



COASTCOMMUNITY
CONNECTIONS

Annual Report 2022

Our vision

To create caring
connected communities

Our purpose

Providing life-changing
community services,
caring for people from
all walks of life across
the Central Coast

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Our values

Respect
Integrity
Cooperation
Commitment
Creativity

www.coastcommunityconnections.com.au
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Newcastle University, Building 1, Loop Road, Ourimbah.
New: PO Box 87, Ourimbah NSW 2258.



President's Report

There is a strong sense of gratitude to the staff of our organisation, many of whom are front-line workers. They have cared for the community as well as cared for each other in what has been another challenging year. They have ensured clients were comforted and cared for and experienced minimal disruption while also keeping in line with the changing COVID regulations. The administration team, many relieving up in new roles, sometimes working from home, sometimes on the floor, always supported their front-line colleagues. It is wonderful to have such a great team looking after clients and a strong, dedicated board ensuring they have the resources they need. Worldwide health and community issues successfully managed locally.

The organisation has moved its Head Office to Ourimbah and is now located in the RDA Building, Loop Road, University of Newcastle Central Coast Campus. We want to thank the University team for rolling out the red carpet and with a strong partnership with RDA administration we have a new home that is more central and easier for future recruitment and growth. By being on site with TAFE, Uni and the Community College there is increased opportunity for staff training and professional development as we are partnering on research projects and helping with job prospects for their graduates.

We finally secured a 10-year lease from Central Coast Council that will ensure the Woy Woy Long Day Care and Before and After School Care along with Vacation Care have a guaranteed site. Thank you to the new team in Council Assets that helped make it happen. We are now seeking further community and staff certainty from the NSW Department of Education for Before and After School Care at Point Clare, Gosford, and

our newest location Kariong. Working families are very dependent on these centres and the children love the certainty of familiar caring staff for them. Staff who pride themselves on the quality programs and the care they deliver.

A very warm welcome to the new staff. We are very pleased you have joined us. Already you are making a difference and are great additions to the team. We also thank staff who have left. We thank them for their care and compassion for clients, their loyalty to colleagues and the organisation. We wish them all the best in their future endeavours.

We welcome Joanne Tracey to the Board; Jo has a strong Business Management background that complements the current Directors and reflects the boards skills matrix. Along with her strong business skills she has strong local community knowledge and is an excellent addition to the team. Jo is on the Governance Committee, where key policies are being reviewed, updated, if need be, always meeting current compliance requirements.

The transitional constitution from several years ago will be updated to better reflect the current needs of the organisation at the AGM. We thank the School for Seniors, who are valued partners, as are the community members who will join us at the AGM, for their support. Like other organisations in receipt of government funds for vulnerable community members and their families we must at all-time be compliant and have up to date governance documents.

We have successfully passed the recent NDIS Audit and been successful with an international Alcohol and Other Drugs accreditation. Well done to everyone who worked with us on this.

“Open your arms to change, but don't let go of your values”

Dalai Lama

The audit process was thorough in both cases and required considerable Chairperson time to explain the strong governance and compliance framework we operate in complimenting the wonderful skills of the team overseeing these programs. Growth potential is there in the NDIS area as the community learn to manage the funds available and government requirements are better understood.

The Strategic Plan has had careful monitoring around targets and deliverables. This sees us ready, after a few minor changes and carefully managed performance areas, able to keep a strong bottom line. Growth will be carefully managed with sound business plans. There are several key properties we still own, and they are sound investments ensuring CCCL will be able to continue to take care of community needs in Child Care and Age Care, NDIS, Home Modifications and Maintenance along with Counselling. All this at a time of shifting government priorities and contract areas. Great work by Finance and Business Support staff, Finance, Risk and Audit Committee (FRAC), Managers and staff along with board colleagues.

Congratulations team on the many and varied successes, most will be detailed later in the Annual Report. We know it has been challenging with COVID still in the community even without lockdown restrictions, we know front line workers are feeling the strain and Governments are promising to do more to support by increasing wages.

Thank very much to the excellent team at Bishop Collins, especially this year with extra audit requirements, the professional manner you bring to every interaction, as well as going above and beyond when needed, is truly admirable and greatly appreciated. Thank you also to the legal

team who have been there when required with wise counsel and solutions. The collegiality and mutual respect we share is cornerstones to the success of CCCL.

A special thank you also to local Principals and staff from the NSW Department of Education. The strong respectful partnerships finding workable solutions for the children in our shared care, be it due to flooding, other asset matters, transport issues etc. is only possible with the mutual trust we have and the proactive way we work together.

Thank you to the teams at Department of Community Justice, Primary Health Network, Central Coast Area Health, Wyong and Gosford Hospitals as well as our allied health colleagues. Thanks also to the local MPs state and federal for their ongoing support. We value your commitment to the Central Coast and look forward to working with you on further ideas and programs to help those in need. We are excited by the strong focus following the Age Care Royal Commission and along with the known needs in childcare, are looking for wages support in the budgets to ensure that staff are available to ensure the most vulnerable in our community are cared for. A full list of our partners is available further in the annual report. Thank you to them all.

Finally, a heartfelt thank you my board colleagues for their commitment, dedication, and diligent governance. Ensuring that the organisation will continue to meet the needs of the community.



*Sharryn Brownlee,
President*

Our People

Board of Directors



Sharryn Brownlee
President



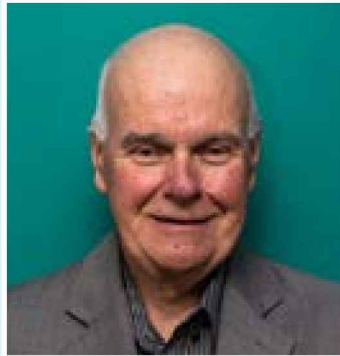
Ross Barry
Vice President



Bruce Davis
Company Secretary



Sophie Stokes
Director



John Millard
Director



Joanne Tracey
Director



Amanda Rogers
Director

Management Team



Bruce Davis
CEO



Isahbl Townsend
Business Support Manager



Mary Mageean-Lee
Business Support Manager
(relieving)



Fallon Davis (relieving) and Loren Sultana
Children's Services Manager



Janelle Dunkley
Aged Care and Disability -
Home Care Support Services
Manager



Cassandra Bickhoff
HR Business Partner



Marcia OBrien
Youth and Family
Counselling Manager

Management Report

The Management team together with our team of dedicated staff are honoured to continue to serve and support our community, particularly through the recent periods of unprecedented challenges for everyone. We are proud to continue providing life-changing community services caring for people from all walks of life across the Central Coast through our Ageing and Disability Services, Home Modifications and Maintenance, Youth and Family counselling and Childcare. These services would not be able to be provided without the unwavering support of our administration and business support teams.

We are proud to work for an organisation with a long and respected history supporting the community and endeavour to role model our values of Respect, Integrity, Cooperation, Commitment and Creativity in our day to day lives.

In addition to continuing to provide all services throughout COVID-19 in line with Government restrictions we have listed below a few items we are most proud of with many more achievements outlined throughout the remainder of the report.

- The Recruitment of a Wellbeing Counsellor and Trainer to support staff and provide relevant training to ensure all front-line staff are well equipped to provide services to the community in these challenging times.
- Our qualified and experienced Youth Counsellors continued to provide individual support and group programs directly to local schools whilst also offering guidance and support to families to assist youths and their families in working through mental health challenges.
- Our Woy Woy based childcare service has worked with Kids and Traffic in conjunction with The Department of Education on a Transport safety video for education and care services as a result of our services complex transportation needs in ensuring the safe transfer of kids to various local schools from our Out of School Hours Care Service.
- Our Ageing and Disability Services and Home Modifications and Maintenance teams were able to continue to work safely to ensure our clients could continue with their services and remain safely in their own homes.
- With our new fully equipped factory space located in Somersby, our Trades Officers are centrally located to serve the entire Central Coast region.
- The relocation of all our staff to our new office space in Ourimbah, brings our whole team under one roof and improves the cohesion of the group and our ability to support our clients and staff.

“The strength of the team is each individual member. The strength of the individual is the team.”

Phil Jackson

Finance, Risk and Audit Committee

FRAC is responsible for governance and oversight of the organisation's financial management including risk minimisation and assuring the Board that the appropriate actions are being taken to ensure the best use of resources. The Committee membership comprised of:

- Ross Barry (FRAC Chair and Board Member)
- Sharryn Brownlee (Board President)
- Amanda Rogers (Board Member)

The committee have met regularly and remotely during the lockdown period of 2021, along with the CEO as well as any advisors needed during the financial year.

Finance

The organisation generated a surplus for the year ended 30 June 2022 of \$375,006 (\$1,512,520 in 2020/21). Demonstrating a demand for our services and our continued commitment to excellent levels of care to those in need in the community during the COVID-19 pandemic.

Our revenue was \$7,532,145 in 2022 (\$8,751,498 in 2020/21) while expenditure was \$7,157,139 (\$7,465,228 in 2020/21).

The organisation has maintained its cash position during the year resulting in an increase in Total assets of \$256,025 to \$10,787,675 (\$10,531,650 in 2020/21).

With an increase in Net assets of \$375,006 to \$7,928,479 (\$7,553,473 in 2020/21).

Total current assets of \$8,862,480 (\$9,083,694 in 2020/21) exceed the amount of current liabilities of \$2,457,808 (\$2,806,221 in 2020/21).

The Board and FRAC have maintained cash to ensure the ongoing liquidity and funding requirements of CCCL. As at Year ending 30 June 2022 cash deposits held were \$8,265,592.

Risk

The committee continue to mitigate risk for the organisation by monitoring the compliance calendar to ensure all contractual and government obligations around funding and reporting have been adhered to.

The main risk area for this year has been to continue to protect clients and staff around COVID 19. The organisations' procedures and policies have been continuously reviewed, monitored, and updated in line with the frequent changes in government guidelines around the pandemic.

Annual audit

The FRAC and the Board are delighted to present an unconditional audit sign-off for 2021/22 and we thank Bishop Collins for their work on the year-end financial audit. The audited financial statements will be available at the Annual General Meeting and on request.

On behalf of the Committee, I wish to convey our thanks to all Directors, management, staff, and advisors who worked diligently through the year to support the FRAC and for their ongoing commitment to the Committee.

Ross Barry,
Chair,
Finance Risk Audit Committee

Human Resources

During 2022 HR has focused on managing day to day workforce issues. Work has focused around supporting the business's needs in the recruitment, selection and on-boarding of staff, implementation of well-being training programs, reviewing organisational position descriptions and facilitating the transition to a new HR system.

Recruiting and retaining staff continues to be challenging. The type of work, salary expectations of potential employees and the Company's hours of operation (Childcare) are all contributing factors to the challenges the organisation continues to face when looking for employees. With the federal government's commitment to workers in this area we are hopeful pay increase will ease the pressure.

During 2022 we have on-boarded 35 new employees. More than half of new starters have been within the child services, predominantly to support our Before and After School programs. Recruitment has focused on backfilling positions left vacant through resignations.

As we have recruited employees into the organisations HR has undertaken a review of position descriptions against each award. As part of this work position responsibilities the organisation is ensuring that the responsibilities of each position are correctly aligned to the right pay point levels within the award.

In late 2021 in conjunction with the Youth and Counselling team HR rolled out the Wellness training programs with all employees undertaking a least two wellbeing programs relevant to the position they hold. These programs were focused on supporting the individual's wellbeing as well as providing strategies to assist them to deal with challenging situations, child trauma and/or client wellbeing. CCCL will seek to offer these programs again in 2023 with the support of the Youth Counselling team.

In March, HR began the process of migrating its HR system to a platform that offers more benefits and easy navigation for managers and employees.

Services Snapshot

Ageing and Disability Services

Coast Community Connections' Ageing and Disability Services (ADS) provides support to older people and people with a disability, helping them maintain an active, independent lifestyle. This includes providing support directly to clients, carers and their families across the Central Coast.

Services are provided under the following funding arrangements:

- Compacts
- Commonwealth Home Support Programme
- Home Care Packages
- National Disability Insurance Scheme
- Regional Assessment Service
- Fee for Service
- Safe and Supported at Home

Types of supports provided by the Ageing and Disability department include:

- Support coordination
- Assistance with household tasks
- Community access and social support
- Facilitation and assistance to achieve individual goals
- Meal preparation
- Medications monitoring
- Respite
- Advocacy

Home Modification and Maintenance Services

Coast Community Connections has over 20 years' experience delivering quality and affordable home modification and maintenance services to the ageing and disability sector.

The Home Modification and Maintenance Services department (HMMS) offers a range of building services, specifically to older people and people with a disability, improving safety, accessibility and independence in and around their own homes.

Services can include:

- Installation of shower grab rails
- Installation of access ramps and handrails
- Window cleaning
- Gutter cleaning
- Bathroom renovations
- Door widening for wheelchair access
- Lawn and garden maintenance
- Installation of appropriate lever tap sets or lever door handles
- Other handyman services such as carpentry and plumbing

Coast Childcare Centres

Coast Childcare Centres operate across the Central Coast at Woy Woy, Point Clare, Gosford and Kariong. In 2021/22 services were provided to over 929 families across various program offerings, including:

- Before and after school care
- Vacation care
- Long day care
- Early education

Coast Youth Service

Coast Community Connections' Coast Youth Service is a counselling and casework service delivering support and assistance to young people and their families. Through assessment and early intervention, our Counsellors and Case Workers can assist young people to develop new coping skills and strategies, as well as linking young people to a range of appropriate support agencies to match their individual needs. Services include:

- Information, advice and referral
- Case management and case work
- Skill focused groups
- Personal development programs
- Community events and engagement
- Education
- Counselling
- Brief Interventions
- Therapeutic group work
- Alcohol and other drug education and information sessions



Ageing and Disability

Coast Community Connections Ageing and Disability Services has remained committed to strive to deliver safe high-quality in-home care support and services for older people and people with a disability who reside across the Central Coast. Our team works collaboratively with Clients and other stakeholders to ensure best practice, identify Client strengths and goals while promoting and supporting independence.

The Ageing & Disability Services programs include:

- **Home Care Packages:** Eligibility for a Home Care Package is through My Aged Care (MAC) and a comprehensive assessment with the Aged Care Assessment Team (ACAT). Home

Care Packages are delivered across 4 Levels. Level 1 is for basic care needs whereby someone may only need some assistance with their cleaning to Level 4 for high care and support needs. Everyone has care and support needs unique to their situation and ACAT determine the appropriate level to best meet their goals. As things change, ACAT can reassess for higher level packages. Our Service Coordinator's collaborate with Client's, their family or carers and other stakeholders to develop support plans that build on capacity and wellness to ensure Client goals are supported. Our team of Direct Care Workers deliver the direct care services that include domestic assistance, personal care, transport,



meal preparation, medication monitoring and social support, including shopping and advocacy. We work with brokerage agencies to support our Direct Care Worker team to ensure continuity of service. This has been an important relationship particularly during the COVID-19 Pandemic.

- **The Commonwealth Home Support Program (CHSP)** offers entry level services which equate to a Home Care Package Level 1 in funding. Eligibility is through My Aged Care and assessment completed with a Home Support Assessor working as part of the Regional Assessment Service (RAS). Services available include domestic assistance, personal care, transport, social support including shopping, meal preparation, flexible respite and goods, equipment and assistive technology, home modifications and home maintenance incorporating lawn and garden. The direct services are delivered by our team of Direct Care Workers again support by brokerage agencies. Our Trades Officers are supported by contractors to deliver modifications and maintenance works.
- The **National Disability Insurance Scheme (NDIS)** provides support to people with a disability through their individual plans. Our team offer Coordination of Supports to assist with linking to informal and formal services to assist each Participant to meet their goals. Our team of Direct Care Workers provide assistance with daily living activities, assistance with self-care activities and assistance with social and community participation.
- **ComPacks** - Community Options Australia which Coast Community Connections works with as part of a consortia, re tendered for ComPacks and unfortunately, they were unsuccessful, and Coast Community Connections no longer provide ComPacks. The Safe and Supported at Home (SASH) program was part of this tender.
- **The Regional Assessment Service (RAS)**, a part of the Community Options Australia consortia. Our team of Home Support Assessors undertake assessments for the Regional Assessment Service as part of My Aged Care across two regions, the Central Coast and Hunter including the Upper Hunter. The team

assess for eligibility for services provided under the Commonwealth Home Support Program and where available link clients directly for service provision. The COVID-19 Pandemic has had the most impact on this service with assessors moving from face-to-face assessments to telehealth.

2021-2022 was a year of success and challenges for the Ageing and Disability Services team. The COVID-19 Pandemic continued to impact the way in which our business unit operated and how we delivered our services. Flexible working arrangements continued for continuity of service, with the Service Coordination and Administration teams at times, working remotely.

The Home Support Assessors were able to continue to offer telehealth assessments dependant on Client preference. Face to face assessments in place if requested. The team reported their most significant challenge has been service providers across the Central Coast and Hunter having limited to no capacity to accept referrals for high demand supports. These include domestic assistance, lawn and garden and Occupational Therapy assessments.

Flexible arrangements remained in place for the Commonwealth Home Support Program meaning funding can be moved across all service types. This was first introduced by the Department of Health at the beginning of the Pandemic.

Daily "Teams" health check ins continued and Rapid Antigen Testing was introduced to ensure Pandemic protocols were met. The team's commitment to these daily practices is to be acknowledged. We have strived for and delivered best practice for all stakeholders. No Client to staff or staff to Client infection recorded. This is evidencing the team are committed to a safe work environment for all. Clients continued to accept services reassured these safety protocols are in place. Over the past six months, the Central Coast did see high case numbers of both COVID-19 and Influenza. ADS did experience high numbers of staff illness during this time which impacted service delivery. The team worked with Clients to request flexibility with service days/times to ensure they received their service.

There have been many media stories and reports of the significant shortage of aged care workers across Australia. CCCL has not been immune to these shortages. Rolling recruitment is in place for Direct Care Workers and have engaged three new team members over the past year. ADS has managed this challenge by thinking outside the box, working closely together, being creative and working to the CCCL Values.

The Ageing and Disability Services team includes:

- 1 x Manager
- 3 x Service Coordinators
- 2 x Administration Officers
- 14 x Direct Care Workers
- 4 x Home Support Assessors

Annual Service Statistics

Regional Assessment Service	Assessments
Central Coast	604
Hunter incorporating Upper Hunter	1184

Program	Service	Hours
NDIS	Direct services	3076
Commonwealth Home Support Program	Personal Care	837
Commonwealth Home Support Program	Domestic assistance	3002
Commonwealth Home Support Program	Social Support	644
Commonwealth Home Support Program	Transport	54 trips
Commonwealth Home Support Program	Flexible respite	104
Commonwealth Home Support Program	Goods, equipment and assistive technology	Value \$1440.00
Home Care Package Level 1	Care Management	13
Home Care Package Level 1	Direct Services	248
Home Care Package Level 2	Care Management	81
Home Care Package Level 2	Direct Services	5145
Home Care Package Level 3	Care Management	145
Home Care Package Level 3	Direct Services	6798
Home Care Package Level 4	Care Management	72
Home Care Package Level 4	Direct Services	4831

Home Modification & Maintenance Services

Home Modification and Maintenance Services (HMMS) are available to people across the Central Coast to support them to live independently. The services are available for those who have been assessed as eligible through My Aged Care under the Commonwealth Home Support Program, the National Disability Insurance Scheme, the Safe and Supported at Home program or as fee for service. Home Care Package recipients can access these service through their package funds.

Home Modifications our Trades Officers and contractors work together with Occupational Therapist's to ensure modifications are undertaken in line with recommendations for the best outcome for Client's.

Services include but are not limited to:

- Bathroom Modifications
- Kitchen Modifications
- Handheld shower
- Ramps
- Widening of openings
- Grabrails
- Handrails

Our service and team are available to assess and quote any work or project that support and promotes someone's independence and safety.

Home Maintenance services are varied and assessed on safety and access.

Services include but are not limited to:

- Gutter cleans
- Window cleans
- Plumbing



- Electrical
- Carpentry repairs
- lawn mowing
- Garden tidy ups.
- Tree trimming

Our dedicated team of Trades Officer and contractors provide a diverse range of services. They work collaboratively with Client's, Carers, family members and a range of Allied Health Professionals.

The HMMS team can provide services at a subsidised rate to those who have been assessed as eligible through the Commonwealth Home Support Programme (CHSP). The National Disability Insurance Scheme (NDIS) also fund home modifications. Services are also provided to clients accessing Home Care Packages (HCP) and SASH Program (Safe and Supported at Home).

Our team can provide these services for those who are eligible for a subsidies service. What makes our team stand out is reputation, cost and quality.

The 2021- 2022 was a busy year for the team. New premises were acquired at Somersby. The factory has been fitted out to meet the needs of the team. Somersby was chosen as a central point to access all areas of the Central Coast.

The COVID-19 Pandemic has changed the way our team carries out it's business. The Trades Officers have adjusted to additional Personal Protective Equipment when working inside Client's homes. The are doing a daily health check in and have introduced Rapid Antigen Testing.

The Home Modifications and Maintenance team includes:

- 1 x Building Works Supervisor and Coordinator
- 2 x Service Coordinators
- 3 x Trades Officers
- 40 x Subcontracted trades local businesses further supporting employment and highest quality service delivery in a cost-efficient manner to our clients across the Central Coast.

All staff and contractors are fully qualified, national criminal history and working with children cleared and carry identification.

Annual HMMS Service Statistics

Service	Services completed
Home modifications	550
Home maintenance	794
Home maintenance - lawn	2305
NDIS modifications	12
SASH modifications	8
Commercial	28
Internal Home Care Package	20

Coast Youth Services

Coast Youth Services supports young people and their families on the Peninsula and Gosford areas of the Central Coast. We provide case management, counselling, group programs and information/referral services based upon assessed needs and we liaise with other services to ensure a wraparound provision of support services. We work in collaboration with include the local school community, health services and Police to ensure our young people and their families receive support that will prevent and/or address hardship in relation, but not limited, to domestic violence, education, isolation, addiction and abuse/neglect.

With State Government funding through the Department of Communities and Justice as well as the Federally funded Primary Health Network, Coast Youth Services provides a no cost service delivering case management and counselling support to young people aged between 12 and 24 years of age and their families. Highly experienced and qualified counsellors and caseworkers provide trauma informed, strengths-based interventions, education, and support to those aged between 12 and 17 years and we have alcohol and other drugs specialist on staff who provide early intervention, education, relapse prevention and post treatment support for those aged 12 and 25 years. We are committed to helping young people and their families to have access to community supports and resources and to have improved relationships while managing problematic substance use.

We work with our partners to provide services at these locations:

- Brisbane Water Secondary College – Woy Woy
- Brisbane Water Secondary Collage – Umina
- North Gosford Learning Centre

- Police Citizens Youth Centre - Umina
- Our own dedicated counselling building at 1 Ross Street, Woy Woy

Our team assists young people to:

- Remain engaged in education or employment
- Stay connected with their families
- Gain knowledge and skills to make positive life choices and achieve goals
- Overcome barriers or circumstances that have a negative impact in their life
- Establish a sense of community through links to local services

The services we provide to young people include:

- Counselling
- Case management and case work
- Alcohol and Other Drug education and information sessions
- Brief interventions
- Therapeutic group work
- Life skills focused groups
- Personal development programs
- Information, advice and referral

We also assist parents and carers by providing:

- Counselling, support and information for understanding the challenges their family face
- Resources and referrals to community services that meet the family's needs
- Education on strategies that improve their communication and relationships with their children

Other positive outcomes for Coast Youth Services this year are:

- Staff continued to develop group programs for schools in relation to alcohol and other drugs, vaping, anger management, general issues relating to young people and are now expanding the Love Bites program (school program that covers respectful relationships). This expansion will incorporate more recent research into aspects of coercive control, how to recognise and address it. It is planned that this program will be adapted to accommodate younger children (aged 11-12 years) in the late stages of primary school in order to develop awareness prior to their introduction to secondary school.
- Parents / carers of Youths engaging with the team for parenting and trauma support.
- The Community Drug Action Team grant application was successful and the team is working with the local school community to support an Art Competition that students and local youth can participate in and express their exposure to, and impact of, drug and alcohol use. The Coast Sesh Podcast is now up and running. Young people impacted by AoD have been interviewed (anonymously) as well as a local AoD support professional and a survivor with lived experience.

Feedback for the service:

“This service has been nothing short of amazing. The guidance, information and strategies provided have given me a framework for supporting family. Having a non-judgemental place to talk for myself while my grandson is also supported by the youth counsellor has had a positive effect on my mental health and capacity to cope with a very complex situation. The service has connected 3 generations to support and allow us to work for the best outcomes of the child concerned. The very best thing is if they say they will follow up or provide anything they follow through within a day. I would not have been able to keep working if it wasn't for the weekly sessions.”

“It's free! It was quickly accessible, the counsellor was truly interested in me and adapted quickly when they realised my neurodiversity needed to be taken into account.”



Coast Childcare Centres

Coast Community Connections Child Care Sector has been a top provider of quality Education and Care across peninsular areas of the Central Coast for over 45 years. With our long-standing footprint in the Education and Care sector, we continue to build on our networking capacity amongst our local schools and the community and provide affordable high - quality Education and Care.

Our Educational team pride itself on developing quality Education and Care environments where children and their families feel supported and respected, and children learn, grow and develop through trust, nurturing relationships, diverse play and quality experiences within our caring community as a not-for-profit community-based educational service providing quality care arrangements that are safe, educational, inclusive, and affordable to meet the needs of vulnerable and disadvantaged families and support them returning into the workforce.

One of our over-arching aims is to support children to be confident learners and communicators through a quality care environment, play-based learning experiences focusing on Nature Play and Natural resources where possible, nurturing relationships, and an inclusive educational programme based on the Early Years Learning Framework and the My Time our Place Framework.

Reflecting on the year that's been! Over the past twelve months, our team and community have overcome and welcomed new challenges, like change management, floods, Increased utilisation, rising costs and Quality assessment Visits. The Education and the community sector have continued to navigate through the ongoing impacts Covid-19 Pandemic and workforce

“Children are more than we think they are; they can do more than we think they can do. All they need is a vote of confidence from grownups, whom they will ultimately replace anyway. Their dream today will become the realities of tomorrow.”

Wess Stafford

shortage which has exasperated the high staff illness and isolation requirements. Furthermore, the team always showed an unwavering dedication to our communities and worked through these challenges with one central idea “ensuring we are supporting families and young children in our community”.

From the management team, we have shown recognition and appreciation and thanks to our dedicated families and our diverse team of employees and volunteers that continuously make our services a place of choice for families and future employees on the central coast.

Staff retention and up-skilling have been a high priority this year, and we have retained all long-standing staff and supported many of our colleague’s transition to maternity leave and new employees to the profession. The growth in attendance across services in 2022 has meant we have increased our employment in additional permanent and part-time employees. We now have such a spectacularly diverse team with many workers from Aboriginal, Korean Chinese and Hindu Backgrounds building on our diversity and cultural safe workplaces. Moreover, we have optimised professional knowledge, skills, and values in our cultural journey as professionals and as an organisation.

Our staff are highly qualified, professional, friendly, reliable, and dedicated to providing the highest possible standards of care.

Child Care is committed to upholding the UN Rights of the Child, aiming to protect all children from harm, respecting their dignity and privacy, and safeguarding and promoting every child’s wellbeing.

Are programs and Educators showing respect and treating all children as individuals with distinct emotional, learning, and behavioural strengths and needs? Additionally, we must take time to ensure children’s self-esteem is nurtured by providing a peaceful, loving, and predictable environment enabling children to grow at their own pace and creating for some a safe sanctuary.

Our team continue to be devoted to inclusion and celebrating diversity, recognising that everyone has their own culture, beliefs, values, and strengths contributing to our rich and diverse community. And as a leading professional service, we will continue to embrace, advocate for, and invest in the rights of all children to access and actively participate in our programs and have a sense of belonging at coast community connections.

Fallon Davis and Loren Sultana



Before and After School Care

Our Before and After School Care Services, for the second consecutive year, have kept our fees at an affordable rate whilst providing quality care to school-aged children between the hours of 6:30am-6:30pm. Our service delivery, in line with our childcare strategic plan, continued meeting the needs of numerous working families on the Central Coast. Whilst families and children have re-engaged in the workplace and education system, we have offered both casual and permanent places, with most of our children attending continuously from week to week, providing one of the most significant supports to the community and workforce. Our Educational Leaders are highly recognised for their quality care as well as the development and implementation of our educational programs in each service. Our Before and After school care services have also engaged in the Services NSW Bas reform Vouchers Scheme and have accepted 437 Vouchers to date and reported on 11,000 sessions of care.



Vacation Care

Our Vacation Care Program is offered from our Gosford, Peninsula and Kariong service locations and caters for all school-aged children and their families requiring care during the school holiday period. Our Vacation Care Program is created through feedback and suggestions from families, children, and Educators. It consists of a variety of exciting excursions and incursions;

we have re-engaged in more external excursions and community outings as we move forward from the 2021 lockdown. Over the past 12 months, Vacation Care enrolments have steadily increased across services and are continually growing to pre covid numbers.

Some of our Most Popular Vacation Care excursions and inhouse activities for 2021/2022 included:

- Kariong Parklands and Eco Gardens
- Community visit from Gosford Police and NSW Fire
- Newcastle Museum
- Ice Skating
- Laser Tag
- Tree Tops
- Clip and Climb

Gosford Before and After School Care

This year the Gosford service relocated from the school Hall to 2 new additional spaces. This was due to water damage of the school hall which occurred in April and to support the considerable increase of enrolments. We have been collaborating very closely with the school community, attending their “coffee chats” and BBQ’s, we are building and maintaining those close relationships. Current licensing requirements were adjusted due to the substantial increase of new enrolments. Many of these enrolments were families enrolling for Vacation Care, coming from other services and organisations. We are proud to say majority of these new enrolments came from word-of-mouth referrals from current families, with many children coming from a different school, who have their own on-site Vacation Care. When families were asked to provide feedback about why they enrolled, the majority stated that the program at Gosford stood out against the other Vacation Care services in the area. This positive feedback has been very reassuring for Educators, who work hard to provide an engaging and fun program for children of all ages. Our bookings in Vacation Care have risen by more than 33% in six months, with over 60 children attending most days. We believe these bookings will increase over the next 6 to 12 months.

We are committed to continuous improvement we encourage and welcome feedback from families and the community. Within our service, we have a reflective questions area, for families to provide feedback based off the weekly question. These questions allow Educators to reflect and make necessary changes based off the feedback. All questions relate to the National Quality Standards and are written specifically for our program and practice.

“Amazing care and supportive, communicative staff. I could not have asked for a more supportive environment. The staff know my son and give him the support he needs to develop life skills. Also, great communication from staff.”

The Nominated Supervisor and Educational Leader of our service have been working closely with Inclusion Support, to ensure our program and practice is inclusive for children of all ages, needs, and skill levels. Some areas we have focused on are incorporating Indigenous practices into our daily program, whilst remaining authentic. Inclusion support have provided great feedback about our practices, praising us for imbedding different cultures within the program through resources, food, story times and games. We are also working with Inclusion Support to continue providing a space that is safe and welcoming for children with additional needs. We have received positive verbal feedback from families of children with additional needs, praising Educators for ensuring their children feel safe and welcome within our space.

Peninsula Before and After School Care

Peninsula Before and After school care has been collaborating with various schools in the area to engage new families into the service. Woy Woy BASC have had a significant influx of new enrolments over the last few months, drawing from other schools in the community. We have been working closely with Woy Woy South school. Our largest cohort, of over forty children, attend our service from this school on most days.

This year, with the expansion of new enrolments and families giving feedback regarding holiday programs, has allowed us to plan for a wonderful Vacation care program. Unfortunately, though, due to the rising costs of living, we have had to pass on these costs to families with a fee rise. Although there are challenges with increasing the fee for Vacation care, we are nonetheless endeavouring to build great Vacation Care experiences and programs for the families' children.

During 2022, we have had the privilege and experience of a great Educational Leader who supports all Educators and children in the service. As she mentors other Educators this allows them to gain knowledge around planning and programming processes. This has fostered success with the Educators and allowed for a collaboration of the children's ideas and suggestions to be included within the programs. The team has also participated in various community events For example, NAIDOC week, this year we participated in a Food drive for Mingaletta as part of our NAIDOC Week Celebrations. Special Event Planning has allowed us to engage, educate and share these interesting days with the children.

We have also been working in collaboration with Inclusion Support to gain some input around how to help engage children with additional needs into the service to feel safe and supported. We continue to receive positive feedback from families regarding their children's experience within the Centre.

“Since my daughter has been here, Denyelle has always been amazing with Brooke. If I need anything Denyelle always gets back to me in a timely manner. Denyelle ensures everything is organised and Brooke feels great about being a part of this centre she gets to learn and play and help others. The photos are amazing and the information on what they do in the morning and how it is helping children is cool”.

Point Clare Before and After School Care

Point Clare Before & After School Care has had an extraordinary number of changes this year. One challenge that the service has managed this year is the constant relocation of the BASC on the school grounds. This was due to the extensive flood damage the hall space sustained in March 2022. However, this has not stopped our staff's dedication and enthusiasm for providing quality child-care. Indeed, given this year's logistical challenge, the service has thrived and maintained resilience all the while increasing community capacity.

Despite limited space and the relocation disruptions, Point Clare Before & After School Care has received a significant upsurge in new enrolments in 2022. This service has continued to perform and grow to become the largest Before & After School Care service under Coast Community Connections, introducing over 35 new families to the service this year alone.

The staff, children and families have been exceedingly kind, adaptive and always prepared for whatever challenges meet them. The Point Clare Staff, children and families are eagerly awaiting the relocation back into the newly refurbished hall space. Starting Term 4 2022, Point Clare BASC will return to a new hall floor, new playground, and new AstroTurf. The service will also benefit from additional fresh resources for the children to enjoy. Everyone is keen to return to the hall space to start the highly anticipated sustainability projects, "Return & Earn collection bins, and a "Food Bank" created by the service's families for local community groups in-need. Point Clare BASC is continually receiving wonderful feedback from families which further drives and motivates our team every day.

"The educators at Point Clare are fabulous - always so welcoming, happy to chat, greet the children. Madeline cannot do enough for me as a parent. Sharon & Svetlana are also very accommodating. You can tell they all care for the kids. Great centre! Thank you"

Kariong Before and After School Care

The Kariong BASC building is a beautiful light filled space which is enveloped by large picture windows. This provides incredible natural light and promotes a warm welcoming safe space for the children to hone their curiosity and creativity. Kariong OOSH is situated on the edge of the school oval delivering stunning natural vistas. This outdoor space contains a climbing gym, sand pit, covered outdoor area with tables and benches, a basketball court, and a soccer oval. This area provides the children with many options to spend time playing an assortment of ballgames, soccer on the oval, shooting hoops on the basketball court, playing handball, and various other games and an opportunity to perform creative art projects outdoors.

Over the course of this year, Kariong has experienced a marked increase in growth of the number of enrolments, often requiring an extra team member in the afternoons.

We have continued to further develop and foster positive relationships with the school. Our space is often shared by the school during the day when it is not in use by OOSH, thereby continuing our progressive collaboration.

"David and I were impressed with the centre. You do an awesome job, super engaging and always positive and smiling; Thank you always. I will make sure Julia goes on school holidays. I always need care on school holidays."



0-5 Long Day Care Service

Coast Childcare's 0-5 Long Day Care at Woy Woy continues to successfully implement the Long Day Care structure set up in November 2021. With operational hours of 7.30am-6.00pm for 24 Children per day, the Centre is currently operating at full capacity with 43 children currently enrolled, attending between 1 and 5 days per week. Currently we offer places for 4 children aged 0-2 years, 10 children aged 2-3 years, and 10 children aged 3-5 years.

Our shared environment allows for mixed age groups, this provides opportunities for younger and older children to learn from each other. With older more competent children modelling leadership and supporting developing younger children. Each child can play and learn at their own pace.

A developmentally appropriate program based on the children's interests and ideas is offered. Topics explored this year have included The Body and our Senses, Mythical Creatures from around the World, Space, STEM activities based on Fairy Tales, Plants and Community Helpers.

We also implemented four main Intentional Teaching programs throughout the year

Our Arts Program "The A-Z of Art, focussing on Materials, Tools, and Techniques as well as focus artists for each letter of the alphabet.

Our Music Program explores the Musical Concepts of Timbre, Pitch, Tempo, Duration and Dynamics, as well as exploring body awareness, percussion and other instruments, auditory discrimination skills, exploring music of different genres and cultures and exploring movement and dramatisations through music.

Our Fundamental Movement Program focuses on a different Fundamental skill each month including leaping, skipping, catching, side sliding, stationary dribble, striking, kicking, under arm and over arm throwing, jumping, running, galloping, and hopping. These skills will be developed through structured games and free play.

Our Health and Wellbeing Program focuses on 5 key areas, Health and Hygiene, Safety, Child Protection and the Rights of the Child, Emotional Wellbeing, and Nutrition.

We also explored Community and Environmental days such as Chinese New Year, World Whale Day, International Day of the Forest, ANZAC Day, World Elephant Day, National Science Week, Reconciliation Week and NAIDOC Week.

We are reconnecting with local community, initiating a Food drive for Mingaletta as part of our NAIDOC Week Celebrations. Visits to the School for Seniors to share our Book Week dress up parade. Participating in the Wonder Bread Bag collection program in conjunction with the School for Seniors, and the Umina Fire Brigade presentation at the Centre. We also participated in the Central Coast Health "Move like a Mariner Program" with the children participating in a range of Fundamental Movement experiences over a six-week period, the Centre received a large pack of gross motor equipment as part of this program.

Our staff continues to work positively with passion and dedication alongside the continual pressures associated with COVID 19. A successful recruitment drive over recent months has us welcoming 3 new Educators to our team. The service recently celebrated Early Childhood Educators Day with many beautiful notes of appreciation from families including "We are living our best lives, with your help. Thank you for all your love and care."

"Beautiful community centre; Never been happier! My daughter was quiet and barely even spoke before attending this day-care. My daughter is now counting, singing, recognising colours and speaks so well! She is always happy going to school and still has a huge smile when I pick her up. I think all the teachers that work there are all wonderful, very caring, nurturing, very helpful and welcoming! Thanks for being so great"

Community Awareness and Engagement

- Engaging with the Department of Education
- Nadioc Week through a community capacity building.
- Supporting the children’s health and development with a visit from The School Dentist and Steps Vision testing
- Developing the children’s motor skills through the Central Coast Heath initiative “Munch and Move”
- Supporting community organisations with awareness days such as Red Nose Day, Biggest Morning Tea.
- Continuing to make connections with members of our local Indigenous Community as we work to embed an Indigenous perspective throughout our program and environment.
- Collaborating and engaging with external providers during vacation care to provide educational experiences.
- Collaborating with Ku Inclusion Support Service to evaluate and review our current inclusion practices and ensure we are always delivering an inclusive service model.
- Networking with External OOSH leadership teams and networking in the central coast
- Ourimbah TAFE and university careers teams.

Client Journey

Gosford BASC services aim to provide an inclusive and welcoming space for all children. One family’s journey began with us when they enrolled in Before and After School Care, to provide their child the opportunity to socialise and grow in an environment with endless opportunities. Our service aims to provide an environment that is not only engaging, but focuses on the child’s skills, strengths, and interests so that she can thrive. Since the family has started at the service, the child who has an Autism Spectrum diagnosis and other additional needs has shown great improvement in her social skills and ability to work through conflict and regulate her own emotions. All educators have prioritised forming a respectful and trusting relationship with her, so that she feels safe, secure, and supported. The Educators have developed a rapport and engaged her by including her special interests in activities and educational opportunities. In such a short amount of time, she has met so many of her goals, and we are excited to continue to support her throughout her journey with us

“Bella has also been teaching me a song she has learnt from childcare “See the little bunnies sitting all in a row...” it’s good to see she is bringing learning home! Thanks for everyone’s support for Bel at childcare. She enjoys going, being social and learning there”.

We asked families to contribute to our Reconciliation Week project, “What we love about Darkinjung Land” by sending in photos of things their families enjoy doing in our local area.

“It’s great that the children will start learning about Reconciliation at such a young age.



Assessment and Rating

- Gosford – Meeting
- Peninsula – Meeting
- Point Clare – Meeting
- Kariong – Assessed in September 2022 and awaiting results



Annual Service Statistics

Service	Total attendances 2020-2021	Total attendances 2021-2022	Number of children	Number of families
Gosford Before School Care	3035	3762	71	52
Gosford After School Care	7012	7848	113	87
Gosford Vacation Care	1931	1911	163	81
Kariong Before School Care	562	2026	45	28
Kariong After School Care	888	3602	78	66
Kariong Vacation Care	74	660	86	73
Peninsula Before School Care	3931	4558	95	56
Peninsula After School Care	6338	7129	144	108
Peninsula Vacation Care	2387	2204	184	128
Point Clare Before School Care	4615	5410	92	70
Point Clare After School Care	8712	9601	146	121
Peninsula Long Day Care	2360	5575	75	59



Responsible Entities' Report 30 June 2022

The responsible entities present their report, together with the financial statements, on the consolidated entity (referred to hereafter as the 'consolidated entity') consisting of Coast Community Connections Limited (referred to hereafter as the 'company' or 'parent entity') and the entities it controlled at the end of, or during, the year ended 30 June 2022

Responsible entities

The following persons were directors of the company during the whole of the financial period and up to the date of this report, unless otherwise stated:

- Sharryn Brownlee
- Ross Barry
- Amanda Rogers
- John Millard
- Sophie Stokes
- Joanne Tracey (Appointed February 2022)

Principal activities

The company is incorporated to undertake the following activities:

- Provide life-changing community services caring for people from all walks of life across the Central Coast;
- Coordinate and provide home care services to frail aged people, people with disabilities and their carers;
- Provide home modification and maintenance services to facilitate independence and longevity for aged and disability to remain in their own home;
- Provide case management and counselling and youth support service supporting youth and their families; and

- Provide childcare services including long day care, before and after school care and vacation care.

Significant changes in the year

The company relocated its head office operations including management, administration, business support, finance, aged care, and disability services from Woy Woy to a new centrally located premises at Ourimbah NSW.

Operating results

The consolidated surplus after providing for income tax amounted to \$375,006 (2021: \$1,512,520 surplus).

Objectives

The company continues to pursue its objectives of providing community welfare activities, youth and family services, counselling, home modifications and maintenance, childcare and children's activities, adult education, and support and assistance to frail, aged, disabled and other Australians through its community aged care and disability programs.

Short Term Objectives

- To meet the essential needs of the community in this COVID-19 environment while ensuring our clients and our staff health are treated at the highest priority in all that we do;
- Extend the reach of community welfare and youth services and aged care assistance;
- Address sector-wide workforce shortages by ensuring wellness training, flexible working conditions, environment as well as reward and recognition for employees is best practice
- Reinforce staff engagement and accountability and develop our team skills and resilience; and

- Manage the Company's resources to ensure the ongoing financial viability of the Company.

Long Term Objectives

- To provide life changing community services caring for people from all walks of life across the Central Coast;
- Deliver high quality, accessible and affordable care that has life-changing impact on people from all walks of life but particularly those living in adversity;
- Services that have a focus on providing positive impact, improve quality of life and wellness for families and youth across the Central Coast;
- Offer a safe, diverse workplace where our people are valued, empowered and deeply proud of their organisation. To ensure our people are committed, engaged and advancing the welfare of all stakeholders;
- Build and leverage our brand and financial strength to provide certainty and grow our footprint on the Central Coast;
- To continue providing targeted and accessible early intervention services and programs that are of high quality and affordable; and
- Balanced and sustainable growth of the Company's operations including financial resources to achieve our Purpose and ensure a high impact, much valued community resource.

Strategy for achieving the objectives

To achieve these objectives, the Company has adopted the following strategies:

- Reinforce the Company's vision, purpose and values to all stakeholders at every opportunity;
- Implementation of 2019-2024 Strategic Plan;
- Measure and assess social impact. Differentiate our services, focus our resources on high impact areas;
- Strengthen staff engagement and accountability. Develop our teams' skills and resilience;
- Develop our brand. Broaden our funding sources. Make disciplined decisions to build scale in targeted areas;

- Maintain and grow strong organisational partnerships ensuring much needed care solutions;
- Forecasting and measuring income and expenditure expectations based on prior results and identified industry and local trends;
- Communicate with people at all levels of the organisation;
- Review and reduce where possible current unit costs; and
- Undertake regular training for Board and Management.

Events subsequent to reporting date

Subsequent to year-end, the board of directors has voluntarily initiated a review of the internal operations, policies, and protocols of the company. These reviews include, but are not limited to, procurement and probity (including related party transactions), asset management (including asset acquisition and retirement), and human resource management. These reviews are anticipated to occur over the next twelve months and include utilising internal and external expertise.

No other matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect the consolidated entity's operations, the results of those operations, or the consolidated entity's state of affairs in future financial years.

Future developments

Disclosure of information regarding likely developments in the operations of the company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the company.

Environmental issues

The directors believe the company has complied with all significant environmental regulations under a law of the Commonwealth or of a state or territory.

Dividends

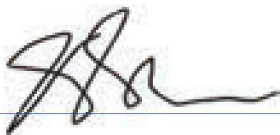
The Corporations Law prohibits a Company Limited by Guarantee from paying dividends.

Auditor's independence declaration

A copy of the auditor's independence declaration is set out immediately after this responsible entities' report.

This report is made in accordance with a resolution of the responsible entities

On behalf of the responsible entities



Sophie Stokes, Director

19 September 2022



Ross Barry, Director

Financial Summary Report 2021-2022

Statement of profit or loss and other comprehensive income for the year ended 30 June 2022

Revenue	2022	2021
Grants received	1,601,524	2,208,850
Other government contributions	3,677,375	4,626,964
Service user contributions and fees	2,113,787	1,807,855
Interest and other income	90,335	107,829
Net gain on disposal of property, plant and equipment	49,124	-
Total revenue	7,532,145	8,751,498
Expenses		
Advertising expenses	(725)	(26,872)
Cleaning and sanitation expenses	(27,243)	(44,276)
Computer expenses	(129,247)	(167,144)
Depreciation and amortisation expenses	(171,022)	(63,922)
Employee benefit expenses	(3,867,215)	(4,132,346)
Insurance expenses	(216,045)	(136,677)
Legal fees	(278)	(16,334)
Motor vehicle expenses	(36,265)	(34,493)
Printing, postage and stationery expenses	(18,983)	(28,508)
Rent, rates and utilities expenses	(123,368)	(182,469)
Repairs and maintenance and replacement equipment expenses	(11,554)	(19,779)
Service user consumables and services expenses	(2,233,357)	(2,324,732)
Other expenses	(321,837)	(287,676)
Total expenses	(7,157,139)	(7,465,228)
Surplus before income tax expense	375,006	1,286,270
Income tax expense	-	-
Surplus after income tax expense for the year	375,006	1,286,270
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss	-	-
Gain on revaluation of property	-	226,250
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	375,006	1,113,862

Statement of financial position as at 30 June 2022

Assets

Current assets	2022	2021
Cash and cash equivalents	8,265,592	8,507,214
Trade and other receivables	494,151	423,149
Financial assets	5,000	5,000
Other	97,737	148,331
Total current assets	8,862,480	9,083,694

Non-current assets

Financial assets		
Property, plant and equipment	1,925,195	1,447,956
Intangibles	-	-
Total non-current assets	1,925,195	1,447,956
Total assets	10,787,675	10,531,650

Liabilities

Current liabilities

Trade and other payables	324,263	355,198
Borrowings	0	0
Employee benefits	558,973	580,110
Provisions		
Other	1,574,572	1,870,913
Total current liabilities	2,457,808	2,806,221

Non-current liabilities

Employee benefits	80,357	68,242
Other	321,031	103,714
Total non-current liabilities	401,388	171,956
Total liabilities	2,859,196	2,978,177
Net assets	7,928,479	7,553,473

Equity

Reserves	730,014	730,014
Retained surpluses	7,198,465	6,823,459
Total equity	7,928,479	7,553,473

Statement of cash flows for the year ended 30 June 2022

Cash flows from operating activities	2022	2021
Receipts from grants, clients and customers (inclusive of gst)	7,240,422	8,726,010
Payments to suppliers, clients and employees (inclusive of gst)	(7,319,649)	(7,744,349)
Interest received	1,549	2,904
Interest and other finance costs paid	(24,582)	(8,101)
Receipts from government COVID 19 stimulus measures	229,028	559,193
Net cash from/(used in) operating activities	126,768	1,535,657
Cash flows from investing activities		
Payments for investments		
Payments for property, plant and equipment	(299,446)	(452,803)
Proceeds from disposal of property, plant and equipment	50,273	
Net cash from investing activities	(249,173)	(452,803)
Cash flows from financing activities		
Repayment of borrowings		
Net cash used in financing activities		
Net increase/(decrease) in cash and cash equivalents	(122,405)	1,082,854
Cash and cash equivalents at the beginning of the financial year	8,387,997	7,424,360
Cash and cash equivalents at the end of the financial year	8,265,592	8,507,214



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Unit 1, 1 Pioneer Avenue
Tuggerah NSW 2259

- OFFICES**
- Sydney CBD
 - Drummoyne
 - Erina

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AUDIT PTY LTD
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ALL CORRESPONDENCE
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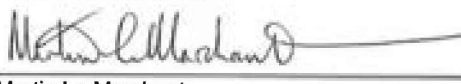
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**INDEPENDENT AUDITOR'S DECLARATION
TO THE MEMBERS OF
COAST COMMUNITY CONNECTIONS LIMITED**

We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm	Bishop Collins Audit Pty Ltd Chartered Accountants
Name of Registered Company Auditor	 Martin Le Marchant
Auditor's Registration No.	431227
Address	Unit 1, 1 Pioneer Avenue, Tuggerah NSW 2259
Dated	19 September 2022



LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Directors: Glenn A Harris CA, Martin Le Marchant CA,
Johan Van Der Westhuizen CA

Associate Director: Cecille Capucac CA

Our Partners and Supporters

Accuro Homecare
 All About Kids Umina
 Counselling Services
 Aspect Primary School
 Australian Drug Foundation
 (Community Drug Action Teams)
 Australian Tax Office – Tax Help
 Benevolent Society
 Brisbane Water Local Area
 Command – NSW Police Force
 Brisbane Water Secondary College
 – Umina Campus (Years 7-9)
 Brisbane Water Secondary College
 – Woy Woy Campus (Years 10-12)
 Cancer Council for Australia's
 Biggest Morning Tea
 Cancer Council – Sun Smart
 Central Coast Ageing and
 Disability Association (CCADA)
 Central Coast Council
 Central Coast Leagues Club
 Central Coast Local Health
 District
 Central Coast P&C
 Central Coast Primary Care
 Network
 ClubSafe
 Coast Shelter
 Coastwide Therapy
 Community Options Australia
 Deepwater Plaza
 Department of Communities and
 Justice NSW
 Department of Community Services
 – Woy Woy and Gosford Offices
 Department of Corrective Services
 - Community Service Order Scheme
 East Gosford Public School
 Eat Smart Play Smart

Ettalong Bowling Club
 Ettalong Public School
 Gosford City Financial
 Counselling
 Gosford Family and Community
 Services
 Gosford Public School
 Horizons Family Services
 Integra
 Juvenile Justice
 Kincumber Neighbourhood
 Centre
 Kirsty Fantani – Early Years
 Learning Consultant
 KU Children's Services
 Lifeline
 Lisarow Primary School
 Mars Foods Australia
 Mary Mac's
 Mingara Leisure Centre
 Mingaletta
 Munch and Move
 Musicians Making A Difference
 (MMAD)
 Narara Primary School
 National Disability Insurance
 Agency
 North Gosford Learning Centre
 Nowack Ave Child Care Centre
 NSW Department of Education
 NSW Ministry of Health Partners
 in Recovery
 Peninsula Women's Health Centre
 Woy Woy
 Point Clare Public School
 READ Clinic
 Regional Youth Support Services
 (RYSS)
 Red Cross

Revenue NSW Work and
 Development Order Scheme
 Rotary Club of North Gosford
 Rotary Club of Woy Woy
 Rotary Club of Umina
 San Remo Neighbourhood Centre
 Sandpit Photos
 Schools as Community Centres
 Woy Woy
 St John's Services
 St Patrick's Primary School
 St Vincent de Paul Woy Woy
 The Entrance Leagues Club
 The Entrance Neighbourhood
 Centre
 The Glen Aboriginal Men's Rehab
 The Good Things Foundation –
 Seniors Internet Kiosk
 The Round Youth Health
 The School Dentist
 The Energy & Water Ombudsman
 NSW (EWON)
 Umina Beach Surf Life Saving Club
 Umina Child Care Centre
 Umina PCYC
 Umina Beach Public School
 Unifam Counselling & Mediation
 UnitingCare Mental Health &
 RAPT Team
 University of New South Wales
 Volunteering Central Coast
 Warruwi Gambling Help
 Wesley Legal
 Woy Woy Peninsula Community
 Child Care
 Woy Woy Public School
 Woy Woy South Public School
 Youth Connections
 Youth Interagency

Partners



Communities
& Justice



Education



