



## Report to General Manager

Attachments:

1. Review Matrix
  2. CNC Annual Report 2017/18
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**SUBJECT:** Crows Nest Centre – Review for 2017/18 of the Joint Plan of Management

**AUTHOR:** Martin Ellis, Director Community and Library Services

**ENDORSED BY:** Ken Gouldthorp, General Manager

### EXECUTIVE SUMMARY:

The Crows Nest Centre's (CNC's) Annual Report 2017/18 is presented here in fulfilment of the objectives of the Joint Plan of Management 2017-20. In the functional areas identified in the Plan it can be noted that:

- Financial management: a small deficit for the year (\$8,440) has been posted similar to the 2016/17 result which was \$7,929.
- Council's core grant of \$395,600 was complemented by State and Federal grants of \$542,704.
- Services are provided under the Commonwealth Home Support Program (CHSP). The Centre is near to finalising its future in relation to the National Disability Insurance Scheme in view of the fact that little if any client engagement with the centre under NDIS is taking place. Members of the local community with disabilities continue to make use of the Centre, though not on a funded basis.
- The new CHSP service types continue to be provided: Meals on Wheels and community restaurant, domestic assistance (linen service 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, mah-jong, bus outings, healthy ageing classes, special events, socialising in the Pat Brunton Room, and Chinese seniors).
- The Centre provided 13 parent education seminars throughout the year, attracting 250 participants. Users of the baby health centre on the 4<sup>th</sup> floor of CNC are a natural client base for CNC.
- The Centre remained active in working with new communities; highlights this year included Migrant Employability Workshops, Persian Morning Tea and Harmony Day featuring African drumming, the Bosnia Women's Choir, Congolese Poetry, Bollywood Music and multicultural food, with 150 people attending.

### FINANCIAL IMPLICATIONS:

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

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**RECOMMENDATION:**

1. **THAT** the report be received.
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## **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 Plan of Management (JPoM) 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 JPoM with Council is now in its 19th year. Council's support for the Centre is through a lease, maintenance and cash donation. The Joint Plan of Management 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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## Attachment 1

## Crows Nest Centre

## Review of the Joint Plan of Management 2017-18

MANAGEMENT OBJECTIVES	Complies
<ul style="list-style-type: none"> <li>• <b>To manage the centre for community use in accordance with the overall objectives of the Delivery Program 2017/18 and associated documents</b></li> </ul> <p><b>The Crows Nest Centre meets Direction 4 – Our Social Vitality in North Sydney Council’s <i>Delivery Program 2017/18</i></b></p> <p><b>4.1 Community is connected</b> – 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 our 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><b>4.2 Community is diverse</b> – The Centre seeks to respond to the needs of people from culturally and linguistically diverse backgrounds by offering a range of specific activities: English conversation, Homework Help, Realise 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 attracted 150 people and were a standout success.</p> <p><b>4.5 Lifelong learning and volunteering is encouraged</b> – 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, <i>Ageing Well</i>: information sessions on health, independence and remaining safe at home were introduced this year and have proved popular, over 200 volunteers 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.</p> <p><b>4.7 Community is active and healthy</b> – 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, canasta, games and puzzles, movie and bus outings and special events e.g. Seniors Week, Christmas in July, Melbourne Cup) are available. Many of our volunteers are themselves ageing – their active participation in our Centre is effectively a healthy ageing program.</p> <p><b>4.8 Enhanced community facilities, information and services</b> – We seek to continuously improve our services and facilities and to this end have worked cooperatively with Council to improve our sustainability. We provide information by telephone, face to face and via a range of printed resources. We are currently creating a new website that will greatly enhance our public profile.</p>	<p>✓</p>

## Attachment 1

<p><b>4.9 Enhanced community safety and accessibility</b> - We are wheelchair accessible, have improved the audio facilities throughout the Centre, 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).</p> <p><b>4.10 Improved affordable housing and accommodation</b> – The Centre offers a shower and a hot meal to people who are homeless or at risk and referral pathways to stable accommodation.</p> <p><b>Delivering community services to our people that are efficient, effective, responsive</b> – 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><b>Recognition of our social and cultural diversity</b> – <i>Our Strategic Directions 2017-2020</i> 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 days and weeks such as Chinese New Year, Seniors Week, Harmony Day, NAIDOC Week and Diwali.</p>	
<ul style="list-style-type: none"> <li>• <b>To manage the centre in accordance with the Crows Nest Centre Strategic Plan 2017-2021</b></li> </ul> <p><i>Our Strategic Directions 2017-2020</i> looks at the Centre’s external operating environment and presents a range of strategic initiatives:</p> <ul style="list-style-type: none"> <li>○ Build on existing (and developing new) strategic alliances</li> <li>○ Prepare and position for ageing and disability reform</li> <li>○ Service development</li> <li>○ Quality review and data analysis</li> <li>○ Uplift brand and marketing</li> <li>○ Diversify funding sources</li> <li>○ Recognise and support human resources.</li> </ul> <p>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.</p> <p>Major achievements in 2017/18 include:</p> <ul style="list-style-type: none"> <li>○ 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</li> </ul>	✓

## Attachment 1

<ul style="list-style-type: none"> <li>○ Aged Care Quality Audit – all 18 standards met</li> <li>○ New people focused website in development</li> <li>○ New client and volunteer information management system implemented, leading to improved data collection and reporting</li> <li>○ Commencement of Bollywood Music, with Diwali celebrations a highlight</li> <li>○ Small grants received from Council to sustain Persian Morning Tea and Realise Your Potential Employability Workshops</li> <li>○ Good uptake of parent education seminars</li> <li>○ Enhanced resources for people who are homeless or at risk</li> <li>○ Refurbishment of the Pat Brunton Dining Room (our main community space) aided by a Commonwealth Government grant for new furniture and North Sydney Council support to paint and re-carpet the space</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>To manage the centre in accordance with the aims and objectives of Council’s Community Centres Policy</b></li> </ul> <p><b>The Crows Nest Centre strives to meet the objectives in Council’s <i>Community, Cultural and Recreational Facilities Policy</i> by:</b></p> <ol style="list-style-type: none"> <li>a) Contributing to a network of community space/programs throughout North Sydney and fostering a sense of community belonging amongst clients, staff and volunteers.</li> <li>b) Providing high quality services for older people, people with a disability, migrants, parents and people who are homeless or at risk.</li> <li>c) Ensuring our services and activities are affordable and accessible, especially for people with limited means.</li> <li>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.</li> <li>e) The Crows Nest Centre delivers a major community facility for people in the North Sydney community.</li> <li>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.</li> <li>g) The Crows Nest Centre is governed by a Board of Directors, most of whom are local residents.</li> <li>h) Staff coordinate over 200 volunteers, most of whom are also local residents, in the delivery of our services and activities.</li> <li>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 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.</li> <li>j) The Crows Nest Centre receives funding from the Commonwealth and State Government 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.</li> </ol>	✓

## Attachment 1

<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.</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 publicly acknowledged.</p> <p>p) Council’s Director Community and Library Services liaises with Crows Nest Centre management, attends annual strategic planning days and our Annual General Meeting.</p> <p>q) We seek to continually improve our services and activities and develop new avenues for community involvement.</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"> <li>• <b>To provide and maintain a high quality community centre which meets the needs of the local and wider community</b></li> </ul> <p><b>External audits</b> - 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><b>Compliments register</b> – 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> <ul style="list-style-type: none"> <li>○ “Your beautiful flowers arrived for mother’s 100<sup>th</sup> birthday. They brightened up her day. She asked me to thank everyone from Meals on Wheels very much for your kindness.”</li> <li>○ “We would like to express our appreciation to all those involved in the linen service. It has helped us a lot.”</li> <li>○ “My shopper is a treasure. I doubt there is a better shopper in Sydney. He is friendly and helpful no matter how heavy the load. It’s a wonderful service.”</li> <li>○ “Thank you for such a wonderful Melbourne Cup celebration. Your welcome was generous, the food exceptional and the company congenial.”</li> <li>○ “Thank you for the joy, happiness and great things you have provided for so many people.”</li> <li>○ “I was surprised and deeply touched to receive the wonderful Christmas hamper of goodies. Unpacking it provided the same feeling I remember from the Christmas stocking of the war years.”</li> <li>○ “My shopper is a treasure. I doubt there is a better shopper in Sydney. He is friendly and helpful no matter how heavy the load. It’s a wonderful service.”</li> </ul>	✓

## Attachment 1

<ul style="list-style-type: none"> <li>○ “Many thanks to all who have helped us at homework help. Since our first visit we have always looked forward to coming here and fully enjoyed the wonderful class.”</li> <li>○ “Thanks for giving me the chance to go to this great employment workshop. It’s made me more confident and guided me on the right path.”</li> <li>○ “Thank you for your kindness and support. Your care for volunteers is special and it’s a pleasure to work with you.”</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>To cater for people with disabilities within the physical constraints of the centre</b></li> </ul> <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"> <li>● <b>To provide for public safety</b></li> </ul> <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>	✓
<ul style="list-style-type: none"> <li>● <b>To ensure the Plan of Management is flexible and able to evolve with changing community attitudes</b></li> </ul> <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 our strategic directions was conducted in May 2018, updating the Centre’s external operating environment and key initiatives. This included a greater emphasis on wellness and enablement and the creation of a Seniors Gym in the space vacated by the Early Childhood Health Centre on Level 2 of the Crows Nest Community Centre.</p>	✓

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<ul style="list-style-type: none"> <li>• <b>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</b></li> </ul> <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>	✓
<ul style="list-style-type: none"> <li>• <b>To grant a lease to Crows Nest Centre, the terms of which will require that the lessee will manage the Centre for the benefit of the community in accordance with the general objectives of this Plan of Management.</b></li> </ul> <p>The Crows Nest Centre has been a lessee of North Sydney Council, since the opening of the Crows Nest Community Centre, by Mayor Ted Mack, in 1987. Our current lease runs until 30 June 2019.</p> <p>The Centre’s operations are conducted in accordance with North Sydney Council’s endorsed Joint Plan of Management and the current five-year lease (incorporating the <i>Community, Cultural and Recreational Facilities Policy</i>) between our respective organisations.</p> <p>We are very appreciative of the long-standing support we have received from North Sydney Council and look forward to working together for many years to come.</p>	✓

## Attachment 1

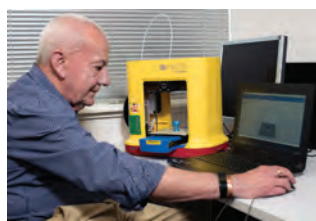
**Crows Nest Centre****Review of the Joint Plan of Management 2017-18**

Specific Goals	Achieved
<ul style="list-style-type: none"> <li>• <b>Older people (supporting the development of social and recreational activities)</b></li> </ul> <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, bus and movie outings, canasta, information sessions and special events (e.g. Seniors Week, Biggest Morning Tea, Xmas in July, NAIDOC Week) for older people. We provide healthy ageing classes (tai chi, yoga, Feldenkrais) and hope to extend this range of offerings in the coming year.</p>	✓
<ul style="list-style-type: none"> <li>• People with a disability (continuing to improve, client assessment/reassessment processes, service provision, data collection and analysis)</li> </ul> <p>The Crows Nest Centre's client assessment and reassessment forms and processes have been revised for both older people and people with a disability to enhance outcomes for clients and accuracy in data reporting.</p>	✓
<ul style="list-style-type: none"> <li>• Migrants (supporting the development of social and recreational activities including groups from South East Asia)</li> </ul> <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 been an annual highlight.</p>	✓
<ul style="list-style-type: none"> <li>• Parents (supporting the development of social and recreational activities including Japanese and Spanish speaking mothers)</li> </ul> <p>Thirteen parent education seminars were held in 2017/18 with almost 250 people attending. Topics included:</p> <ul style="list-style-type: none"> <li>○ CPR &amp; First Aid for Parents</li> <li>○ Understanding Your Toddler</li> <li>○ Speech and Language for Babies</li> </ul>	✓

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<ul style="list-style-type: none"> <li>○ Fine Motor Skills &amp; Play for Babies</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>People who are homeless or at risk of homelessness (reaffirm Homeless Assistance Memorandum of Understanding with North Sydney Council and other agencies)</b></li> </ul> <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 homelessness print resources were updated. Those presenting without a place to stay were assisted to access Link2Home and other agencies including emergency assistance, financial counselling, mental health and drug and alcohol services.</p>	✓
<ul style="list-style-type: none"> <li>● <b>Governance and Management (Clarify our organisational structure in light of aged care, disability and local government reform)</b></li> </ul> <p>Minor changes were made to the Crows Nest Centre's organisational structure. We are currently recruiting for a Wellness and Enablement Coordinator, replacing our previous Activities Coordinator. Our ongoing structure is subject to the availability of ageing and disability funding, resulting from Commonwealth and State Government reform agendas.</p>	✓

NOTES ON FINANCES					
<b>Grants</b>	<b>NSC</b>	<b>Other</b>			
	\$395,600	\$542,704			
<b>Turnover</b>	<b>Year</b>	<b>Income</b>	<b>Expenditure</b>		
	2017/18	\$1,496,354	\$1,504,794		
<b>Sustainability</b>	<b>Year</b>	<b>Result</b>	<b>Reserves (Equity)</b>	<b>Funded liabilities</b>	
	2014/15	\$39,362 surplus	\$369,022		
	2015/16	\$5,947 surplus	\$374,969		
	2016/17	(\$7,929) deficit	\$367,040		
	2017/18	(8,440) deficit	\$358,600		\$421,892



# Crows Nest Centre

*Connecting Our Community*

## Annual Report 2017 - 2018

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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STREETSMART  
ACTION AGAINST HOMELESSNESS

## Report from the Chair

2017-18 was another challenging year for The Crows Nest Centre, yet the Centre not only delivered a strong financial performance, but most importantly, delivered great outcomes for our clients.



The Centre's revenue increased marginally during the 2017-18 financial year.

However, with continuing financial pressures on operations, we have to report a minor

loss. Again, due to the excellent management of Executive Officer Denise Ward and Accounts Manager Sue Lloyd, the Centre remains in a sound financial situation. I thank and congratulate them on a superb job.

The Crows Nest Centre Board continues to provide a sound level of governance. Unfortunately, we farewelled two Directors during the year, Bob Birchall, who had been with us since November 2012, and Nicole Rieveley, who joined us in May 2017. Both made an excellent contribution and will be missed.

The Board undertook an active recruitment campaign to replace the outgoing Directors, resulting in 20 applicants, short-listed to five experienced and qualified candidates. Alice Martin and Joshua Dowton were selected as the outstanding candidates. They will be presented to the Annual General Meeting in November for formal acceptance. Both have excellent credentials and we are confident they will make a very positive contribution.

Like other boards of not for profit organisations, we are under increasing pressure from government to comply with an ever-growing list of regulations and compliance reporting. The Board continues to meet its obligations in this regard, and our reputation in the sector is second to none.

I would like to especially thank Board members for their ongoing and tireless efforts in supporting the Centre's activities. Your many hours of support does not go unnoticed. Your level of professional governance has been crucial to ensuring the Centre continues to operate effectively. I feel privileged to work with such a talented group of professionals and volunteers.

I would also like to thank our Executive Officer, Denise Ward, for her energy, enthusiasm and commitment in managing the Centre. Denise has been with the Centre since February 2011 and runs a multifaceted operation to the highest professional standards. Denise has faced some significant challenges over the years, such as continuously



changing funding arrangements (always downwards) and reporting requirements. Yet Denise has continued to keep the Centre running smoothly, managing staff and looking after Board members. It has been a pleasure working with Denise and I look forward to working with her in the future.

I would also like to congratulate Sue Lloyd for her work in managing our financials. Sue's efforts make our job as a Board so much easier, knowing the financials are being well looked after. Thank you, Sue.

The Board and management face continuing challenges regarding future Commonwealth and State Government funding. We are very grateful to North Sydney Council for their continuing financial and in-kind support. Particular thanks must go to Martin Ellis, Director Community and Library Services, for his ongoing advice and support.

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 at any time is very uplifting, seeing the way that the Centre staff work tirelessly to ensure the people in our community receive the services they need.

The range of services we provide both in the Centre and to the community as a whole, never ceases to amaze me! There is no way we could deliver these services without our volunteers, over 200 from teens to nineties. They are the backbone of our success. Without our volunteers we would not have any hope of meeting the communities' needs.

Finally, thank you everyone for all that you do. It makes me especially proud to be the Chair of such a wonderful organisation of dedicated people.

Jonathan Farrell  
Chair, North Sydney Community Service



## Report from the Executive Officer

With Local Government reform finally off the agenda, 2017-18 saw the Crows Nest Centre grappling with the advent of ageing and disability reform, and the likely impact on clients, volunteers, staff and revenue.



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

North Sydney Council renewed the Centre's Joint Plan of Management, 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, NAIDOC Week and Christmas in July.

With the support of Federal Member for North Sydney, Trent Zimmerman, we obtained a grant to purchase new furniture for the Pat Brunton Dining Room. We have also been negotiating with Council to paint and recarpet, creating a more welcoming space for our community centre clients and volunteers.

Dealings during the year with My Aged Care and Regional Assessment Services often proved challenging, requiring patience and adaptation by clients, staff and volunteers.

We contemplated our future in relation to the National Disability Insurance Scheme, with the view that compliance and regulatory requirements may outweigh the benefits of participation.

Our 2018 Seniors Festival celebrations were a standout success. The week commenced with the launch of *Crows Nest Centre Remembers*, a local poppy project to commemorate the end of World War I.



It concluded with *Growing More Together*, a garden luncheon with themed music, a talk by the Coal Loader for Sustainability and the potting of herbs to take home.

Keen to enhance our sustainability, we worked with North Sydney Council to install a thermal heat pump to deliver hot water throughout the Centre.

Much loved staff members, Anita Maria and Archie Scott retired. Mel Corner, previously working on Special Projects, became Volunteer Coordinator and Graham O’Hearn, previously a Venue Supervisor, became Venue Coordinator. Sadly, we also farewelled outstanding Linen Coordinator, Junko Przelozny.

We welcomed Olga Telepova as relief Linen Coordinator and then as Social Support Coordinator, covering Johanna Lawrence’s maternity leave. Aurelio Quadros Maia joined us as Kitchen Hand, with Paul Buhne taking extended leave. At year end, Georgina Tanous commenced as Linen Coordinator and Lynn Catterson



as Receptionist, filling in for Suchitra Kuppili, also on maternity leave.

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



My heartfelt thanks go to our dedicated volunteers and committed staff. You enable us to offer a wide range of services to people in their own homes, at our Centre and in the community.

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

Denise Ward  
Executive Officer

## Activities

In 2017-18, the Crows Nest Centre offered a range of social and recreational activities for 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. Visits by talented musicians at North Sydney Girls complement the lunches.

Bus outings to places of interest included Paddington Reservoir Gardens, Glenorie Bakery, St Mary's Cathedral, Cabramatta, Watsons Bay and Kurnell.

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

Theatre parties were met with great acclaim. *Puttin' on the Ritz*, at the State Theatre, was a chance to travel back to the golden age of Hollywood, where melody, rhythm and dance reigned in a



dazzling spectacle. The ambience of this lovely old theatre brought back many memories.

We welcomed older Indian people to monthly Bollywood Music, with culturally themed music and morning tea. Diwali celebrations proved popular.



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 remaining at home were introduced. Topics included Glaucoma, Eat Well – Age Well and Energy Bills.

Healthy ageing classes (tai chi, yoga and Feldenkrais) were well supported, creating demand for an extra yoga class.

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. A visit from Santa and music by The Tokens made the Centre come alive.



Delicious lunches cooked by Billy Blue Cooking School created memorable Seniors Festival and Melbourne Cup events.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Thank you for the joy, happiness and great things you have provided for so many people.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Sadly this is my final report as I will be retiring in July. I wish everyone all the best for the future.

Geoff Whiting  
Activities Coordinator

## 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 30 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.

Pastor Amy Shum coordinates activities, with Crows Nest Centre staff visiting regularly to offer support and encouragement.

Four bus trips were conducted during the year using Community Connect – Lower North Shore Community Transport. Locations included Gosford Edogawa Commemorative Garden, Alfred Henry Whaling Reserve and Rose Garden, Shields Orchard and Glenbrook.

Along with socialising in the church hall, people participate 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 dementia and crafting their own Christmas cards. Morning tea and a specially prepared hot meal round off the day.

Volunteers ensure festive days are celebrated in style, with 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 attend Crows Nest Centre's special events including Melbourne Cup, Seniors Festival, Biggest Morning Tea, Rotary Xmas in July and Xmas at Xmas celebrations.

2017-18 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 Northside Baptist's Sunday School.



*I was surprised and deeply touched to receive the wonderful Christmas hamper of goodies. Unpacking it provided the same feeling I remember from the Christmas stocking of the war years.*



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

During the year, musicians from North Sydney Girls High School, supported by music teacher Donna Masterson,

performed regularly for our clients. In December, Cammeray Public School's senior band entertained our clients with Christmas carols.

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



Joining other local businesses, the Centre hosted a stall at the 28th Crows Nest Festival, offering face painting and children's craft and distributing information about our services, activities and volunteer opportunities. Once again we supported Northside Baptist and Crows Nest Mainstreet to deliver Christmas Carols in Ernest Place, a very successful community event.

### NSW Seniors Festival

April saw an action-packed program of Seniors Festival events. *Growing More Together* featured a garden lunch prepared by Billy Blue Cooking School, a presentation by the Coal Loader for Sustainability, potting of fresh herbs and garden themed music performed by North Sydney Girls High School. Participants took particular delight in the elaborate garden themed decorations. The Centre hosted free healthy ageing classes (tai chi, yoga and Feldenkrais), with complimentary fruit and a cuppa. Active walkers visited the Holtermann Precinct and St Thomas Rest Park, accompanied by Dr Ian Hoskins, Historian at North Sydney Council.

### People who are homeless or at risk

Our community shower is 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 towards restoring someone's dignity. Staff offer information, advice and referral about housing and support



services. Backpack beds and polar fleece sleeping bags were supplied to a number of rough sleepers.

### NAIDOC Week

NAIDOC Week presented an opportunity to celebrate Aboriginal and Torres Strait Islander cultures and recognise the contribution of Indigenous Australians.



As part of northern Sydney's Gai-mariagal Festival (formerly the Guringai Festival), the Centre celebrated NAIDOC week by inviting Aboriginal and Murri musician, Mi-Kaisha Masella, who inspired the audience to believe in the capability of up-and-coming Indigenous women.

### Knitting group

In April, the Knitting Group launched *Crows Nest Remembers*, a poppy project to commemorate the 100<sup>th</sup> anniversary of the end of World War I. The project has seen a variety of poppies flying off needles and crochet hooks and has attracted new members to the group.

Other projects included chicks to accompany Easter eggs for our Meals on Wheels and linen service clients, tea

cosies as lucky door prizes at the Centre's Biggest Morning Tea for Cancer Council, clothes for newborn babies at Royal Prince Alfred Hospital, squares and blankets for 'Wrapped with Love', scarves and beanies for young people at Taldumande Youth Services and Christmas stockings for Cammeray Public students performing carols at the Centre.

### Supporting other agencies

As a collection point for the Nappy Collective, families donated unused nappies to disadvantaged families. Over the last four years we have collected almost 9000 nappies.

Again we 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 250 participants. Topics included: speech and language; fine motor skills and play; St John Ambulance courses; and understanding your toddler - managing tricky behaviour.

A continuing partnership with Naremburn Family Centre and Catholic Care Diocese of Broken Bay supported 'Triple P: Positive Parenting Program' seminars. Together we hosted Children's Week in Ernest Place, with a jumping castle, face painting, show bags and sausage sizzle.

**Olga Telepova**  
Social Support Coordinator

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

### Navigating aged care reform

Sadly, the advent of the Commonwealth Government's national 1800 call centre, My Aged Care, complemented by Regional Assessment Services (RAS), has seen a significant decline in referrals to all our Commonwealth Home Support Programme services, especially social and recreational activities, enabling people to leave their homes, connect with others and maintain health and well-being.

Once upon a time older people, their family and friends could simply pick up the phone to our Centre or drop in and see what might be available and get started straight away. Not anymore.

I now spend a considerable amount of time explaining the 'streamlined' aged care system, either by phone or visiting



older people at home, to explain how they can access our services. Dealing with My Aged Care while rewarding for some, can often feel frustrating, time consuming and impersonal, especially for an older person living alone, with little or no support.

### Rising to the challenges of reform

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 assessment and annual reassessments across all of our Commonwealth Home

Support Programme services, consistent with Australian Government data reporting requirements.

After 18 months gestation, our integrated client information system is proving to be intuitive, easy to use and working well.

### Wellness and enablement

The coming year will see us increasing our focus on wellness and enablement. We are keen to expand the range of social and recreational activities on offer at the Centre, add new health and wellbeing programs, and encourage people to remain healthy and independent for as long as possible.

A small step in this direction has been the introduction of our *Ageing Well* information sessions covering glaucoma, nutrition and personal safety. In the next year we will be seeking to employ a Wellness and Enablement Coordinator and expand our range of healthy ageing activities.

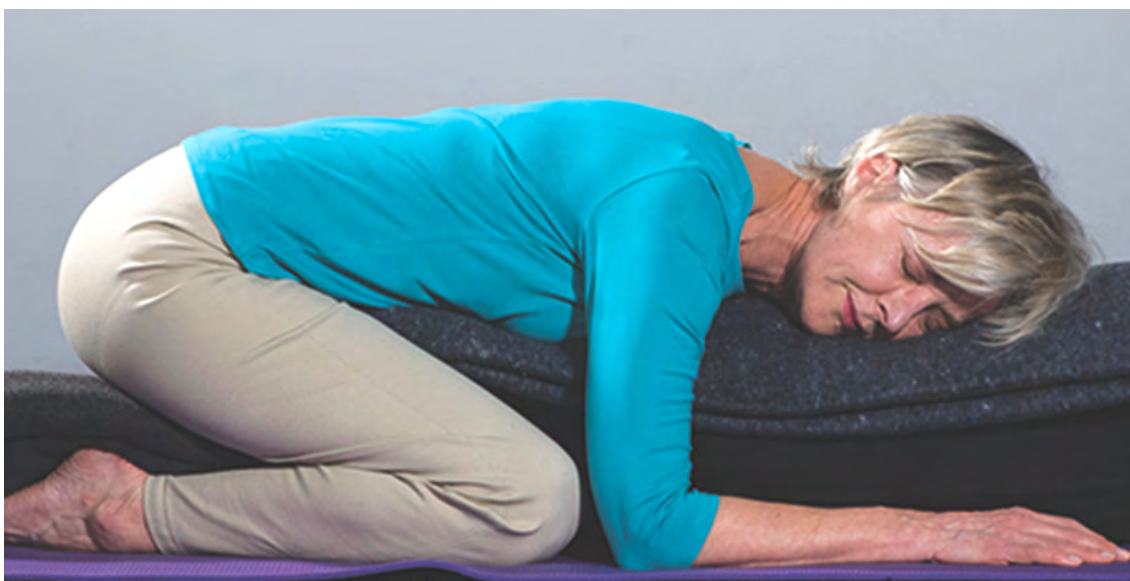
### Staffing

The very capable Junko Przelozny resigned as Linen Service Coordinator in January. Olga Telepova temporarily filled this position until April, followed by Georgina Tanous, who has since been permanently appointed. Johanna Lawrence, Social Support Coordinator, commenced maternity leave in May and has since given birth to a healthy baby girl. Olga Telepova is now covering Johanna's maternity leave.

As 2017-18 comes to a close we are preparing to farewell our longstanding and dedicated Activities Coordinator, Geoff Whiting.

All in all, a year of significant change for the Community Support Team.

Valerie Willemsen  
Community Support Manager



## Computer club

Over the past 12 months, the trend toward one on one lessons has continued.

Our emphasis has been on tablets, smart phones and watches rather than desktop or laptop computers. As a result, our tutors have been on a steep learning curve regarding emerging technologies.



The club has refocused its training towards any technology that impacts our members. We have acquired a full range of smart phones and watches, including an Apple watch.

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

During 2018, we partnered with Yourside Australia (formerly Northside Community



Forum) to provide lessons to a group of people with disability, most of whom were interested in tablets.

Training was tailored to meet individual needs, as each person wanted to learn a different system and most used wheelchairs. This tested our logistical skills and physical resources to achieve a positive outcome for all. Thanks to the tutors involved in this new venture. Further classes will take place next year.

Plans include multilingual courses for non-English speakers and embracing new technologies such as virtual reality.

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

John Cunningham  
President,  
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, Crows Nest, North Sydney, Kirribilli, Lavender Bay, Milsons Point, Neutral Bay, Wollstonecraft and Waverton. In 2017-18, 100 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 60 people volunteered for Meals on Wheels during the year.

Weekday centre-based lunches offer socialisation and a balanced meal to people who are ageing, living with a

disability or are homeless. Door to door community transport is available on Fridays.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Your beautiful flowers arrived for mother's 100<sup>th</sup> birthday. They brightened up her day. She asked me to thank everyone from Meals on Wheels very much for your kindness.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Regular activities like knitting, indoor bowling, musical entertainment and information sessions, offer added value to clients' attending our community restaurant.

Between Meals on Wheels and the Centre's community restaurant, more than 16,000 meals were supplied. Sadly, new referrals have fallen considerably



since the introduction of My Aged Care and Regional Assessment Services. Transition of clients to the National Disability Insurance Scheme (NDIS) has seen few people wishing to purchase meals as part of their NDIS Plan.

### Food safety rating

Recognising our commitment to quality, in June 2018 we received an 'A Grade' food safety rating from the NSW Food Authority, our eleventh consecutive top rating.

The Food Services Team supplied internal catering for the Centre's own meetings, activities like Homework Help and events such as Australia's Biggest Morning Tea, as well as serviced our 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/Program Manager, generously agreed to partner with the Centre on major events.

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

Working cooperatively with staff across the Centre, the Food Services team catered for themed lunches including Men's Health Week, Australia Day and St Patrick's Day.



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



**Staffing**

Kitchen Hand, Paul Buhne, took extended leave and Aurelio Quadros Maia was engaged as an additional Kitchen Hand. Sam Quayle, Food Services Assistant, capably led the team while I was on leave.

Along with the Food Services Assistant, I continued to be involved in 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. I also attended the National Meals on Wheels Conference, gaining valuable insights into aged care reform and the progressive rollout of the NDIS.

**Volunteers**

Weekday volunteer assistance was maintained in the Pat Brunton Room, supporting clients to obtain

morning tea and centre-based lunches. The valuable contribution of all of our volunteers was recognised at our volunteer Christmas party and our annual mid-year appreciation lunch.

Long serving volunteers Bernadette Dattatreyan, Kerry Hammond, Elizabeth Kirkby and John Seale received 2017 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 2017-18 the Linen Service made almost 3000 beds.

Mosman Local Government Areas, including 27 new clients.

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

### 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.

### Volunteers help people connect

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

This year, around 40 volunteers participated in the service weekly, fortnightly or monthly, with a few 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.



*We would like to express our appreciation to all those involved in the linen service. It has helped us a lot.*



### New clients

During 2017-18, 149 people received the Linen Service in North Sydney and

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

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

**Commercial laundry**

Late in the year, Laundry and Dry Cleaning Services was engaged as the new supplier of commercial laundry services and have proved to be an efficient, quality operator.

**Staffing**

After almost five years, Junko Przelozny, resigned as Linen Service Coordinator.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*Thank you for your kindness and support. Your care for volunteers is special and it's a pleasure to work with you.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Until April the role was temporarily filled by Olga Telepova, who accepted another position at the Centre.

I commenced on a contract in May and have since been permanently appointed as Linen Service Coordinator.

Georgina Tanous  
Linen Service Coordinator



## Migrant services

Our Centre has continued to deliver migrant services for the past three years without Settlement Services 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 active participation in their community and the life of our Centre.

### Homework help

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



*Many thanks to all who have helped us. Since our first visit we have always looked forward to coming here and fully enjoyed the wonderful class.*



High school students from North Sydney Boys, North Sydney Girls, Monte Sant' Angelo, Wenona and Willoughby Girls mentored the pupils. Adult volunteers Viviane Leveaux and Heather Ward coordinate Homework Help, supervising the high school mentors and the volunteers.



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

### English conversation

Beginner and intermediate English conversation classes are offered at the Crows Nest Centre weekly, during school terms. In 2017-18, around 90 students attended.

Experienced volunteer teachers Sue Stephens, Denise van Beek, Frank Mansour and John Wagner encourage students to practise their reading, writing, speaking and listening skills.

**Employability workshops**

Supported by a small grant from North Sydney Council, Reach Your Potential: Employability Workshops for skilled migrants were held at the Centre from July to August and February to March.



*Thanks for giving me the chance to go to this great workshop. It's made me more confident and guided me on the right path.*



The workshops focus on writing a career story, crafting a resume, presenting with confidence and interview skills.

Facilitators Janice Hui and Linda Bisnette, with mentoring and recruitment experience, were once migrants themselves, looking for their own 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.

**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.

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

**Harmony Day**

'Everyone Belongs' was the theme for Harmony Day. The Centre partnered with North Sydney Council, Lower North Shore Multicultural Community Network and Sydney Multicultural Community Services to host *Symbols of Harmony: Lunch and Cultural Day*, complete with didgeridoo performance, Bosnian Women's Choir, Congolese poetry, Bollywood music, African drumming and a smorgasbord of





multicultural food. Around 150 people attended with feedback resoundingly positive.

### 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 50 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 *Encyclopaedia Iranica*, the launch in Farsi of 'I am not a racist', Iranian scientific research over the centuries and the screening of a famous Iranian play.

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

### Parent groups

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

When family and friends live overseas, being a new parent can be difficult and often leads to feelings of isolation. These culturally specific groups offer individual support and foster a sense of community.

This year around 50 Japanese and 20 Spanish mothers came with their children.

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.

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

Around 60 clients accessed Social Support in 2017-18.

### Assisted shopping and home visiting

The Centre currently supports 30 clients who access volunteer assisted shopping and friendly home visiting.



★★★★★★★★

*My shopper is a treasure. I doubt there is a better shopper in Sydney. He is friendly and helpful no matter how heavy the load. It's a wonderful service.*

★★★★★★★★

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 this service.

Clients call the Centre with their shopping list and read items out over the phone. Details such as brands and sizes are clarified and items are entered by a staff member or office volunteer into the Coles online website.

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

Staff and volunteers delivering this service establish great rapport with clients, chatting

regularly by phone. Frequent contact allows the Centre to monitor client progress and offer additional support if needed.

**Assisted transport**

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

The majority of assisted transport requests come from clients seeking transport and support to attend medical appointments, typically visits to their GP or a hospital clinic. Assistance is also offered to enable people to access activities at the 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.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

*I am very grateful to you for finding a volunteer at such short notice to take me to the Mater. He was wonderful, kind, helpful and patient.*

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

**Home Handyman**

Peter, our volunteer home handyman, is a retired master builder. During the year he assisted almost 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.

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. Feedback is always positive.

**Staffing**

Johanna Lawrence coordinated Social Support until May, when she commenced maternity leave. I am pleased to be filling the role after a short stint with the Linen Service.

**Olga Telepova**  
Social Support Coordinator

## Venue hire

The Crows Nest Centre increasingly relies on income from venue hire to underpin our operations. With continuation of William Blue College of Hospitality Management as our commercial kitchen hirer, 2017-18 was a good year, with income of more than \$370,000.



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.

During the year we received Stronger Communities Funding through the Department of Infrastructure and Regional Development, for furniture and fittings to improve the overall amenity of the Pat Brunton Dining Room. As this is a strategic initiative in the Joint Plan of Management with North Sydney Council, we are hoping to elicit Council's support to paint and recarpet the room in the coming year.

During 2017-18, we had a total of 204 paying clients using the Centre. The top 20 clients accounted for 59% of our venue hire income.

We welcomed a variety of customers, from children's activities and exercise groups, to 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.

As our main community space, we are keen to create a room that is more welcoming for clients, makes good use of the sound system installed last year and encourages after hours venue hire to supplement our income in future years.

In March, Venue Coordinator, Archie Scott made the difficult decision to retire. Having previously been a weekend and after hours Venue Supervisor, I applied and was accepted for the full-time role. Fred Dafforn, Andrew Lang and Bruce Sweeting all continued as weekend and evening Venue Supervisors.

Graham O'Hearn  
Venue Coordinator

## Volunteering

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

Dedicated and committed, our volunteers love what they do. Forty-nine new volunteers joined in 2017-18, making a full complement of over 200 active volunteers. New volunteers found us on the internet, came to us recommended by family and friends or saw our volunteer banner.

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

In 2017-18, 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 assisted with our mid-year appreciation lunch.

Lower North Shore Volunteer Coordination sponsored a volunteer movie night and a recruitment expo was held at the Dougherty Centre in Willoughby.

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 Premier's 2017 Volunteer Recognition Awards: Peter Clayton, Viviane Leveaux, Paul Oglesby, Meg Pierce and Val Slegers.

Mel Corner  
Volunteer Coordinator





# Financial Report

for the year ended 30 June 2018

**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**

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

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

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

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

AUDITOR'S INDEPENDENCE DECLARATION

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

Signed in accordance with a resolution of the directors.

Director


  
Ivor Jonathan Farrell

Dated this


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

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

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

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

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

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

**Prepare and position for ageing and disability reform**

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

**Service development, quality review and analysis**

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

**Uplift brand and marketing**

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

**Diversify funding sources**

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

**Recognise and support our human resources**

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

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

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

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

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

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

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

**Prepare and position for ageing and disability reform**

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

**Service development, quality review and analysis**

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

**Uplift brand and marketing**

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

**Diversify funding sources**

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

**Recognise and support our human resources**

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

## AUDITOR'S INDEPENDENCE DECLARATION

To the Directors,

North Sydney Community Service Limited

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

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

### HILL ROGERS ASSURANCE PARTNERS

A handwritten signature in black ink that reads 'B. Hanger'.

**BRETT HANGER**  
Partner

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

### Assurance Partners

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



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

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

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

The accompanying notes form part of these financial statements.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

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

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

The accompanying notes form part of these financial statements

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

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

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

The accompanying notes form part of these financial statements.

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

---

**1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

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

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

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

**a. Income Tax**

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

**b. Inventories**

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

**c. Property, Plant and Equipment**

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

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

**d. Leases**

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

**NORTH SYDNEY COMMUNITY SERVICE LIMITED**

ABN 83 002 567 875

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

---

**e. Cash and Cash Equivalents**

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

**f. Employee Benefits**

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

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

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

**g. Revenue**

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

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

**h. Goods and Services Tax (GST)**

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

**i. Comparative Figures**

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

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

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

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

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

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

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

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

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

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>11 CASH FLOW INFORMATION</b>		
(a) Cash at the end of the year, as shown in the Statement of Cash Flows, is reconciled to the related item in the Statement of Financial Position as follows:		
Cash on hand and at bank	<u><b>673,631</b></u>	<u><b>649,736</b></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	<u>34,370</u>	<u>10,030</u>
Net Cash Flow Used in Operating Activities	<u><b>23,895</b></u>	<u><b>54,413</b></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**

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

The directors of the company declare that:

- 1 The financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - (a) comply with Australian Accounting Standards and Australian Charities and Not-for-profits Commission Regulations 2013; and
  - (b) give a true and fair view of the financial position as at 30 June 2018 and of the performance for the year ended on that date of the entity.
  
- 2 In the opinion of the directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director

  
\_\_\_\_\_  
Ivor Jonathan Farrell

Dated this

9<sup>th</sup>

day of

NOVEMBER

2018

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

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

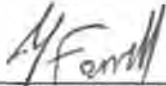
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The Directors of the company declare that:

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

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

Director

  
Ivor Jonathan Farrell

Dated this

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

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

### Opinion

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

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

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

### Basis for Opinion

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

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

### Basis of Accounting

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

### Responsibilities of the Directors for the Financial Report

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

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

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

### Assurance Partners

Hill Rogers Assurance Partners | ABN 56 435 338 966

Liability limited by a scheme approved under Professional Standards Legislation



### **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 black ink that reads "B. Hanger".

**BRETT HANGER**

Partner

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

## Supporters

AASHA Australia Foundation  
 Alzheimer's Australia NSW  
 Bakers Delight Crows Nest  
 Better Business Partnership  
 Bruce W Stephens & Associates  
 Cammeray Public School  
 Channel 9  
 Connecting Up  
 Crows Nest Bakery  
 Crows Nest Mainstreet  
 Crows Nest Uniting Church  
 Department of Health  
 Family and Community Services  
 Flannerys Crows Nest  
 Fresh Crows Nest  
 Ganache Patisserie Castlecrag  
 Glaucoma Australia  
 Glen Turner  
 Hayden Picture Palace Cremorne  
 Infrastructure and Regional Development  
 Konrad Schalch  
 La Baguette Boulangerie Patisserie  
 Loreto Kirribilli  
 Lower North Shore Volunteer Referral Coordinator  
 Millie Mae Bakery  
 Monte Sant' Angelo Mercy College  
 Mosman Council  
 Naremburn Family Centre CatholicCare  
 National Australia Bank  
 Northern Sydney Local Health District  
 North Shore Police Area Command  
 Northside Baptist  
 North Sydney Boys High School  
 North Sydney Girls High School  
 North Sydney Demonstration School  
 North Sydney Council  
 Oliver Brown Crows Nest  
 Rotary Club of Crows Nest  
 Rotary Club of North Sydney  
 Rotary Club of North Sydney Sunrise  
 Sparrow Cafe  
 St Mary's Primary School  
 StreetSmart Australia  
 Subway Crows Nest  
 Sydney Multicultural Community Services  
 The Rehab Group  
 Tina Mulholland  
 Waverton Hub  
 Wenona Girls  
 Willoughby Girls High School  
 Woolworths Crows Nest  
 Worldwide Printing Solutions St Leonards  
 You Save Chemist Crows Nest  
 Your Energy Friend

## Staff

### Amy Budden

Food Services  
Manager

### Junko

**Przelozny**  
(until Jan 2018)  
Linen Coordinator

### Paul Buhne

Kitchen Hand

### Aurelio Quadros Maia

(from Apr 2018)  
Kitchen Hand

### Lynn Catterson

(from Apr 2018)  
Receptionist

### Sam Quayle

Food Services  
Assistant

### Melanie Corner

Special Projects/  
Volunteer Coordinator

### Archie Scott

(until Mar 2018)  
Venue Coordinator

### Fred Dafforn

Venue Supervisor

### Bruce Sweeting

Venue Supervisor

### Suchi Kuppili

Receptionist

### Georgina Tanous

(from May 2018)  
Linen Coordinator

### Andrew Lang

Venue Supervisor

### Johanna

### Lawrence

Social Support  
Coordinator

### Olga Telepova

(from Jan 2018)  
Linen Coordinator/  
Social Support  
Coordinator

### Sue Lloyd

Accounts Manager

### Denise Ward

Executive Officer

### Anita Maria

(until Jul 2017)  
Volunteer  
Coordinator

### Geoff Whiting

(until Jul 2018)  
Activities  
Coordinator

### Graham

### O'Hearn

Venue Supervisor/  
Venue Coordinator

### Valerie

### Willemsen

Community  
Support Manager