



ANNUAL REPORT

2019-2020

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## 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

## OUR VALUES

Respect  
Integrity  
Cooperation  
Commitment  
Creativity



# SNAPSHOT OF THE YEAR 2019-2020

20,563

HOURS

of ageing & disability  
support provided

Counselling &  
Casework

SESSIONS

2,054

1,705

home modification &  
maintenance clients

80

STAFF MEMBERS

74,872

visitors through the  
Peninsula Community  
Centre annually

6,555

VOLUNTEER

hours in 2019-2020  
financial year

CHILDREN CARED FOR

1,728



# PRESIDENT'S REPORT

I open my 2020 Annual Report with a heartfelt thank you to staff and board colleagues for an exceptional response to the worldwide pandemic, COVID-19. Thank you all but, especially CEO Bruce Davis, for it was his proactive initiatives that kept clients supported, staff employed and everyone safe in these incredibly challenging times. He quickly secured critical personal protection gear, IT and communications technology and implemented policies to keep all programs as operational as possible. His mantra of a “caring business” showed through once again. We have been praised by clients, partners, and funders for the way Coast Community Connections has been managed through the pandemic.

The above quote reminds us all that along with COVID-19, sector changes at Federal, State and Local Council levels continue, and they directly impact our organisation and the decisions we need to make. Never has there been a year where “values” needed to be upheld and “change” needed to be managed as carefully as in 2020 with the devastating impact COVID-19 has had on lives.

Congratulations to the CEO and senior management team who are meeting the organisation’s strategic and contractual objectives through operational excellence, using a consultative, but decisive leadership style with strong values that are also aligned to the local community. Staff are very responsive and flexible as ongoing sector reforms continue in aged care, the disability sector, (especially in the NDIS area), as well as in families and community programs. Thank you all.



## OPEN YOUR ARMS TO CHANGE, BUT DON'T LET GO OF YOUR VALUES

DALAI LAMA

We warmly welcome the new staff and thank staff who have left for the contribution they made and wish them well in their new endeavours.

Everyone works hard to ensure that CCCL continues to serve the community, building stronger foundations, embedding best practice, as well as making necessary changes to ensure sustainability and growth. Congratulations all, by ensuring a strong financial situation it enables the organisation to invest in programs and people to better meet current and future client and community needs.

CCCL ends the financial year once again in a sound financial position. Services and staff structures continue to be reviewed, ensuring we will be agile and responsive in all contract areas. Throughout all the changes there have been significant achievements that position the organisation positively for a sustainable future, making us flexible and adaptive in any future growth discussions. Congratulations to the Board FRAC committee, Finance and Management teams.

The Board uphold the highest level of governance and compliance through the excellent governance framework we operate in. 2019-2020 continued to see us revisiting programs, costs and viability as well as providing a level of surety and confidence always looking at sustainable growth, aligned to the Strategic Plan.

Directors all worked hard, engaging in the many new issues that the organisation faced through COVID-19, sector changes, accountability, and compliance changes as well as legislative changes. 2021 will see a further focus on Director

effectiveness surveys and keeping the Board Skills Matrix updated as we recruit future Directors aligned to CCCL's needs. All board members continue to undertake regular Board meeting evaluations.

The Strategic Plan is forward thinking, realistic and always family and community focused. We will revisit this in November 2020 and restate priorities and expand in areas where we know we can make a difference, such as Aboriginal programs, youth and gambling counselling services as well as in children's services and the aged care sector.

Thank you to Bishop Collins, Hicksons Lawyers, Brilliant Logic and the NSW Departments of Education, Health, Community and Justice as well as Brisbane Water Area Command Police, as your support has been greatly appreciated this year. We look forward to continuing working with you all as we continue to bed down the changes, strengthen foundations and continue to build a sustainable, viable organisation that will be here to continue to support the community well into the future.

There is shared commitment to respond to the challenges and seek new and complimentary opportunities where possible. I want to thank the whole team, Board, Management, staff and the community for their resilience, integrity, dedication, and determination to ensure Coast Community Connections flourishes and has a positive impact on our community.

**Sharryn Brownlee**  
President



## CEO REPORT

**A**s a community organisation we operate in a sector under increasing demands, where it is necessary to maintain a balance between caring and sustainable business practices in the delivery of quality community services that make a positive impact on people's lives.

Over the past 12 months we have seen major enquiries into financial, aged care, youth and disability sectors that have instigated reforms as this balance between caring and business has become misaligned and failed many who are vulnerable and most in need. These are significant reforms which will shape the sector over the coming years and decades.

This is where community based not-for-profit charities that have a

clear purpose aligned with values, good governance, management and sustainable best practices stand alone against commercial entities that are driven conversely by shareholder return. In saying this, it is equally critical that not-for-profit charities maximise efficiencies, become more agile in response to government policy and community needs, monitor culture and look outside of reliance on government funding to resource the needs of the community.

I am excited by the opportunities and challenges this presents and since being appointed CEO of Coast Community Connections Ltd (CCCL) in September 2018 the Board and I have focused on the development of our 2019-2024 Strategic Plan that aligns





## INFO TO BE SUPPLIED

with these requirements for sustainable growth in meeting community needs through our range of family-focused services.

To create caring, connected communities, we have redefined our purpose to align with the footprint that the organisation has been organically growing into, due to quality service delivery driven by community demand.

Our new purpose is clear, “Providing life changing community services caring for people from all walks of life across the Central Coast”.

Our strategic goals and priorities for the next five years are:

Culture – We will offer a safe, diverse workforce where our people are valued,

empowered and deeply proud of their organisation. This is being achieved through strengthening staff engagement and accountability as well as developing our teams’ skills and resilience.

Impact – We will deliver high-quality, accessible and affordable care that has a life-changing impact on people from all walks of life, but particularly those living in adversity. This is being measured and assessed by social impact, the differentiation of our services and our focus on resourcing in high-impact areas.

Growth – We will build and leverage our brand and financial strength to provide

Culture – We will offer a safe, diverse workforce

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Impact – We will deliver high-quality, accessible and affordable care that has a life-changing impact on people from all walks of life, but particularly those living in adversity. This is being measured and assessed by social impact, the differentiation of our services and our focus on resourcing in high-impact areas.

Growth – We will build and leverage our brand and financial strength to provide and accountability as well as resilience.

# OUR PEOPLE

## BOARD OF DIRECTORS



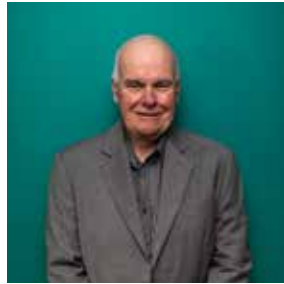
**SHARRYN BROWNLEE**  
President



**ROSS BARRY**  
Vice President



**AMANDA ROGERS**  
Director



**JOHN MILLARD**  
Director



**BRUCE DAVIS**  
Company Secretary

## MANAGEMENT TEAM

### BRUCE DAVIS

Chief Executive Officer

### CHRIS STYANT

Finance Manager

### JANELLE DUNKLEY

Aged Care and Disability -  
Home Care Support Services  
Manager

### DAVID GRIFFITH

Home Modifications and  
Maintenance Services Manager

### LOREN SULTANA

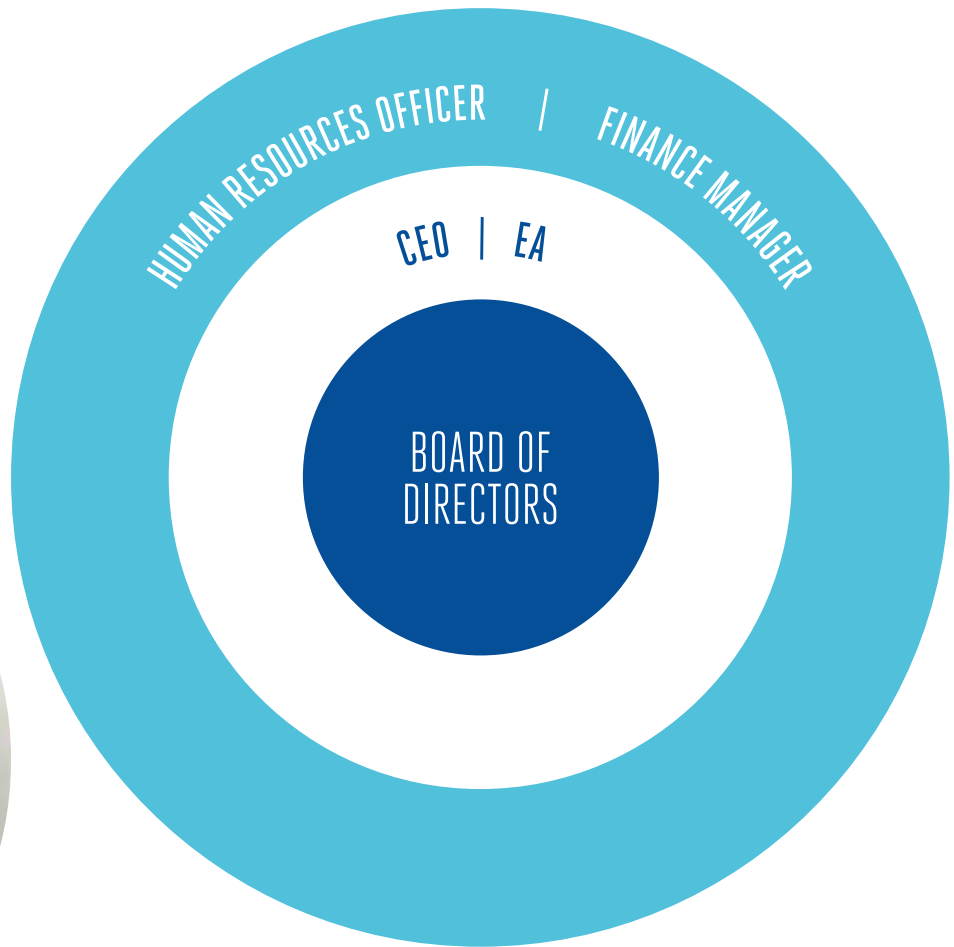
Children's Services Manager

### MICHELLE REMY

Community Centre Manager



# SNAPSHOT OF OUR PEOPLE



## CHILDREN'S SERVICES MANAGER

- Nominated Supervisors
- Certified Supervisors
- Educational Leaders
- Childcare Educators

## FINANCE

- Senior Accountants
- Accounts Officer

## YOUTH AND COUNSELLING SERVICES MANAGER

- Youth and Family Caseworker
- Youth Counsellors/ Caseworkers
- Gambling Counsellors
- Financial Counsellor

## COMMUNITY CENTRE MANAGER

- Community Development Officer
- Volunteers

## HOME MODIFICATIONS AND MAINTENANCE MANAGER

- Administration Officers
- Trades Officers

## AGED CARE AND DISABILITY - HOME CARE SUPPORT SERVICES MANAGER

- Direct Care Workers
- Service Co-ordinators
- Administration Co-ordinators
- Regional Assessment Service Staff

# FINANCE, RISK & AUDIT COMMITTEE

## FINANCE, RISK & AUDIT COMMITTEE

The 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.

During 2019-2020, the committee comprised of:

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

Management:

- Bruce Davis (CEO)
- Chris Styant (Finance Manager)

The committee meets regularly throughout the financial year with key members of the management team and independent advisors.

The past financial year has presented some unprecedented challenges for the community and for our organisation, most notably due to the onset of the COVID-19 pandemic.

Despite these challenges, CCCL has been committed to continuing to provide services to support the community, keep our staff and customers safe, ensure best practice service delivery and fiscal management. This has seen the organisation increase operating revenue, as well as manage expenditure and has resulted in another strong surplus for the year.

The investment in highly experienced and qualified finance staff, as well refined systems, continued during 2019/20 as we strive for continuous improvement and to strengthen reporting for the organisation.

The organisation delivered an annual net surplus of \$1,113,862 (\$532,194 in 2018/19 and \$139,754 in 2017/18), an increase in our level of cash reserves and a strong ratio of current assets to current liabilities.

The revenue saw an increase for the current year to \$8.351 million, (\$6.925 million in 2018/19) which was offset by an increase in operating expenses to \$7.237 million (\$6,394 million in 2018/19).

## BALANCE SHEET AND RESERVES

As at 30 June 2020, CCCL's total consolidated assets were \$9.017 million, up from \$7.459 million at the same time last year. Total current assets were \$8.266 million, up from \$6.205 million in 2018/19, and remained well in excess of current liabilities of \$2.862 million (up from \$2.475 million).

The organisation's net asset position improved by \$1.114 million to \$6.041 million.

The Board and FRAC seek to maintain cash and other reserves held in short-term deposits to ensure the ongoing liquidity and funding requirements of CCCL. As at 30 June 2020, CCCL held cash deposits of \$6.041 million, operating fund accounts of \$618,000 and term deposit of \$5,000.

## ANNUAL AUDIT

Bishop Collins are the returning auditors for 2020/2021.

The FRAC and Board are delighted to present the unconditional audit sign-off for 2019/20 and we thank Bishop Collins for their work on the year-end financial audit. The audited financial statements are available at the Annual General Meeting and on request.

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

**Ross Barry, Chair of Finance,  
Risk & Audit Committee**

**Chris Styant  
Finance Manager**







# SERVICES SNAPSHOT

## AGEING AND DISABILITY SERVICES

Coast Community Connections' Ageing and Disability Services 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 & 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

## CHILDREN'S SERVICES

Children's Services programs are provided in Woy Woy, Point Clare, Gosford and Umina. In 2019/20 services were provided to over 1,829 families across various program offerings, including:

- Before and After School Care
- Vacation Care
- Occasional Care
- Kindy Gym
- Playgroup

## 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

## GAMBLING SOLUTIONS

Gambling Solutions is a client-centred and strength-based counselling service for individuals impacted by the negative effects of gambling. Services provided include:

- Responsible gambling education and community awareness
- Individual counselling
- Couples counselling
- Financial counselling
- Group therapy and counselling
- Facilitation of Multi Venue Self Exclusions
- Referral to free legal advice and representation
- Work Development Orders


## PENINSULA COMMUNITY CENTRE

The Peninsula Community Centre is a welcoming and inclusive community facility that offers an extensive range of services, information and support to the Central Coast community. The Centre provides services including:

- Room hire
- Internet kiosk
- Sport, leisure and recreation activities
- Community education groups & workshops
- Before and After School activities
- Information for community needs

## OUR SERVICES

## AGEING &amp; DISABILITY



Coast Community Connections' Ageing and Disability Services is committed to providing support services for older people and people with a disability to assist them to maintain an active lifestyle promoting independence. This includes providing support directly to clients, carers and their families across the Central Coast.

Types of supports provided by Coast Community Connections' Ageing and Disability Services include:

#### **Home Care Packages (HCP)**

offer coordinated care services at home. As everyone's care needs are unique, there are four levels of packages ranging from basic care needs of Level 1 to high care needs of Level 4. A Coordinator and client work together to develop a strength based, person-centered support plan that builds on capacity and wellness. Direct Care Workers provide domestic support, personal care, transport, meal preparation, medication monitoring and social support, including shopping and advocacy.

#### **The Commonwealth Home Support Programme (CHSP)**

are entry level services accessed through the My Aged Care gateway for older people. Services available include domestic assistance, personal care, transport, social support including shopping, meal preparation, flexible respite and goods, equipment and assistive technology. This may be the first time a person has accessed support services.

**ComPacks** are funded by the NSW Ministry of Health and CCCL is part of the Community Options Australia consortia engaged to delivery this program. ComPacks provide short term (up to six weeks) case managed support to transition clients from hospital to home upon discharge. An assessment is completed either in hospital prior to discharge or at the client's home. Services provided under ComPacks may include domestic assistance, personal care, meal preparation, social support including shopping, respite care and transport.

#### **The National Disability Insurance Scheme (NDIS)**

provides support to people with a disability through their individual plans of support. Services include coordination of support, assistance with daily living activities, assistance with self-care activities and assistance with social and community participation.

#### **The Safe and Supported at Home (SASH)**

is also funded by the NSW Ministry of Health under the same guidelines as ComPacks. These six-week packages of care are available to people aged between 18 and 64 years, who are in the process of determining their eligibility for the NDIS and have limited or no informal supports. Some of these clients are choosing Ageing and Disability Services to provide their NDIS supports once approved.

#### **The Regional Assessment Service (RAS)**

is also a part of the Community Options Australia consortia. Our team of Home Support Assessors complete assessments for My Aged Care across two areas, the Central Coast and Hunter, including the Upper Hunter regions. The Assessors assess for eligibility for services provided under the Commonwealth Home Support Program and link clients into available services.

## AGEING AND DISABILITY SERVICES - OPERATIONS

2019-2020 was a busy year for the Ageing and Disability Services team. After an extensive round of recruitment, we welcomed four new members to the Direct Care Worker team and two Home Support Assessors to the Regional Assessment Services team. This was the first time we have recruited for Home Support Assessors since the service began in 2016. We now have team members located across the Central Coast and into the Upper Hunter expanding our footprint into these regions.

Stage One of the Ageing and Disability Services National Disability Insurance Scheme Certification was completed with the Institute for Healthy Communities Australia Ltd. Stage Two was completed by a visit to our office in February 2020.

The past year has seen the first of the Safe and Supported at Home clients approved for the National Disability Insurance Scheme and choosing Ageing and Disability Services as their service provider.

2020 brought with it the COVID-19 pandemic. This had a significant impact on the way we all live

our lives. Our Ageing and Disability Services team has adapted to new ways of working including remotely. Our CEO Bruce Davis responded immediately implementing new processes and IT equipment that allowed our team to continue to deliver high quality services without interruption to our clients. At the beginning of the pandemic, when people were most concerned about their safety and wellbeing, only 3% of our clients put their services on hold. This was due to the team's quick action to address and respond to client concerns. The Direct Care Worker team is to be commended for their commitment to our clients and their professionalism. The Direct Care Workers have been supported by the dedication of the Coordination and Administration teams.

The Home Support Assessment team moved to telehealth assessments due to COVID-19 protocols.

In response to the pandemic, The Department of Health implemented flexible funding arrangements for the Commonwealth Home Support Program. These arrangements have been put in place to

## 2019/2020 STATISTICS

| SERVICE                            | HOURS                       |
|------------------------------------|-----------------------------|
| ComPacks/ Safe and Support at Home | 730.5                       |
| Home Care Packages                 | 11,356                      |
| Disability Services                | 5,449                       |
| Commonwealth Home Support Program  | 3,027.75                    |
| <b>Total</b>                       | <b>20,563.25</b>            |
| Regional Assessment Service        | 2,318 assessments completed |



support our ageing population to remain safe during the pandemic. As a service provider, we can move our funding across service delivery types enabling us to offer more support to more clients. Requests for goods and equipment have significantly increased during this time, particularly for personal alarms. Being responsive to these requests has allowed the team to build relationships with referring Occupational Therapists.

At the conclusion of the 2019-2020 year and during these challenging times, the Ageing and Disability Services team continued to deliver high quality services and increased service delivery outputs as per funding agreements.

The team looks forward to 2020-2021 and will continue to work to Coast Community Connections' values, as we foster a culture of inclusiveness and support each other through these challenging and uncertain times.

## THE AGEING AND DISABILITY SERVICES TEAM INCLUDES:

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



## OUR SERVICES

# HOME MODIFICATION & MAINTENANCE SERVICES

The Home Modifications and Maintenance Services department (HMMS) assists people to live independently and safely in their own home by maintaining or modifying the property to create environments that maximise the person's independence and safety. HMMS delivers affordable modifications and maintenance solutions for the elderly and people with disability across the Central Coast.

## HOME MODIFICATIONS

These services focus on making the home accessible and safe. All modifications are based on a detailed assessment by an Occupational Therapist. We conduct minor low-cost household modifications through to major projects over \$100,000.

These include but are not limited to:

- Grabrails
- Handrails
- Ramps
- Widening of openings/doorways
- Accessible plumbing needs
- Bathroom modifications
- Kitchen modifications
- Lifts

We also undertake customised projects.

## HOME MAINTENANCE

These services are varied and assessed on safety and access.

Services include but are not limited to:

- Lawn mowing
- Gutter cleans
- Window cleans
- Plumbing
- Carpentry repairs, including cupboard, doors
- Electrical & security safety
- Yard tidy ups
- Access paths

We have a dedicated team of employees and contractors that can provide a diverse range of services.

The HMMS department can provide services at a subsidised rate to eligible clients via the Commonwealth Home Support Programme (CHSP), or the National Disability Insurance Scheme (NDIS). Services are also provided to clients accessing Home Care Packages (HCP) and SASH Program (Safe and Supported at Home).

We also provide home maintenance and modification services direct to self-funded and commercial clients who are not eligible to receive subsidised services via the CHSP or NDIS.

Clients who find that they are ineligible to obtain these subsidised services, are still able to access our fee-for-service/self-funded option, and make direct arrangements with the HMMS department to complete their required building or maintenance project.

The Commonwealth Home Support Programme (CHSP) is a Government initiative that subsidises the cost of services for eligible seniors to help them stay independent and in their homes and communities. The purpose of CHSP funded services is to provide home maintenance services that assist clients to maintain their home in a safe and habitable condition. It also provides for home modifications to increase or maintain levels of independence, safety, accessibility and wellbeing.

The NDIS is a Government initiative that can provide home modifications to eligible disabled clients. As a registered service provider of the NDIS, Coast Community Connections can arrange home modification services to change the structure, layout or fittings of a participant's home so they can safely access it and move around comfortably in areas they frequently use.

The HMMS department have continued to provide essential services and support our community during the COVID-19 pandemic. All staff have completed infection control safety training and stringently adhere to the required infection control precautions to ensure safety in the workplace and within our community.

## THE HOME MODIFICATION & MAINTENANCE SERVICES TEAM COMPRISES OF:

1 x Manager Home Modifications and Maintenance

2 x Service Coordinators

3 x Trades Officers

42 x local subcontractors further supporting highest quality service delivery in a cost-efficient manner to our clients.

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



## ANNUAL SERVICE STATISTICS

| SERVICE   | CLIENTS |
|---|---------|
| <b>Home Modifications</b>                         |         |
| Commonwealth Home Support Programme               | 491     |
| National Disability Insurance Scheme              | 43      |
| Home Care Packages                                | 9       |
| Safe and Supported at Home                        | 12      |
| Fee For Service                                   | 65      |
| <b>Home Maintenance</b>                           |         |
| Commonwealth Home Support Programme Maintenance   | 609     |
| Commonwealth Home Support Programme Lawn & Garden | 436     |
| Home Care Packages                                | 33      |
| Fee For Service                                   | 7       |



## OUR SERVICES

# CHILDREN'S SERVICES

Coast Community Connections' Children's services has had a wonderful yet challenging year during 2019/20 across its services including Before and After School Care, Occasional Care, Vacation Care, Playgroup and Kindy Gym.

The vast majority of our services remained open throughout the COVID-19 pandemic, with some changes in line with Government guidelines to enable us to support our community and provide care for the children of essential workers. All services continued to adhere to our strict procedures, processes and practices relating to hygiene and workplace health and safety to ensure the safety of our valued clients and staff and to allow us to continue to provide a happy, safe and stimulating environment for all children in our care.



## ANNUAL SERVICE STATISTICS

| SERVICE                        | TOTAL ATTENDANCES | NO. OF CHILDREN | NO. OF FAMILIES | RANGE  | AVERAGE |
|--------------------------------|-------------------|-----------------|-----------------|--------|---------|
| Gosford Before School Care     | 2,744             | 52              | 38              | 2-29   | 16      |
| Gosford After School Care      | 6,066             | 76              | 59              | 1-52   | 34      |
| Gosford Vacation Care          | 2,345             | 227             | 150             | 11-73  | 49      |
| Peninsula Before School Care   | 4,729             | 104             | 74              | 3-39   | 29      |
| Peninsula After School Care    | 8,591             | 163             | 112             | 3-69   | 50      |
| Peninsula Vacation Care        | 2,907             | 339             | 176             | 46-105 | 81      |
| Point Clare Before School Care | 4,384             | 63              | 47              | 4-42   | 26      |
| Point Clare After School Care  | 7,652             | 115             | 84              | 3-62   | 44      |
| Umina Before School Care       | 3,042             | 77              | 56              | 2-28   | 22      |
| Umina After School Care        | 3,472             | 72              | 56              | 2-30   | 24      |
| Peninsula Occasional Care      | 3,658             | 88              | 72              | 1-18   | 18      |
| Kindy Gym Cubs                 | 772               | 181             | 158             | 15-44  | 19      |
| Kindy Gym Bears                | 330               | 76              | 64              | 7-20   | 8       |
| Playgroup                      | 488               | 95              | 67              | 12-30  | 12      |

## BEFORE AND AFTER SCHOOL CARE SERVICES

Our Before and After School Care services provide both affordable and quality care to all school aged children between the hours of 6:30am and 6:30pm, meeting working family's needs. We further accommodate the community's needs through offering both casual and permanent places with the majority of our children attending continuously from week to week. Our Educational Leaders are highly recognized for their quality care as well as development and implementation of our educational programs in each service, where at the heart of all is collaboration with families and children to meet individual needs. The services provide a variety of fresh nutritious choices for breakfast and afternoon tea every day. All services work in partnership with our families to gather feedback and ideas on a regular basis.

### Gosford Before and After School Care

In October 2019 this service went through their third formal Assessment and Rating against the National Quality Standards and maintained their previous "Meeting" Rating in all areas which is a fantastic achievement to the entire team.

Throughout the COVID-19 pandemic, the service has remained open, continuing best practice as it delivered its usual services as well as focused on accommodating essential worker families from other services and locations over the Vacation Care periods. We continue with 288 children enrolled into the service (including Vacation care) and 49 children currently using the Before and After School Care service on a regular basis.

### Peninsula Before and After School Care

This service has 249 children enrolled (including Vacation care), with 54 children using the Before and After School Care service on a regular basis. In July 2019 we completed major renovation work at our site in Woy Woy to create a larger outdoor environment for the children to access, and provide more room for games such as soccer, touch football and running games. A valued aspect of this service is the Coast Community Connections' bus which transports children to and from four local schools on the Peninsula, helping parents balance school and work commitments.



## BEFORE AND AFTER SCHOOL CARE SERVICES

### Point Clare Before and After School Care

This service has 133 children enrolled, with 67 children using the service on a regular basis. Our service has the use of the hall and access to all outdoor areas within the school grounds. The school have recently upgraded their outdoor area with new outdoor tables and seating as well as a stenciled obstacle course with games including hopscotch and snakes and ladders. This allows the service to offer additional activities suitable for all children.

### Umina Beach Before and After School Care

This service has 74 children enrolled, with 59 children using the service on a regular basis. We have recently moved the service into the new school hall. This increase in space allows us to accommodate more families and offer more activities for children within our care. This service has just gone through a formal Assessment and Rating against the National Quality Standards and received a 'Meeting' Rating in all areas, which is a fantastic achievement to the entire team.

## VACATION CARE SERVICES

Our Vacation Care Program is offered from our Gosford and Peninsula sites and caters for all families requiring care during the school holiday period for all school aged children. During the April 2020 holiday period we consolidated our services into one and successfully ran this program from our Gosford site to ensure a large outdoor space was available to all children, in the absence of any excursions as a result of government shutdowns. This environment allowed our employees to follow organisational and government procedures as well as ensure increased hygiene practices were being implemented from the start. 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.

Some of our most popular Vacation Care excursions (held prior to Government restrictions) for 2019/2020 included:

- Tree Tops Adventure Park
- Ettalong Paradiso Movies
- Laser Blast
- Art Barn Plaster Fun Painting
- Speers Point Park
- Soccer 5's

## OCCASSIONAL CARE

Peninsula Occasional Care, based out of the Peninsula Community Centre in Woy Woy, has 77 children enrolled with 51 using the service on a regular basis. This service offers a flexible delivery of hours based on individual family needs. We offer both casual and permanent positions with most of our children attending on a continuous basis from week to week.

We began 2020 with three newly developed programs exploring the Elements of Art, The Elements of Music and Fundamental Movement





Skills which the children had been embracing with enthusiasm. We celebrated Valentine's Day, enjoyed a visit from a Police Officer and we even created a couple of YouTube puppet show videos with the assistance of one of our parents.

Unfortunately, this service was closed from March through to June 2020 as a result of the COVID-19 pandemic. To ensure our families remained connected throughout these unprecedented times we created video stories, songs and other supporting activities to support and connect our valued families.

## COMMUNITY AWARENESS AND ENGAGEMENT

Throughout the financial year, all services continued to engage with our local community including:

- Engaging on numerous occasions with the School for Seniors such as attending musical performances and providing entertainment for their Christmas Party.

- Participating in Central Coast Council's Lost Bird Found Project.

- Attending Community Centre events such as Paddock to Plate, supporting the Centre's Community Food Drive, and sharing a lollipop with our fellow staff members and volunteers to celebrate World Smile Day

- 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 Health initiative "Move like a Mariner"

- Supporting community organisations with awareness days such as National Pirate Day (Children's Cancer), Pyjama Day (supporting children in foster care) and Superhero Week (Muscular Dystrophy)

- Continuing to make connections with members of our local Indigenous community as we work to embed an Indigenous perspective throughout our program and environment.

- Attending a wide range of local venues throughout Vacation Care

## OUR SERVICES

# YOUTH SERVICES

Coast Youth Service is Coast Community Connections counselling and case management service that assists young people at risk. Funded by the Department of Communities and Justice and the Primary Health Network, the team provides the highest standard of care to young people aged 12 to 25 years, their family and friends across the Central Coast. Evidence-based, best-practice counselling and case management, as well as referrals to services that best meet their needs, is offered to empower young people and their families and to help them build resilience for their future. Our unique counselling and case management model focuses on early intervention to assist young people to develop coping skills and strategies. We also have a fully-qualified Alcohol and Other Drugs Counselling program which supports early intervention, relapse prevention and post treatment support for young people.

### WE WORK WITH OUR PARTNERS TO PROVIDE SERVICES AT THE FOLLOWING LOCATIONS:

- Our counselling rooms at 2 Ross Street Woy Woy
- Our counselling rooms at 97 Donnison Street Gosford
- Brisbane Water Secondary College – Woy Woy
- Brisbane Water Secondary Collage – Umina
- North Gosford Learning Centre
- Kariong Sports School
- Youth Angle – Woy Woy
- Police Citizens Youth Centre - Umina

### 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
- Community engagement and events

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







## CASE STUDY

# LANA'S STORY

Lana was referred to our service for anger management at the age of 15 in 2016 by her school. She came from an unstable, volatile home environment and was suffering mental health issues. She engaged well for some time with our service. We eventually assisted Lana gain employment, develop life skills and gave her emotional and practical support before she moved to Sydney to live with her boyfriend.

When her relationship dissolved, Lana moved back to the Central Coast but her family situation soon put her at risk of homelessness. She was couch surfing at different houses and living in volatile and sometimes abusive environments. In 2019 she reconnected with Coast Youth Services and we helped Lana get her own place through the government Rent Youth Choice Scheme. Once settled safely into her own space, Lana requested our help in managing her marijuana and nicotine dependency.

Through her participation in our alcohol and drug support program Lana has now managed to stop all marijuana use, despite the fact that at one point she reported that any reduction felt “impossible”. Lana has turned 18 and is currently studying childcare. She now lives with her little dog, Charlie and continues to engage with our service for counselling and support whenever she feels the need.

# HIGHLIGHTS OF THE YOUTH SERVICES TEAM

## 2019 – 2020 FINANCIAL YEAR

This year was positively transformative for Coast Youth Services. As well as our name change, the team has been rejuvenated with the addition of high caliber, experienced and qualified staff to ensure optimum help and support of young people in the community. The team has strong relationships with funding bodies and allied partners supporting youth, that enhanced Coast Youth Services' standing amongst key stakeholders including being the first service invited back into schools to deliver face to face counselling following the COVID-19 school closures.

Our new service model, that engages highly experienced youth workers with a minimum counselling qualification, has been recognised with ongoing funding for the next two years.

We have been able to develop and enhance partnerships with the local PCYC, Juvenile Justice, Youth Angle, Police Youth Liaison Officers plus local schools and other community service organisations. We assisted ten at-risk young people to attain academic scholarships for their year 11 and 12 studies and we were acknowledged by Gosford Police regarding a reduction in youth crime on the lower Central Coast.

Other positive outcomes for Coast Youth Services this year are:

- 802 counselling/casework sessions
- Facilitated group workshops to 465 young people at schools and community centres on:
  - Love Bites – healthy relationships
  - Rage – anger management
  - Sexual health
  - Alcohol and other drugs
  - Goal setting and values
- Provided support at community events such as:
  - Umina Suicide Awareness Walk
  - Bring your Bills Day
  - International Women's Day
  - Umina Film Project
  - Future Leaders
  - Regular stall at Deepwater Plaza







## OUR SERVICES

# GAMBLING SOLUTIONS

**G**ambling Solutions is funded by the NSW Office of Responsible Gambling, (ORG), to provide evidence-based, best-practice gambling addiction treatment and education on the Central Coast. Counsellors work with clients from a person-centered, strength-based perspective, meaning that we value the uniqueness of each individual we work with, honoring their inherent strengths, talents and virtues, as well as respecting their human frailties and their discrete needs.

Along with practical assistance provided through financial counselling, therapeutic counselling is offered to address issues that are both caused by, and causal to their addiction. Historical and current psycho-emotional factors are carefully considered while supporting client's through meaningful self-reflection aimed to bring a deeper awareness of the source of their compulsive behavior. Education and support for relapse prevention and urge management are provided, plus for those who are affected by someone's problem gambling, we assist them apply solution strategies to the challenges they face.

### **Clients can access the service at five different locations across the Central Coast:**

2 Ross Street Woy Woy  
 97 Donnison Street Gosford  
 20 Kincumber Street Kincumber  
 Mingara Wellness Centre – Tumby Umbi  
 Cnr Batley Street & Oakland Avenue The Entrance.

We also provide group sessions and individual counselling within two local Alcohol & Other Drug Rehabilitation Centres – The Glen and Dooralong.

### **Gambling Solutions provides:**

- Individual and couples counselling
- Financial counselling
- Group therapy and counselling
- Multi Venue Self Exclusions from gambling venues
- Referral to free legal advice and representation
- Education and community awareness on responsible gambling
- Work Development Orders



**"WITHOUT ADDICTION AND ALL THAT SHAME I CAN ACTUALLY NOW LOOK INTO MY CHILDREN'S EYES. THEY SMILE AT ME AND I JUST FILL-UP WITH LOVE. I LOVE LOOKING IN THEIR EYE'S!"**

## CASE STUDY

# GARY'S STORY

Gary had a seven-year dual gambling and amphetamine (ice) addiction. He was a divorced 42-year-old carpenter with three estranged children when he initially came into counselling. He first accessed our service through his participation in the group work sessions we provide in a local drug and alcohol rehab centre. Gary hadn't worked for nearly eighteen months because of his erratic, addictive behaviour and because of the time he needed to spend in residential rehab. His ability to communicate was somewhat hindered by his hyperarousal and sensitivity to emotional upheaval, this often led to verbal conflicts with those around him and sometimes even physical abuse.

Despite these setbacks, Gary was eager for change in his life and after leaving rehab he participated wholeheartedly in therapeutic counselling at Gambling Solutions. Key to his motivation was the love for his young children. He would easily break into tears whenever he discussed his goal to have them back in his life again. He spoke of how a loving father figure was such an absence in his own abusive childhood and that he prayed that reconnecting with his kids would be as healing for them as it would be for him.

Just as healing emotional pain from past abandonment and abuse can often be key to addiction recovery, so is enhancing the loving relationships of the present day. As well as reflecting on his behaviour towards his family and learning more effective ways of communication, Gary's counselling involved many deeply emotional

sessions, helping him to process and let go of the rage, hurt and shame he had endured for most of his life. With a gradual easing of his internal chaos, Gary's improved emotional states began to generalise into all areas of his life and his old patterns of aggression slowly subsided. He learned through counselling, the value and skills of clear assertive communication over raw aggression and violence.

Like most recovery stories though, Gary's was not straight forward. In fact, over the two and a half years that he came to counselling, he had six occasions where he relapsed, either into one or both of his addictions. Each relapse however was considered, not as a failure, but as feedback. Gary was encouraged to see each "bust" as an opportunity to learn more about urge management and relapse prevention. In this way, Gary was able to apply the lessons he learnt towards not just abstinence from gambling, but from amphetamine use as well.

Gary has been living drug and gambling free now for just over twelve months. He calls us every couple of months or so for counselling to, as he says, *"keep an eye on myself."* Gary is back to working in his trade, he meditates twice a day and practices yoga of an evening. He is however still easily brought to tears when speaking of his children, but these days they are tears of joy. He says, *"without addiction and all that shame I can actually now look into my children's eyes. They smile at me and I just fill-up with love. I love looking in their eye's!"*





# HIGHLIGHTS AND ACHIEVEMENTS

## 2019-2020 FINANCIAL YEAR

**G**ambling Solutions remains the largest provider of gambling counselling on the Central Coast and receives 60% of all regional funding. Throughout the COVID-19 pandemic, the team responded quickly and ensured ongoing support was available to all new and continuing clients through a variety of telehealth platforms and face to face.

### THIS YEAR THE SERVICE PROVIDED

**1,252** COUNSELLING SESSIONS TO **239** CLIENTS WHICH INCLUDED

**760** INDIVIDUAL FACE-TO-FACE SESSIONS

**5** COUPLE / RELATIONSHIP COUNSELLING SESSIONS

**460** TELEPHONE SESSIONS (DUE TO COVID-19 TELEHEALTH PRACTICE)

**25** GROUP SESSIONS PROVIDED TO 73 PEOPLE

**28** SELF-EXCLUSIONS DEEDS FACILITATED – LEGAL DEEDS BANNING ONESELF FROM GAMING VENUES

**6** WORK DEVELOPMENT ORDERS WERE INITIATED

Outcomes in community engagement and public awareness were accomplished through ongoing relationships with 39 local organisations with attendance and participation in:

- Two local media interviews – published in print media and electronically
- Website [www.problemgambling.net.au](http://www.problemgambling.net.au)
  - Seven of our articles were published on the site
- One of our client interviews was picked up by North Queensland Problem Gambling and used in their education program
- Central Coast Gambling Help Forum
- Umina Suicide Awareness Walk – facilitated the ceremony
- Central Coast Mental Health Inter-agency
- Central Coast Domestic Violence Inter-agency



## OUR SERVICES

# PENINSULA COMMUNITY CENTRE

The Peninsula Community Centre is a vibrant community hub that offers a range of activities, programs, services, information and support to people of all ages, from young children to seniors. We also host a variety of programs, community events and activities to support and connect our local community.

2019-2020 has been an exciting, albeit challenging year for the Community Centre, due to the COVID-19 pandemic which has impacted on our ability to provide facility usage and assistance to our community due to Government enforced closures. After a three-month complete closure, we were very happy to be able to reopen the Centre under strict government guidelines and assist our hirers and groups as they slowly return to provide activities and programs for the local community.

Along with our regular Centre users, we welcomed new programs and hirers during the year including:

- Able Futures and Job Centre Employment Services
- Administrative Appeals Tribunal
- All Areas Speech Pathology returned
- Mission Australia Public Housing Tenants Group
- NSW Electoral Commission Local Land Council Elections
- Smith Family financial program
- Spanish classes for kids and adults
- The Outpost -Domestic Family Violence support and social activities

## VOLUNTEERS IN THE LAST 12 MONTHS

**6,555** TOTAL VOLUNTEER  
HOURS

APRIL TO JUNE 2020 DUE TO THE CLOSURE

## VOLUNTEER TEAM

**32** REGULAR VOLUNTEERS

**4** WDO AND COMMUNITY WORKERS

## 2019/2020 AVERAGE SERVICE STATISTICS

| SERVICE AREA  | DATA   |
|---|--------|
| Average number of people attending the Centre each month (averaged over 9 months only due to closure) | 8,319  |
| Average number of activities/programs each month  | 51     |
| People attending the Centre annually (9 months only)  | 74,872 |
| People attending community events annually  | 552    |
| People participating in community consultation annually   | 96     |
| Room hirers annually  | 101    |
| Partnership Community Projects  | 8      |
| Number of Partners involved   | 20     |
| Partnership Project Participants (mentoring, life skills courses, support groups and training)        | 175    |



# OUR PARTNERS & 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

## **Nowack Ave Child Care Centre**

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

## **Waruwi Gambling Help**

Wesley Legal

## **Woy Woy Peninsula Community Child Care**

Woy Woy Public School

## **Woy Woy South Public School**

Youth Connections

## **Youth Interagency**

# EVENTS & COMMUNITY RELATIONS

**A**t Coast Community Connections we strive to support a range of organisations and groups each year by both hosting and attending community events, expos, information sessions and local initiatives.

Despite the impact of COVID-19 Coast Community Connections hosted multiple successful community events throughout the year including:

- NAIDOC Week Family Day
- Bring Your Bills Day and Community Expo
- Our first Virtual Australia's Biggest Morning Tea
- The Paddock to Peninsula Community Lunch
- Volunteer Week Breakfast
- Technology in Focus Seniors Day
- Safe Talk Suicide Awareness
- DV Alert Awareness Training
- Mars Foods Community
- NSW Seniors Week
- White Ribbon Day
- International Women's Day
- Kids Day Out
- GOATS Youth Festival
- Youth Fest
- Responsible Gambling Awareness Week

Using our strong community connections and networks, and through our vast array of services and programs on offer, we were also involved in the following initiatives, including keeping in touch with our community:

- Monthly Bills Help through our partnership with EWON
- International Women's Day
- Creating Craft and Care Packs for isolated families during the COVID-19 shut down
- Toasty Coasties – our volunteers knitted beanies to raise funds for the Cancer Council to assist local families on their cancer journeys
- Kids Day Out
- Youth Fest
- Umina Suicide Awareness Walk
- Umina Film Project
- Future Leaders



# FINANCIAL SUMMARY REPORT 2019-2020

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

| REVENUE   | 2020             | 2019             |
|---|------------------|------------------|
| GRANTS RECEIVED                                       | 2,103,674        | 2,063,411        |
| OTHER GOVERNMENT CONTRIBUTIONS                        | 3,981,208        | 3,248,841        |
| SERVICE USER CONTRIBUTIONS AND FEES                   | 2,192,224        | 1,556,784        |
| INTEREST AND OTHER INCOME                             | 19,787           | 56,705           |
| NET GAIN ON DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT | 54,779           | 0                |
| <b>TOTAL REVENUE</b>                                  | <b>8,351,672</b> | <b>6,925,741</b> |



| EXPENSES   | 2020             | 2019           |
|--|------------------|----------------|
| ADVERTISING EXPENSES                                       | (28,833)         | (40,380)       |
| CLEANING AND SANITATION EXPENSES                           | (53,269)         | (65,076)       |
| COMPUTER EXPENSES  | (188,897)        | (103,197)      |
| DEPRECIATION AND AMORTISATION EXPENSES                     | (73,210)         | (56,219)       |
| EMPLOYEE BENEFIT EXPENSES                                  | (4,054,606)      | (3,974,923)    |
| INSURANCE EXPENSES   | (239,968)        | (189,894)      |
| LEGAL FEES   | (49,429)         | (24,043)       |
| MOTOR VEHICLE EXPENSES                                     | (53,982)         | (63,914)       |
| PRINTING, POSTAGE AND STATIONERY EXPENSES                  | (30,786)         | (32,643)       |
| RENT, RATES AND UTILITIES EXPENSES                         | (121,985)        | (173,515)      |
| REPAIRS AND MAINTENANCE AND REPLACEMENT EQUIPMENT EXPENSES | (29,378)         | (31,159)       |
| SERVICE USER CONSUMABLES AND SERVICES EXPENSES             | (1,972,528)      | (1,295,419)    |
| OTHER EXPENSES   | (340,939)        | (343,165)      |
| <b>SURPLUS BEFORE INCOME TAX EXPENSE</b>                   | <b>1,113,862</b> | <b>532,194</b> |
| INCOME TAX EXPENSE   | -                | -              |
| <b>SURPLUS AFTER INCOME TAX EXPENSE FOR THE YEAR</b>       | <b>1,113,862</b> | <b>532,194</b> |

## OTHER COMPREHENSIVE INCOME

Items that will not be reclassified subsequently to profit or loss

|   |                  |                |
|---|------------------|----------------|
| GAIN ON REVALUATION OF PROPERTY                     | -                | 0              |
| OTHER COMPREHENSIVE INCOME FOR THE YEAR, NET OF TAX | -                | 0              |
| <b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>      | <b>1,113,862</b> | <b>532,194</b> |

# FINANCIAL SUMMARY REPORT 2019-2020

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

### ASSETS

| CURRENT ASSETS                  | 2020             | 2019             |
|---------------------------------|------------------|------------------|
| CASH AND CASH EQUIVALENTS       | 7,424,360        | 4,286,476        |
| TRADE AND OTHER RECEIVABLES     | 770,588          | 345,033          |
| FINANCIAL ASSETS                | 5,000            | 1,505,000        |
| OTHER                           | 66,490           | 68,461           |
| <b>TOTAL CURRENT ASSETS</b>     | <b>8,266,438</b> | <b>6,204,970</b> |
| <b>NON-CURRENT ASSETS</b>       |                  |                  |
| FINANCIAL ASSETS                | -                | 0                |
| PROPERTY, PLANT AND EQUIPMENT   | 750,484          | 1,254,121        |
| INTANGIBLES                     | -                | -                |
| <b>TOTAL NON-CURRENT ASSETS</b> | <b>750,484</b>   | <b>1,254,121</b> |
| <b>TOTAL ASSETS</b>             | <b>9,016,922</b> | <b>7,459,091</b> |



## LIABILITIES

| CURRENT LIABILITIES                  | 2020             | 2019             |
|--------------------------------------|------------------|------------------|
| TRADE AND OTHER PAYABLES             | 463,650          | 389,020          |
| BORROWINGS                           | 0                | 0                |
| EMPLOYEE BENEFITS                    | 599,940          | 572,055          |
| PROVISIONS                           | -                | 0                |
| OTHER                                | 1,798,468        | 1,514,204        |
| <b>TOTAL CURRENT LIABILITIES</b>     | <b>2,862,058</b> | <b>2,475,279</b> |
| <b>NON-CURRENT LIABILITIES</b>       |                  |                  |
| BORROWINGS                           | 58,940           | 56,721           |
| EMPLOYEE BENEFITS                    | 54,971           | 0                |
| <b>TOTAL NON-CURRENT LIABILITIES</b> | <b>113,911</b>   | <b>56,721</b>    |
| <b>TOTAL LIABILITIES</b>             | <b>2,975,969</b> | <b>2,532,000</b> |
| <b>NET ASSETS</b>                    | <b>6,040,953</b> | <b>4,927,091</b> |
| <b>EQUITY</b>                        |                  |                  |
| RESERVES                             | 503,764          | 974,213          |
| RETAINED SURPLUSES                   | 5,537,189        | 3,952,878        |
| <b>TOTAL EQUITY</b>                  | <b>6,040,953</b> | <b>4,927,091</b> |

# FINANCIAL SUMMARY REPORT 2019-2020

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

| CASH FLOWS FROM OPERATING ACTIVITIES                                    | 2020             | 2019             |
|---|------------------|------------------|
| RECEIPTS FROM GRANTS, CLIENTS AND CUSTOMERS (INCLUSIVE OF GST)          | 7,935,124        | 7,484,998        |
| PAYMENTS TO SUPPLIERS, CLIENTS AND EMPLOYEES (INCLUSIVE OF GST)         | (7,169,433)      | (6,712,814)      |
| INTEREST RECEIVED   | 19,787           | 50,162           |
| INTEREST AND OTHER FINANCE COSTS PAID                                   | (6,812)          | (6,694)          |
| RECEIPTS FROM GOVERNMENT COVID-19 STIMULUS MEASURES                     | 283,000          | 0                |
| <b>NET CASH FROM/(USED IN) OPERATING ACTIVITIES</b>                     | <b>1,061,666</b> | <b>815,652</b>   |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>                             |                  |                  |
| PAYMENTS FOR INVESTMENTS  | 1,500,000        | 0                |
| PAYMENTS FOR PROPERTY, PLANT AND EQUIPMENT                              | (34,105)         | 0                |
| PROCEEDS FROM DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT                 | 610,323          | 0                |
| <b>NET CASH FROM INVESTING ACTIVITIES</b>                               | <b>2,076,218</b> | <b>0</b>         |
| <b>CASH FLOWS FROM FINANCING ACTIVITIES</b>                             |                  |                  |
| REPAYMENT OF BORROWINGS   |                  | (2,075)          |
| <b>NET CASH USED IN FINANCING ACTIVITIES</b>                            | <b>0</b>         | <b>(2,075)</b>   |
| <b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>             | <b>3,137,884</b> | <b>813,577</b>   |
| <b>CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE FINANCIAL YEAR</b> | <b>4,286,476</b> | <b>3,472,899</b> |
| <b>CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR</b>       | <b>7,424,360</b> | <b>4,286,476</b> |







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