



Crows Nest
Centre

Connecting Our Community

Annual Report 2022 - 2023

North Sydney Community Service Ltd

Contents

Report from the Chair	1
Report from the Executive Officer	4
Activities	7
Chinese Seniors	9
Community Engagement	10
Community Support	13
Computer Club	15
Food Services	16
Linen Service	19
Migrant Services	21
Social Support	24
Venue Hire	26
Volunteering	27
Financial Report	Appendix 1
Directors	Appendix 2
Supporters	Appendix 2
Staff	Appendix 2

Our vision

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 Centre is guided by our values:

- Caring
- Inclusive
- Effective
- Ethical



2 Ernest Place, Crows Nest, NSW 2065

P (02) 9439 5122

F (02) 9439 8608

E cncadmin@crowsnestcentre.org.au

www.crowsnestcentre.org.au

Funding Partners



Australian Government
Department of Health



Report from the Chair

Adversity is a common thread throughout the world as this report is written.

Warfare and destruction abroad and division, disinformation and conflict abundant in more familiar territory.



A year of high inflation has placed more stress on all of us as financial resources remain constrained while the price of goods and

services continue to rise. COVID-19 has far from abated, continuing to put staff, volunteers and clients at risk.

These factors impact all of us, including government, which contributes the majority of our income.

These are times when 'a connected community' is most needed and Crows Nest Centre has fulfilled that need, supporting our clients through another difficult year.

Planned construction in neighbouring buildings will bring noise, dust and obstruct access to our Centre. That poses a threat to efficiently delivering our services and to venue hire revenue, which contributes up to one fifth of the Centre's annual income.

The Centre must account for the quality of what it provides and how efficiently it allocates its resources. With the equivalent of just 12 full time staff and a \$1.5 million annual budget,

we are a small part of an expanding aged care industry. For the Crows Nest Centre and other small providers of community services, we have much the same levels of detailed government accountability as organisations operating with hundreds of times our resources.

These obligations continue to be met through an ever-increasing workload for our talented management, a trend that is unsustainable without redirecting limited staff resources to data gathering, refreshing policies and report preparation. This cannot be ignored and may require major change in the way the Centre operates, is managed, and governed in the future.

Crows Nest Centre owes its existence and its continuing success to the over five decades of partnership with and practical support received from North Sydney Council. Working in tandem, Council and the Centre have shared plans and have





1970s, when funding for local community services was made available by the Commonwealth. In North Sydney, 'by the people for the people' was the decentralised approach taken to actively leverage community capacity.

The Centre's Board welcomes the return of North Sydney Councillors. Nomination of Councillors Shannon Welch and Georgia Lamb reflects the effective relationship between Council and the Centre. They bring valuable ideas and concepts to our discussions and decision making.

supported the evolution of policies and practices relevant to an ever-changing local community.

The Centre develops its strategies and annual plans in concert with the relevant policies and priorities of the Council. In turn, the Council provides financial and physical resources to the Centre to facilitate the achievement of those priorities in the local community.

This sets the Centre apart from the direct provision arrangements many local governments undertook in the early

After a decade on the Board with the last four years as Chair, I retire sharing the affection and commitment the Centre has attracted from clients, volunteers and staff.

While elaborate metrics and assessments are now routinely applied to judge the effectiveness of the Centre's work, the underlying goodwill and enthusiasm one sees among the clients and volunteers speaks volumes as to the Centre's positive impact on people's lives.

It is a good place bringing social connection and care to many people. It provides services that are not particularly complex, but otherwise not readily available to many in our community.

The Centre regularly provides clients with something to look forward to, be it a visit to their home by a caring volunteer or staff member bringing meals or fresh linen, a meal in the company of others where they can chat, joyful tests of general knowledge, activities that encourage but not overstress physical capacity, or a jubilant Christmas party where they will receive a hamper contributed by the wider community.

In our society where loneliness is so common among old and young people and recognised for its serious negative impact on mental and physical health, the Centre's focus is vital.

On behalf of the Board, I thank the hard working and committed volunteers and staff for their impressive work and assure you that the Board fully supports your efforts and will continue to have our clients and your best interests at the centre of their focus.

It has been an honour to work closely with Denise Ward, our skilful and imaginative Executive Officer, who leads the Centre to its many successes.

Finally, I thank my colleagues on the Board. We have a great mix of long-standing and new Directors, who bring a wide range of experience and leadership together with unwavering commitment to the work of the Centre and to maintaining its success into the future.

Christopher Scarf
Chair, North Sydney Community Service



Report from the Executive Officer

Three years on, COVID continues to impact the lives of the Centre's clients, staff and volunteers.



Returning to 'normal' has not been simple. For many, lifting of restrictions meant COVID was a thing of the past.

After several cautious years, frustratingly, opening up saw more of our clients, staff and volunteers contracting COVID.

This affected our capacity to deliver meals, make beds, take people shopping, visit people at home and conduct our Centre-based activities.

I have nothing but praise for the staff and volunteers who offered an extra hand with tasks, above and beyond their usual responsibilities, delivered with a smile, just because it was needed.

Every effort was made to protect vulnerable older people, some of whom chose to limit

their exposure to the outside world, by restricting how often they left home.

Protective measures were actively promoted, with vaccination regarded as a first line of defence, alongside mask wearing, sanitising of surfaces and hand hygiene.

As greater COVID awareness pointed to airborne transmission, staff monitored to make sure fresh air entered our premises, via the air conditioning system.

Clients, staff and volunteers alike were asked to stay away if unwell and either seek a PCR test or self-administer a Rapid Antigen Test (RAT). While RATs were easier to obtain in 2022-23, these remained expensive, especially when ordered en masse.

Recognising the value of COVID safety measures, we were delighted to see Centre regulars returning to much loved activities and were overjoyed to welcome newcomers.

The prospect of local development remains on the horizon, with the Land and Environment Court approving development of 82-90 Alexander Street, North Sydney Council allocating funds for detailed design of Holtermann Park and early discussion about



redeveloping the former KidsNest Occasional Childcare Centre, on the edge of our building.

Throughout 2022-23, North Sydney Council offered strategic and practical support to the Centre.

I'd like to acknowledge Council's former Director Community and Library Services, Rebecca Aukim, who was always supportive and strove to understand the complex issues facing our Centre. At year end, local community centre CEOs gathered to express our appreciation and bid Rebecca a fond farewell.

The council provided a vital cash donation, and also contributed to Christmas hampers, 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.

Your Rotary D-Caf, a dementia café for people with dementia, their carers and family members, conducted in partnership with local Rotary clubs (Crows Nest, North Sydney, North Sydney Sunrise and Northbridge),





conceived at the start of COVID, finally became an established activity.

Christmas came twice, with fun events held in cold July and warm December, carols a plenty, a jubilant return by Cammeray Public School's Jazz Band, festive hampers and a visit from Santa.

Far and away the stand-out event of the year was Elvis in Hawaii, held as part of the NSW Seniors Festival. It was lovely to host such a joyous event.

Staffing was stable throughout the year. At the conclusion of parental leave, Receptionist Suchitra Kuppili resigned. Jessica Batchelor who had been relieving in the role, chose to stay on. Natalie Boleda joined Community Support for a few months, at the end of her student placement.

I extend my heartfelt thanks to the Centre's dedicated volunteers and committed staff, without your contribution we couldn't do even half of what we do.

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

Denise Ward
Executive Officer

Activities

After several years of COVID restrictions, it's been great to see the Centre buzzing again with activity.

People have returned to much loved activities, given new things a whirl and rekindled friendships.

In 2022-23, the Crows Nest Centre offered 10,680 hours of social support for older people.

We focus on social connections, healthy ageing and fostering independence.

Ever mindful of the continuing vulnerability of older people attending our Centre, staff and volunteers endeavour to offer a COVID safe environment.

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

include armchair travel, singing for joy, brain games and guest speakers.

Themed bingo and festive attire accompanied a Xmas in July concert with Kamahl, livestreamed by the Older Persons Advocacy Network.





Bus outings to places of interest included lunch at Eden Gardens Restaurant, a tour of Pittwater aboard the Palm Beach Ferry, a peek at Sydney Modern at the Art Gallery of NSW, a local tour of the Coal Loader Centre for Sustainability and further afield morning tea at the Campbelltown Craft Society.

The Rotary Club of North Sydney Sunrise generously donated funds for monthly movies at the art deco Cremorne Hayden Orpheum.

Social activities (knit 'n natter, indoor bowls, bingo and trivia) attracted a loyal group of regulars.

Weekly Fun 'n Games Days proved popular, with increasing numbers of people enjoying canasta, mah-jong, scrabble, rummikub, chess and table tennis.

What's in the News challenged perceptions and fostered tolerance, topics ranging from informative (Australia's 2021 Census) to controversial (Western Harbour Tunnel and extension of the Warringah Freeway, and The Coronation: Should Australia Become a Republic?).

Ageing Well sessions were informative and entertaining. Topics included The Orpheums - A Tale of Two Cinemas, Brain Health, Sydney Metro, Recognising Stroke and Stroke Prevention.

Healthy ageing classes were well supported, with three classes of yoga each week, attended by 66 people, filling 1085 places. Twenty-two people attended weekly Feldenkrais, occupying 304 places.

Melbourne Cup returned and Christmas came twice. In July Johanna Weinberg regaled us with carols and in December, her choir performed joyous African songs, both followed by festive lunches.

Valerie Willemsen
Community Support Manager

Chinese Seniors

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

The group meets at the Chinese Christian Church in Milson's Point twice a month, with up to 20 older participants.

For the first time since the onset of COVID, Chinese Seniors met regularly for the entire year. Sadly, some long standing members were too frail to return, with some relocating to be closer to family.

Christmas saw a COVID cautious but nonetheless joyous celebration, complete with all the trimmings.

Year of the Rabbit dawned with a lively musical performance on traditional Chinese instruments, including the guzheng (Chinese zither) and erhu (Chinese violin), by a talented band of musicians.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Thank you for your kind support, care and help with our senior citizens group.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Everyone enjoyed the resumption of usual celebrations such as Father's Day, Moon Festival, Easter, Anzac Day, Mother's Day and the Dragon Boat Festival.

Members also enjoyed participating in a range of healthy ageing activities such as gentle exercise, birthday celebrations, craft,



and dumpling and mooncake making. As always, morning tea snacks and a specially prepared hot lunch proved popular.

Excursions included an orchard for fruit picking and picturesque Fitzroy Falls.

Eighteen 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 and a Mexican Fiesta celebrating their efforts, during National Volunteer Week.

Special thanks to Church Administrator, Frankie Ng and Pastor Caroline Dong, who assist the volunteers and help coordinate activities, with Crows Nest Centre staff visiting regularly to offer extra support.

Chinese Seniors look forward to meeting up with old and new friends 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 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.



Arthur Richardson, arose to the occasion as Santa, delivering gifts to clients.

Bedford Chartered Accountants, Cammeray Public School, Crows Nest Uniting, Stanton Library and Crows Nest Centre volunteers, along with generous locals, donated items to our festive hampers.

To the delight of our clients, each donation was accompanied by a uniquely designed Christmas card. The cards were lovingly handmade by pupils from Marist Catholic College St Mary's Campus, North Sydney Demonstration School, Northbridge Public School and Northside Baptist's Sunday School, as well as children visiting the Coal Loader for Sustainability.

Many people became isolated from friends, family and their local community during the COVID waves and lockdowns. This was especially hard on those who live alone. In response, we have actively encouraged community participation and social inclusion.

Local support

A revitalised Crows Nest Festival took place on a glorious Spring day. The Centre hosted a lively stall with information on services, activities and volunteering, alongside face painting and craft.

At Christmas, Cammeray Public School's Year 6 Jazz Band performed a selection of Christmas carols.

The Rotary Club of Crows Nest's Tree of Joy collected gifts. Meals on Wheels volunteer,

For the first time in three years, Carols in Ernest Place were staged, with a capacity crowd pelting out well known carols.

Local schools created much loved cards for our clients at Easter, while Loreto Kirribilli Junior School students offered up a bounty of Easter eggs.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*I was delighted to receive
your card and the many
Christmas gifts. Thank you for
thinking of me.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

NSW Seniors Festival

Elvis in Hawaii was the feature event of our 2023 Seniors Festival celebrations, supported by North Sydney Council.

It was a fun-filled day. Hawaiian clothed staff and volunteers greeted people on arrival.

Floral cupcakes and umbrella clad fruit cups made for an enjoyable morning tea, while lunch featured chicken Maryland, ham steaks, fried rice and pineapple upside cake.



Absolutely Elvis stole the show and won the hearts of more than a few adoring fans. Many people recalled every word to Always on my Mind, Blue Suede Shoes, Hound Dog and Jailhouse Rock.

Special thanks to our staff, who put in an amazing effort to bring the room to life, with gorgeous decorations and a mindset of It's Now or Never.

Another highlight was Coffee with a Cop, with a rousing performance by the NSW Police Band, on the John Griffin Memorial Stage adjoining our Centre, organised by North Sydney Council.

Your Rotary D-Caf

Your Rotary D-Caf, a monthly café for people with dementia, their families and carers, gathered momentum.



Activities include morning tea, gentle exercises, games and puzzles, occasional guest speakers and videos.

We are delighted that former Rotarian and retired physiotherapist, Wendy Goldring, has joined the group as a voluntary gentle exercise instructor. The dementia café is a partnership project between the Rotary Clubs of Crows



I absolutely thoroughly enjoyed participating in the D-Caf this morning. You initiate such a diverse program with wonderful encouragement and inclusiveness of all involved.



Nest, North Sydney, North Sydney Sunrise and Northbridge, and the Crows Nest Centre.

The café is ably supported by a dedicated group of Rotary volunteers, who collaborate with the Crows Nest Centre to fund, plan and deliver café activities.

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.

Supporting others

Knit 'n Natter donated extra soft, lovingly handcrafted beanies and scarves to the Northern Cancer Centre, as well as squares and blankets to Wrapped with Love.

Australia's Biggest Morning Tea re-emerged, dear to the hearts of all those who had lost a loved one to cancer. Local businesses (Bravo Trattoria, Brewmance, MsChief, Simply Sandwiches, Woolworths and Xenos Restaurant) generously supported the event, with proceeds donated to Cancer Council.

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.

This year a family and domestic violence presentation was created, with the aim of informing local businesses about what they could do. Crows Nest Centre advised on the inclusion of elder abuse.

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.

For newcomers, the Community Support Manager is the first point of contact. An initial interview takes place in a person's home or at the Centre.

The focus is on individual needs, what is important to the person, ways the Centre might be able to assist, setting some personal goals and offering advice about other potentially useful agencies.



Many an hour is spent patiently queuing on the phone with an older person, while they wait to describe their needs, to someone in a call centre far away, often with limited understanding of our local area.

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.



*A little help goes along way,
especially with someone
whom you can trust.*



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.

Following registration with My Aged Care, a Regional Assessment Service will usually meet an older person at their home, enquiring about their health, what support networks they have and how they are coping with activities of daily living. They will also discuss what the person wants to achieve and then issue referrals for specific aged care services.

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

Occasionally we receive inbound referrals for social and healthy ageing activities, but more often than not we need to ask people who arrive on our doorstep to contact My Aged Care and seek a service specific referral to our Centre.

We try to ease the burden of paperwork by establishing good rapport and focusing on what is important to the person, while also being aware of our regulatory responsibilities.

Once a year, Community Support and Food Services team members conduct reassessments, talking with each client about their strengths, interests, hopes for the future and how best to maximise their independence, health and wellbeing.

COVID Care

While many people are under the misapprehension that COVID is a thing of the past, our team remains alert to COVID notifications by clients, staff and volunteers.

We do our best to provide adequate back-up and ensure continuity of service for our in-home and Centre based clients. At a few points throughout this year our capacity was certainly tested.

Staffing

Penny How continued as Linen Service Coordinator, always organised, reliable and dedicated. This year Penny took on extra duties, supporting clients utilising community transport on a Friday.

Throughout the year, Olga Telepova excelled in her coordination of assisted shopping and transport volunteers. She also delivered a variety of engaging social activities, encouraging older people to remain independent at home, as well as get out and about in the community, when able to do so.

Master of Social Work Student, Natalie Boleda, completed a 500-hour placement, then joined us for a few months as a Casual Community Support Worker, enhancing her skills with older people and broadening 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 meeting individual student needs.

Consistent with the last few years, interest from students has predominantly been focused on laptops, tablets and smart phones (Android and Apple), rather than desktop computers. In response, the Club has continued to focus its training efforts on portable technologies.

Mindful of the ongoing vulnerability of both our older students and tutors, the Computer Club has taken a cautious approach to delivering one on one tuition.

COVID safe practices have been maintained, including vaccination of volunteer tutors, remaining at home if unwell, sanitising of frequently touched surfaces and practising hand hygiene.

For the first time in three years, the Computer Club opened for the entire year. A total of 77 individual sessions were delivered to 21 students, with one eager person returning 18 times.

Special thanks to volunteer tutor, Ron Besdansky, who was immeasurably helpful delivering personalised instruction in the use of Android mobiles.

This year, after 18 years' service, Computer Club member and volunteer tutor, Ron Hicks, stepped down. Always energetic and enthusiastic, Ron was committed to demystifying information technology.

Ron believes computer literacy is an essential life skill, much like earlier generations revered reading, writing and arithmetic.

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, McMahon's Point, Milsons Point, Neutral Bay, North Sydney, St Leonards, Waverton and Wollstonecraft.

In 2022-23, 191 people received 18,358 delivered and community restaurant meals.



Easing of COVID restrictions saw older people warily returning to the Centre. We also began to attract newcomers keen to venture further afield and try new things. As a result, we saw an uptick in community restaurant meals compared to the last few years.

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.



I have loved having my meals brought to me. Such a help to have a lovely meal to pop in the oven.



Activities like knit 'n natter, indoor bowling, bingo and trivia, fun 'n games day, sing for joy and ageing well information sessions offer added value for clients.

Door to door community transport is available on Fridays.

Catering and events

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

Working with staff across the Centre, in 2022-23 the Food Services team catered for themed events including Xmas in July, Melbourne Cup, end of year client and volunteer festivities, St Patrick's Day, Elvis in Hawaii held as part of the NSW Seniors Festival and a Mexican Fiesta coinciding with National Volunteer Week.

Torrens University Australia

Torrens University Australia, formerly William Blue College of Hospitality Management, continued as a major venue hirer, their students and teachers sharing use of the Centre's commercial kitchen.

Community support

Complimentary COVID 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.

Festive hampers and Easter eggs, generously supported by local schools, churches, businesses and our own volunteers, were delivered to Meals on Wheels clients and community restaurant participants.

Staffing, training and development

The Food Services team has worked together for more than 12 years, with Sam Quayle as Food Services Assistant and Paul Buhne as Kitchen Hand.

★★★★★★★★★★

Your delivery people are sheer delight, friendly and chatty, which is lovely when I'm on my own.

★★★★★★★★★★

Keen to maximise COVID safety for our vulnerable clientele, ongoing instruction to volunteers required the wearing of masks, hand hygiene, proof of at least three doses of COVID vaccination, agreement to remain at home if unwell and to self-administer a RAT or seek a PCR test. Volunteers were also asked to stay away from the Centre for at least seven days if COVID positive, or a close contact of someone who tested positive.



Despite our best efforts, there were several periods throughout the year where staff and volunteer resources were thin on the ground as a result of COVID. On these occasions Volunteer Coordinator, Mel Corner, rallied to support remaining staff and Venue Coordinator, Graham O'Hearn, delivered meals if extra help was needed. This assistance was much appreciated.

Throughout the year, I attended regional Meals on Wheels meetings on Zoom, networking and keeping abreast of developments in food safety, service provision and aged care reform.

Volunteers

Meals on Wheels makes a real difference to peoples' lives and is only possible because of the support of our dedicated volunteers. Around 49 people volunteered for Meals on Wheels during the year.

This year nine ready, willing and able volunteers joined the Food Services team.

Weekday volunteer assistance was maintained in the Pat Brunton Room, serving morning tea and supporting the community restaurant. Dining Room volunteer, Gay Banks, came several times a week and much to everyone's amazement, effortlessly recalled every client's preferred tea or coffee order.

Special thanks to all 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 younger people with a disability living in North Sydney and Mosman Local Government Areas. In 2022-23, the Linen Service provided 2361 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.

With the lifting of COVID restrictions, the resumption of bed making was approached cautiously by clients and the Centre.

Concerned about client vulnerability, linen volunteers were asked to provide proof of at least three doses of COVID vaccination, to wear masks and practise hand hygiene. If

unwell, they were asked to remain at home and self-administer a RAT or seek a PCR test, staying away from the Centre for at least seven days.

New clients

During 2022-23, 128 people received the Linen Service, including 20 new clients.

Ever since the introduction of My Aged Care and Regional Assessment Services, we have noticed more and more older people being



approved for home care packages, inclusive of general help with housework, rather than assistance with heavier household tasks such as changing bedding and laundering of sheets.

Regrettably, these new and much acclaimed referral pathways hamper access to our linen service. By and large referrers seem oblivious to the social and practical benefits that can be achieved from such a simple service.

Volunteers help people connect

Our generous and dedicated volunteers are key to the service's success. This year, around 46 volunteers participated weekly, fortnightly or monthly, with others on call to fill unexpected gaps.

★★★★★★★★★★

*I love having the linen
ladies come over, they left
me in a good mood for the
rest of the day.*

★★★★★★★★★★

★★★★★★★★★★

*It is such a pleasure to climb
into my bed with freshly
laundered and ironed linen
and the towels rolled hotel
like, luxury!*

★★★★★★★★★★

Volunteer gaps were frequent as COVID restrictions eased and more people in the community became unwell or became a close contact. Special thanks to those volunteers who stepped in to help when we needed extra assistance.

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 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 fifth year, once again proving to be an efficient, quality operator.

Penny How
Linen Coordinator



Migrant Services

At the conclusion of Mutual Understanding, Support, Tolerance and Respect (MUSTER) funding (2019-21), the Centre resumed delivery of migrant services without specific Government funding.

This was achieved by drawing on the skills, experience and cultural understanding of a small group of dedicated volunteers and the sharing of tasks between existing staff.



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

Employability workshops

Reach Your Potential: Employability Workshops for skilled migrants ran from August to September 2022, and February to March 2023.

The workshops focus on writing a career story, crafting a resume, presentation

techniques and interview skills. Participants also attend a personalised session designed to improve their LinkedIn profile.

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

In 2022-23 in-person workshops resumed, with volunteer facilitators keeping a close eye on COVID safety, asking unwell participants and mentors to stay at home, providing online support as needed.

Highly motivated, 55% of participants obtained employment within two months of course completion, testament to the hard work of participants and their coaches.

In March, North Sydney Council's Mayor, Zoë Baker, recognised the outstanding voluntary efforts of workshop founder, Janice Hui and co-convenor Linda Bisnette, with the presentation of a Community Builder Award as part of the North Sydney Community Awards.

★★★★★★★★★★

I am writing to thank you for your valuable mentoring. It's hard to express how important your advice and knowledge has been to my job searching.

★★★★★★★★★★

English conversation

Beginner and Intermediate English conversation classes are offered at the Centre weekly, during school terms. In 2022-23, around 85 students attended.

Frank Mansour and John Wagner voluntarily lead the intermediate class. Dedicated volunteers, Frank has notched up 15 years and John 11 years, supporting people to improve their English.

Experienced teacher Kathy Whitehead began coordinating beginner classes just over two years ago, capably assisted by Malcolm Lindsay and Elizabeth Woodhams, along with a few relieving volunteers.

All of the volunteers take time to prepare interesting and topical lessons that encourage students to improve their reading, writing, speaking and listening skills.

Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds with basic reading, writing and maths, with time to play when tasks are finished.



Easing of COVID restrictions, permitting interschool mixing and gatherings across year groups, saw the return of Homework Help, initially with a handful of students and a few adult volunteers.

★★★★★★★★

*Thank you for helping me
with my learning and playing
with me every time after
homework.*

★★★★★★★★

Commencement of the 2023 school year attracted more students, mostly from Japanese families. The Centre also welcomed new high school mentors, often completing Duke of Edinburgh awards.

Renewal of Homework Help delighted primary school pupils, their parents, high school student mentors and adult volunteers. Adult volunteers were touched when students recorded their personal thanks in a handmade card presented at Easter.

Staff member, Mel Corner, coordinated Homework Help, supervising high school mentors and adult volunteers. High school students from a wide range of local schools mentored the pupils.

Bollywood music

Collaborating with AASHA Australia Foundation, monthly Bollywood music includes themed musical entertainment thoughtfully arranged by Vinod Rajput.

Participants are encouraged to sing-along, perform for others, dance to the beat, or simply immerse themselves in the

colours and sounds of their surroundings.

The morning is always rounded off with delicious snacks, a cuppa' and time for a good chat.

Indian Independence Day was celebrated in August, with Indian flags aplenty.

November's celebration of Diwali, the Hindu Festival of Lights, was well received. Decorations included handcrafted bunting, candles and flowers. People donned their best saris and enjoyed delicious food, music and dancing.

Belly-dancer, Nadia, entertained everyone at Harmony Day celebrations in March. Offering special clothing and lessons to those interested in learning a few moves. A good time was had by all.

Success of Bollywood Music is no small part due to the continuing commitment of volunteer Bijinder Dugal, combined with the ongoing support of AASHA Director, Dr Praful Valanju.

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 29 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. Special thanks to Camila Meza Silva for coordinating the group in 2022 and Marcela Ortuno for her imaginative approach to activities in 2023.

Staffing

Promotion of migrant services was organised by the Centre's Executive Officer, who adopted a hands-on approach to Employability Workshops, Bollywood Music and Spanish Speaking Parents.

Mel Corner coordinated Homework Help and encouraged English Conversation volunteers.

Graham O'Hearn, fluent in Japanese, provided language assistance to people registering for Homework Help and Japanese Mothers.

Jessica Batchelor offered administrative support to Employability Workshops, English Conversation and Parent Groups.

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 45 people accessed 1388 hours of individual social support in 2022-23.

Assisted shopping, transport and friendly home visiting

In 2022-23, we supported 30 people with volunteer assisted shopping and transport and 13 with friendly home visits.

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

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

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Thank you so much for your
hard work. It is much
appreciated.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

This year, vulnerable older people remained alert as COVID restrictions were lifted and they cautiously re-engaged with the outside world. Personal connections with staff and volunteers were a lifeline for those who had been isolating.

Shopping by phone

The home shopping delivery service assists clients who are unable to access the supermarket on their own. We have seven regular clients utilising this 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 Centre to monitor client progress and offer additional support if needed.

Dedicated volunteer Rosemary Cheung is the Centre's mainstay for shopping by phone.

★★★★★★★★★★

***Thank you very much for all
your help throughout the
year. Your service is
invaluable.***

★★★★★★★★★★

Home handyman

Volunteer Peter O'Carroll is a retired master builder.

During the year he assisted clients with home handyman tasks, such as hanging pictures, fixing flyscreens and curtains, and replacing globes.

Labour is free and clients only pay for materials.

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

Olga Telepova
Social Support Coordinator

Venue Hire

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

During 2022-23, we had a total of 144 room hire clients. Income was \$319,609, up on previous years due to easing of COVID restrictions.

Opening up the Centre has seen the return of former hirers, including some from interstate, as well as attracting first time hirers.

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 66% of all other venue hire income.



Thank you so much for providing the Johnson Hall for our gathering. It was a great space and the microphones were a real bonus.



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 groups.



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.

At year end we acquired a 75-inch TV and mobile video conferencing system, enabling hybrid meetings.

The Centre's website provides useful details about our venue hire facilities and the option to make online enquiries has been well utilised.

Fred Dafforn, Andrew Lang, Bruce Sweeting and Joe von Bornemann all continued as Venue Supervisors.

Graham O'Hearn
Venue Coordinator

Volunteering

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

Dedicated and committed, our volunteers love what they do. Thirty-six new volunteers joined in 2022-23 and the Centre currently has over 200 active volunteers.

We hosted a festive afternoon tea in December to thank volunteers for their continuing efforts amidst the pandemic.

Coinciding with National Volunteer Week in May, a fun-filled Mexican Fiesta complete with a mariachi duo, provided an enjoyable celebration and recognition that we couldn't do a fraction of what we do, without the support of our loyal volunteers.

Lower North Shore Volunteer Coordination sponsored a movie night in May to thank volunteers. They also hosted a recruitment expo and self-care workshop.

We were delighted to see Janice Hui and Linda Bisnette recognised as Community Builders by North Sydney Council, for their dedicated efforts assisting skilled migrants obtain employment.

★★★★★★★★★★

*I really enjoy my time
volunteering at the Centre.
Everyone is helpful, polite,
and pleasant to deal with,
and I always feel welcome
when I visit.*

★★★★★★★★★★

In the interests of maintaining a COVID safe environment for clients, volunteers and staff, all aged care volunteers were asked to provide proof of COVID vaccinations, wear masks, practise hand hygiene and if COVID positive, refrain from volunteering for at least seven days.

At times this created shortfalls, with staff and volunteers asked to fill gaps. Many thanks to the volunteers who were able to do that bit extra. It made a huge difference.

Ongoing voluntary administrative support from Rosemary Cheung proved invaluable.

Mel Corner
Volunteer Coordinator





Financial Report

for the year ended 30 June 2023

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

INDEX

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2023

The directors of North Sydney Community Service Limited present their report for the year ended 30 June 2023.

DIRECTORS

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

Ms Nicola Atmore	Appointed May 2019	Resigned Nov 2022
Mr Joshua Downton	Appointed October 2018	
Ms Johanna Hall	Appointed June 2023	
Ms Janice Hui	Appointed June 2021	
Ms Georgia Lamb	Appointed June 2023	
Mr Mowen Lee	Appointed April 2021	
Ms Alice Martin	Appointed October 2018	Resigned Nov 2022
Ms Alison Posney	Appointed June 2023	
Dr Christopher Scarf	Appointed April 2014	
Ms Virginia Udy	Appointed April 2019	
Ms Shannon Welch	Appointed June 2023	

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 Downton	Pastor	Finance & Risk Committee
Ms Johanna Hall	Organisational Development Consultant	
Ms Janice Hui	Organisational Development Consultant	Services Committee
Ms Georgia Lamb	Councillor & Student	
Mr Mowen Lee	Risk Management Consultant	Finance & Risk Committee
Ms Alice Martin	Senior Investment Professional	Finance & Risk Committee
Ms Alison Posney	Company Director & IT Consultant	
Dr Christopher Scarf	Health Care Consultant	Chair
Ms Virginia Udy	Company Director	Services Committee
Ms Shannon Welch	Councillor & Retired Registered Nurse	

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2023

DIRECTORS' MEETINGS

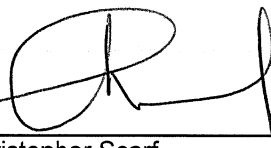
During the financial year, 5 meetings of directors were held. Attendances by each director during the year are as follows:

	<u>Number Eligible to Attend</u>	<u>Number Attended</u>
Ms Nicola Atmore	4	4
Mr Joshua Downton	5	5
Ms Johanna Hall	1	1
Ms Janice Hui	5	5
Ms Georgia Lamb	1	1
Mr Mowen Lee	5	5
Ms Alice Martin	2	0
Ms Alison Posney	1	1
Dr Christopher Scarf	5	5
Ms Virginia Udy	5	3
Ms Shannon Welch	1	1

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 31 day of October 2023

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

DIRECTORS' REPORT for the year ended 30 June 2023

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 2023

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;
- 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;
- 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 proposals for redevelopment of 82-90 Alexander Street, Crows Nest.

Service development, quality review and evaluation

- Initiated creative ageing activities (e.g. Armchair Travel, Sing for Joy, Fun 'n Games);
- Culturally inclusive calendar of special events (e.g. Diwali, Christmas, NSW Seniors Festival including successful Elvis in Hawaii feature event, and Biggest Morning Tea);
- 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;
- 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;
- Participated in Community Centres Review;
- Maintained A Grade food safety rating.

Uplift brand and marketing

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

Diversify funding sources

- 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;
- Employability workshop volunteers received North Sydney Community Service Awards;
- Volunteer appreciation events supported by North Sydney Council.

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;
- Maintained COVIDSafe practices 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 2023, 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 31st day of October 2023

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2023**

	Note	2023 \$	2022 \$
Revenue	2	1,620,340	1,378,910
Employee benefits expense		(1,133,831)	(992,123)
Depreciation and amortisation expenses		(10,729)	(9,869)
Other expenses		(494,567)	(451,485)
Loss for the year		(18,788)	(74,568)
Other comprehensive Income		-	-
Total comprehensive loss for the year		(18,788)	(74,568)
Loss attributable to the entity		(18,788)	(74,568)

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 2023

	Note	2023 \$	2022 \$
Current Assets			
Cash and cash equivalents	4	1,325,146	1,328,441
Trade and other receivables	5	130,839	71,164
Inventories	6	5,361	3,906
Total Current Assets		1,461,346	1,403,511
Non-Current Assets			
Property, plant & equipment	7	38,779	43,854
Right-of-use asset	8	-	5,656
Total Non-Current Assets		38,779	49,510
Total Assets		1,500,125	1,453,020
Current Liabilities			
Trade and other payables	9	147,837	117,844
Lease liabilities	10	-	6,013
Short-term provisions	11	287,384	233,075
Total Current Liabilities		435,221	356,932
Non-Current Liabilities			
Long-term provisions	11	46,088	58,485
Total Non-Current Liabilities		46,088	58,485
Total Liabilities		481,310	415,416
Net Assets		1,018,815	1,037,604
Equity			
Reserves		878,344	878,214
Retained earnings		140,471	159,389
Total Equity		1,018,815	1,037,604

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 2023**

	Reserves	Retained Earnings	Total
Balance at 30 June 2022	878,214	159,389	1,037,604
Loss for the year		(18,788)	(18,788)
Transfer to/(from) reserves	130	(130)	-
Balance at 30 June 2023	878,344	140,471	1,018,815

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 2023

	Note	2023 \$	2022 \$
Cash Flow from Operating Activities			
Receipts in the course of operations		1,715,465	1,473,924
Payments to suppliers and employees		(1,732,737)	(1,493,315)
Interest received		20,540	2,595
Finance costs on lease liabilities		(551)	(1,460)
Net cash provided by (used in) operating activities	13(b)	<u>2,717</u>	<u>(18,256)</u>
Cash Flow from Investing Activities			
Payments for property, plant and equipment		-	433
Net cash provided by (used in) investing activities		<u>-</u>	<u>433</u>
Cash flow from Financing Activities			
Repayment of lease liabilities		-	-
		(6,012)	(5,539)
Net cash provided by (used in) financing activities		<u>(6,012)</u>	<u>(5,539)</u>
Net increase (decrease) in cash held		(3,295)	(23,362)
Cash at beginning of the year		1,328,441	1,351,801
Cash at end of the year	13(a)	<u>1,325,146</u>	<u>1,328,441</u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2023

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

In the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of the company.

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 2023

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 2023

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 2023

	2023 \$	2022 \$
2 REVENUE		
North Sydney Council cash subsidy	418,750	427,746
DSS DOHA	651,008	613,071
Other Grants	4,237	1,000
Meal and Catering	116,638	94,346
Hall & Room hire	223,562	125,087
Kitchen Hire	96,047	39,130
Interest Received	20,540	2,595
Donations & Fund Raising	11,909	16,697
Community Services	56,568	50,415
Other Income	21,081	8,822
	<u>1,620,340</u>	<u>1,378,910</u>
3 PROFIT/(LOSS) FOR THE YEAR		
Profit/(Loss) for the year has been determined after :		
Charging as expenses:		
Remuneration of auditors		
- Audit services	9,000	8,400
	<u>9,000</u>	<u>8,400</u>
4 CASH AND CASH EQUIVALENTS		
Cash on hand	940	940
Cash at bank	16,986	13,532
Cash at bank - direct investments	1,307,220	1,313,969
	<u>1,325,146</u>	<u>1,328,441</u>
Attributable to:		
Asset replacement	238,040	238,040
Bequests	83,867	83,867
Small grants	56,178	56,307
Provisions for employee entitlements	333,473	291,559
Carpark refurbishment reserve	500,000	500,000
Available to fund operations	113,588	158,667
	<u>1,325,146</u>	<u>1,328,441</u>
5 TRADE AND OTHER RECEIVABLES		
Trade debtors	100,826	47,424
Accrued revenue	4,423	4,177
Prepayments	25,590	19,563
	<u>130,839</u>	<u>71,164</u>
6 INVENTORIES		
Stock on hand	5,361	3,906
	<u>5,361</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 2023

	2023 \$	2022 \$
7 PROPERTY, PLANT AND EQUIPMENT		
Plant and equipment - at cost	47,275	47,275
Less accumulated depreciation	<u>(38,716)</u>	<u>(34,436)</u>
	8,559	12,839
Furniture, fixtures and fittings - at cost	2,539	2,539
Less accumulated depreciation	<u>(2,538)</u>	<u>(2,537)</u>
	1	2
Leasehold improvements	48,593	48,593
Less accumulated depreciation	<u>(18,374)</u>	<u>(17,580)</u>
	30,219	31,013
Total Property, Plant and Equipment	<u><u>38,779</u></u>	<u><u>43,854</u></u>
8 RIGHT-OF-USE ASSETS		
Plant and equipment - leased	-	15,663
Less accumulated amortisation	<u>-</u>	<u>(10,007)</u>
	-	5,656
9 TRADE AND OTHER PAYABLES		
Trade payables	42,752	62,685
Sundry payables and accrued expenses	<u>105,085</u>	<u>55,159</u>
	<u><u>147,837</u></u>	<u><u>117,844</u></u>
10 LEASE LIABILITIES		
Current		
Lease liabilities	<u>-</u>	<u>6,013</u>
	-	6,013
11 PROVISIONS		
Current		
Employee entitlements	<u>287,384</u>	<u>233,075</u>
	<u><u>287,384</u></u>	<u><u>233,075</u></u>
Non-current		
Employee entitlements	<u>46,088</u>	<u>58,485</u>
	<u><u>46,088</u></u>	<u><u>58,485</u></u>

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 30 June 2023**

	2023 \$	2022 \$
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 2023, it is not practicable to estimate the potential impact, positive or negative, after the reporting date.</p> <p>No other matter or circumstance has arisen since 30 June 2023 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>1,325,146</u>	<u>1,328,441</u>
(b) Reconciliation of Net Cash used in operating activities to profit/(loss) for the year		
Profit/(loss) for the year	(18,788)	(74,568)
Depreciation	10,729	9,869
Decrease (Increase) in Receivables	(59,675)	(11,373)
Decrease (Increase) in Inventories	(1,455)	-
(Decrease) Increase in Payables	29,993	26,864
(Decrease) Increase in Provisions	41,913	30,951
Net Cash Flow Used in Operating Activities	<u>2,717</u>	<u>(18,256)</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

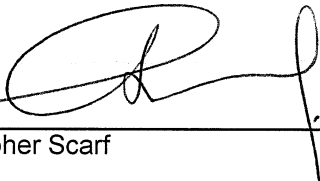
DIRECTORS' DECLARATION for the year ended 30 June 2023

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 2022; and
 - (b) give a true and fair view of the financial position as at 30 June 2023 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 31 day of October 2023

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 2023

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 31 day of October 2023

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 2023, the statement of profit or loss and other 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 Division 60 of 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 2023 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 2022.

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

Nexia Sydney Audit Pty Limited



Brett Hanger

Director

Dated at Sydney, this 31st day of October 2023

Directors



Dr Christopher Scarf
Chair



Virginia Udy
Director



Mowen Lee
Director



Cr Shannon Welch
Director



Janice Hui
Director



Pastor Joshua Downton
Director



Cr Georgia Lamb
Director



Johanna Hall
Casual Director



Alison Posney
Casual Director

Supporters

A W Edwards
AASHA Australia Foundation
Anzac Park Public School
Australian Department of Health
Bedford Chartered Accountants
Bravo Trattoria
Brewmance
Cammeray Public School
Cammeraygal High School
Chinese Christian Church Milsons Point
Coal Loader Centre for Sustainability
Code and Visual
Community Connect Transport
Connecting Up
Crows Nest Mainstreet
Crows Nest Safe Village
Crows Nest Uniting Church
Fresh Crows Nest
Ganache Patisserie Castlecrag
Glen Turner
Joanna Weinberg
Konrad Schalch
Loreto Kirribilli
Lower North Shore Multicultural Network
Marist Catholic College North Shore
Mary's House Services
Meals on Wheels NSW
MsChief
Northbridge Public School
Northside Baptist
North Sydney Demonstration School
North Sydney Council
North Sydney Heritage Centre
NSW Police Band
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
Simply Sandwiches
St George Community Housing
Stanton Library
StreetSmart Australia
Stroke Foundation
Studio A
Sydney Boys High School
Sydney Metro
Tina Mulholland
Torrens University Australia
Waverton Hub
Willoughby Council
Woolworths
Worldwide Printing St Leonards
Xenos Restaurant

Staff

Jessica Batchelor

Receptionist

Natalie Boleda

(Nov 22 to May 23)

Community Support Worker

Amy Budden

Food Services Manager

Paul Buhne

Kitchen Hand

Melanie Corner

Special Projects/
Volunteer Coordinator

Fred Dafforn

Venue Supervisor

Penny How

Linen Coordinator

Suchitra Kuppili

(until Oct 22)

Receptionist

Andrew Lang

Venue Supervisor

Sue Lloyd

Accounts Manager

Graham O'Hearn

Venue Coordinator

Sam Quayle

Food Services Assistant

Bruce Sweeting

Venue Supervisor

Olga Telepova

Social Support Coordinator

Joe von Bornemann

Venue Supervisor

Denise Ward

Executive Officer

Valerie Willemsen

Community Support Manager