275
Less accumulated depreciation	<u>(34,436)</u>	<u>(30,167)</u>
	<u>12,839</u>	<u>17,108</u>
Furniture, fixtures and fittings - at cost	2,539	2,539
Less accumulated depreciation	<u>(2,537)</u>	<u>(2,537)</u>
	<u>2</u>	<u>2</u>
Leasehold improvements	48,593	48,593
Less accumulated depreciation	<u>(17,580)</u>	<u>(16,766)</u>
	<u>31,013</u>	<u>31,827</u>
Total Property, Plant and Equipment	<u>43,854</u>	<u>48,937</u>
8 RIGHT-OF-USE ASSETS		
Plant and equipment - leased	15,663	15,663
Less accumulated amortisation	<u>(10,007)</u>	<u>(5,221)</u>
	<u>5,656</u>	<u>10,442</u>
9 TRADE AND OTHER PAYABLES		
Trade payables	62,685	43,665
Sundry payables and accrued expenses	<u>55,159</u>	<u>47,315</u>
	<u>117,844</u>	<u>90,980</u>
10 LEASE LIABILITIES		
Current		
Lease liabilities	<u>6,013</u>	<u>5,104</u>
	<u>6,013</u>	<u>5,104</u>
Non-current		
Lease liabilities	<u>-</u>	<u>6,013</u>
	<u>-</u>	<u>6,013</u>
11 PROVISIONS		
Current		
Employee entitlements	<u>233,075</u>	<u>214,834</u>
	<u>233,075</u>	<u>214,834</u>
Non-current		
Employee entitlements	<u>58,485</u>	<u>45,774</u>
	<u>58,485</u>	<u>45,774</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2022

	2022	2021
	\$	\$
12 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 2022, 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 2022 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>		
13 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>1,328,441</u>	<u>1,351,801</u>
(b) Reconciliation of Net Cash used in operating activities to profit/(loss) for the year		
Profit/(loss) for the year	(74,568)	454,066
Depreciation	9,869	16,838
Decrease (Increase) in Receivables	(11,373)	86,162
Decrease (Increase) in Inventories	-	237
(Decrease) Increase in Payables	26,864	(35,255)
(Decrease) Increase in Contract liabilities	-	(92,883)
(Decrease) Increase in Provisions	30,951	28,346
Net Cash Flow Used in Operating Activities	<u>(18,256)</u>	<u>457,511</u>
14 COMPANY DETAILS		
<p>The registered office of the company is: North Sydney Community Service Limited 2 Ernest Place CROWS NEST NSW 2065</p> <p>The principal place of business is: North Sydney Community Service Limited 2 Ernest Place CROWS NEST NSW 2065</p>		

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' DECLARATION for the year ended 30 June 2022

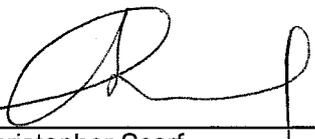
The directors have determined that the company is not a reporting entity and that these special purpose financial statements should be prepared in accordance with the accounting policies described in Note 1 of the financial statements.

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 2022 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 25 day of October 2022

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 2022**

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 25 day of October 2022

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 2022, 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 2022 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/ar4.pdf. This description forms part of our auditor's report.

Nexia Sydney Audit Pty Limited



Brett Hanger

Director

Dated at Sydney, this 25th day of October 2022

Directors



Dr Christopher Scarf
Chair



Virginia Udy
Director



Ted Wziontek
Director



Nicola Atmore
Director



Pastor Joshua Dowton
Director



Alice Martin
Director



Mowen Lee
Casual Director



Janice Hui
Casual Director

Supporters

AASHA Australia Foundation
Australian Department of Health
Bakers Delight Crows Nest
Better Business Partnership
Bruce W Stephens & Associates
Cammeray Public School
Chinese Christian Church Milsons Point
Code and Visual
Community Connect
Connecting Up
Crows Nest Mainstreet
Crows Nest Safe Village
Crows Nest Uniting Church
Eastern Domestic Violence Service
Fresh Crows Nest
Ganache Patisserie Castlecrag
Glen Turner
Hayden Picture Palace Cremorne
Joanna Weinberg
Konrad Schalch
Loreto Kirribilli
Lower North Shore Child and Family Interagency
Lower North Shore Domestic Violence Network
Marist Catholic College North Shore
Mary's House Services
Meals on Wheels NSW
Northern Sydney Local Health District
Northside Baptist
North Sydney Girls High School
North Sydney Demonstration School
North Sydney Council
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
Shore School
St George Community Housing
StreetSmart Australia
Studio A
Sydney North Health Network
Tina Mulholland
Torrens University Australia
Waverton Hub
Willoughby Council
Woolworths
Worldwide Printing St Leonards

Staff

Jessica Batchelor
Receptionist

Sue Lloyd
Accounts Manager

Amy Budden
Food Services
Manager

Graham O'Hearn
Venue Coordinator

Paul Buhne
Kitchen Hand

Sam Quayle
Food Services
Assistant

Melanie Corner
Special Projects/
Volunteer
Coordinator

Bruce Sweeting
Venue Supervisor

Fred Dafforn
Venue Supervisor

Olga Telepova
Social Support
Coordinator

Joanne Goch
(until April 2022)
Community
Support Worker

Joe von Bornemann
Venue Supervisor

Penny How
Linen Coordinator

Denise Ward
Executive Officer

Suchitra Kuppili
(on leave)
Receptionist

Valerie Willemsen
Community
Support Manager

Andrew Lang
Venue Supervisor

Johanna Lawrence
(until April 2022)
Community
Engagement
Coordinator