



COASTCOMMUNITY CONNECTIONS



Annual Report 2016



Creating Caring Connected Communities

Our Vision and Mission

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

We value the strengths and abilities of each person and who they are as a person. We show courtesy to everyone. We maintain relationships and respect confidentiality. We uphold professional boundaries and we look after our shared resources and property.

Integrity

We value honesty and being straightforward and genuine in all our dealings with people. We will treat every person with dignity and respect. We will be sensitive to diversity and difference. We will resolve interpersonal conflicts in a timely and respectful manner. We will promote positive working relationships and a spirit of collegiality.

Cooperation

We value the opportunity to work together toward a common goal and a common purpose. We look for opportunities to work collaboratively and in partnership. We recognise and value the strengths and expertise of other workers and services and work with them to improve outcomes for all in our community. We make our knowledge, skills and resources available to others, both within and outside our organisation.

Commitment

We value following through on decisions and promises we make – we do what we say. We are enthusiastic about bringing our energy and skills into the workplace. We value determination and persistence in achieving our goals. We celebrate when we overcome obstacles and recognise when people accomplish something they have set out to do through their skills, practice, perseverance or exertion.

Creativity

We value dreaming of what's possible! We value and look for innovative and different ways to do our work more effectively. We value imagination, experimentation and fun in serving our community.

Events: 2015

NAIDOC Week, July 2015



World Suicide Prevention Day: Lifeline's Out of the Shadows Walk along Umina Beach, September 2015



Discobility, November 2015





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“The achievements of an organisation are the results of the combined effort of each individual”

Vince Lombardi

CEO Report

I am pleased to be reporting on Coast Community Connections Limited's (CCCL) successes and achievements for the 2015/16 financial year.

The year has been one of challenges and change. The fact that such substantial achievement has been made, despite the many challenges, and while managing the rapid pace of change, is a testament to the staff, volunteers, Board and Executive that make the dynamic organisation that we are.

The profit for the year was \$18 376. This is significantly less than last year; however, is still a very positive result in the pervading environment. The explanation of this difference is clearly outlined in the Finance and Risk Committee Chair's report.

This year we can celebrate the following achievements:

- The progress of significant work in changing our company structure in order to be flexible, responsive and sustainable into the future. This included the registration of Coast Services Group Limited (CSGL) – a wholly owned subsidiary of CCCL.
- The celebration of our organisation's 40th birthday at our inaugural Staff Service Award presentation held in December 2015. At this event our three newest members of staff were tasked with cutting the birthday cake while our longer serving staff were presented with five, ten, fifteen or twenty year service awards. In total 45 staff (53%) received awards.
- Significant work was undertaken in preparing for the implementation of the National Disability Insurance Scheme (NDIS). This involved working on restructuring the Ageing and Disability Services (ADS) workforce, reviewing and updating business processes and adjusting for major changes in funding models.
- Implementation of the newly awarded Regional Assessment Service (RAS) covering the geographical areas of Northern Sydney, the Central Coast and the Hunter regions.

CEO Report, Continued

- ADS chaired the Central Coast Squalor and Hoarding Interagency and hosted the Central Coast Forum on Squalor and Hoarding which was attended by approximately 50 service providers.
- Investment in a partnership with Regional Youth Support Services (RYSS) through sponsorship of 'The Bus' project – a project to provide outreach services to disadvantaged and vulnerable families, children and young people.
- New partnerships were established, by Evolution Youth Services, with Gorokan and Narara Valley High Schools.
- The Gambling Solutions service was involved with the premier screening of the movie 'Broke' as part of Gambling Awareness Week with one of our counsellors participating in the panel question and answer session following the film.
- Attainment of third party verification of our ADS through the Australian Aged Care and Quality Agency.
- Continued positive assessment of our Children's Services against the Australian Children's Education and Care Quality Authority (ACECQA) National Quality Standards.
- Commencement of the ADS Consumer Reference Group (CRG). The group consists of community members who work with staff to provide insights and ideas into improving service delivery and marketing and promotion.
- Development of an enhanced range of marketing materials.
- Implementation of Volunteering Australia's 2015 National Volunteer Standards. This was done using a proactive working group consisting of staff and volunteers.
- The introduction of volunteer service awards which were presented at a National Volunteer Week breakfast in May.
- A Cancer Council's Biggest Morning Tea was once again organised by our staff and volunteers and raised approximately \$11 000.
- The introduction of work health and safety initiatives to promote staff and volunteer well being. This included provision of flu vaccines and 'R U OK Day' activities. Free Tai Chi sessions and a staff education session on 'Managing stress at work' were also held during Safe Work Month in October.
- Successfully running a number of events and health promotion activities including a Healthy Bones Week seminar, Value Your Mind (Mental Health Week) seminar, World Suicide Prevention Day 'Suicide Prevention Walk' and Discobility.
- Continuing to productively use the Community Centre to conduct new programs. New programs this year included a financial literacy program 'In Charge of my Money', held in partnership with Wesley Mission, 'Being a Dad', held in partnership with Interrelate, Teen Vision Board and Mindfulness Colouring.

The focus of planning has remained aligned with our strategic plan and its four pillars of quality services, strong partnerships, professional staff and resilient organisation. These pillars provided the focus at our Board/Executive planning session held in February as the issues of the NDIS, future of mergers, organisational structure, aged care and child care, systems integration and silos and interpersonal relationships and communication were considered.

Throughout the year we have continued to work hard to maintain and build a bright and sustainable future that continues to provide a valuable service to our community. This has been done in an environment of challenge and change. I would like to congratulate the team of staff and volunteers for their contribution to this objective. I look forward to continuing to work with them to not only maintain CCCL as a strong local organisation but to growing as a vibrant not-for-profit in the sector. I would also like to thank each of the Board Directors for their ongoing commitment and support.

Di Spragg
Acting CEO

President's Report

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

Last year's President's report opened with the above quote. It is included again this year as it remains just as relevant and serves as a linchpin for our decision making.

As we celebrate our 40th year, I want to thank the staff, the board members and the 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 for the next 40 years and beyond.

The 2015/2016 year has been one of intense and ongoing change – 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 the staff and the board for their resilience, dedication and determination.

Major changes have taken place in the organisation's Executive Team with the departure of Andrew Tuck, Chief Executive Officer and Patrick Attard, Chief Financial Officer. This has led to Di Spragg taking on the leadership role with great support from the current Executive team. They have facilitated increased responsiveness to ongoing major sector reforms in aged care, the disability sector and within services in our Families and Community service stream.

Board changes have also taken place. During the year the Board welcomed new Director, Paul Barnett (Chief Executive Officer, Mingara Leisure Group) who brings a wealth of experience to the table. Thanks are extended to former Board Director and Governance Committee Chair, Mallory Gleeson and Board Director and Finance and Risk Committee Chair, Brian Freeman, for their commitment to the organisation over several years.

Throughout all of this change significant achievements have been made during the year.

Board commitment to high level quality and governance continues. Examples of this are demonstrated in Director attendance at the inaugural Australian Institute of Company Directors Governance Conference in March and the Innovative Business Models Conference in May, participation in individual Director effectiveness surveys, completion of a Board skills matrix to assist in targeting potential future Director recruitment and regular Board meeting evaluations.

Important work has been completed in evolving the company structure with the creation of Coast Services Group Limited (a wholly-owned subsidiary of Coast Community Connections Limited), primarily to house Children's Services. This company restructure has positioned the organisation favourably to apply for Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR) status. It also positions the organisation positively for a sustainable future, making us flexible and adaptive in any potential merger discussions.

Potential mergers remain a viable option for us, along with growth and expansion of existing services. While some potential merger opportunities that were being discussed last year have not come to fruition this has been the result of objective analysis and sound business decision making. Productive discussions with a like minded organisation remain active and are aimed at strengthening the respective organisations, ensuring their sustainability and ongoing ability to provide quality local services.

Substantial work has been done, and remains ongoing, across the organisation to ensure our readiness for the National Disability Insurance Scheme (NDIS) – which commenced on the Central Coast on 1 July 2016. This has involved some difficult decision making and work from staff who are thanked for their leadership in this area.

President's Report, Continued

Information technology and review of business processes has been a focus with significant in-roads made, and more work to be done. This is important as business efficiencies are sought and the workforce becomes more mobile.

Coast Community Connections Limited ends the financial year in a strong financial position, with services and staff structures reviewed and ready to be agile and responsive in the NDIS, in other upcoming reforms and with significant growth opportunities on offering.

This position is contributed to by every member of the Board and Executive, every staff member and every one of our 40 plus volunteers. Thank you all for the work you do and the positive impact you have on our community.

Sharryn Brownlee
President

Events: Staff Service Awards, 2015

The celebration of our organisation's 40th birthday was held at our inaugural Staff Service Award presentation held in December 2015.



Finance and Risk Committee Chair's Report

Year ended 30 June 2016

In the 2015/2016 financial year Coast Community Connections Limited (CCCL) recorded a profit of \$18 376, representing 0.2% of income. This is significantly below that in 2014/2015 (\$369 924 or 4.6% of income). This difference is substantially explained by;

- The income from property sale in 2014/2015 contributing to profit
- Staff redundancy provisions (\$120 603)
- Legal fees (\$101 837)

Adjusted for these abnormal and one-off expenses the 2015/2016 profit would be \$240 816, or 2.8% of income.

Staff redundancy provisions are in accordance with accounting standards and are related to a restructuring of staffing levels, within Ageing and Disability Services, in preparation for the loss of block funding and changed service models in relation to the transition to the National Disability Insurance Scheme (NDIS).

Abnormally high legal fees are attributable to staff related issues involving the Fair Work Commission which have now been fully resolved.

Total income for the year was \$8 420 681, an increase of \$393 230 against the previous year.

Total expenses were \$8 402 305, a rise of \$744 778 against the previous year. 81% of this increase is due to increased employee expenses, attributable to recruitment of a Project Manager, Mergers and Amalgamations, Award increases and staff increments (51%), redundancy provisions (16%) and legal costs (13%).

Income was distributed as follows:

Income source	2015/2016 \$	Comparison to previous year
Grants received	3 544 557	7% decrease
Other government contributions	2 986 753	20% increase
Service user contributions and fees (including room hire)	1 591 269	15% increase
Interest, fundraising and donations	107 527	15% decrease
Other revenue	178 074	13% decrease

Major expense items

Two major expense items, as follows, represent 81% of expenditure.

Expense item	2015/2016 \$	Comparison to previous year
Employee expenses	4 736 407	9% increase
Contractor payments	2 098 380	15% increase

Finance and Risk Committee Chair's Report, Continued

Cash Reserves and Fixed Deposits

As at 30 June 2016 CCCL had cash reserves of \$1 500 000 in variable term deposits across several banking institutions in accordance with our Financial Reserves Policy. This reserve is the same as last financial year.

Balance Sheet Summary

Overall CCCL has a strong balance sheet, representing an increase of \$18 376 as follows;

	2016 \$	2015 \$
Current assets	5 408 654	5 763 397
Non-current assets	1 454 567	1 646 547
Total assets	6 863 221	7 409 944
Current liabilities	3 124 962	3 687 095
Non-current liabilities	168 427	171 393
Total liabilities	3 293 389	3 858 488
Net Assets	3 569 832	3 551 456

Finance and Risk (FRC) Board Sub-Committee

The FRC is responsible for governance and oversight of the organisation's financial management as well as the monitoring of risk.

Membership comprises Sharryn Brownlee (Board President), Roger Hayward (Board Vice President and FRC Chair), Paul Barnett (Board Director) and Brian Freeman (Board Director and Treasurer part-year). Board Directors were joined at this meeting by the CEO (part-year) and Acting CEO, CFO (part-year) and Acting CFO.

I would like to thank the Board Directors and staff for their work on this Committee throughout the year.

Annual Audit

CCCL retained Bishop Collins for the 2015/2016 financial year. Thank you to Martin Le Marchant and his team for their work on the financial audit.

A full set of Financial Accounts are available on request and I commend the 2015/2016 financial accounts to you.

Roger Hayward

Chair, Finance and Risk Committee

Our Services

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

We provide supports for people through programs such as the Commonwealth Support Program (CHSP), Home Care Packages (HCP) and ComPacks.

CCCL is also a provider of Regional Assessment Services.

We are registered with the National Disability Insurance Scheme (NDIS) and currently provide support to people with a disability, their carers and families through individualised packages of support.

Services are also available on a fee-for-service basis.

Children's Services

We provide the following children's services and programs in Woy Woy, Gosford and Point Clare:

- 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)

Our Services, Continued

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.

Types of programs include:

- Occasional and Vacation Care
- Before and After School Care
- Playgroup and children's activities
- Youth programs
- Dance and music classes
- Education and activity groups
- Social clubs and support groups
- Lifestyle, sporting and leisure activities
- Counselling programs and services
- Community groups, clubs and workshops
- Culturally and linguistically diverse (CALD) activities

The Centre has a wide selection of rooms available for hire from small meeting rooms for 10 to 20 people, to 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.

Gambling Solutions

Gambling Solutions provides free and confidential counselling and education to problem gamblers and their families.

Gambling Solutions offers a wide range of services and support, including:

- Relationship counselling
- Group work
- Conflict resolution
- Self-exclusion from gaming
- Gambling related financial counselling
- Court reports (on consultation)
- Information and resource material
- Advocacy
- Public awareness
- Education
- Presentations to community and service providers
- Referral to free legal help and financial counselling

Families and Community Services Snapshot

The leadership and management of the Families and Community Services Stream is carried out by Emma Gilby, Group Manager. Emma holds the following formal qualifications: Diploma of Business Management, Diploma in Early Childhood Education and Care, Diploma in Case Management and Certificate IV in Training and Assessment.

Support for the Families and Community Stream is provided by an Executive Assistant who holds a Diploma in Early Childhood Education and Care and Diploma in Case Management.



Children's Services

Children's Services staff

- 3 x Nominated Supervisors (Diploma in Early Childhood and Care)
- 10 x Certified Supervisors (Diploma in Early Education and Care with one staff member holding a Bachelor of Education in Early Education qualification)
- 16 x Childcare Educators (Certificate III in Early Childhood Education and Care)

Children's Services, Continued

Annual Service Statistics

Before and After School Care

Site	Total number of children attending	Total number of families attending	Attendance Range – Before School Care	Average attendance - Before School Care	Attendance Range – After School Care	Average attendance After School Care
Peninsula	528	377	23-50	41	38-85	68
Gosford	367	172	8-20	14	20-45	34
Point Clare	245	108	15-32	23	30-50	37

Other Children's Services

Site	Total number of children attending	Total number of families attending	Attendance Range	Average attendance
Peninsula Vacation Care	465	327	58-105	82
Gosford Vacation Care	261	185	3-75	48
Peninsula Occasional Care	107	89	9-22	15
KindyGym	271	250	17-33	27
Playgroup	135	110	3-28	16

Vacation Care Activities





Evolution Youth Service (EYS)

EYS staff

- 1 x Youth Worker (Diploma Community Services – Case Management, Certificate IV Youth Work, Certificate IV Frontline Management)
- 1 x Youth Worker (Diploma Community Services – Case Management)
- 1 x Alcohol and Other Drug Counsellor (Bachelor of Science, Psychology - Honours)

Annual Service Statistics

Early Intervention Program – Case Management

Measure	Number	Percentage
Number of clients	55	
Number of sessions	852	
Outcome 1: Number of client goals achieved	37	67%
Outcome 2: Number of clients who learned new things	43	78%
Outcome 3: Number of clients who felt more comfortable	55	100%

Evolution Youth Service (EYS), Continued

Early Intervention Program – Groups

Groups conducted included Rage (Anger Management), Girls Group and Boys Group

Total number of groups	3
Total number of group participants	32
Total number of group sessions	14
Total number of group occasions of service	448

Alcohol and Other Drug Program – Counselling and Case Management

Total number of counselling clients	20
Percentage of counselling goals achieved	80
Total number of case management clients	14
Total number of case management occasions of service	182

Alcohol and Other Drug Program - Groups

Groups conducted included general alcohol and other drug education, Ice / Cannabis, Cannabis, Ice, Alcohol, Alcohol and Other Drugs / Sexual Health and Crossroads

Total number of groups	31
Total number of group participants	965
Total number of group sessions	80

Group outcomes include:

Measure	Group – Crossroads	Group – Alcohol and Other Drug Education
Percentage of participants who found the group useful	87	95
Percentage of participants who felt more informed	88	96
Percentage of group participants who were satisfied with the group	97	98

During the year EYS also engaged in a number of community events including Teen Expo, NAIDOC Week, Uminafied, GOATS Festival, Bullying Awareness Masquerade Ball, Suicide Prevention Walk and Mental Health Seminar.



Community Centre

Community Service staff

- 1 x Centre Manager (Diploma Advertising and Marketing and Certificate IV Frontline Management)
- 1 x Community Development Worker (Certificate IV Frontline Management)
- 1 x casual (Certificate IV Disability)

Volunteers

- 197 volunteers across the year including 50 regular volunteers, 6 community workers and 141 event volunteers
- 14 675 volunteer hours (11% increase compared with previous year)
- \$455 658 contributed labour costs based on \$31.05 per hour (Ref: Volunteering Central Coast)

Snapshot month service statistics

Measure	October 2015	May 2016
Number of people receiving information	1040	680
Number of assisted referrals to other agencies	56	52
Number of people using Centre resources	112	125

Community Centre, Continued

Annual service statistics

Average number of people attending the Centre each month	8255
Average number of activities /programs each month	60
Number of people attending the Centre	99 066
Number of people attending community events	715
Number of people participating in community consultation	120
Number of room hirers	117

- New Centre users during the year included the Alzheimer's Memory Van and Expo, Family Referral Service, Aboriginal Land Council Elections, Parkinson's Support Group and Chinese Friendship Association
- Regular Centre users include:

Yoga and Tai Chi Classes
 Gentle Fitness
 Zumba
 Kempo Karate
 Indian Dancing
 Woy Woy Physical Culture Club
 Multicultural Support Group
 Seniors Internet Kiosk
 Brisbane Waters Bridge Club
 Woy Woy Parish Housie
 Parenting Programs
 Tax Help

University of the Third Age: U3A
 Central Coast Community College
 Tuggerah Community College
 Kincumber Community College
 Interrelate: counselling and meditation
 Young Mums: mentoring and support
 TAFE Adult Education
 Sydney Distance Education High School
 School for Seniors
 Service NSW
 Centre Stage School of Dance
 Volunteering Central Coast



Gambling Solutions

Gambling Solutions staff

- 1 x counsellor BA Counselling, Diploma Professional Counselling, Diploma Gambling Counselling, Diploma Clinical Hypnotherapy, Diploma Management
- 1 x counsellor Diploma Professional Counselling, Certificate IV Telephone Counselling

Annual Service Statistics—Counselling

Total number of counselling clients	172
Total number of counselling sessions	716
Total number of counselling hours	987
Percentage of clients who decreased gambling	87

During the year Gambling Solutions also participated in a number of community engagement activities including an indigenous workshop, involvement in Gambling Awareness Week promotions as part of the Gambling Help Forum and provision of community education sessions.



Ageing and Disability Services Stream Snapshot

The leadership and management of the Ageing and Disability Services Stream is carried out by Carrie Withers, Group Manager. Carrie holds the following formal qualifications: Masters Health Administration, Bachelor Occupational Therapy, Diploma Moving and Handling, Post-Graduate Certificate in Academic Practice and Post-Graduate Certificate in Public Service.

Ageing and Disability Services staff:

- 1 x Service Manager Tertiary qualified
- 3 x Team Leaders Certificate IV or above
- 4 x Senior Case Workers Certificate IV or above
- 4 x Liaison Officers Certificate III or above
- 3 x Administration staff Certificate III or above
- 3 x Trades staff Trade qualifications – plumbing, building, carpentry
- 10 FTE Direct Care Workers Certificate III or above
- 5 x Home Support Assessors Certificate IV or above and Home Support Assessor qualification

Ageing and Disability Services, Continued

Annual Service Statistics

Ageing and Disability Services provides the following services to older people and/or people with a disability:

- ComPacks (no age restriction)
- Home Care Packages
- Home Modifications and Maintenance
- Lawn and Garden
- Disability Services
- Regional Assessment Service

Total number of clients	>2000
Total number of service hours provided	>50 000

Healthy Bones Seminar, August 2015



Organisations We Work With

- All About Kids Umina Counselling Services
- 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)
- Broadband for Seniors for The Internet Kiosk
- Central Coast Ageing and Disability Association (CCADA)
- 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
- Ettalong Bowling Club
- Ettalong Public School
- GameCare (Australian Hotels Association)
- Gosford City Council
- Gosford City Financial Counselling
- Gosford Public School
- Horizons Family Services
- Juvenile Justice
- Kincumber Neighbourhood Centre
- Kirsty Fantani – Early Years Learning Consultant
- KU Children's Services
- Mary Mac's
- Mingaletta
- Musicians Making A Difference (MMAD)
- Nowack Ave Child Care Centre
- NSW Ministry of Health
- Partners in Recovery
- Peninsula Women's Health Centre Woy Woy
- Point Clare Public School
- Raise: The Youth Mentoring Foundation
- READ Clinic
- Regional Youth Support Services (RYSS)
- Rotary Club of Woy Woy
- San Remo Neighbourhood Centre
- Schools as Community Centres Woy Woy
- St John's Services
- The Entrance Leagues Club
- The Entrance Neighbourhood Centre
- The Glen Aboriginal Men's Rehab
- The Round Youth Health
- 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

Our People

The Board

At 30 June 2016, the Board of Directors consisted of five members:

Sharryn Brownlee (President)

Paul Barnett (Director)

Roger Hayward (Vice President)

Jeanette Martin (Director)

Monique Cardon (Company Secretary)

At 30 June 2016, Coast Community Connections Limited employed the following people (managers and team leaders are in **bold**):

Executive Team

Di Spragg (Acting CEO): Master Public Health, BAppSc (Physiotherapy)

Melanie Watson (Acting CFO, BSS): BA in Commerce

Bruce Davis (Project Manager): Diploma in Project Management

Business Support Services (BSS)

Wayne Barsing

Jennie Hobday

Rebecca Richardson

Maree Haldane

Jamie O'Donnell

Ageing and Disability Services (ADS)

Carrie Withers (Executive Team/Group Manager: ADS): See ADS report for qualifications

Fiona Anderson

Julie Fayers

Hollee Myers

Craig Bethel

Debbie Fisher-Dobbin

Susan Quick

Debbie Billson-Jones

Donna Flack

Lisa Paxton

Melanie Bissett

Sally Fryar

Teresa Robinson

Julie Brady

Corrine Gosper

Julie Reid

Karen Brady

Lesley Graham

Barrie Smith

Maxine Burch

James Haldane

Lori Smith

Adam Burke

Glenn Hughes

Donna Stratford

Rachel Cameron

Ellen Kirk-Ferguson

Vivian Suttentfield

Christine Curley

Carolyn Knight

Kim Tupper

Robyn Curtois

Tiffany Marsden

Brooke Walsh

Beth Davis

Adele Miller

Deanna Ward

Jacquie De Villiers

Stephen Mowle

Tomomi Yamada

Janelle Dunkley

Warren Mulligan

Families and Community Services (FCS)

Emma Gilby (Executive Team/Group Manager: FCS): See FCS report for qualifications

Kristy Moore

Sharon Flanagan

Annette Rushton

Tori Macpherson

David Scott

Children's Services

Lana Milenkova

Emma Shepherd

Mandy Barlow

Lynne O'Donnell

Loren Sultana

Jennifer Bell

Michelle Owen

Janice Varley

Debra Bowen

Alison Pardey

Chrissy Vyas

Denyelle Connolly

Zoe Pardey

Tahni Wilson

Madeline Donlevy

Sharon Rayner

John Woods

Moira Donlevy

Jackson Redshaw

Pam Edmonds

Joann Redshaw

Our People, Continued

Peninsula Community Centre

Louise Manson
Michelle Remy
 Abbey Soames

Evolution Youth Service

Lisa Browne
 Leni Conway
 Joe Tighe
 Kirsten Yorke

Gambling Solutions

Chris Davidson
 Louise Elgood

Employees achieving notable service

20 years service: Michelle Owen

15 years service: Debra Bowen

10 years service: Wayne Barsing, Julie Brady, Annette Rushton, Maxine Burch

5 years service: Adam Burke, Robyn Curtois, Debbie Fisher-Dobbin, Jim Haldane, Tiffany Marsden, David Scott

The **Workplace Gender Equality Agency** (WGEA) is an Australian Government statutory authority created by the *Workplace Gender Equality Act 2012* (Commonwealth). Its role is to work collaboratively with employers, providing advice, practical tools and education to improve gender equality in Australian workplaces.

We have chosen to report on the status of women within our workforce as a proportion of our workforce.

As at 30 June 2016, the workforce of Coast Community Connections Limited looked like this:

Category	Female	Male	% Female
Board	3	2	60%
Executive staff	4	1	80%
All other staff	67	14	83%
TOTALS	43	17	80%

STATEMENT OF FINANCIAL POSITION as at 30 June 2016

	2016	2015
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	5,060,549	4,344,572
Trade and other receivables	302,807	218,420
Other	45,298	50,405
TOTAL CURRENT ASSETS	5,408,654	5,763,397
NON-CURRENT ASSETS		
Financial assets	200,000	350,000
Property, plant and equipment	1,242,954	1,296,547
Intangibles	11,613	0
TOTAL NON-CURRENT ASSETS	1,454,567	1,646,547
TOTAL ASSETS	6,863,221	7,409,944
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	489,474	515,399
Borrowings	10,073	10,283
Employee benefits and provisions	525,329	524,927
Provisions	120,603	-
Other	1,978,483	2,636,486
TOTAL CURRENT LIABILITIES	3,124,962	3,687,095
NON-CURRENT LIABILITIES		
Borrowings	13,999	25,073
Provisions	154,428	146,320
TOTAL NON-CURRENT LIABILITIES	168,427	171,393
TOTAL LIABILITIES	3,293,389	3,858,488
NET ASSETS	3,569,832	3,551,456
EQUITY		
Reserves	694,810	694,810
Retained earnings	2,875,022	2,856,646
TOTAL EQUITY	3,569,832	3,551,456

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME as at 30 June 2016

	2016	2015
	\$	\$
REVENUE		
Grants Received	3,544,557	3,793,144
Other Government contributions	2,986,753	2,397,146
Service User Contributions and Fees	1,591,269	1,388,640
Interest and Other Income	296,523	330,665
Net gain on disposal of property, plant, equipment	1,579	117,856
TOTAL REVENUE	8,420,681	8,027,451
EXPENSES		
Advertising and Marketing	69,248	84,915
Cleaning and Sanitation	58,974	58,803
Consultancy expenses	78,076	56,872
Legal expenses	101,837	0
Depreciation	105,752	106,375
Employee benefits (salaries and wages)	4,736,407	4,353,617
ICT (Computers, Phones, Internet)	131,425	106,767
Insurance expense	127,532	124,907
Motor vehicle expense	84,556	70,356
Rent, rates and utilities	153,605	153,588
Repairs, maintenance and replacement equipment	75,038	98,653
Service user consumables and services	2,318,488	2,047,495
Other expenses	361,367	395,179
TOTAL EXPENSES	8,402,305	7,657,527
SURPLUS BEFORE INCOME TAX	18,376	369,924
Income tax expense	0	0
SURPLUS FOR THE YEAR	18,376	369,924
Other comprehensive income	0	226,800
TOTAL COMPREHENSIVE INCOME	18,376	596,724

STATEMENT OF CASHFLOWS for the year ended 30 June 2016

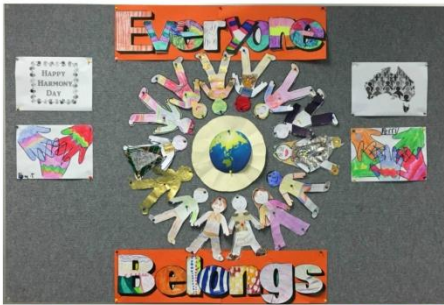
	2016	2015
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Customers (inclusive of GST)	7,573,770	8,448,588
Payments to Suppliers and Employees (inclusive of GST)	(8,185,977)	(7,384,206)
	(612,207)	1,064,382
Interest Received	102,942	124,067
Interest and other finance costs paid	(2,281)	(3,016)
Net Cash from operating activities	(511,546)	1,185,433
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from disposal of plant and equipment	16,428	413,783
Payments for property, plant, equipment	(63,621)	(34,223)
Payments for intangibles	(15,000)	0
Payments for investments	0	(400,000)
Net Cash used in investing activities	(62,193)	(20,440)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from borrowings	0	0
Repayment of borrowings	(10,284)	(9,549)
Net Cash used in financing activities	(9,549)	(9,549)
Net increase (decrease) in cash and cash equivalents	(584,023)	1,155,444
Cash and cash equivalents at beginning of year	4,344,572	3,189,128
Cash and cash equivalents at end of financial year	3,760,549	4,344,572

Events: 2016

Seniors Week, April 2016



Harmony Day, International Women's Day Expo and National Families Week



Australia's Biggest Morning Tea, May 2016



Celebrating our Volunteers' contribution to the organisation

Volunteers Christmas Party, December 2015



National Volunteer Week, May 2016



Our Funding Bodies



Australian Government



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

