

**Report to General Manager**

Attachments:

1. Review Matrix
2. Annual Report and Financial Statements 2018-19

SUBJECT: Crows Nest Centre – 2018/19 Review of the Joint Strategic Plan**AUTHOR:** Martin Ellis, Director, Community and Library Services**EXECUTIVE SUMMARY:**

The Crows Nest Centre's (CNC's) Annual Report 2018/19 is presented here in fulfilment of the objectives of the Joint Strategic Plan 2017-20. In the functional areas identified in the Plan it can be noted that:

- Financial management: a small surplus for the year \$8,488 has been posted, a slight improvement over the 2017/18 result which was a deficit of \$8,440.
- Council's core grant of \$395,600 was complemented by State and Federal grants of \$560,845.
- The Centre met all 18 outcomes a Quality Review conducted by the Australian Aged Care Quality Agency.
- The Centre was awarded a continuous "A Grade" food safety rating by the NSW Food Authority.
- The Centre resolved against formal registration with the National Disability Insurance Scheme, opting for an informal approach to the inclusion of people with a disability wishing to engage with the Centre.
- The Commonwealth Home Support programs continue to be provided: Meals on Wheels and community restaurant (13,000 meals), linen service (145 clients), assisted transport and phone/assisted shopping, social support for individuals (volunteer assisted shopping and transport, friendly home visiting) and social support groups (recreational activities such as indoor bowling, knitting, canasta, mahjong, internet kiosk and women's wisdom circle, bus outings, healthy ageing classes, special events, socialising in the Pat Brunton Room, Computer Club and Chinese seniors).
- The Centre remained active, despite no government funding this year, in working with new communities; highlights this year included *Reach Your Potential: Migrant Employability Workshops*, (70% of participants found employment); *Homework Help* with experienced adults supervising high school mentors from 8 local schools; Bollywood Music (70 attendees) English Conversation (75 students); Parent groups (Japanese and Spanish mothers and children) and Harmony Week featuring didgeridoos, Bosnian Women's Choir Congolese Poetry, Indian dancing, and Okinawan drumming with 150 people attending. A similar number attended Refugee Week celebrations with standout presenter surgeon Munjed Al Munderis telling of his flight from war-ravaged Iraq.
- Since that event, Al Munderis was named 2020 NSW Australian of the Year for his

humanitarian work and contribution to medicine.

FINANCIAL IMPLICATIONS:

This year the Centre signed a 5-year lease with Council until December 2025 under current terms and conditions, with the exception that the Centre is now required to pay water usage fees. This has been calculated at \$10,000 per annum. Without reduction in services, this will send the Centre into deficit as the history of its Financial Statements shows. It is recommended then that Centre's grant be increased by a similar amount, resulting in a net zero effect for both Council and the Centre, to allow the Centre to become aware of its water usage and give it an incentive to conserve.

Other than this issue the Centre's performance and financial results will be taken into account in the 2019/20 Grants and Subsidies program recommendations.

RECOMMENDATION:

1. THAT consideration be given in the 2020/21 Estimates to increase the Crows Nest Centre's grant by \$10,000 in recognition of the costs of water usage.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

- Direction: 4. Our Social Vitality
- Outcome: 4.1 North Sydney is connected, inclusive, healthy and safe
4.2 North Sydney is creative and home to popular events

BACKGROUND

The Crows Nest Centre (CNC) is Council's principal means of delivering services to the frail aged and those socially isolated, while in addition serving the needs of new migrants. While its role in providing services to those with a disability has diminished with the establishment of the National Disability Insurance Scheme the centre continues to support the homeless through a range of services. The Centre has taken the opportunity to expand its services to local parents who visit the Centre for baby health purposes.

It carries out its programmes under funding agreements with the State and Federal Government and through a Joint Strategic Plan (JSP) with North Sydney Council. Its funding agreement recognizes the role of volunteers; of all North Sydney's community centres, CNC is the most volunteer-dependent. Over 200 volunteers make the service possible.

The Centre is not-for-profit and has a Volunteer Board. The JSP with Council is now in its 20th year. Council's support for the Centre is through a lease, maintenance and cash donation. The Joint Strategic Plan is reviewed annually and informs Council's consideration of the estimates for the following year.

While it is the principal tenant, the Centre shares the building with other community groups, namely Community Transport, KidsNest Occasional Care and Studio A – artists with disabilities - and the joint venture between Council and NSW Health: the Crows Nest Family and Childrens Health Centre.

CONSULTATION REQUIREMENTS

Community engagement is not required.

SUSTAINABILITY STATEMENT

The sustainability implications were considered and reported on during the initiation phase of this project.

DETAIL

A matrix of compliance, outcomes and financial performance is provided with this report as Attachment 1.

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Crows Nest Centre

Review of the Joint Strategic Plan 2018-19

MANAGEMENT OBJECTIVES	Complies
<ul style="list-style-type: none"> • To manage the centre for community use in accordance with the overall objectives of the Delivery Program 2018/19 and associated documents <p>The Crows Nest Centre addresses Direction 4 – Our Social Vitality in <i>North Sydney Council’s Delivery Program 2018/19- 2020/21</i> and is “proud to be a valued hub.” Consistent with Direction 4, the Crows Nest Centre is:</p> <ul style="list-style-type: none"> ○ a place where people can learn, get together with others and feel like they belong; ○ a place that values and celebrates its culture and diversity; ○ enables people to participate fully in community life; ○ a place where people feel safe; ○ a place that promotes healthy ageing and supports ageing in place; ○ a place that celebrates special events that adds vibrancy and colour to peoples’ lives; ○ a place that supports creative ageing; and ○ a place that recognises local history and heritage, promotes and celebrates this, especially our Aboriginal heritage. <p>Outcome 4.1 North Sydney is connected, inclusive, healthy and safe</p> <p>Community is connected – Social connection is at the heart of the Crows Nest Centre’s work with older people, people with a disability, migrants, parents and people who are homeless or at risk. “Connecting our community” is the tagline embedded in the Centre’s logo. Many of our older clients live alone and greatly appreciate the in-home and centre-based services and activities available through the Centre.</p> <p>Community is inclusive – The Centre seeks to respond to the needs of vulnerable members in our community and ensure they are included in our service and activity offerings. Older people and people with a disability have always been at the heart of our Centre and are well supported through our in-home and centre-based services and activities.</p>	<p>Complies</p> <p>✓</p>

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Cultural inclusion is valued with support given to a range of specific activities: English Conversation, Homework Help, Reach your Potential Employability Workshops, Persian Morning Tea, Bollywood Music, Chinese Seniors, Japanese and Spanish Speaking Parent Groups. Harmony Day celebrations, held in partnership with North Sydney Council, attract 150 people and are an outstanding success.

People who are homeless or at risk are offered a shower and a hot meal. While new parents are given the chance to meet with others, as they commence their parenting journey.

Community is active and healthy – Our in-home and centre-based services seek to maximise health and well-being. Healthy ageing classes (tai chi, yoga, Feldenkrais), social and recreational activities (indoor bowling, knitting, mahjong, bunting working bee, canasta, games and puzzles, movie and bus outings and special events (e.g. 2019 NSW Seniors Festival including Celebrating Year of the Pig, Christmas in July, Melbourne Cup) are all available. Many of our volunteers are themselves ageing – their active participation in our Centre is effectively a healthy ageing program.

Community is safe and accessible - Our Centre is wheelchair accessible, we have improved the audio facilities throughout the Centre, we promote the availability of the Telephone Interpreter Service and offer a range of culturally specific activities (e.g. Persian Morning Tea, Bollywood Music, Chinese Seniors, Japanese and Spanish Parent Groups). In 2019 we hosted an In-Conversation event with author and broadcaster, Jess Hill, to promote awareness and community understanding about the impact of coercive control, empowerment and locally available support services.

Strategy 4.1.1 Increase mobility and accessibility throughout North Sydney

Project 4.1.1.1 Implement the Disability Inclusion Action Plan - The Centre participated in consultations underpinning Council's *Disability Inclusion Action Plan*, endorses the final Plan and actively seeks involvement in specific initiatives as a collaborator with Council and other agencies (e.g. 1. Liveable Communities – Premises ... are barrier free and inclusive of people with disability – Identify which premises (including Council owned community centres) have existing audits of access features and barriers and undertake audits of premises and facilities that have not been previously audited). The Crows Nest Centre was audited and specific access improvements have been recommended.

Strategy 4.1.2 Provide services, facilities and information to meet the needs of North Sydney's diverse communities (including children, young people, older people, residents and workers)**Project 4.1.2.3 Implement the Family and Children Strategy**

The Centre participated in consultations underpinning the Council's *Family and Children Strategy*, endorses the final Strategy and actively seeks to implement specific initiatives in the plan, both as a stand-alone service and as a collaborator with Council and other agencies (e.g. Community Connectedness, Inclusion and Family Support – Continue to support local neighbourhood centres with premises and funds to provide services for families and children; Continue to support local initiatives celebrating and valuing diversity and inclusion). Our Centre offers a parent education program with a special focus on babies and toddlers and hosts Japanese and Spanish Speaking Parent Groups. It is also co-located with Child and Family Health and KidsNest - Crows Nest Occasional Childcare.

Project 4.1.2.12 Provide services and activities to seniors through community centres

The Centre has operated from its current premises since 1987, and before that from the J.J. Cahill Community Centre in Falcon Street. A wide range of in-home (meals on wheels, linen service, assisted shopping and transport) and centre-based activities (healthy ageing, social and recreational activities and special events) are offered to older people to enable them to remain living independently in their own homes as well as engage with others in the community. Increasingly ageing research acknowledges the importance of social connections in maintaining health and well-being.

Project 4.1.2.13 Review the Older Persons Plan

The Centre participated in consultations reviewing the *Older Persons Plan*, commenting on intersections with the Crows Nest Centre, particularly in relation to the *Joint Strategic Plan for the Crows Nest Community Centre*.

Project 4.1.2.14 and 4.1.2.16 Implement the Older Persons Plan

The Centre endorses the *Older Persons Plan* and actively seeks to implement specific initiatives in the plan, both as a stand-alone service and as a collaborator with Council and other agencies (e.g. 1. Community Support and Health Services – Contribute to the health and well-being needs of vulnerable community members; 5. Social Inclusion and Participation – Older people are provided with opportunities to engage in activities and programs to promote wellness and healthy ageing – Deliver Seniors Festival program to North Sydney residents; 6. Civic Participation and Employment – Volunteers are recognised for the contribution they make to our community).

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Project 4.1.2.17 Implement the Homeless Strategy

The Centre participated in consultations underpinning the Council's *Homeless Strategy*, endorses the final Strategy and actively seeks to implement specific initiatives in the plan, both as a stand-alone service and as a collaborator with Council and other agencies (e.g. 2. Promote access to health and well-being services for people who are homeless or in housing need) by offering a shower and a hot meal and advice on referral pathways to achieve stable housing.

Project 4.1.2.18 Manage squalor, hoarding and homelessness enquiries with appropriate referrals

The Centre has a Memorandum of Understanding with Council offering a shower and a hot meal to people who are homeless or at risk. The Centre works closely with Council's Access and Inclusion Coordinator to determine possible sources of assistance and the best referral pathways to assist people on their journey towards stable accommodation. In 2018/19 we increased our participation in local homelessness networks.

The Centre also works with Council's Access and Inclusion Coordinator to ensure appropriate referral pathways for people who are hoarders and/or living in squalor. Members of the Centre's Community Support Team have attended specific hoarding and squalor training in 2019.

Strategy 4.1.5 Provide support and funding to not-for-profit community groups and charities

The Centre is well supported by Council's Community Services staff at all levels, derives significant benefit from Council's annual cash donation and in-kind support, management participation in strategic reviews, advice on Council priorities and strategies, links to external networks and recommendations about potential avenues of external support, especially with regard to Australian and NSW Government funding and policy directions.

Strategy 4.1.6 Celebrate diversity within the community

Our Strategic Directions 2017-2020 outlines the Centre's strategic initiatives for older people, people with a disability, migrants, parents and people who are homeless or at risk. We promote social and cultural inclusion and celebrate significant cultural events such as Chinese New Year, NSW Seniors Festival, Harmony Day, NAIDOC Week and Diwali, also known as the Festival of Lights.

Project 4.1.6.2 Coordinate and promote Harmony Day activities – The Crows Nest Centre works collaboratively with Council, the Lower North Shore Multicultural Network and Sydney Multicultural community Services to host an annual Harmony Day event, typically attended by 150 people.

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Project 4.1.6.3 Coordinate and promote activities in Indigenous festivals – The Crows Nest Centre hosts an annual event as part of the Gai-Mariagal Festival.

Services 141 – Advice and referrals - The Centre provides information, advice and referral by telephone, face to face and via a range of printed resources. We are just putting the finishing touches on a new website and hope this will enhance our public profile.

Services 144 – Community development – The Centre contributes to Council projects if and when asked to do so (e.g. consultations for the Disability Inclusion Action Plan and the associated disability access audit of community centres).

Services 145 – Community grants – The Centre is a recipient of small community grants, supporting Persian Morning Tea and Reach Your Potential Employability Workshops.

Services 146 – Community information – The Centre participates in Council’s Community Noticeboard Program, reviews copy for an assortment of Council brochures (e.g. community centres, ageing and disability, homeless assistance and volunteering).

Services 148 – Homelessness service – The Centre has a Memorandum of Understanding with Council offering a shower and a hot meal to people who are homeless or at risk. The Centre works closely with Council’s Access and inclusion Coordinator to determine possible sources of assistance and the best referral pathways to assist people on their journey towards stable accommodation. In 2018/19 we increased our participation in local homelessness networks.

Outcome 4.3 North Sydney supports lifelong learning

Strategy 4.3.3 Support the development of spaces for lifelong learning

The Crows Nest Centre’s Computer Club allows older people to learn new skills and keep abreast of developments in emerging technology, an internet kiosk is freely available to people unable to afford their own technology or internet connection, *Ageing Well*: information sessions on health, independence and community connections have proved popular, paving the way for these to become part of the Centre’s regular programming.

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<p>Project 4.3.3.4 Review the Community Centre Plans of Management – Council’s Director of Library and Community Services participates in the Centre’s annual strategic planning review, liaises with Centre management on a regular basis and attends the company’s Annual General Meeting. Centre management is also invited to participate in consultations regarding Council’s community service plans, presenting opportunities to highlight intersections and areas for collaboration.</p> <p>The Centre is viewed as efficient, effective and responsive by external auditors. In July 2018 the Centre was reviewed by the Australian Aged Care Quality Agency and met all 18 Home Care Standards. In May 2019 the Centre was awarded a continuous “A Grade” food safety rating by the NSW Food Authority.</p> <p>Project 4.3.3.5 Upgrade facilities and equipment at community centres – We seek to continuously improve our services and facilities and to this end have worked cooperatively with Council to improve our sustainability. In 2018/19 the Pat Brunton Dining Room was repainted and carpeted by Council and the Centre purchased new café style furniture, with some financial assistance from the Australian Government.</p> <p>Strategy 4.3.5 Promote volunteering and community involvement and draw on community skills and expertise</p> <p>Over 200 dedicated volunteers are actively engaged in the delivery of the Crows Nest Centre’s services and activities and derive enormous benefit from their participation in our Centre. This acts as a healthy ageing program for our older volunteers, adding meaning and purpose to volunteers’ lives.</p> <p>Project 4.3.5.1 Promote Volunteer Week - The Centre conducts twice yearly volunteer appreciation events, one of which usually coincides with National Volunteer Week.</p> <p>Project 4.3.5.2 – Conducts annual events recognising volunteers – The Centre always participates in Council’s annual volunteer recognition event, allowing our volunteers to feel that their reach goes beyond our Centre.</p>	
<ul style="list-style-type: none"> • To manage the centre in accordance with the Crows Nest Centre Strategic Plan 2017-2021 <p><i>Our Strategic Directions 2017-2021</i> looks at the Centre’s external operating environment and presents a range of strategic initiatives:</p> <ul style="list-style-type: none"> ○ Build on existing (and developing new) strategic alliances ○ Prepare and position for ageing and disability reform 	✓

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- Service development
- Quality review and data analysis
- Uplift brand and marketing
- Diversify funding sources
- Recognise and support human resources.

An action plan matches the strategic initiatives with priorities identified for each of the Centre's target groups: older people, people with a disability, migrants, parents and people who are homeless or at risk. An annual review occurs in May and a progress report is presented in October.

Major achievements in 2018/19 include:

- Continuity of Joint Strategic Plan with North Sydney Council;
- Continuity of Australian and NSW Government funding;
- Ongoing delivery of in-home (e.g. meals on wheels, linen service) and centre-based services (e.g. community restaurant, social and recreational activities, healthy ageing classes) to older people and people with a disability;
- Culturally inclusive calendar of special events (e.g. NSW Seniors Festival and Chinese New Year celebration, Harmony Day, Volunteer Week, NAIDOC Week, Diwali and Children's Week);
- Creating CNC Remembers: A Poppy Project commemorating the end of World War I;
- Launching Sustainable Bunting Working Bees as a creative ageing activity;
- Initiating *Ageing Well*: Information sessions on health, independence and community connections;
- Meeting all 18 standards in Australian Aged Care Quality Agency Triennial Review;
- Achieving a continuous A Grade food safety rating;
- Filming and editing of a volunteer recruitment video;
- Receiving small Council grants to sustain Persian Morning Tea and Reach Your Potential Employability Workshops;
- Continuity of Bollywood Music, targeting older Indian people, in partnership with AASHA Foundation;
- Good uptake of parent education seminars focusing on babies and toddlers;
- Enhanced resources for people who are homeless or at risk and increased participation in local homelessness networks;

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<ul style="list-style-type: none"> ○ Collaborative refurbishment of the Pat Brunton Dining Room (our main community space) by Council (painting and carpeting) and the Centre (purchase of new café style furniture aided by financial support from the Australian Government); ○ Continuity of William Blue College of Hospitality as a venue hirer and event supporter; and ○ Ongoing partnerships with local schools, churches, service clubs and businesses. 	
<ul style="list-style-type: none"> ● To manage the centre in accordance with the aims and objectives of Council’s Community Centres Policy <p>The Crows Nest Centre strives to meet the objectives in Council’s <i>Community, Cultural and Recreational Facilities Policy</i> by:</p> <ol style="list-style-type: none"> a) Contributing to a network of community space/programs throughout North Sydney and fostering a sense of community belonging amongst clients, staff and volunteers. b) Providing high quality services for older people, people with a disability, migrants, parents and people who are homeless or at risk. c) Ensuring our services and activities are affordable and accessible, especially for people with limited means. d) Our vision is: connecting our community. Our mission is: to provide and facilitate quality community programs and services that connect our community, sustain community wellbeing and reduce social isolation. e) The Crows Nest Centre delivers a major community facility for people in the North Sydney community. f) Through our services, activities and venue hire we maximise use of the Crows Nest Community Centre, returning all of our venue hire income to the delivery of services and activities. g) The Crows Nest Centre is governed by a Board, most of our Directors are local residents. h) Staff coordinate over 200 volunteers, most of whom are also local residents, in the delivery of our services and activities. i) We support older people, people with a disability, migrants, parents and people who are homeless or at risk and also offer information and advice about other local services and activities. The Crows Nest Centre is co-located with KidsNest – Crows Nest Occasional Childcare, Community Connect – Lower North Shore Community Transport, Studio A – disability arts social enterprise, and Child and Family Health, providing a wide range of services to the local community. j) The Crows Nest Centre receives funding from the Australian and NSW Governments to deliver ageing and disability services and activities and an annual cash donation from North Sydney Council. We are well supported by service clubs, local schools, churches and businesses. 	✓

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<p>k) In the last year we met with Council’s planning staff to discuss community needs in relation to proposed developments in Crows Nest/St Leonards and the Centre’s Executive Officer regularly attends the Crows Nest Shopping Area Streetscape Committee.</p> <p>l) When opportunities present we apply for funding to support our primary target groups: older people, people with a disability, migrants, parents and people who are homeless or at risk.</p> <p>m) We strive to present the Centre in the best way possible.</p> <p>n) Working cooperatively with Council we have achieved significant improvements to the amenity of the Crows Nest Community Centre and also enhanced the Centre’s sustainability (e.g. solar panels, thermal heat pump for hot water, LED lights).</p> <p>o) Council’s contributions (cash and in-kind) to the Centre are publically acknowledged.</p> <p>p) Council’s Director Community and Library Services liaises with Crows Nest Centre management, attends annual strategic planning days and the company’s Annual General Meeting.</p> <p>q) We seek to continually improve our services and activities and develop new avenues for community involvement (e.g. the Centre is currently working with three local Rotary Clubs to create a D-Caf, a monthly café for people living with dementia and their families/carers).</p> <p>r) Physical, social and cultural accessibility are all high priorities for the Centre.</p> <p>s) Venue hire generates one fifth of the Centre’s income. Compatibility of hirers with the Centre’s activities is vital.</p>	
<ul style="list-style-type: none"> • To provide and maintain a high quality community centre which meets the needs of the local and wider community <p>External audits - In July 2018 the Centre was reviewed by the Australian Aged Care Quality Agency and met all 18 Home Care Standards. For many years the NSW Food Authority has awarded our Meals on Wheels Service an “A Grade” food safety rating.</p> <p>Compliments register – The Crows Nest Centre receives a bounty of thank you cards, letters and emails from clients and volunteers expressing immense satisfaction with the services and activities offered. Some examples include:</p> <p>Older people and people with a disability:</p> <ul style="list-style-type: none"> ○ “I am very grateful to you for finding a transport volunteer at short notice. He was wonderful, kind, helpful and patient.” ○ “My mother is extremely happy with the Centre – she loves coming here and everyone is always so pleasant.” 	✓

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- “During the time spent at the Crows Nest Centre I have witnessed firsthand the kindness that has been extended to many over the years, people not only in need of support financially but those seeking to belong. Social support plays a very large part of what is given to all at the Centre.”
- “We are most grateful for the wonderful linen service, and are happy with all those who visit.”
- “As far as I am concerned your linen service is one of the main factors which enable me to continue living in my own home. The linen is especially clean, the bed makers are always bright, efficient and a very welcome part of my existence.”
- “She has had various services from the Centre including linen and meals on wheels and they have been nothing but excellent.”
- “Thank you again for the meals on wheels. They are a huge help and very nice too. We really enjoyed the turkey yesterday.”
- “We loved meals on wheels. We loved the way you all got on with the job and didn’t fuss over protocol and all that bizzo!”
- “The Centre has been looking after her for 15 years and has never missed a beat. Everyone is marvellous and she cannot praise the Centre and what it does enough.”
- “To a great and caring group at the Crows Nest Centre – thank you for the hampers and an amazing choice of goodies plus the card from a young boy (handmade) also thank you for all the good times given to us.”

Migrants:

- “Many, many thanks to all who have helped us at Homework Help. Since our first attendance we have always looked forward to coming here.”
- “Thank you very much for such a valuable Employment workshop. I’ll cherish it forever.”
- “I am so grateful to all of you for all your time, energy and soul that you put into the Employment Workshop. I cannot thank you enough for the way you made me believe in myself again and find my confidence.”

Homeless or at risk:

- “To all the team at the Crows Nest Centre and cooks. Thank you so much for looking after me and being kind and friendly to me, I’ll never forget that!! You guys are the BEST!! Hopefully one day I can repay your kindness in some way. It really means a lot when you’re down and out and someone extends a hand in kindness without judgement. You were always a ray of light in some dark days for me, your Community Centre has the best stuff, the orchestra, people painting, yoga, karate. I loved the day the older Indian Community got together and sang and danced, that’s really cool. I miss not having a chat with everyone, they all treated me good. Reception was always looking up phone

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<p>numbers for me, always greeted me with a smile and a cheery good morning. It's people like you guys that make a MASSIVE difference in this world, wish we could replicate you all. And the food there, it's like good old home-cooked meals, thank you. All you guys and girls in the kitchen served with a smile and a chat, more people who never looked down on me or anyone. I can't believe my luck to have met you all. Thank you, you treated me like family and put up with me.”</p> <p>Volunteering</p> <ul style="list-style-type: none"> ○ “I really enjoyed volunteering with you and the lovely clients.” ○ “A big thank you for organising a first class volunteer lunch. It was a special afternoon and I am proud to be a volunteer at the Crows Nest Centre.” <p>Venue Hire:</p> <ul style="list-style-type: none"> ○ “I just wanted to say what a brilliant team you have. As various panics surfaced as I set up and cleared up, your staff were calm, resourceful, compassionate and kind. They went out of their way and beyond my expectations.” 	
<ul style="list-style-type: none"> ● To cater for people with disabilities within the physical constraints of the centre <p>The Crows Nest Centre supports older people as well as younger people with a disability with a range of in-home services (e.g. meals on wheels and linen service) and centre-based social and recreational activities. The Centre is wheelchair accessible and new audio systems have been installed.</p>	✓
<ul style="list-style-type: none"> ● To provide for public safety <p>We strive to make the Crows Nest Centre a social and welcoming space, especially for people who are marginalised due to ageing, disability, mental health issues, drug or alcohol abuse, cultural or linguistic diversity.</p> <p>We offer a community shower, a hot meal and referral to affordable housing options for people who are homeless or at risk.</p> <p>Our <i>Ageing Well</i> information sessions focus on health, independence and staying safe at home.</p> <p>In 2019 we hosted an In-Conversation event with author and broadcaster, Jess Hill, to promote awareness and community understanding about the impact of coercive control, empowerment and available support services.</p>	✓

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<ul style="list-style-type: none"> • To ensure the Plan of Management is flexible and able to evolve with changing community attitudes <p><i>Our Strategic Directions 2017-2020</i>, outlines the Centre’s strategic initiatives associated with our older people, people with a disability, migrants, parents and people who are homeless or at risk, as well as the Centre’s governance and management. The Director Community and Library Services participates in our planning days and recommended Council adopt our strategic plan, as part of the Joint Plan of Management, in March 2018.</p> <p>An annual review of <i>Our Strategic Directions</i> was conducted in May 2019, updating the Centre’s external operating environment and key initiatives. This included placing greater emphasis on wellness and enablement, including exploration of the idea of creating a Seniors Gym in the former Early Childhood Health Centre on Level 1, and expansion of creative ageing activities (e.g. sustainable bunting working bees).</p>	✓
<ul style="list-style-type: none"> • To be prepared to look beyond the Centre’s immediate locality, through maximising existing resources, to enable delivery of outreach services where appropriate and needed <p>The Crows Nest Centre primarily services people living in the North Sydney Local Government Area. Our Linen Services is also offered to residents living in Mosman. We work cooperatively with other agencies across the Lower North Shore to ensure we meet the needs of people in our own and surrounding areas. We participate in a variety of networks and forums recognising the needs of older people, people with a disability, migrants, parents and people who are homeless or at risk.</p>	✓

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Crows Nest Centre

Review of the Joint Strategic Plan 2018-19

Specific Goals	Achieved
<ul style="list-style-type: none"> • Older people (supporting the development of social and recreational activities) <p>The Crows Nest Centre provides a range of centre-based services (e.g. community restaurant), social and recreational activities (e.g. indoor bowling, knitting, mah-jong, bunting working bees, bus and movie outings, canasta, information sessions and special events (e.g. NSW Seniors Festival, Biggest Morning Tea, Xmas in July, NAIDOC Week, Melbourne Cup) for older people. We also provide healthy ageing classes (tai chi, yoga, Feldenkrais) and hope to continue to extend this range of offerings in the coming year. We are working towards launching Walk 'n Talk as part of the 2020 NSW Seniors Festival and have also been collaborating with three local Rotary Clubs to create a Dementia Café, with a tentative launch date of late March 2020.</p>	✓
<ul style="list-style-type: none"> • People with a disability (continuing to improve, client assessment/reassessment processes, service provision, data collection and analysis) <p>The Crows Nest Centre's client assessment and reassessment forms and processes continue to evolve for both older people and people with a disability. The aim is to record person centred client goals, monitor client outcomes, ensure compliance against relevant standards and achieve accuracy in data recording, consistent with external data reporting requirements.</p> <p>In 2018/19 the Centre's Board created a Services Committee. The Committee has begun to review client data with a view to informing the Centre's current and future service and activity offerings.</p>	✓
<ul style="list-style-type: none"> • Migrants (supporting the development of social and recreational activities including groups from the Indian subcontinent) <p>Bollywood Music commenced in April 2017 and has been running successfully ever since. Around 70 older people from the Indian subcontinent have participated. Diwali celebrations have become an annual highlight. In August Federal Member</p>	✓

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<p>for North Sydney, Trent Zimmerman, joined participants, singing and dancing, to celebrate Indian Independence Day and offered some short-term funding to support the Centre's migrant services until 30 June 2021.</p>	
<ul style="list-style-type: none"> • Parents (supporting the development of social and recreational activities including Japanese and Spanish speaking mothers) <p>Thirteen parent education seminars with a special focus on babies and toddlers were held in 2018/19 attracting 260 participants. Topics included:</p> <ul style="list-style-type: none"> ○ CPR & First Aid for Parents ○ Understanding Your Toddler ○ Speech and Language for Babies ○ Fine Motor Skills & Play for Babies 	✓
<ul style="list-style-type: none"> • People who are homeless or at risk of homelessness (reaffirm Homeless Assistance Memorandum of Understanding with North Sydney Council and other agencies) <p>The Crows Nest Centre provides showers and a hot meal for people who are homeless or at risk. Polar fleece sleeping bags and Backpack Swags were supplied to a number of people sleeping rough. The Centre's print resources for people who are homeless or at risk continue to improve. Those presenting without a place to stay are assisted to access Link2Home and other agencies including emergency assistance, financial counselling, mental health, and drug and alcohol services. This year the Centre also increased its participation in local homelessness networks, aiming to enhance referral pathways for people presenting at the Centre.</p>	✓
<ul style="list-style-type: none"> • Governance and Management (Clarify our organisational structure in light of aged care, disability and local government reform) <p>Our Community Support Team was restructured in 2018/19, with the Social Support Coordinator becoming a job share position. Between 2020 and 2022 it is expected that the Centre will be impacted by the ongoing availability of community aged care funding. This will be influenced by the final recommendations <i>Royal Commission into Aged Care Quality and Safety</i> and the <i>Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability</i>.</p>	

Attachment 1

NOTES ON FINANCES				
Grants	NSC	Other		
	\$395,600	\$560,845		
Turnover	Year	Income	Expenditure	
	2018/19	\$1,464,140	\$1,455,652	
Sustainability	Year	Result	Reserves (Equity)	Funded liabilities
	2015/16	\$5,947 surplus	\$374,969	\$358,577
	2016/17	(\$7,929) deficit	\$367,040	\$408,788
	2017/18	(8,440) deficit	\$358,600	\$421,892
	2018/19	\$8,488 surplus	\$367,088	\$409,017



Crows Nest Centre

Connecting Our Community

Annual Report 2018 - 2019

North Sydney Community Service Ltd

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Our vision

Connecting our community.

Our mission

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

Our values

Work of the Crows Nest is guided by our values:

Caring

We care, we are welcoming, friendly and helpful.

Sensitivity

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

Dedication

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

Integrity

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

Excellence

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

Innovation

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



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Mosman
COUNCIL

NSW
GOVERNMENT
Family &
Community
Services



Australian Government
Department of Health



STREETSMART
ACTION AGAINST HOMELESSNESS

Report from the Chair

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



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

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

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

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

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

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

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



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



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

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

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

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

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

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

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

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

Thank you and farewell!

Jonathan Farrell
Chair, North Sydney Community Service

Report from the Executive Officer

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



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

In August we participated in a Quality Review

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

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

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

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

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

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





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

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

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

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

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

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

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

In late 2018-19 the Community Support

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

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

Denise Ward
Executive Officer



Activities

In 2018-19, the Crows Nest Centre offered 17,000 hours of social and recreational activities to older people and people with a disability. Our focus is social inclusion, healthy ageing and promoting independence.

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

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

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

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



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

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



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

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

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



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

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



Delicious lunches cooked by Billy Blue Cooking School created memorable Xmas and Melbourne Cup events. Celebrating Year of the Pig was the main event at our 2019 Seniors Festival celebrations.



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



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

Valerie Willemsen
Community Support Manager

Chinese seniors

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

The group meets at the Chinese Christian Church in Milson's Point twice a month with around 25 older participants.

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

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

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

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

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



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

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

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

Valerie Willemsen
Community Support Manager

Community engagement

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

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

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

Local community support

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



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



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



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

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

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

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

NSW Seniors Festival

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

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



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

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

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

People who are homeless or at risk

Our community shower was well patronised by people sleeping rough, in cars, couch surfing and in low cost accommodation. A shower and a hot Meal can go a long way to restoring someone's dignity.

Staff offered information, housing advice and referral to services. Backpack beds and polar fleece sleeping bags were supplied to a number of rough sleepers.

NAIDOC Week

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

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

Knitting Group

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

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

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

Supporting other agencies

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

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

Parents

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

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

Denise Ward
Executive Officer



Community support

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

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

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

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

Navigating My Aged Care

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

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

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



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

Wellness and enablement

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

★★★★★★★★★★

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

★★★★★★★★★★

Staffing

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

to the Social Support Coordinator and Community Support Manager.

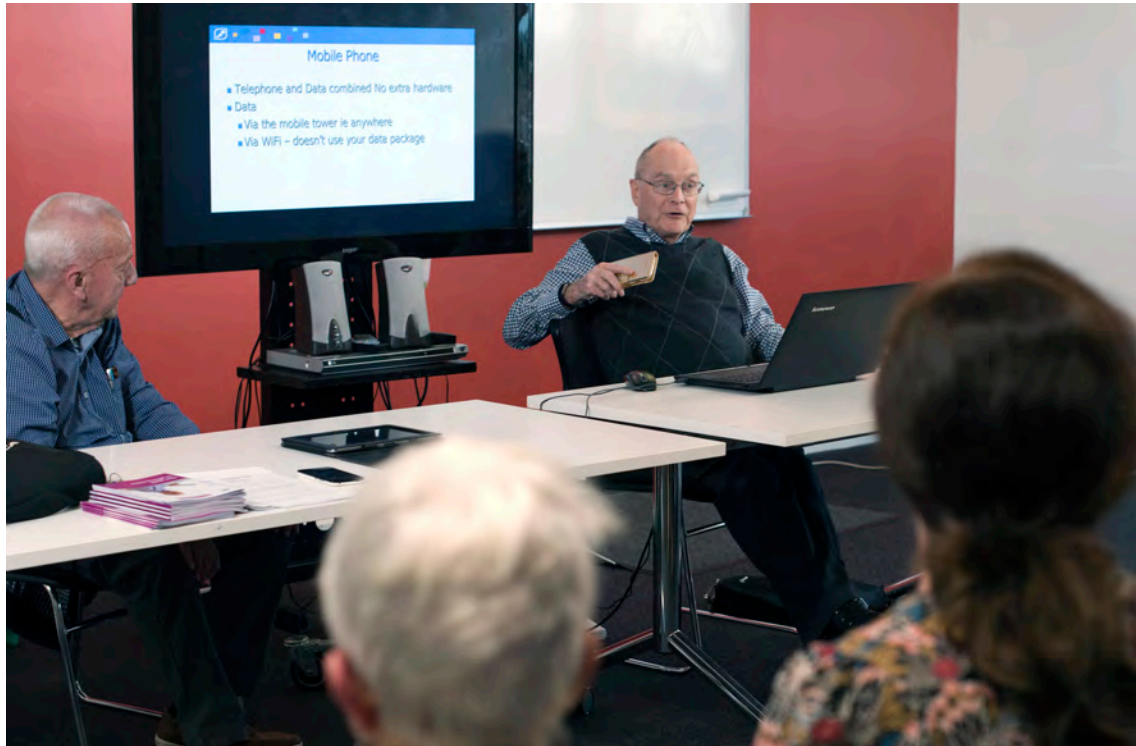
Georgina Tanous settled into the role of Linen Service Coordinator. At year end when she needed to take some unexpected leave, the role was temporarily filled by Receptionist, Lynn Catterson.

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

Valerie Willemsen
Community Support Manager



Computer club



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

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

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

This year we signed up to Be Connected, an initiative of the Australian Government, coordinated by the Good Things Foundation. Be Connected aims to encourage older people to thrive in a digital world. We hosted a successful event, Taking Your Mobile Online, to mark Get Online Week 2018.

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

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

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

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

David Bruce-Steer
Crows Nest Centre Computer Club

Food services

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

On weekdays, enthusiastic volunteers deliver hot, chilled or frozen meals to people living in Cammeray, Cremorne, Cremorne Point, Crows Nest, Kirribilli, Kurraba Point, Lavender Bay, McMahons Point, Milsons Point, Neutral Bay, North Sydney, St Leonards, Waverton and Wollstonecraft. In 2018-19, 80 people received delivered meals.

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



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

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

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

Door to door community transport is available on Fridays.

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

Food safety rating

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

Catering

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

Billy Blue and events

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

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

Billy Blue catered for Xmas in July, Melbourne Cup, our volunteer Christmas party, Xmas at Xmas, and the Centre’s mid-year volunteer appreciation lunch. On each occasion the food was delicious.

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

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



★ ★ ★ ★ ★ ★ ★ ★ ★ ★

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

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Staffing

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

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

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

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

Volunteers

Weekday volunteer assistance was maintained in the Pat Brunton Room, helping clients with morning tea and centre-based lunches.

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



Amy Budden
Food Services Manager



Linen service

The Linen Service is for frail older people and younger people with a disability, living in North Sydney and Mosman Local Government Areas. In 2018-19 the Linen Service made almost 3000 beds.

Flexible service

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

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

The service provides fresh sheets, towels and pillowcases.

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

★★★★★★★★

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

★★★★★★★★

New clients

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

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



Volunteers help people connect

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

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

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

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

Our volunteers provide much more than a bed making service - they bring a smile and social connection to people's lives.

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

★★★★★★★★★★

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

★★★★★★★★★★

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



Commercial laundry

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

Staffing

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

Georgina Tanous
Linen Coordinator

Migrant services

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

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

Employability workshops

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



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

Facilitators Janice Hui and Linda Bisnette, with extensive mentoring and



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



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

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

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

Homework help

Homework help supports primary school children from culturally and linguistically diverse backgrounds. This year 40 pupils, most from Japanese families, attended.

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

High school students from North Sydney Boys, North Sydney Girls, Monte Sant' Angelo, Queenwood, St Aloysius', Wenona and Willoughby Girls mentored the pupils.

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

Harmony Week

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



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

English conversation

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

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

Bollywood Music

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

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

Parent groups

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

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

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

Refugee Week

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



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



Persian Morning Tea

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

Each month up to 30 people gather to share food, common culture and tips on how to make the most of life in Australia. Guest speakers, usually presenting in Farsi, covered diverse topics including Persian History, Living the Good Life Financially and Persian Calligraphy.



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

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

Denise Ward
Executive Officer

Social support

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

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



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

Assisted shopping and home visiting

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

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

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

Assisted transport

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

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



Your assistance has been invaluable and I am so appreciative.



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

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

Assisted shopping by phone

The home shopping delivery service assists clients who are unable to access the supermarket on their own. We have 15 regular clients utilising the service.

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

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



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

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Many thanks for your care and kindness.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

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

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

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

Staffing

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

Home Handyman

*Olga Telepova and Johanna Lawrence
Social Support Coordinators*

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

Venue hire

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

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

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

Rooms are also used for our own services and activities, including healthy ageing



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

★★★★★★★★★★

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

★★★★★★★★★★

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

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

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

Graham O'Hearn
Venue Coordinator

Volunteering

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

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

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



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



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

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



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

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

Mel Corner
Volunteer Coordinator



Financial Report

for the year ended 30 June 2019

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

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NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

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

DIRECTORS

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

Mr Robert Birchall	Appointed November 2012	Resigned February 2018
Dr Ivor Jonathan Farrell	Appointed November 2009	
Mr Athol Jenner	Appointed November 2006	
Ms Sharyn Reichstein	Appointed November 2013	
Ms Nicole Rieveley	Appointed May 2017	Resigned April 2018
Dr Christopher Scarf	Appointed April 2014	
Mr True Swain	Appointed May 2017	
Thaddeus Wziontek	Appointed June 2013	

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

INFORMATION ON DIRECTORS

Name	Occupation	Special Responsibilities
Mr Robert Birchall	Company Director	Finance & Risk Committee
Dr Ivor Jonathan Farrell	Managing Director	Chairperson
Mr Athol Jenner	Volunteer Representative	Services Committee
Ms Sharyn Reichstein	Senior Prudential Regulator	Finance & Risk Committee
Ms Nicole Rieveley	Marketing Executive Director	
Dr Christopher Scarf	Health Care Consultant	Services Committee
Mr True Swain	Senior Executive Manager	Services Committee
Mr Thaddeus Wziontek	Company Director	

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**DIRECTOR'S REPORT
for the year ended 30 June 2018**DIRECTORS' MEETINGS

During the financial year, 6 meetings of directors were held. Attendances by each director during the year are as follows:

	<u>Number Eligible to Attend</u>	<u>Number Attended</u>
Mr Robert Birchall	4	2
Dr Ivor Jonathan Farrell	6	5
Mr Athol Jenner	6	6
Ms Sharyn Reichstein	6	5
Ms Nicole Rieveley	4	4
Dr Christopher Scarf	6	6
Mr True Swain	6	4
Thaddeus Wziontek	6	6

AUDITOR'S INDEPENDENCE DECLARATION

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

Signed in accordance with a resolution of the directors.

Director



Ivor Jonathan Farrell

Dated this



9th day of NOVEMBER 2018

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**DIRECTOR'S REPORT
for the year ended 30 June 2018****Principal Activities**

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

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

Build on existing (and develop new) strategic alliances

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

Prepare and position for ageing and disability reform

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

Service development, quality review and analysis

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

Uplift brand and marketing

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

Diversify funding sources

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

Recognise and support our human resources

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

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

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED
 ABN 83 002 567 875

DIRECTOR'S REPORT
for the year ended 30 June 2018

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

Build on existing (and develop new) strategic alliances

- Commenced Bollywood Music in association with AASHA Foundation;
- Continuity of Joint Plan of Management with North Sydney Council;
- Continuity of Commonwealth and State Government funding;
- Recognition of donors supporting the Centre's work;
- Continuity of William Blue College of Hospitality as a venue hirer;
- Ongoing partnerships with local schools, churches, service clubs and businesses;
- Active participation in community, service specific and volunteer networks.

Prepare and position for ageing and disability reform

- Management participation in a range of Aged Care Reform and National Disability Insurance Scheme consultations to inform future service provision;

Service development, quality review and analysis

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

Uplift brand and marketing

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

Diversify funding sources

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

Recognise and support our human resources

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



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GPO Box 7066, Sydney NSW 2001

AUDITOR'S INDEPENDENCE DECLARATION

To the Directors,

North Sydney Community Service Limited

In accordance with the requirements to section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as auditor for the audit of North Sydney Community Service Limited for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

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

HILL ROGERS ASSURANCE PARTNERS

BRETT HANGER
Partner

Dated at Sydney, this 9th day of November 2018

Assurance Partners

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



NORTH SYDNEY COMMUNITY SERVICE LIMITED
 ABN 83 002 567 875

STATEMENT OF COMPREHENSIVE INCOME
 for the year ended 30 June 2018

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

The accompanying notes form part of these financial statements.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**STATEMENT OF FINANCIAL POSITION
as at 30 June 2018**

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

The accompanying notes form part of these financial statements.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2018**

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

The accompanying notes form part of these financial statements

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

**STATEMENT OF CASH FLOWS
for the year ended 30 June 2018**

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

The accompanying notes form part of these financial statements.

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

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

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

a. Income Tax

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

b. Inventories

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

c. Property, Plant and Equipment

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

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

d. Leases

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

e. Cash and Cash Equivalents

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

f. Employee Benefits

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

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

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

g. Revenue

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

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

h. Goods and Services Tax (GST)

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

i. Comparative Figures

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

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

	2018	2017
	\$	\$
7 PROPERTY, PLANT AND EQUIPMENT		
Plant and equipment - at cost	124,681	124,681
Less accumulated depreciation	<u>(107,104)</u>	<u>(101,516)</u>
	<u>17,577</u>	<u>23,164</u>
Furniture, fixtures and fittings - at cost	187,391	187,391
Less accumulated depreciation	<u>(184,284)</u>	<u>(181,720)</u>
	<u>3,107</u>	<u>5,671</u>
Leasehold improvements	104,978	104,978
Less accumulated depreciation	<u>(70,583)</u>	<u>(66,977)</u>
	<u>34,395</u>	<u>38,001</u>
Total Property, Plant and Equipment	<u><u>55,078</u></u>	<u><u>66,836</u></u>
8 TRADE AND OTHER PAYABLES		
Trade payables	122,004	125,051
Sundry payables and accrued expenses	<u>106,429</u>	<u>124,648</u>
	<u><u>228,433</u></u>	<u><u>249,699</u></u>
9 PROVISIONS		
Current		
Employee entitlements	<u>114,468</u>	<u>106,664</u>
	<u><u>114,468</u></u>	<u><u>106,664</u></u>
Non-current		
Employee entitlements	<u>78,991</u>	<u>52,425</u>
	<u><u>78,991</u></u>	<u><u>52,425</u></u>
10 EVENTS AFTER BALANCE SHEET DATE		
Since the end of the financial year, no circumstances have arisen which would materially affect these financial statements.		

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

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

12 COMPANY DETAILS

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

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

NORTH SYDNEY COMMUNITY SERVICE LIMITED
ABN 83 002 567 875

DIRECTOR'S DECLARATION
for the year ended 30 June 2018

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

The directors of the company declare that:

- 1 The financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
 - (a) comply with Australian Accounting Standards and Australian Charities and Not-for-profits Commission Regulations 2013; and
 - (b) give a true and fair view of the financial position as at 30 June 2018 and of the performance for the year ended on that date of the entity.

- 2 In the opinion of the directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director


Ivor Jonathan Farrell

Dated this

9th day of NOVEMBER 2018

NORTH SYDNEY COMMUNITY SERVICE LIMITED

ABN 83 002 567 875

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

The Directors of the company declare that:

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

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

Director


Ivor Jonathan Farrell

Dated this

9th

day of

NOVEMBER

2018

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

Opinion

We have audited the financial report of North Sydney Community Service Limited (the Company), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes, and the directors' declaration.

In our opinion, the accompanying financial report of North Sydney Community Service Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the North Sydney Community Service Limited's financial position as at 30 June 2018 and of its performance for the year ended then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

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

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

Basis of Accounting

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

Responsibilities of the Directors for the Financial Report

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

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

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

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Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

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

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

HILL ROGERS ASSURANCE PARTNERS

A handwritten signature in cursive script that reads "B. Hanger".

BRETT HANGER

Partner

Dated in Sydney, this 16th day of November 2018

Supporters

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

Staff

Amy Budden
 Food Services
 Manager

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

Paul Buhne
 Kitchen Hand

Sam Quayle
 Food Services
 Assistant

Lynn Catterson
 (until Aug 2019)
 Receptionist/
 Linen Coordinator

Bruce Sweeting
 Venue Supervisor

Melanie Corner
 Special Projects/
 Volunteer
 Coordinator

**Georgina
 Tanous**
 Linen Coordinator

Fred Dafforn
 Venue Supervisor

Olga Telepova
 Social Support
 Coordinator

Philippa Hutson
 (from Sep 2019)
 Receptionist

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

Suchi Kuppili
 (on leave)
 Receptionist

Denise Ward
 Executive Officer

Andrew Lang
 Venue Supervisor

Geoff Whiting
 (until Jul 2018)
 Activities
 Coordinator

**Johanna
 Lawrence**
 Social Support
 Coordinator

**Valerie
 Willemsen**
 Community
 Support Manager

Sue Lloyd
 Accounts Manager

**Graham
 O'Hearn**
 Venue Coordinator