



**COASTCOMMUNITY  
CONNECTIONS**



ANNUAL REPORT

**2017-2018**



# CONTENTS

Our Vision, Mission & Values	04
Snapshot of the Year	05
President's Report	06
General Managers' Report	09
Our People	12
Finance, Risk & Audit Committee	14
Snapshot of our Services	16
Our Services: A Year in Review	
- Ageing & Disability Services	19
- Children's Services	22
- Evolution Youth Service	24
- Gambling Solutions	29
- Peninsula Community Centre	32
Our Partners & Supporters	34
Events & Community Relations	35
Financial Summary Report 2017-2018	38

## OUR VISION

To create caring  
connected communities

## OUR MISSION

We will create community  
by providing innovative  
care and support  
solutions, through  
business excellence,  
that connect and enrich  
the lives of people of all  
ages and abilities at every  
stage of life

## OUR VALUES

Respect  
Integrity  
Cooperation  
Commitment  
Creativity

# SNAPSHOT OF THE YEAR 2017-2018

28,000+

LOCALS SUPPORTED LAST YEAR

350 LOCALS

SUPPORTED WITH AGED CARE PACKAGES

MORE THAN  
90 STAFF MEMBERS

65+ LOCALS

ASSISTED WITH FREE GAMBLING COUNSELLING

MORE THAN  
150 VOLUNTEERS

1,000+

YOUTH SUPPORTED VIA SUPPORT, ADVICE  
AND REFERRAL PROGRAMS & SERVICES

102,523

VISITORS THROUGH THE PENINSULA  
COMMUNITY CENTRE MONTHLY

# PRESIDENT'S REPORT



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

**DALAI LAMA**

Once again, I open with this quote to remind us all that sector changes continue, and they serve as linchpins for much of our decision making. We need to ensure we are still serving our community and building on our strengths but, where change is needed, we have the mindset and team needed to ensure sustainability and growth in our areas of strength.

Thank you to the hard-working staff, the dedicated Board Members and wonderful volunteers, along with our community who made the organisation the great place it is, and on whose shoulders, we are building a sustainable, viable organisation that will be here to continue to support the community well into the future. Staff have shown increased responsiveness and flexibility to ongoing major sector reforms in aged care, the disability sector as well as in families and community programs. They have also accepted new opportunities after careful review. All our funding partners are very pleased with our client support and excellent governance.

The 2017/2018 year has been one of inquiry and stabilisation of programs and looking to sustainable growth, aligned to the Strategic Plan – at the Board and Executive Team level, and in service and funding models. This has meant that the rate of work has been high and there has been a corresponding increased commitment from the Board and staff as they have responded to the challenges. I want to thank them for their resilience, dedication and determination to ensure Coast Community Connections Ltd (CCCL) flourishes.



During the year, the Board welcomed three new Directors. Madeleine Shaw has brought a wealth of HR and resilience experience to the table. Ross Barry, with his many years of finance and governance knowledge, will help with future directions and strategy. Amanda Rogers from WLM has also joined the Board and brings with her considerable financial pedigree that will be vital as the sector changes roll out.

Thanks, from both Board colleagues and staff, are extended to both former Board Director and Governance Committee Chair, Dr Jeanette Martin and Vice-President and Finance and Risk Committee Chair, Dr Roger Hayward, for their commitment, dedication and support to the organisation over the five-year period that they each served. They have been anchors helping the organisation refocus and ensure viability. Their contribution has been outstanding, and their legacy will ensure the organisation goes from strength to strength.

We welcome Chris Styant as the new Finance Manager. Chris previously had a short term with us on the Board, and we thank him for stepping in and ensuring good governance.

Board commitment to high level quality and governance continues. Examples of this are demonstrated in Directors' attendance at the Australian Institute of Company Directors (AICD) Governance Course in January, the AICD Conference in March and the Fortunity Governance Forums across the Coast.



Directors also participated in individual Director effectiveness surveys, completed a Board skills matrix to assist in targeting potential future Director recruitment and regular Board meeting evaluations.

Both Board and Staff are very pleased with the recent contract renewals and new opportunities arising. CCCL is keen to be part of the solutions that governments at all levels are looking for with public money accountability. The key to success will continue to be supporting clients through early intervention and ensuring a positive impact. We are working with Social Ventures Australia (SVA) on the 2019-2024 Strategic Plan. It will reflect our strengths and give clear direction while ensuring CCCL is open to new opportunities.

After a period of relieving, probationary and short-term CEOs, the Board, working with Forsythes Recruitment, is putting in place a rigorous recruitment process to ensure the right person for CCCL's requirements is employed. They will need strong business knowledge as well as sector reform knowledge. They will need to care for and lead the organisation forward while ensuring necessary business efficiencies are implemented. There will be strong support from Board and Management.

CCCL ends the financial year once again in a strong financial position. Services and staff structures are being 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.

Thank you to Bishop Collins, Hicksons Lawyers, Brilliant Logic, SVA, Forsythes Recruitment and WLM Accounting, your support has been greatly appreciated this year.

Thank you to every member of the current and past Board and Executive, every staff member and every one of our volunteers. You have ensured CCCL is in a great position going forward, so thank you again all for the work you do and the positive impact you have on our community.

**Sharryn Brownlee**  
President





# GENERAL MANAGERS' REPORT



It is with pleasure that we present you this Annual Report of the successes of Coast Community Connections Limited (CCCL) for the 2017/18 financial year.

We trust that the Annual Report will provide you with insights and appreciation of the diversity and strength of CCCL in creating caring connected communities.

We are pleased to report a net profit for the year of \$139,746. Whilst down from the previous year's \$405,908, this is reflective of sector changes, increased competition and external support, all of which helped the organisation to maximise service delivery to the community. Combined also with several key leadership changes, this affirms staff's positive commitment to one another, our clients, our programs, services and activities.

The last 12 months has brought many exciting developments for CCCL.

Many projects and successes centred on our 2015-2018 Strategic Plan have been initiated and accomplished including:

- Increasing community use of our services and resources to over 100,000 participations by members of the community
- Maintaining consistent client numbers with our quality consumer directed Home Care Packages as well as building on our NDIS clients
- Increasing service delivery to the high levels of demand for our quality Home Maintenance and Modifications services across the whole of the Central Coast
- Entering into new contracts with partners and consortiums that leverage on Coast Community Connections' reputation by specifically providing Commonwealth Support Programs (Compacts) for the Central Coast as well as Regional Assessment Services (RAS) for the Central Coast and Upper Hunter Regions
- Children Services continues to provide its high quality service and this reputation has seen high demand as well as contract renewal for our Children Services across all centres
- Our Youth, Gambling, Financial, Alcohol and Drug counselling, support and education programs are in very high demand, with our staff covering as much of the Central Coast as funding and resources enable
- Peninsula Community Centre operating at close to full capacity with staff and volunteers continually offering and building new programs to support community needs



We continue to invest in our business systems and processes to improve our efficiency and effectiveness, with consideration to our long-term future needs as well as providing the agility to adapt to changing community needs and sector reforms.

These include:

- High speed secure infrastructure throughout the precinct and all CCCL facilities to support back and front-end systems, making full use of the NBN and the issuing of mobile devices to all field staff
- ICT and physical security upgrades to ensure privacy principals and data protection requirements are met
- System and software implementation to meet and exceed government reforms to children services including customer management and secure data government exchange
- Implementation of Human Resource and WH&S management software systems and whole of organisation training
- Whole of organisation policy review
- Staff and management changes to align with sector reforms and organisational requirements to meet community needs as well as formal training opportunities
- Review and implementation of financial systems and accounting software with integration capacity to other operational systems

We know however that we cannot rest on these successes. The Board and management team have commenced examination of the strategic outlook for the next five years and we are establishing a new Strategic Plan for 2019-2024. Our new Strategic Plan builds on our organisation's vision, mission and values.

CCCL continues to receive wonderful support from the various funding bodies both in NSW and on a federal basis. Our partnerships with likeminded organisations and the Central Coast Council assist us to provide these valuable services. We have no doubt their support will continue.

Our achievements as an organisation, as we serve and support our community, are only possible because of the commitment and cooperation of every employee, Board Member and volunteer at CCCL.

Thank you to each and every one of you for the contribution you have made this year.

**Bruce Davis & Emma Gilby**  
**General Managers**



## OUR PEOPLE

# BOARD OF DIRECTORS

CURRENT



SHARRYN BROWNLEE  
President



MADELEINE SHAW  
Vice President



REBECCA GALE COLLINS  
Director



ROSS BARRY  
Director

CURRENT



BRUCE DAVIS  
Company Secretary

SERVED



ROGER HAYWARD  
Director  
finished March 2018



JANETTE MARTIN  
Director  
finished June 2018

## EXECUTIVE TEAM

### BRUCE DAVIS

General Manager Business and ICT  
Finance Department

### EMMA GILBY

General Manager Families and  
Community, Ageing and Disability Services  
Human Resources and Marketing



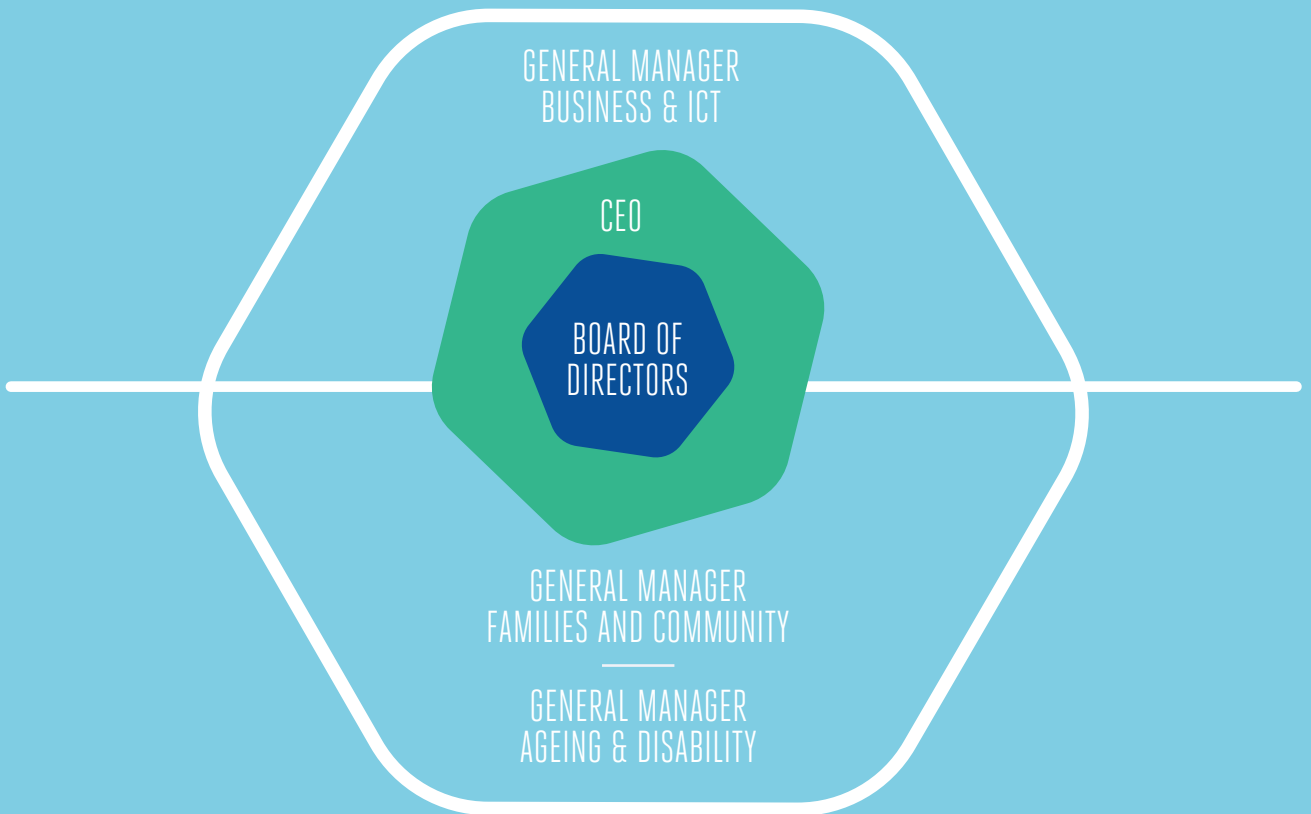
**OUR PEOPLE**

# SNAPSHOT OF OUR PEOPLE

**Finance, Accounts & Payroll**

Senior Accountant

Accounts Officer



**Children Services Manager**

Nominated Supervisors

Certified Supervisors

Childcare Educators

**Manager Youth & Counselling Services**

Senior Case Manager

Case Manager

Alcohol & Other Drug Counsellor

Gambling Counsellors

Financial Counsellor

**Manager Community Centre**

Community Development Officer

Administration Casual

**Home Support Services Manager**

Direct Services Supervisor

Service Coordinators & Support Facilitators

Home Building Services Team Leader

Trades Officers

# 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 best use of resources. The Committee met 6 times during the past financial year.

The Committee's membership during 2017-18 comprised:

- Roger Hayward (former FRAC Chair, retired in March, 2018)
- Chris Styant (former FRAC Chair, resigned in June, 2018 to take on role as Finance Manager)
- Ross Barry (current FRC Chair and Board Member)
- Sharryn Brownlee (Board President)

Directors were joined at FRAC meetings by key members of the senior leadership team and advisors.

The 2017-18 financial year has proven to be another financially strong year for Coast Community Connections Limited (CCCL) as reflected in an annual net surplus of \$139,754 and our level of cash reserves and other current assets relative to current liabilities. This is particularly pleasing against a backdrop of significant change to many government funding structures that impact services provided by CCCL.

CCCL has seen a small decline in operating revenues to \$7.166 million from the previous year (\$7.461 million), offset in part by a reduction in operating expenses to \$7.026 million (from \$7.055 million).

During the year, the Board and management made a significant investment in upgrading the organisation's accounting systems, including the introduction of new software and a consolidation of accounts and management reporting. CCCL's finance team was very well supported in this initiative by Amanda Rogers and her team at WLM Financial Services and this work positions us well for future success.

We welcome Chris Styant to the leadership team as our new Finance Manager. Chris is an experienced finance professional and a qualified Chartered Accountant. He previously served as a Director on the Board and has already made a strong contribution in his new role.

## BALANCE SHEET AND RESERVES

As at 30 June 2018, total assets of CCCL (consolidated) were \$6.634 million, down from \$7.188 million at the same time last year. Total current assets were at \$5.123 million, down from \$5.838 million in 2017, and remained well in excess of current liabilities of \$2.190 million (down from \$3.095 million).

The organization's net asset position improved by \$0.419 million to \$4.395 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 2018, CCCL held cash deposits of \$0.968 million, operating fund accounts of \$1.450 million and term deposits of \$1.505 million.

## ANNUAL AUDIT

Bishop Collins were the returning auditors for 2017/18. Thank you to Martin Le Marchant and his team 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, 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  
Manager - Finance**



# SERVICES SNAPSHOT

## AGEING AND DISABILITY SERVICES

Coast Community Connections Ageing and Disability Services offer supports, services or referral advice to meet the needs of each individual.

We offer a range of accredited supports and services including:

- Support coordination
- Assistance with household tasks
- Community access and social support
- Facilitation and support to achieve individual goals
- Flexible respite
- Home modifications and maintenance
- Lawn and garden maintenance
- Transport

The aim of Coast Community Connections Ageing and Disability Services is to meet the needs of elderly and people with a disability to remain living independently in their home.

Services are provided under the following programs:

- Compacts – subcontracted to community
- Commonwealth Home Support Program
- Home Care Packages – funded by Department of Social Services
- National Disability Insurance Scheme (NDIS)
- Regional Assessment Service (RAS)

## CHILDREN'S SERVICES

Coast Community Connections provides Children's Services and programs in Woy Woy, Gosford and Point Clare. These include:

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

## EVOLUTION YOUTH SERVICE

Evolution Youth Service is a free youth program which delivers support and assistance to young people aged 12 to 17 and their families on the Central Coast.

Evolution Youth Service provides the following services:

- Support, advice and referral
- Case management
- Skill focused groups or training for youth
- Personal development programs
- Alcohol and other drugs counselling and education (12-18 years of age)





## GAMBLING SOLUTIONS

Gambling Solutions Central Coast provides free and confidential counselling, financial counselling and education to people with a gambling problem, their partners, family members or others affected by problem gambling. Services include:

- Drug and alcohol support
- Gambling financial counselling

## PENINSULA COMMUNITY CENTRE

Peninsula Community Centre is a versatile community hub that offers a range of activities, programs, services, information and support to people from young children to seniors.

Types of programs include:

- Dance and music classes
- Youth programs
- Education and activity groups
- Social clubs and support groups
- Lifestyle, sporting and leisure activities
- Counselling programs and services
- Community groups, clubs and workshops
- CALD activities

The Centre has a wide selection of rooms available for hire. These range from small meeting rooms for 10 to 20 people, a dedicated dance studio for 150 people, a multipurpose room for up to 110 people or the main hall for 250 seated or 500 standing guests.







## OUR SERVICES

# AGEING & DISABILITY

The aim and focus of Coast Community Connections' Ageing and Disability Services is to support older people and people with a disability maintain an active lifestyle promoting independence. This includes supporting them, their carers and family to remain living at home in the community.

Our Home Care Package clients celebrated Christmas 2017 at Davistown RSL with a luncheon. Much fun and laughter was had by all. Our team of Support Facilitators and Direct Care Workers were able to join the festivities.

In November 2017, a ComPacks subcontract audit was completed by Community Options. In February 2018 our disability service was measured against the Disability Services Standards NSW through Third Party Verification with all standards met.

Types of supports provided for older people and people with a disability via Coast Community Connections Ageing & Disability Services includes:

**Home Care Packages Levels 1 to 4** funded by the Department of Health. Support Facilitators develop in consultation with clients. These packages are strength based, person-centred support plans that build on capacity and wellness. Direct Care Workers provide domestic support, personal care, transport, meal preparation, medication monitoring and social support including shopping and advocacy.

**Commonwealth Home Support Services** program is funded by the Department of Health. Services for older people include domestic assistance, personal care, transport, social support

including shopping, meal preparation, flexible respite and goods, equipment and assistive technology. This program provides entry level services and may be the first time a client has accessed support.

**National Disability Insurance Scheme** provides support to people with a disability through individual packages of support. Services include support coordination, assistance with daily living activities, assistance with self-care activities and assistance with social and community participation.

**ComPacks** are funded by the NSW Ministry of Health and provide short term (up to six weeks) case managed support to transition clients from hospital discharge to home. An assessment is completed either in hospital prior to discharge or at the client's home. Case management support can include linking clients to ongoing services, as identified and available. Services may include domestic assistance, personal care and social support including shopping, personal care or transport.

**The Regional Assessment Service** is part of the Community Options Australia consortia. Our team of Home Support Assessors complete assessments for My Aged Care determining eligibility for services provided under the Commonwealth Home Support Program and linking clients into available services. Home Support Assessors also make recommendations to other support such as NSW Fire and Rescue for installation and ongoing maintenance of smoke alarms.



### Home Modification & Maintenance

including lawn services, yard tidy up, gutter and window cleaning are provided through the Commonwealth Home Support Program. Modifications can include grab rails, access ramps and bathroom renovations for easy and safe access. The modifications are all recommended by Occupational Therapists so that our clients can remain living in their own homes. The service also provides basic home maintenance to eligible clients including lawn services.

## THE AGEING AND DISABILITY SERVICES

### TEAM COMPRISES OF:

- 1 x General Manager
- 1 x Manager Home Support Services
- 1 x Team Leader Home Building Services
- 5 x Support Facilitators
- 5 x Administration Officers
- 15 x Direct Care Workers
- 2 x Trades Officers
- 4 x Home Support Assessors

## ANNUAL SERVICE STATISTICS

Coast Community Connections' Ageing and Disability Services provide the following services to older people and /or local people with a disability:

- ComPacks
- Home Care Packages Level 1 to 4
- Home Modifications and Maintenance including lawn services
- Disability Services
- Commonwealth Home Support Program
- Regional Assessment Service





## 2017/2018 STATISTICS

SERVICE	CLIENTS	HOURS
ComPacks	992	11,926
Home Care Packages	96	17,410
Home Modification	645	2,808
Home Maintenance including lawn	451	1,264
Disability Services	58	5,132
Commonwealth Home Support Program	79	2,141
Regional Assessment Service	3,032 assessments across the Central Coast and Hunter regions	

## OUR SERVICES

# CHILDREN'S SERVICES



Coast Community Connections' Children's Services had another fantastic year during 2017/2018 across its services including Before and After School Care, Vacation Care, Playgroup and Kindy Gym.

The leadership and management of Children's Services is carried out by Loren Sultana in consultation with Emma Gilby General Manager of Family and Communities.

Loren holds the following formal qualifications:

- Diploma in Early Childhood Education and Care
- Certificate IV in Frontline Management
- Certificate IV in Case Management
- Currently enrolled in a Diploma of Management

Children's Services have also now migrated over to a new child care data system which has allowed it to transition to the government's new child care management systems more effectively.

The Services have successfully transitioned over to the new Centrelink reform smoothly and the team have been supporting families through these changes.

Loren Sultana, in consultation with Bruce Davis and Emma Gilby, is currently working on more IT programs/databases to roll out to support and reduce the workload required by government bodies which will allow the services to run more efficiently.

## ANNUAL SERVICE STATISTICS

SERVICE	NO. OF CHILDREN	NO. OF FAMILIES	RANGE	AVERAGE
Peninsula Before School Care	190	136	35-38	36.5
Peninsula After School Care	263	185	56-65	62.0
Peninsula Vacation Care	446	314	83-90	86.8
Gosford Before School Care	87	69	12-15	14.2
Gosford After School Care	135	104	27-30	30.0
Gosford Vacation Care	312	237	67-73	70
Point Clare Before School Care	127	92	28-30	28.7
Point Clare After School Care	181	127	48-51	50.1
Peninsula Occasional Care	163	140	11-22	17.75
Kindy Gym - Bears	55	37	6-20	13.8
Kindy Gym - Cubs	83	53	19-33	26.4
Playgroup	75	42	15-38	28.4

## ASSESSMENTS



**Point Claire**  
Meeting

**Peninsula**  
Working towards



**Gosford**  
Meeting

Point Clare Children's Service and the Peninsula Children's Service have both successfully gone through the Department of Education's Assessment and Rating Process.

Peninsula and Point Clare have incorporated their feedback report into their Services Improvements Plan and will continue to work through this over the next twelve months.

Gosford's Children's Service are rated at a meeting level from their last Assessment and Rating in 2016 and are currently awaiting for their next review in the following 12 months. Emma Shepherd, in consultation with Loren Sultana, have commenced preparations around this assessment.



## OUR SERVICES

# YOUTH SUPPORT

**E**volution Youth Service, located in Woy Woy, offers youth support. The team at EYS are committed to providing a high standard of care within the Peninsula area and across the wider Central Coast.

With three experienced staff, it has again been an extremely busy year for the service, working on a number of projects while continuing to support our young people through the delivery of the Evolution Youth Service core service activities. These activities include:

- Alcohol and Other Drug Counselling
- Case Management
- Group Programs

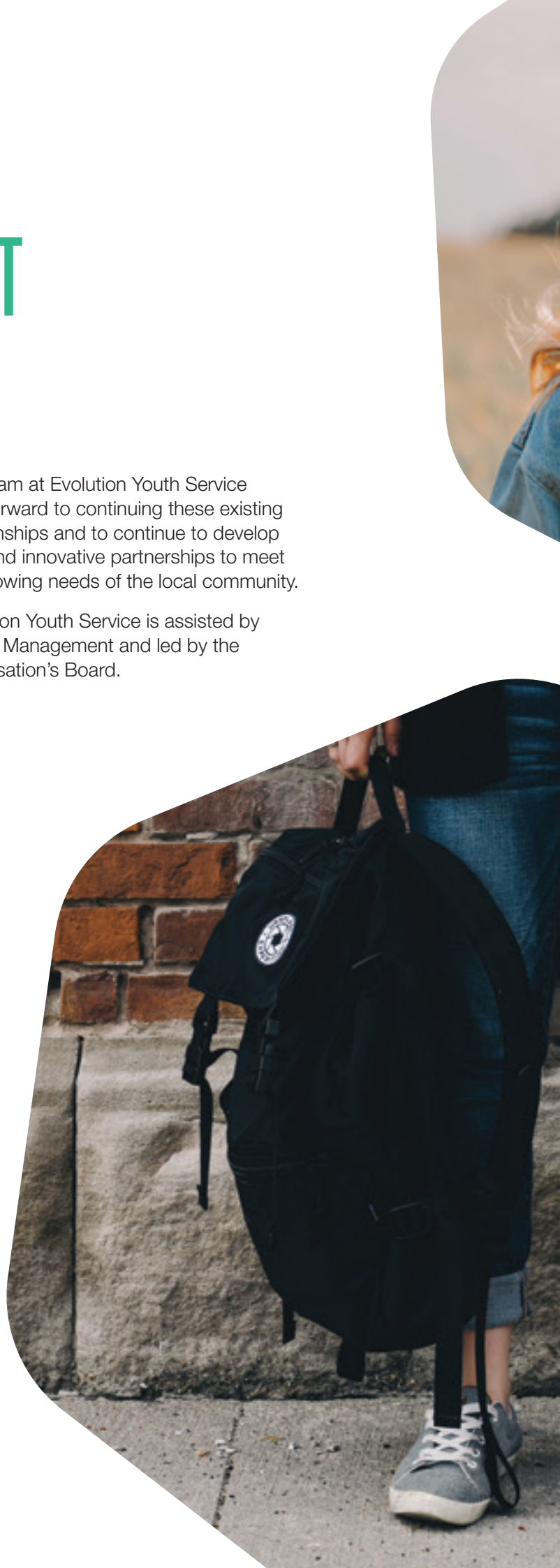
The holistic support options delivered by Evolution Youth Service have a strength-based approach, where young people are empowered to set and work towards achieving their own individual goals. Support has been given to the youth accessing services to engage in areas of education and employment, substance misuse issues, emotional and physical health as well as family relationship issues.

In 2017/2018, the service supported over a thousand young people, families and community members across the Central Coast in many different ways to create caring connected communities.

Evolution Youth Service has been lucky enough to have a wide range of external services providers on the Central Coast to collaborate on projects and provide specialised support to our young people.

The team at Evolution Youth Service look forward to continuing these existing relationships and to continue to develop new and innovative partnerships to meet the growing needs of the local community.

Evolution Youth Service is assisted by Senior Management and led by the organisation's Board.





## CASE STUDY

## SARAH'S STORY

Sarah was introduced to Evolution Youth Service after she moved to the area to live with her aunty and uncle, due to a relationship breakdown with her mother and history of drug taking.

Sarah was living in Sydney and had no other support networks besides her aunty and uncle. Sarah's aunty Maree referred Sarah to our service for support in a range of areas including the effects of drug abuse, managing the relationship breakdown between Sarah and her mother, strategies in managing healthy ways to cope with anger and socialise within a new school.

Sarah received support from Evolution Youth Service over a 17 week period and is now thriving in her new environment. During that time with EYS, Sarah achieved the following:

- An improved relationship with her mother and father
- Learnt to manage anger in healthier ways
- Collaborated with her grandparents who now approve of the changes Sarah has made in her life
- Obtained employment
- Understood the importance of attending school and completing all tasks
- Hasn't used marijuana for 149 days
- Joined Cadets and Judo
- Has become fitter and stronger

Sarah has set and achieved a number of her goals since moving to the Coast and working with Evolution Youth Service.

During Sarah's contact with the service, her aunty Maree also received support to help manage and parent a young person and develop Maree's parenting skills.

"Evolution Youth Service wish Sarah all the best for her bright future and we know nothing will hold this wonderful young woman back"

## OUR VOLUNTEER STUDENTS

Evolution Youth Service supported two student placements in the last year who have both been involved in obtaining a Certificate III in Youth Work. While on placement with Evolution Youth Service, the students were involved in supporting community events, group work, case work and elements involved in running a youth service. This included attending team meetings, WHS sessions, observing youth workers within their role and planning meetings.



## ALCOHOL AND OTHER DRUG PROGRAM – GROUPS

The educational focus of these groups included:

- Marijuana
- Foetal Alcohol Spectrum Disorder
- Drug Affected Baby Syndrome
- Tobacco cessation and alcohol

A percentage of the groups that were delivered were aimed at prevention with a focus on how to deal with issues such as stressors at home and within the school environment, mental health and relationship issues without misusing drugs and alcohol.

### EARLY INTERVENTION PROGRAM

30 CASE MANAGEMENT EARLY INTERVENTION PROGRAM GROUPS

43 CLIENTS

43 CLIENTS GOALS ACHIEVED

124 INFO, ADVICE & REFERRALS

### AOD PROGRAM

927 BRIEF INTERVENTION/ COMMUNITY EVENTS

57 CASE MANAGEMENT/COUNSELLING

130 GROUPWORK

# ACHIEVEMENTS OF THE EVOLUTION YOUTH SERVICES TEAM

## 2017 – 2018 FINANCIAL YEAR

- Developed a partnership with Country Women's Association (CWA) Woy Woy following a donation of \$500 to EYS used to purchase birth certificates for young people
- CWA Woy Woy have been fundraising for EYS through raffles and BBQ. The ladies have made EYS a condom suit and two vulva puppets, which EYS use for sexual health sessions
- Involved as a Youth Leadership Consultant
- EYS were involved in Happy Head Conference with Brisbane Water Secondary College Woy Woy
- Involved in planning a suicide prevention walk as part of Coast Community Connections' initiative
- Organised a Mental Health talk at Central Coast Youth Interagency
- Refurbishment of 2 Ross St Woy Woy
- Spearheaded the TMHFA (Teen Mental Health First Aid Project), undertaken with 65 young students across 7 schools
- Developed new service user forms
- An EYS representative has joined the WHS committee and attended training sessions
- New resources have been integrated – Kmart cards, ADF Doll, goggles that simulate the effects of marijuana use
- 10 additional hours have been funded for our AOD Counsellor
- Attended YAPA conference
- Involved in White Ribbon Day at The Entrance
- Attended the FACS conference
- Undertaken NADA Trauma Training
- Undertaken Double Whammy Training
- Carried out child protection training
- Attended Parent Information Sessions with Headspace/FRS
- Attended youth GOATS Festival
- Attended The Glen Family Fun Day





## OUR SERVICES

# GAMBLING SOLUTIONS

**G**ambling can have severe impacts on individuals. The main impacts are financial and psychological. Financial gambling can be devastating due to the mounting pressure of having to find money that was spent gambling to cover normal bills and living expenses. Often, people find multiple forms of credit and are unable to make repayments. This can lead to debts and outcomes where assets are lost or there is possibility of bankruptcy.

The Gambling Solution team see many psychological impacts from problem gambling, these range from:

- feeling isolated
- out of control
- stressed
- trapped
- depressed
- mood swings
- fear of loved ones finding out
- the immense pressure of guilt.

Gambling affects more than just the individual, it has a severe impact on children, friends, family, their work place and often their colleagues.

Family members have to bear the weight of the financial implications. Relationships are affected as trust has been destroyed. Conflict, uncertainty, stress, depression and helplessness are normal impacts for loved ones. Often family members are unsure of how to help as they themselves are dealing with their own feelings and the effects of their loved ones gambling.

Gambling Solutions is client centred and strength based. This means each client is treated as an individual with unique

personal qualities, strengths and needs. We assist our clients to establish and reach positive outcomes based on their needs and desires. Counselling is provided through respectful consideration of individual gender, culture, religious and/or spiritual background and sexual identity.

Gambling Solutions counsellors work with clients to identify the reasons for their gambling addiction and identify their gambling triggers. From this together, the counsellors build coping skills, educate and use healthy alternative substitutes which are in line with the client's values. An individualised programme is then developed including relapse prevention strategies which address each client's personal treatment needs.



## KEY STATISTICS

COUNSELLING TYPE	FORMAT	NO. OF SESSIONS	DURATION	NO. OF CLIENTS	CANCELLATIONS	NO SHOWS
PROBLEM GAMBLING	Individual face-to-face	759	1080h 30m	163	130	54
	Telephone	238	184h 30m	72	-	1
	Couple/family	12	20h 15m	13	4	-
	Group	19	38h	41	5	-
	Online	-	-	-	-	-
	Telephone Counselling - Couple	-	-	-	-	-
FINANCIAL	Individual face-to-face	31	50h	14	10	9
	Telephone	74	31h	31	3	1
	Couple/family	8	10h	8	4	-
	Group	-	-	-	-	-
	Online	21	10h 30m	15	-	-
	Telephone Counselling - Couple	-	-	-	-	-
ALL SESSIONS	All Formats	1162	1424h 45m	357	156	65

**53** TOTAL HOURS A WEEK THAT SERVICES ARE AVAILABLE

**20.75%** HOURS OF OPERATION OUTSIDE MON TO FRI

**13.51%** COUNSELLING SESSIONS OUTSIDE MON TO FRI 8:30AM TO 5PM

**1,323.25** TOTAL PROBLEM GAMBLING HOURS

**357** TOTAL NUMBER OF CLIENTS ACCESSING OUR SERVICE

**101.5** TOTAL FINANCIAL COUNSELLING HOURS



## HIGHLIGHTS AND ACHIEVEMENTS

### 2017 – 2018 FINANCIAL YEAR

- Attended regular Mental Health, Domestic Violence and Multicultural Interagency groups which led to an increase of referrals to our service
- Participated in regional forum meetings to work collaboratively in service delivery and the website [problemgambling.net.au](http://problemgambling.net.au)
- Interviewed members of the public and the CEO of Mingara to discuss what constitutes problem gambling and open up conversations regarding what constitutes responsible gambling and to raise awareness of the gambling help services available
- Increased relationships with the Central Coast Leagues Club and Mingara Recreational Club
- Developed partnerships with SCHMOPS and Headspace
- Secured funding until December 2019
- Undertaken weekly visits for group work as well as one-on-one counselling at The Glen
- Represented at 28 community events including:
  - NAIDOC week
  - Suicide Prevention Walk
  - White Ribbon Day
  - Peninsula Link Day
  - Biggest Morning Tea (Woy Woy, Kincumber, Mingara)
  - Responsible Gambling Awareness Week
- Presented at more than 20 organisations across the Central Coast
- Hosted a meeting with local Member for Gosford Liesl Tesch to discuss local gambling issues
- Gambling Solutions counsellor, Chris Davidson is working on a paper for peer review on the treatment plan for addiction
- Chris has been asked to present at this year's National Australian Counselling Association conference
- Filiz Niyazi has built the Mingara office up from one client to 32 clients



## OUR SERVICES

# PENINSULA COMMUNITY CENTRE

The Peninsula Community Centre is a versatile community hub that offers a range of activities, programs, services, information and support to people from young children to seniors. The 2017/2018 year has been another successful twelve months for the Community Centre, hosting a range of varied programs, events and activities.

Along with our regular centre users, new programs during the year included:

- AA and OA Support Groups
- ARAFMI Mental Health Carers Support Group
- Developing Leaders Aboriginal Corporation
- Aspect Autism Spectrum Australia
- Francis Health and Fitness
- Coastwide Child and Family Support Playgroup
- Insight Assisted Gentle Fitness
- Social Shindigs Services
- Diabetes NSW
- Speech Pathology
- Tae Kwon Do
- Bright Diets
- Dementia Carers Support Group
- EWON
- Look Good Feel Better
- Top Blokes Mentoring
- Juvenile Justice
- Preschoolers Music



## VOLUNTEERS IN THE LAST 12 MONTHS

**14,523.5** TOTAL VOLUNTEER  
HOURS

THIS EQUALS THE CONTRIBUTION MADE BY VOLUNTEERS IN 2016/2017

**\$450,954.67\***  
CONTRIBUTED LABOUR COSTS

BASED ON \$31.05 PER HOUR. REFERENCE: VOLUNTEERING CENTRAL COAST

### VOLUNTEER TEAM

**47** REGULAR VOLUNTEERS

**197** VOLUNTEERS HELPED  
AT OUR EVENTS

**11** WDO AND COMMUNITY WORKERS

## COMPARATIVE MONTHLY SERVICE STATISTICS

Service Area	October 2017	May 2018
People Receiving Information	608	3,722 (includes social media and website searches related to the Centre)
Assisted Referrals to Other Agencies	45	147
Room Hire Bookings and Enquiries	52	76
People Using Centre Resources	72	88

## 2017/2018 AVERAGE SERVICE STATISTICS

Service Area	Data
Average number of people attending the Centre each month	8,544
Average number of activities/programs each month	64
People attending the Centre annually	102,523
People attending community events annually	1,593
People participating in community consultation annually	69
Room hirers annually	102
Partnership Community Projects	12
Number of Partners involved	15
Partnership Project Participants (mentoring, life skills courses, support groups and training)	290

# 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
- Bendigo Bank
- 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
- 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
- Department of Community Services  
– Woy Woy and Gosford Offices
- Department of Corrective Services -  
Community Service Order Scheme
- Developing Leaders Aboriginal  
Corporation
- East Gosford Primary School
- Ettalong Bowling Club
- Ettalong Public School
- EWON
- GameCare (Australian  
Hotels Association)
- 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
- Look Good Feel Better
- Mars Foods Australia
- Mary Mac’s
- Mingara Leisure Centre
- Mingaletta
- 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 Family and Community  
Services
- 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 Patricks 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
- Umina Beach Surf Life Saving Club
- Umina Child Care Centre
- Umina PCYC
- Umina Public School
- Unifam Counselling & Mediation
- UnitingCare Mental Health
- University of New South Wales
- Volunteering Central Coast
- Wallaby Weenies Early Learning  
Centre
- Warruwi 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

Coast Community Connections is dedicated to supporting a range of organisations and groups, as well as attends, holds and presents at a number of community events, expos, information sessions and local initiatives.

Our buzzing Peninsula Community Centre is host to many events throughout the year, including these successful special events we hosted in 2017/2018:

- Peninsula Link Day
- Australia's Biggest Morning Tea
- Volunteer Week Breakfast
- Technology in Focus Seniors Day
- Bring Your Bills & Community Expo
- Safetalk suicide awareness
- DV Alert and Awareness training

In addition, through our community ties and across our vast array of services and programs, we were also involved in the following initiatives:

- Press for Progress
- NSW Seniors Week
- White Ribbon Day
- Out of the Shadows Suicide Prevention Walk
- Wellbeing staff day
- Families Week
- NAIDOC Week
- International Womens Day
- Kids Day Out
- GOATS Youth Festival
- Youth Fest

We look forward to 2018/2019 being another full year of events, community initiatives and activities that allow us to continue to create caring connected communities.

## AUSTRALIA'S BIGGEST MORNING TEA



## REWARD & RECOGNITION



## WELLBEING STAFF DAY



## 2017 CHRISTMAS EVENTS



## BRING YOUR BILLS & COMMUNITY EXPO



## PENINSULA LINK DAY





# FINANCIAL SUMMARY REPORT 2017-2018

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

REVENUE	2018	2017
GRANTS RECEIVED	2,018,069	2,696,600
OTHER GOVERNMENT CONTRIBUTIONS	3,253,398	3,089,788
SERVICE USER CONTRIBUTIONS AND FEES	1,668,134	1,501,654
INTEREST AND OTHER INCOME	214,585	157,561
NET GAIN ON DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT	11,485	15,712
<b>TOTAL REVENUE</b>	<b>7,165,671</b>	<b>7,461,315</b>



EXPENSES	2018	2017
ADVERTISING EXPENSES	(59,892)	(38,135)
CLEANING AND SANITATION EXPENSES	(70,382)	(62,099)
COMPUTER EXPENSES	(103,077)	(97,646)
DEPRECIATION AND AMORTISATION EXPENSES	(83,733)	(101,022)
EMPLOYEE BENEFIT EXPENSES	(4,278,934)	(4,192,083)
INSURANCE EXPENSES	(164,295)	(127,854)
LEGAL FEES	(36,074)	(38,819)
MOTOR VEHICLE EXPENSES	(62,453)	(68,431)
PRINTING, POSTAGE AND STATIONERY EXPENSES	(41,953)	(44,498)
RENT, RATES AND UTILITIES EXPENSES	(174,894)	(164,899)
REPAIRS AND MAINTENANCE AND REPLACEMENT EQUIPMENT EXPENSES	(83,121)	(104,142)
SERVICE USER CONSUMABLES AND SERVICES EXPENSES	(1,342,166)	(1,802,270)
OTHER EXPENSES	(524,943)	(213,509)
<b>SURPLUS BEFORE INCOME TAX EXPENSE</b>	<b>139,754</b>	<b>405,908</b>
INCOME TAX EXPENSE	-	-
<b>SURPLUS AFTER INCOME TAX EXPENSE FOR THE YEAR</b>	<b>139,754</b>	<b>405,908</b>

## OTHER COMPREHENSIVE INCOME

Items that will not be reclassified subsequently to profit or loss

GAIN ON REVALUATION OF PROPERTY	279,403	-
OTHER COMPREHENSIVE INCOME FOR THE YEAR, NET OF TAX	279,403	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>419,157</b>	<b>405,908</b>

# FINANCIAL SUMMARY REPORT 2017-2018

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

### ASSETS

CURRENT ASSETS	2018	2017
CASH AND CASH EQUIVALENTS	3,472,899	4,090,513
TRADE AND OTHER RECEIVABLES	297,339	379,021
FINANCIAL ASSETS	1,305,000	1,305,000
OTHER	48,213	63,241
<b>TOTAL CURRENT ASSETS</b>	<b>5,123,451</b>	<b>5,837,775</b>
<b>NON-CURRENT ASSETS</b>		
FINANCIAL ASSETS	200,000	200,000
PROPERTY, PLANT AND EQUIPMENT	1,310,340	1,144,436
INTANGIBLES	-	5,806
<b>TOTAL NON-CURRENT ASSETS</b>	<b>1,510,340</b>	<b>1,350,242</b>
<b>TOTAL ASSETS</b>	<b>6,633,791</b>	<b>7,188,017</b>





## LIABILITIES

CURRENT LIABILITIES	2018	2017
TRADE AND OTHER PAYABLES	373,191	528,456
BORROWINGS	2,075	11,924
EMPLOYEE BENEFITS	643,825	594,503
PROVISIONS	-	89,870
OTHER	1,170,473	1,869,998
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,189,564</b>	<b>3,094,751</b>
NON-CURRENT LIABILITIES		
BORROWINGS	-	2,075
EMPLOYEE BENEFITS	49,330	115,451
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>49,330</b>	<b>117,526</b>
<b>TOTAL LIABILITIES</b>	<b>2,238,894</b>	<b>3,212,277</b>
<b>NET ASSETS</b>	<b>4,394,897</b>	<b>3,975,740</b>
EQUITY		
RESERVES	974,213	694,810
RETAINED SURPLUSES	3,420,684	3,280,930
<b>TOTAL EQUITY</b>	<b>4,394,897</b>	<b>3,975,740</b>

# FINANCIAL SUMMARY REPORT 2017-2018

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

CASH FLOWS FROM OPERATING ACTIVITIES	2018	2017
RECEIPTS FROM GRANTS, CLIENTS AND CUSTOMERS (INCLUSIVE OF GST)	6,831,427	7,546,981
PAYMENTS TO SUPPLIERS, CLIENTS AND EMPLOYEES (INCLUSIVE OF GST)	(7,532,670)	(7,278,771)
	(701,243)	268,210
INTEREST RECEIVED	55,795	66,890
INTEREST AND OTHER FINANCE COSTS PAID	(7,299)	(8,077)
NET CASH FROM/(USED IN) OPERATING ACTIVITIES	(652,747)	327,023
CASH FLOWS FROM INVESTING ACTIVITIES		
PAYMENTS FOR INVESTMENTS	-	(5,000)
PAYMENTS FOR PROPERTY, PLANT AND EQUIPMENT	(30,505)	(35,986)
PROCEEDS FROM DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT	77,562	55,000
NET CASH FROM INVESTING ACTIVITIES	47,057	14,014
CASH FLOWS FROM FINANCING ACTIVITIES		
REPAYMENT OF BORROWINGS	(11,924)	(11,073)
NET CASH USED IN FINANCING ACTIVITIES	(11,924)	(11,073)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	(617,614)	329,964
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE FINANCIAL YEAR	4,090,513	3,760,549
CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR	3,472,899	4,090,513





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