



**COASTCOMMUNITY
CONNECTIONS**



ANNUAL REPORT

2018-2019



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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 2018-2019

2,691 LOCALS

SUPPORTED WITH AGEING
& DISABILITY SERVICES

350 LOCALS

ASSISTED WITH FREE GAMBLING COUNSELLING

87 STAFF MEMBERS

1,819 CHILDREN

129 VOLUNTEERS

CARED FOR

HELPED AT OUR EVENTS

108,113

VISITORS THROUGH THE PENINSULA
COMMUNITY CENTRE ANNUALLY

1,025

HOME MODIFICATION & MAINTENANCE CLIENTS

PRESIDENT'S REPORT



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

DALAI LAMA



Opening again this year with this quote reminds us all that sector changes at Federal, State and Local Council levels continue, and they directly impact on our organisation and our decision making.

We are working hard to ensure that Coast Community Connections Ltd (CCCL) continues to serve the community, to build on our strengths and, where necessary, making the changes required for sustainability and growth.

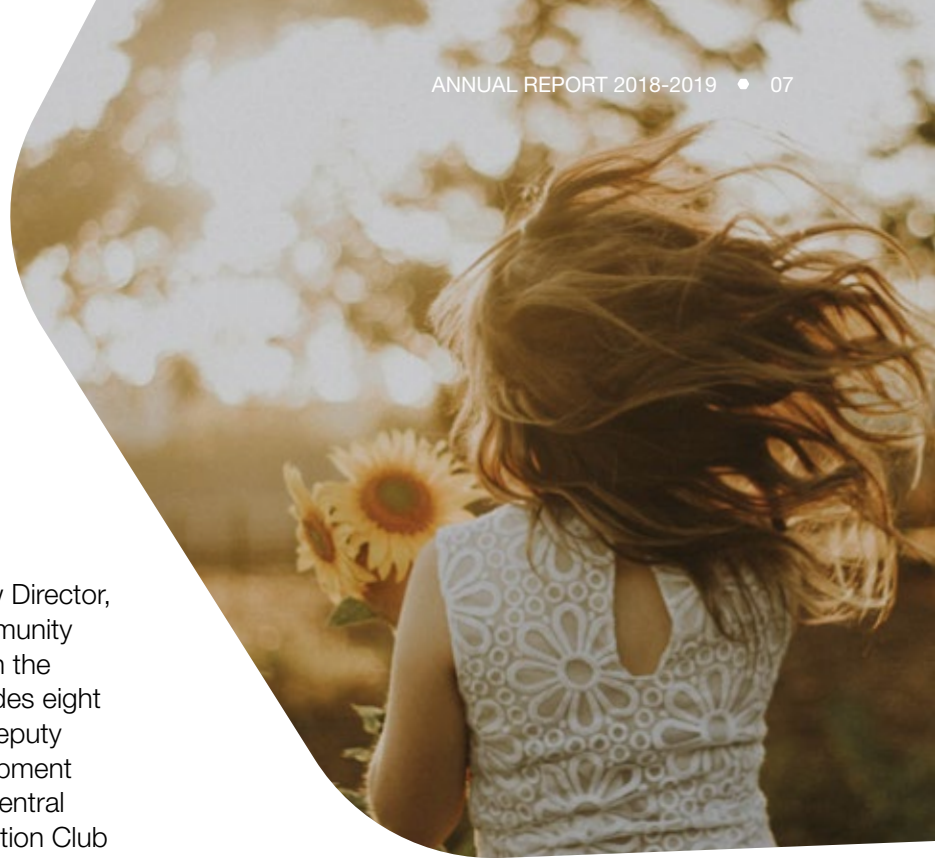
Thank you to the hard-working staff, especially the new CEO Bruce Davis who brings integrity, ethical management practices, and many years of business experience to the role. His mantra is a “caring business”, the structure he is putting in place reflects this and the Board support him wholeheartedly. He is tightening operations and investing in diversification to achieve long term strategic value for an expanding community. He is a highly credible CEO who has demonstrated strategic and operational excellence, a consultative, but decisive leadership style with strong values that are aligned to the local community. Thank you also to the dedicated Board Members and the wonderful volunteers, who, along with the community, make the organisation the great place it is in partnership with them that we continue to build a sustainable, viable organisation that will be here to continue to support the community well into the future.

Staff have been very responsive and flexible as ongoing sector reforms continue in aged care, the disability sector, as well as in families and community programs.

We warmly welcome the new staff and thank staff who have left for the contribution they have made. We also thank staff who have stepped up and taken on new challenges, and recognise the skills and wonderful work ethic they bring. Our clients, community, community partners and funders are very pleased with the client support and the excellent governance framework we operate in. We recognise that the recent changes at Central Coast Council and their proactive listening to the community is coming to fruition. The entire Central Coast will benefit from the new plans that will ensure better distribution of services and more equity of access.

The 2018/2019 year has been one of revisiting programs, costs and viability as well as providing a level of surety and confidence as we look to sustainable growth, aligned to the Strategic Plan.

Both Board Members and staff, extend a warm thank you to former Board Director and Governance Committee Chair, Rebecca Gail-Collins for her commitment, dedication and support to the organisation over the period that she served. She was committed to ensuring the Strategic Plan was forward thinking, realistic and always family and community focused. She worked closely with her Board colleagues to ensure that the organisation remained viable and had clear focus on priorities. Her contribution has been greatly appreciated and her representation has helped shape future direction.



During the year, the Board welcomed new Director, John Millard, who brings a wealth of community knowledge having been heavily involved in the community for over 30 years, which includes eight years as a Wyong Shire Councillor, and Deputy Mayor. He has been integral in the development of sport and community facilities on the Central Coast and has worked at Mingara Recreation Club since 1996 as Community Services Manager. John worked with the local Aboriginal communities to achieve positive outcomes for Aboriginal students with Wyong Shire Council's Youth Coordinator. The program was an outstanding success. Some of John's community work includes Chairperson of the Central Coast Red Shield Door Knock Appeal, Founding Chairperson for the Central Coast Sports Federation, Chairperson for the Wyong Club Grants Committee for six years and a member of Tuggerah Lakes Industry Links Committee from 1998 to 2011. His strong sense of social justice and the ethical framework he operates within, makes him a wonderful addition to the governance Board.

Board commitment to high level, quality governance continues. Examples of this are demonstrated through the President and CEO Company Secretary's attendance at the Australian Institute of Company Directors (AICD) Governance Conference, as well as participating in the Fortunity Governance Forums across the Central Coast. We congratulate the CEO on his completion of the AICD Directors course. It is a credit to him that he was able to attend and keep all matters at CCCL covered. Directors also participated in the 2019 Better Boards Conference where they worked hard engaging in the many new issues that directors face through sector changes and accountability frameworks and legislative changes. 2020 will see a further focus on Director effectiveness surveys, updating the Board Skills Matrix to assist in targeting potential future Director recruitment and continuing to undertake regular Board meeting evaluations.

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.

Thank you to Bishop Collins, Hicksons Lawyers, Brilliant Logic, Social Ventures Australia, Forsythes Recruitment and Central Coast Council, your support has been greatly appreciated this year.

The Board and Executive Team have been working very closely, looking at the services provided and the frequently changing funding models. 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, staff, volunteers and community for their resilience, integrity, dedication and determination to ensure Coast Community Connections Ltd flourishes and has a positive impact on our community.

Sharryn Brownlee
President



CHIEF EXECUTIVE OFFICER'S REPORT



As 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 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



certainty and grow our footprint on the Central Coast, through brand development, broadening our funding sources and by making disciplined decisions to build scale in targeted areas.

The organisation is deeply proud of its 44-year history, beginning as a Community Centre operation on the Peninsula to acknowledging through our purpose, goals and priorities the exceptional diversity and interconnectivity of meeting community needs through its current 19 programs right across the Central Coast.

These services that are further detailed in this report include Aged Care and Disability support, Home Modifications and Maintenance, Before and After School Care, Counselling and Youth services as well as an array of social community connecting activities through the Peninsula Community Centre we operate and other community centres.

The transformation in meeting our 2019-2024 Strategic Plan goals is well underway and already providing rewards for both the community and the organisation.

Consolidation to meet our plan has been undertaken within the organisation. This has included work force planning, change management, integration of business units, alignment of staff with purpose and values, resourcing in technology, training, retention of key staff and engagement of highly skilled personnel across our finance and management teams.

This year has been one of dynamic positive change that has invigorated staff and volunteers alike. It has been enormously pleasing to see an immediate increase in productivity, positive community feedback as well as passion as staff embrace change and share the vision.

A few of our key achievements in the past year include:

- With a focus on expenditure, improved reporting systems, cost management, workflows and system efficiencies the organisation has returned a very healthy \$532,194.00 surplus that combined with cash reserves and total net assets of \$4,927,091.00 places the organisation well for the future. Noting that surpluses are being targeted towards implementation of the Strategic Plan to make significant positive impact on those most in need.
- Expansion of our staff – we now provide local jobs for over 80 families.
- Australian Aged Care Quality Agency Audit – The audit agency that oversees and approves ongoing funding and service provision for just over \$3.6 million dollars of the organisation's annual revenue, conducted a very thorough examination of the organisation's operations, systems and processes, the passing of all 18 criteriums is a great outcome during a period when aged care and disability is under the microscope and reflects enormously well on our staff and quality services.



PENINSULA COMMUNITY CENTRE



- Adding to our Aged Care and Disability Services the provision of Safe and Supported at Home (SASH) initiative to residents across the Central Coast.
- The opening of a fourth Out of School Hours Care service (OSHC) to meet demand for the provision of essential Before and After Hours care for children.
- Expansion of our footprint – with CCCL operating services out of eight separate facilities across the Central Coast as well as the Woy Woy precinct of buildings.
- Delivery of Home Care Support and Home Mollification/Maintenance services to residents throughout the Central Coast.
- Quality engagement and support from key stakeholders including Central Coast Council, State and Federal Departments, Central Coast Leagues Club, Mingara, Woy Woy CWA, Rotary, Mingaletta, The Glen, Salvation Army Dooralong, Brisbane Water Secondary College and Deepwater Plaza.

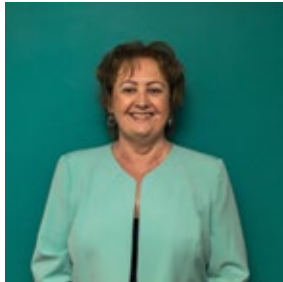
In conclusion, I wish to acknowledge and thank the staff, volunteers and Board for their belief, trust and support. The dedication of all to our organisation ensures a bright future for CCCL but most importantly to the Central Coast community, of which we serve.

Bruce Davis
Chief Executive Officer

OUR PEOPLE

BOARD OF DIRECTORS

CURRENT



SHARRYN BROWNLEE
President



AMANDA ROGERS
Director



JOHN MILLARD
Director



ROSS BARRY
Vice President

CURRENT



BRUCE DAVIS
Company Secretary

SERVED



MADELEINE SHAW
Vice President
finished October
2018



REBECCA GALE COLLINS
Director
finished March
2019

MANAGEMENT TEAM

BRUCE DAVIS
Chief Executive Officer

HELEN ROUSELL
Executive Assistant

CHRIS STYANT
Finance Manager

BRENDAN MCMAHON
Operations Manager

JANELLE DUNKLEY
Home Care Support Services
Manager

DAVID GRIFFITH
Home Modifications and
Maintenance Services Manager

LOREN SULTANA
Children's Services Manager

MICHELLE REMY
Community Centre Manager

LOUISE ELGOOD
Youth & Counselling Services
Manager

RENEE HANNA
HR and Quality Manager

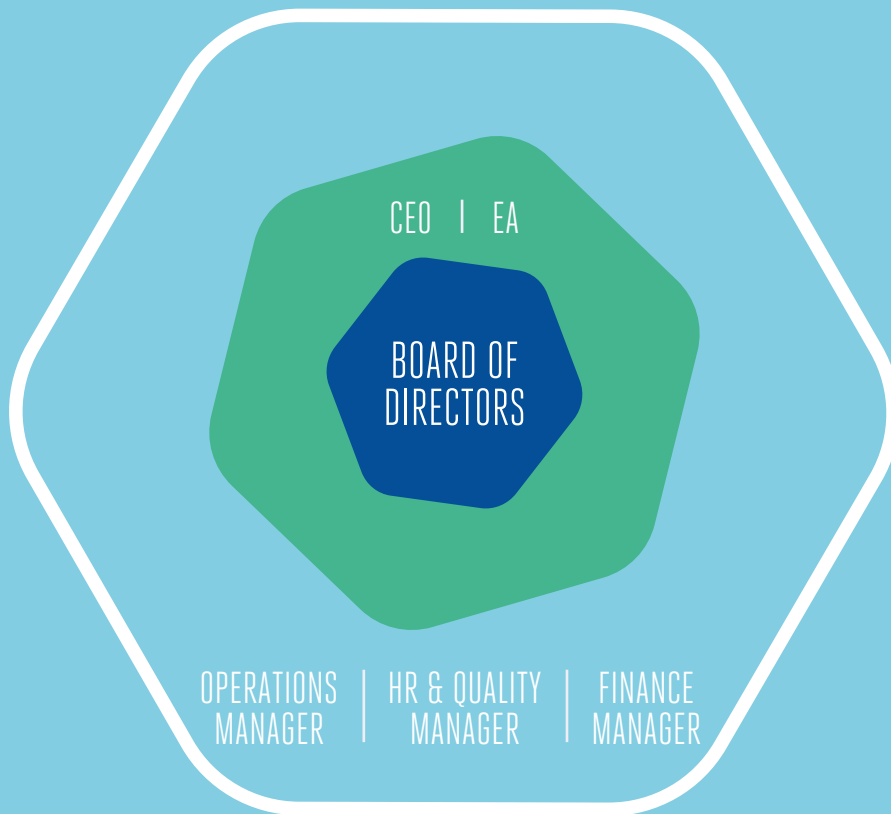
OUR PEOPLE

SNAPSHOT OF OUR PEOPLE

Finance

Senior Accountants

Accounts Officer



Children’s Services Manager

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

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

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.

The Committee welcomes Amanda Rogers who is a CPA Fellow with extensive consultancy experience.

The Committee membership during 2018/19 comprised:

- Ross Barry (FRAC Chair and Board Member)
- Sharryn Brownlee (Board President)
- Amanda Rogers (Board Member)
- Bruce Davis (CEO)
- Chris Styant (Finance Manager)

The committee met regularly, five times, along with key members of the management team and advisors during the 2018/19 financial year.

The 2018-19 financial year has proven to be another financially strong year for Coast Community Connections Ltd (CCCL). There are early signs that strategic initiatives introduced by the Executive in late 2018 to improve financial due diligence and systems and, more generally, to strengthen the organisational design and culture are bearing fruit. For the 2018/19 year as a whole,

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

The operating revenue saw a small decrease for the current year to \$6.926 million, (\$7.166 million in 2017/18) which was offset by a decrease in operating expenses to \$6,394 million (\$7.026 million in 2017/18). This is consistent with earlier budgeting which contemplated continuing changes to government funding and the realisation of efficiencies from investments in systems last year.

BALANCE SHEET AND RESERVES

As at 30 June 2019, total consolidated assets of CCCL were \$7.459 million, up from \$6.634 million at the same time last year. Total current assets were \$6.205 million, up from \$5.123 million in 2017/18, and remained well in excess of current liabilities of \$2.475 million (up from \$2.190 million).

The organisation's net asset position improved by \$0.532 million to \$4.927 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 2019, CCCL held cash deposits of \$0.968 million, operating fund accounts of \$2.563 million and term deposits of \$1.505 million.



ANNUAL AUDIT

Bishop Collins are the returning auditors for 2019/2020.

The FRAC and Board are delighted to receive the unconditional audit sign-off for 2018/19 and we thank 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.

We would like to specifically call out the hard work of Finance Manager Chris Styant and his team.

**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 2018/19 services were provided to over 1,300 families across various program offerings, including:

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

YOUTH SERVICES

Coast Community Connections' 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 focussed 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 catering for up to 500 guests for events, forums and meetings
- Youth and senior based programs
- Internet kiosk
- Education groups
- Sport, leisure and recreation activities
- Host to over 100 venue users
- Community groups and workshops
- Before and After School activities
- Information hub for community-based needs





OUR SERVICES

AGEING & DISABILITY

The focus of Coast Community Connections' Ageing and Disability Services is to provide support to older people and people with a disability to help them 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) are a way to get coordinated care services at home. As everyone's care needs are different, there are four levels of packages ranging from basic care needs of Level 1 to high care needs of Level 4. A Care Coordinator works with the client to develop a strength based, person-centred, 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.

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.

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 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 Safe and Supported at Home (SASH) is 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 not eligible for the NDIS and have no or limited informal supports.

The Regional Assessment Service (RAS) is part of the Community Options Australia consortia. Our team of four Home Support Assessors complete assessments for My Aged Care across two outlets, the Central Coast and Hunter regions. They determine eligibility for services provided under the CHSP and link clients into available services.

On 3 October 2018, Coast Community Connections underwent a review with the Australian Aged Care Quality Agency against the Home Care Common Standards. The Ageing and Disability Service was assessed against, and met, 18 out of 18 expected outcomes of the Home Care Standards.

THE AGEING & DISABILITY SERVICES

TEAM COMPRISES OF:

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

2018/2019 STATISTICS

SERVICE	CLIENTS	HOURS
ComPacks	417	-
Safe and Supported at Home	73	-
Home Care Packages	72	14,028
Disability Services	52	4,635
Commonwealth Home Support Programme	62	2,145
Regional Assessment Service	2,015 assessments across the Central Coast and Hunter regions	



OUR SERVICES

HOME MODIFICATION & MAINTENANCE SERVICES



The Home Modification and Maintenance Services department (HMMS) delivers affordable modifications and maintenance solutions for the elderly and people with a disability across the Central Coast.

HMMS assists people to live safely and independently in their own home by maintaining or modifying the property to create an environment that maximises the person's independence and safety.

Home Maintenance services are varied and can include gutter cleaning, window cleaning, plumbing and carpentry repairs, lawn mowing and yard tidy ups.

Home Modification services range from the installation of grab-rails, handrails, lever taps, step-wedges and widening doorways, to more complex services such as the installation of access ramps and complete bathroom modifications. All modifications are based on a detailed assessment by an occupational therapist.

The HMMS department is able to 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 the Safe and Supported at Home Program (SASH).

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 for longer. 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 is also intended to

provide 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 clients with a disability. 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.

It should be noted that the HMMS department also offers affordable home maintenance and modification services direct to clients who are not eligible to receive subsidised services via our Fee for Service option.

The HMMS team look forward to building on the success of previous years; continuing to diversify and implement efficiencies whilst providing innovative solutions to enrich the lives of our clients.

THE HOME MODIFICATION & MAINTENANCE SERVICES TEAM COMPRISES OF:

- 1 x Manager
- 2 x Administration Officers
- 2 x Trades Officers



2018/2019 STATISTICS

SERVICE	CLIENTS	HOURS
Home Modifications		
Commonwealth Home Support Programme	271	1,491
National Disability Insurance Scheme	14	-
Home Care Packages	3	13
Safe and Supported at Home	2	6.5
Home Maintenance		
Commonwealth Home Support Programme	359	1,273
Home Care Packages	21	98
Fee for Service	10	28
Lawn and Garden	345	3,184
Total	1,025 clients	6,093.50 hours

OUR SERVICES

CHILDREN'S SERVICES

Coast Community Connections' Children's Services had another fantastic year during 2018/19 across its services including Before and After School Care, Occasional Care, Vacation Care, Playgroup and Kindy Gym.

Coast Community Connections opened a new Before and After School Care service located on the grounds of Umina Beach Public School on 18 October 2018. This is our first service to open since the introduction of the new Childcare Subsidy Scheme and the introduction of the Education and Care Services National Regulations and Law reform.

ANNUAL SERVICE STATISTICS

SERVICE	TOTAL ATTENDANCES	NO. OF CHILDREN	NO. OF FAMILIES	RANGE	AVERAGE
Peninsula Before School Care	5,962	168	116	14-52	30.2
Peninsula After School Care	11,895	238	168	27-87	60
Peninsula Vacation Care	3,403	315	226	34-105	75.6
Gosford Before School Care	3,038	78	60	5-29	15.4
Gosford After School Care	6,384	116	90	14-44	32.2
Gosford Vacation Care	2,611	235	159	27-86	58
Point Clare Before School Care	5,096	101	85	8-45	25.8
Point Clare After School Care	9,422	146	118	18-67	47.5
Umina Before School Care	2,641	76	59	8-25	18.5
Umina After School Care	2,909	69	56	10-25	19.5
Peninsula Occasional Care	4,539	129	108	11-25	18.9
Kindy Gym Cubs	852	35	40	6-20	25.8
Kindy Gym Bears	425	40	30	15-36	12.8
Playgroup	933	73	45	18-37	27.4

BEFORE AND AFTER SCHOOL CARE SERVICES

Our Before and After School Care Services provides quality care to all school aged children allowing families to have flexible working hours. We offer both casual and permanent positions with majority of our children attending on a continuous basis from week to week. The Services provide a variety of nutritious choices for breakfast and afternoon tea every. The Services collaborate with the families to receive feedback and ideas on a regular basis.

Gosford Before and After School Care has 309 children enrolled into the service with 200 currently using the service on a regular basis. 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.

Peninsula Before and After School Care has 397 children enrolled into the service with 289 using the service on a regular basis. A valued aspect of this service is the Coast Community Connections' bus which transports children to and from five local schools on the Peninsula; helping parents balance school and work commitments.

Point Clare Before and After School Care has 174 children enrolled into the service with 98 using the service on a regular basis. The Point Clare School has just upgraded our kitchen area installing all new shelving and storage spaces for the service. Utilising the school hall and outbreak area, the service is a hub of activity offering various play areas, homework stations, craft activities and a regular disco atmosphere utilising the school's state of the art sound system.

Umina Before and After School Care recently opened in October 2018 and has 104 children enrolled into the service with 69 using the service on a regular basis. We have recently applied for an increase of space within the new school hall so we can accommodate more families and offer an increase in activities for children within our care.





VACATION CARE SERVICES

Our Vacation Care Program operates from our Gosford and Peninsula services. This program caters for all families needing care during the holiday period for school aged children. The Vacation Care Program is created through feedback and suggestions from families, children and Educators and consist of a large array of excursions and planned offsite and onsite activities.

Our most popular Vacation Care excursions for 2018/19 included:

- Tree Tops Adventure Park
- Taronga Zoo
- Doyalson Waterslides
- Ettalong Paradiso Movies
- Clip and Climb
- Flip Out
- The Australian Reptile Park
- Inflatable World
- Laser Blast

OCCASSIONAL CARE

Peninsula Occasional Care, based out of the Peninsula Community Centre, has 106 children enrolled into the service with 87 using the service on a regular basis. This service offers a flexible delivery of hours based on an individual families' needs. We offer both casual and permanent positions with the majority of our children attending on a continuous basis from week to week. We are the only Occasional Care Service operating on the southern end of the Central Coast.

A truly valued service on the Central Coast, Peninsula Occasional Care has engaged in a variety of events throughout 2018/19, including:

- Kindergarten orientations
- Kids Day Out
- Book Week
- Pirate Day
- Superheros Week
- Connecting with the School for Seniors
- Participating in the Biggest Morning Tea
- NAIDOC Week
- Mars Factory Volunteers Day
- Vacation Care excursions



OUR SERVICES

YOUTH SERVICES

Coast Community Connections' Youth Service is a counselling and casework service delivering support and assistance to young people and their families, funded by the Department of Communities and Justice and the Primary Health Network Hunter, New England and Central Coast. 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. The Youth Service team are committed to providing a high standard of care to young people, their family and friends and schools across the Central Coast.

Our Youth Service is committed to assisting young people to:

- Remain engaged with education or employment
- Stay connected with their families
- Gain knowledge and skills to make positive life choices and achieve goals
- Work on any barriers, issues or circumstances that are having negative impacts in their life
- Refer to appropriate support services in the local community

Our Youth Service is committed to assisting parents and carers by:

- Informing and educating on strategies, community services and resources that meet family needs
- Building skills to improve relationships with children
- Referring to appropriate support services
- Increasing knowledge, skills, strategies and confidence to aid in communicating and to grow an empathetic understanding about the challenges facing children

Youth Service activities include:

- Information, advice and referral
- Case management and case work
- Skill focussed groups
- Personal development programs
- Community events
- Education
- Counselling
- Brief interventions
- Therapeutic group work
- Community engagement
- Alcohol and Other Drug education and information sessions



CASE STUDY

MATILDA'S STORY

Matilda first came to the service mid 2018 following a referral to the Youth Service by her school for mental health issues and cannabis dependence. Matilda had previously been diagnosed with ADHD and had always struggled to deal with this condition. Matilda had recently stopped taking her medication and had started stealing money and valuables from her parents' bedroom to support her cannabis addiction. Prior to commencing work with our AOD Counsellor, Matilda had started living between her parents' houses and couch surfing if things were not good at home.

Soon after starting with the Youth Service, Matilda identified that boredom, due to multiple suspensions from school, had a significant impact on her and during this time her cannabis use increased substantially.

A friendship with another young person had a significant bearing on Matilda, resulting in Matilda becoming fully disengaged from school, taking part in criminal activity such as stealing and shoplifting.

During the time Matilda engaged with the Youth Service, she undertook education on sexual health, drug use information and education and counselling and was referred to a rehabilitation facility. A few months later, Matilda relapsed upon returning to the Central Coast, and her family contacted the Youth Service to re-engage with us.

Through our continued support of both Matilda and her family, Matilda returned to counselling and started to look to the future. Matilda has now recognised the impact of her drug use and is fully committed to her recovery. Coast Community Connections' Youth Service continues to provide ongoing support to assist Matilda with her plan in gaining employment, as well as providing ongoing counselling for her mental wellbeing.

"Coast Community Connections wish Matilda all the best for her bright future and we know nothing will hold this wonderful young woman back"



HIGHLIGHTS OF THE YOUTH SERVICES TEAM

2018 – 2019 FINANCIAL YEAR



- Deepened a funding partnership with the Department of Communities and Justice, the Primary Health Network Hunter, New England and Central Coast and the Country Women's Association (CWA) Woy Woy.
- Initiated a new arrangement with Brisbane Water Secondary College Woy Woy to provide a dedicated office for our Caseworker / Counsellors to work directly from the school two days a week.
- One staff member trained in Youth Aware of Mental Health (YAM).
- Involved in planning a suicide prevention walk as part of a Coast Community Connections and Lifeline initiative.
- Involved in White Ribbon Day at The Entrance.
- Involved in the Time Out, RESPECT and Love Bites programs.
- Completed training in DV Alert, Sticky Stuff, Nitty Gritty, Rainbow Inclusion, NADA Trauma, e-mental health, Black Dog Suicide Prevention Safety Planning, Adolescent Intervention for Clinicians Working with Young people with Complex Mental Health.
- The Youth Service has partnerships with a wide range of external service providers on the Central Coast and we collaborate on projects and provide specialised support to our young people. The youth team 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.



OUR SERVICES

GAMBLING SOLUTIONS

Gambling can have a significant financial and psychological impact on individuals, their family, friends and workplace colleagues, leading to a range of negative problems and feelings, including:

- Isolation
- Out of control
- Stressed
- Trapped
- Depressed
- Mood swings
- Fear of loved ones finding out
- Distracted, not fully present, emotionally removed
- Unexplained absence from school, work, or family to gamble
- Deep feelings of guilt and shame
- Impact on the brain and body
- Loss of self-esteem and confidence
- Family relationship breakdowns and loss of homes
- Increase change of physical, emotional and mental health problems
- Increased chance of suicidal thoughts and behaviours

Gambling Solutions is client-centred and strength-based with each client treated as an individual with unique personal qualities, strengths and needs. Gambling Solutions' counsellors work with clients to identify the reasons for their gambling addiction and identify their gambling triggers. From this the counsellors help

build coping skills, educate and use healthy alternative substitutes which are in line with the client's values. An individualised program is then developed including relapse prevention strategies.

Gambling Solutions is celebrating its 20th year of providing counselling to anyone who is impacted by problem gambling on the Central Coast. Clients can access counsellors in five different locations across the Central Coast: Woy Woy, Gosford, Kincumber, Tumbi Umbi and The Entrance.

Services Provided:

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



KEY STATISTICS

COUNSELLING TYPE	FORMAT	NO. OF SESSIONS	DURATION	NO. OF CLIENTS	CANCELLATIONS	NO SHOWS
PROBLEM GAMBLING	Individual face-to-face	958	1334h	194	105	36
	Telephone	197	161h	56	-	-
	Couple/family	4	8h	8	4	-
	Group	39	77h	82	22	3
FINANCIAL	Individual face-to-face	7	15h 45m	7	-	-
	Online	3	5h 45m	3	1	-
ALL SESSIONS	All Formats	1,208	1,601h 30m	350	132	39

350 TOTAL NUMBER OF CLIENTS SEEN BY GAMBLING SOLUTIONS

33% FEMALE CLIENTS

67% MALE CLIENTS

GAMBLING IN AUSTRALIA

70% OF THE ADULT POPULATION HAS GAMBLED AT LEAST ONCE IN THE PAST 12 MONTHS

80K-160K NUMBER OF AUSTRALIAN ADULTS SUFFERING SEVERE PROBLEMS AS A RESULT OF GAMBLING





HIGHLIGHTS AND ACHIEVEMENTS

2018/19 FINANCIAL YEAR

- Provided counselling services to 350 clients throughout the Central Coast
- Conducted 1,208 counselling sessions
- Secured counselling funding until December 2020
- Developed partnerships with TAFE including presenting and educating on gambling, its associated risks, and to help define responsible and problem gambling
- Presented at more than 20 organisations across the Central Coast
- Attended regular Mental Health, Domestic Violence and Multicultural Interagency groups which led to an increase of service referrals
- Participated in regional forum meetings to increase collaboration across service provision
- Successfully trialed The Gambling Fog course at Dooralong Transformational Centre
- Took part in 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
- Part of the Office of Responsible Gambling's workshop into designing the future of gambling help services in NSW.



OUR SERVICES

PENINSULA COMMUNITY CENTRE

The Peninsula Community Centre is a welcoming and inclusive community hub that offers an array of services, information and support to the Central Coast community. The 2018/19 year has been another busy one for the Community Centre, hosting a range of varied programs, events and activities.

Along with the Centre's regular venue users, new programs and hirers during the year included:

- Able Futures and Job Centre Employment Services
- Aim Big Rehab Management
- At Work Australia Disability Employment Service
- Awesome Driving School - Safer Driver Courses
- Belly Dancing Classes
- Dementia Carers' Support Group
- Family and Community Services Family Mediations
- Energy and Water Ombudsman NSW (EWON) Monthly Bill Support Outreach
- Go 4 Fun Children and Parents Exercise and Healthy Eating Program
- Graffiti Management Strategy Meetings (Central Coast Council)
- Novaskill Youth Education and Life Skills program
- Perform-Ability Music, Movement and Dance for Children with a Disability
- Top Blokes Young Men Mentoring
- Wesley Mission Parents Next Program and Training

VOLUNTEERS IN THE LAST 12 MONTHS

12,323 TOTAL VOLUNTEER HOURS

THIS EQUALS THE CONTRIBUTION MADE BY VOLUNTEERS IN 2018/2019

\$382,629.15*
CONTRIBUTED LABOUR COSTS

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

VOLUNTEER TEAM

40 REGULAR VOLUNTEERS

129 VOLUNTEERS HELPED AT OUR EVENTS

7 WDO AND COMMUNITY WORKERS

COMPARATIVE MONTHLY SERVICE STATISTICS

SERVICE AREA	OCTOBER 2018	MAY 2019
People Receiving Information (includes social media and website searches related to the Centre)	8,789	2,142
Assisted Referrals to Other Agencies	34	44
Room Hire Bookings and Enquiries	60	57
People Using Centre Resources	75	89

2018/2019 AVERAGE SERVICE STATISTICS

SERVICE AREA	DATA
Average number of people attending the Centre each month	9,009
Average number of activities/programs each month	51
People attending the Centre annually	108,113
People attending community events annually	681
People participating in community consultation annually	125
Room hirers annually	102
Partnership Community Projects	13
Number of Partners involved	27
Partnership Project Participants (mentoring, life skills courses, support groups and training)	445

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

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

Family & Community Services NSW

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 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

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

Wallaby Weenies Early Learning
Centre

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

At Coast Community Connections we ensure we support a range of organisations and groups each year. We also attend, hold and present at many community events, expos, information sessions and local initiatives. Our vibrant Peninsula Community Centre is host to many events throughout the year, including these successful special events we hosted in 2018/19:

- Australia's Biggest Morning Tea
- NAIDOC Week Family Day
- Volunteer Week Breakfast
- Technology in Focus Seniors Day
- Bring Your Bills & Community Expo
- Safe talk Suicide Awareness
- DV Alert Awareness Training
- Mars Foods Community Volunteering Day
- NSW Seniors Week
- White Ribbon Day
- Out of the Shadows Suicide Prevention Walk
- International Women's Day
- Kids Day Out
- GOATS Youth Festival
- Youth Fest

AUSTRALIA'S BIGGEST MORNING TEA



MARS COMMUNITY COOKING DAY



STAFF CHRISTMAS PARTY



BRING YOUR BILLS & COMMUNITY EXPO



PENINSULA LINK DAY





NAIDOC 2019

INTERNATIONAL WOMEN'S DAY



VOLUNTEERS BREAKFAST

OUT OF THE SHADOWS SUICIDE PREVENTION WALK



FINANCIAL SUMMARY REPORT 2018-2019

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

REVENUE	2019	2018
GRANTS RECEIVED	2,063,411	2,018,069
OTHER GOVERNMENT CONTRIBUTIONS	3,248,841	3,253,398
SERVICE USER CONTRIBUTIONS AND FEES	1,556,784	1,668,134
INTEREST AND OTHER INCOME	56,705	214,585
NET GAIN ON DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT	-	11,485
TOTAL REVENUE	6,925,741	7,165,671



EXPENSES	2019	2018
ADVERTISING EXPENSES	(40,380)	(59,892)
CLEANING AND SANITATION EXPENSES	(65,076)	(70,382)
COMPUTER EXPENSES	(103,197)	(103,077)
DEPRECIATION AND AMORTISATION EXPENSES	(56,219)	(83,733)
EMPLOYEE BENEFIT EXPENSES	(3,974,923)	(4,278,934)
INSURANCE EXPENSES	(189,894)	(164,295)
LEGAL FEES	(24,043)	(36,074)
MOTOR VEHICLE EXPENSES	(63,914)	(62,453)
PRINTING, POSTAGE AND STATIONERY EXPENSES	(32,643)	(41,953)
RENT, RATES AND UTILITIES EXPENSES	(173,515)	(174,894)
REPAIRS AND MAINTENANCE AND REPLACEMENT EQUIPMENT EXPENSES	(31,159)	(83,121)
SERVICE USER CONSUMABLES AND SERVICES EXPENSES	(1,295,419)	(1,342,166)
OTHER EXPENSES	(343,165)	(524,943)
SURPLUS BEFORE INCOME TAX EXPENSE	532,194	139,754
INCOME TAX EXPENSE	-	-
SURPLUS AFTER INCOME TAX EXPENSE FOR THE YEAR	532,194	139,754

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
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	532,194	419,157

FINANCIAL SUMMARY REPORT 2018-2019

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

ASSETS

CURRENT ASSETS	2019	2018
CASH AND CASH EQUIVALENTS	4,286,476	3,472,899
TRADE AND OTHER RECEIVABLES	345,033	297,339
FINANCIAL ASSETS	1,505,000	1,305,000
OTHER	68,461	48,213
TOTAL CURRENT ASSETS	6,204,970	5,123,451
NON-CURRENT ASSETS		
FINANCIAL ASSETS	-	200,000
PROPERTY, PLANT AND EQUIPMENT	1,254,121	1,310,340
INTANGIBLES	-	-
TOTAL NON-CURRENT ASSETS	1,254,121	1,510,340
TOTAL ASSETS	7,459,091	6,633,791



LIABILITIES

CURRENT LIABILITIES	2019	2018
TRADE AND OTHER PAYABLES	389,020	373,191
BORROWINGS	-	2,075
EMPLOYEE BENEFITS	572,055	643,825
PROVISIONS	-	-
OTHER	1,514,204	1,170,473
TOTAL CURRENT LIABILITIES	2,475,279	2,189,564
NON-CURRENT LIABILITIES		
BORROWINGS	-	-
EMPLOYEE BENEFITS	56,721	49,330
TOTAL NON-CURRENT LIABILITIES	56,721	49,330
TOTAL LIABILITIES	2,532,000	2,238,894
NET ASSETS	4,927,091	4,394,897
EQUITY		
RESERVES	974,213	974,213
RETAINED SURPLUSES	3,952,878	3,420,684
TOTAL EQUITY	4,927,091	4,394,897

FINANCIAL SUMMARY REPORT 2018-2019

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

CASH FLOWS FROM OPERATING ACTIVITIES	2019	2018
RECEIPTS FROM GRANTS, CLIENTS AND CUSTOMERS (INCLUSIVE OF GST)	7,484,998	6,831,427
PAYMENTS TO SUPPLIERS, CLIENTS AND EMPLOYEES (INCLUSIVE OF GST)	(6,712,814)	(7,532,670)
	772,184	(701,243)
INTEREST RECEIVED	50,162	55,795
INTEREST AND OTHER FINANCE COSTS PAID	(6,694)	(7,299)
NET CASH FROM/(USED IN) OPERATING ACTIVITIES	815,652	(652,747)
CASH FLOWS FROM INVESTING ACTIVITIES		
PAYMENTS FOR INVESTMENTS	-	-
PAYMENTS FOR PROPERTY, PLANT AND EQUIPMENT	-	(30,505)
PROCEEDS FROM DISPOSAL OF PROPERTY, PLANT AND EQUIPMENT	-	77,562
NET CASH FROM INVESTING ACTIVITIES	-	47,057
CASH FLOWS FROM FINANCING ACTIVITIES		
REPAYMENT OF BORROWINGS	(2,075)	(11,924)
NET CASH USED IN FINANCING ACTIVITIES	(2,075)	(11,924)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	813,577	(617,614)
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE FINANCIAL YEAR	3,472,899	4,090,513
CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR	4,286,476	3,472,899





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