



2017 Annual Report

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.

A faint, light green graphic of several hands reaching out and holding each other, symbolizing community and support. The hands are positioned in the lower half of the page, behind the mission statement text.

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.

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CEO Report

As the financial year finishes Coast Community Connections (CCC) comes out of a merger phase with the support of our staff and acting CEOs. After an examination of potential mergers, the board determined that the organisations community focus, diversity of services and financial strength outweighed the benefits of the proposed merge. We have acted quickly to identify gaps and areas of complacency with some structural changes with key staff as well as securing the ongoing services of personnel with desirable skill sets which complement the existing team, including business and information communication technology (ICT). As a result, the organisation looks ahead to provide it's services through refined business practices, sound financial models and partnerships that deliver for the community. This report is compiled by the CCC General Managers who continue to support the organisation.

During the past 12 months a great deal of work has been done to ensure that the organisation is positioned to continue the great service our staff and volunteers provide to the community today and well into the future. It has been a time of discovery and change, finding what we do well and what we need to do better, particularly for our funded programs.

To achieve our organisational strategic plan CCC has successfully undertaken the following:

- A full detailed audit of the organisations Information Communication and Technology (ICT) across all business units to identify efficiencies in practices and processes that could be achieved. With the roll out of the National Broadband Network (NBN) across the Central Coast, planning has commenced to take full advantage of the benefits available with digital technology by equipping our staff as well as utilising cloud technology.
- Children services has moved into a newly formed, subsidiary of CCC, called Coast Services Group Limited (CSGL). This has enabled CCC to be endorsed by the ATO as a Deductible Gift Recipient (DGR), a long-term goal of the board. A few of the key benefits to CCC are:
 - The organisation can now receive donations and bequeaths which are fully tax deductible.
 - Staff now have access to salary packaging that provides tax benefits unique to the sector. These enable us to compete with other NFP's, provide a competitive advantage over commercial entities, to retain and attract quality staff.
- The Finance team have continued to provide service and support to all programs across the organisation. With the introduction of NDIS and more emphasis on consumer choice within Home Care Packages allowing clients to choose and move between providers, we have had to transition to a more commercially based approach to remain a strong provider in what has now become a competitive market. These changes have impacted on all areas of the business and the Finance team have played a major role in ensuring cash flow is strong and financial risks are mitigated. The Finance team will be relocating to Yaringaa in the coming months and this will provide a financial and administrative hub for the organisation.
- CCC will be implementing a new accounting system which has integration capacity with other company systems to create a more compatible management system. Through this transition, the entire organisation will have greater visibility and ability to work together to achieve greater results for the business.
- Our Gambling Solutions continue to provide a valuable service and have been fortunate in gaining additional funding to expand service delivery and provide more counsellors to support clients and families in the local community.

- As well as providing services to young people through the earlier targeted intervention program the Evolution Youth Services team successfully rolled out the Youth Opportunities grant across the Central Coast. This program aimed at empowering young people to be their own champions in mental health.
- The Community Centre continues to be a 'centre for the community' providing services for over 100,000 people through programs, events, activities and valuable hirers.
- Children's Services has grown from strength to strength, as they continue to deliver high quality programs to our local community. Point Clare Before and After School Care doubled their attendances in the past year.
- 2017 has seen many changes across the Ageing and Disability sectors with the introduction of NDIS in July 2016 and reforms to Home Care Packages in February 2017.
- Our Ageing and Disability Services team strive to remain one step ahead of the changes so to communicate and assist our existing clients as well as provide valuable information to potential new clients. All our current disability clients have successfully transitioned to NDIS. By developing good relationships with other providers, CCC has become a provider of choice for Support Coordination.
- Through our ongoing partnership with Community Options Australia we continue to provide Compacts to Gosford Hospital to those patients being discharged that require some additional supports, and Regional Assessment Services covering the Central Coast and Upper Hunter areas. We developed a new partnership with Peninsula Village to provide Home Care Packages brokered to CCC for clients living in their independent units.

As well as the program focussed activities CCC has also:

- Created Team Leader roles, ensuring more collegial support and further opportunities for development.
- We have refreshed our current branding and moved to a fresh modern look that is still easily recognisable in the local community. The fresh look covers uniforms, brochures, promotional products and employee induction and orientation processes.
- The enableHR employee lifecycle data system has new modules, with the aim to have all employees utilising this system regularly. Enabling staff to be access and upload personal information and have a central point for policies, procedures and forms is a best practice model.

We are busy planning for 2018 to ensure the services offered are those that meet the needs of the people we support. This is an exciting and busy time of change for the organisation as we move forward, and we wish to thank the board, staff and volunteers for their collaboration and hard work throughout the year.

General Management Team at close of 30th June 2017

Emma Gilby

General Manager Families and Community Services

Damian Lutvey

General Manager
Ageing and Disability Services

Melanie Watson

General Manager Finance

Bruce Davis

General Manager Business and ICT,
(Formally Project Manager)

President's Report

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

Dalai Lama

My President's report for the last two years have opened with the above quote. I include it again this year as it remains equally relevant and still serves as a linchpin for our decision making.

I want to thank the staff, the volunteers, my board colleagues, along with our community who make this organisation the great place it is, and on whose shoulders we are building a sustainable, viable organisation to ensure the community's changing needs are met well into the future.

The 2016/2017 year was one of further merger investigation, of who we are and what we want to be as an organisation. Remaining true to our values and ensuring community was at the heart of all we do. The decision not to merge was the result of objective analysis and sound business decision making. Once we agreed that the merger was not to proceed, the board and staff sprang into action, revitalising the organisation, that had been marking time, while the due diligence and merger reference group discussions were taking place.

Coast Community Connections Limited (CCCL) will grow organically and independently, but looking to have more strategic alliances and partnerships, as well as seek funding opportunities for growth in key areas of community need. We will try new events and client support, with new plans for transport and exciting new options for the new year.

I want to thank the board and the staff for their resilience, dedication and commitment to the community we serve.

Board changes have taken place and we welcome new Director, Rebecca Gale Collins, who brings a wealth of local community knowledge, new ideas, innovate practices and a strong business background to support the growth areas through grants and business opportunities. We also welcome Chris Styant, who has a strong financial background and is another strong community member giving up his time volunteering with surf life-saving and supporting his children's schools. He is a great addition to the Finance Committee and board as a whole. The board will look to enact the April 2016 Information Community Technology (ICT) review recommendations.

Thanks are extended to former Board Director, Monique Cardon for her values, ethics and her valuable role on the Governance Committee and

as Company Secretary. Monique left to become the CEO at Fairhaven where she is doing an amazing job. Paul Barnett (Chief Executive Officer, Mingara Leisure Group) also finished as a Director. Paul returned to his own busy workplace and state board commitments, once his expertise in mergers was no longer required. We are a better organisation for the time that they have spent with us and both remain strong supporters of the organisation.

Board commitment to high level quality and governance continues with directors attending the Australian Institute of Company Directors Governance Conference and participating in individual Director training, completing effectiveness surveys, as well as completing a Board skills matrix to assist in targeting potential future Director recruitments.

Growth and expansion of client services, joint tenders and sub-contracting form the basis of ongoing productive discussions with likeminded organisations, ones that share our values and mission, as well as understand that in the new era of the National Disability Insurance Scheme (NDIS) we need to change and evolve to remain a strong, viable and respected organisation, with the ability to provide quality services.

Information technology and business processes must be a stronger focus, even though minor inroads have been made, there's more work that needs to be done. Business efficiencies are needed to keep us operational and the workforce must become more nimble. We are very fortunate to have a wonderful team of passionate, dedicated staff, along with a committed executive team who will ensure this happens. They will continue to support and take good care of the organisation and welcome and support the new CEO. Recruitment is underway, as the 2016/17 financial year ends following eighteen months of Acting CEO's while merger discussions were underway.

Some work has been done, and success had, but much remains ongoing, across the organisation to ensure our readiness to fully engage with NDIS

- which commenced on the 1 July 2016 across the Central Coast. This has involved some difficult decisions being made and staff are thanked for their leadership in this area. The complexity continues, as we note that the Federal

Government has extended timelines and funding plans, as they recognise the sector as a whole, but, also client's understanding of how the new system works is taking time.

We end the financial year in a very strong financial position, with services reviewed and ready to be agile and responsive for our ongoing provision of contracts, some though until 2019 and others that see CCCL secure until 2020. We must be quick to take our place in the Fee for Service space that is the new world of NDIS.

Thank you very much to every current and past valued member of the board, executive, staff member and our amazing volunteers. All the work you do has such a positive impact on the community.

There were many achievements during the year, notwithstanding the changes that were taking place. Thank you to the dedicated team at Coast Community Connections Limited.

Sharryn Brownlee
President

Thank You to Our Funding Bodies



Department of Education
Department of Family and
Community Services
Department of Industry –
Liquor and Gaming



Australian Government
Department of Health



Australian Government
Department of Human Services



**NSW/ACT
Inclusion Agency**

Finance and Risk Committee Chair's Report

Year ended 30 June 2017

During the year to 30 June 2017, Coast Community Connections Limited (CCCL) generated a surplus of \$405,908, (2016: \$18,376). This reinforces the strong financial position of the organisation in a time of continuous change and uncertainty within the Ageing and Disability sector and in particular the structure of our funding.

In spite of the changes to funding models and staff CCC managed to service the community whilst maintaining the same excellent level of care and commitment to those who need it most.

CCCL made changes to the structure of the Company by creating a subsidiary – Coast Services Group Limited (CSGL), with CCCL being the parent Company. CCC was then able to achieve the long awaited Public Benevolent Institution status (PBI) which enables the organisation to receive tax deductible donations and allows for salary packaging for all CCCL staff.

Balance Sheet Summary

Another strong balance sheet position at the end of Financial Year 2017 with an overall increase in assets of 4.5% and decrease in liabilities of 2.5%. The net financial movement was \$405,908.

	2016	2017
Current assets	\$5,408,654	\$5,837,775
Non-current assets	\$1,454,567	\$1,350,242
Total Assets	\$6,863,221	\$7,188,017
Current liabilities	\$3,124,962	\$3,094,751
Non-current liabilities	\$168,427	\$117,526
Total liabilities	\$3,293,389	\$3,212,277
Net assets	\$3,569,832	\$3,975,740

Cash reserves and Fixed Deposits

As at 30 June 2017, CCCL had cash reserves of \$1,505,000 (an increase of \$5,000 since 2016) in variable term deposits across several banking institutions in accordance with our Financial Reserves Policy which states:-

Maturities of bank term deposit investments, will take into account the funding requirements of CCCL, but the portfolio, to spread interest rate and term risk, should be no greater than;

- 50% of the portfolio held with maturities of up to a maximum term of 12 months;
- 50% of the portfolio held with maturities from 12 months up to maximum of 5 years.

Finance and Risk Board Committee

The FRC 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. Membership comprises:

- Roger Hayward (FRC Chair and Board Vice President)
- Sharryn Brownlee (Board President)
- Jeanette Martin (Board member)
- Paul Barnett (Board member – 1st July 2016 to 1st June 2017)

Board Directors were joined at this meeting by the Acting CEO and Acting CFO. The committee convey their thanks to the staff who were able to ensure that costs were reduced in line with the changes in Federal Government grant funding.

I would like to thank the Board of Directors and staff for their contribution and commitment on this committee throughout the year.

Annual Audit

Bishop Collins were the returning auditors for 2016/17. Thank you to Martin Le Marchant and his team for their work on the year-end financial audit.

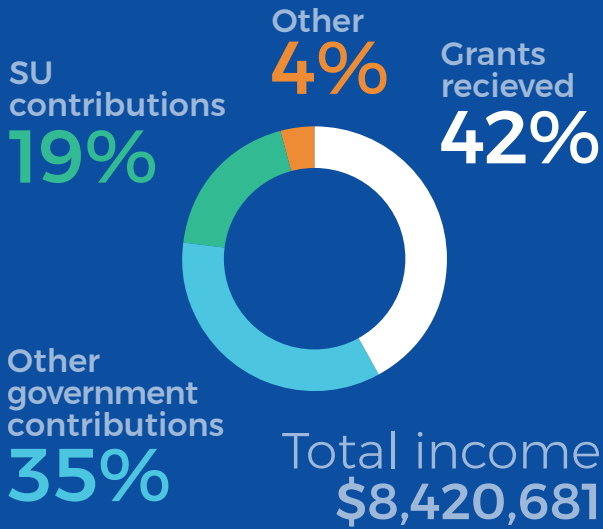
The audited financial statements will be available at the Annual General Meeting and on request.

Roger Hayward
Chair, Finance and Risk Committee

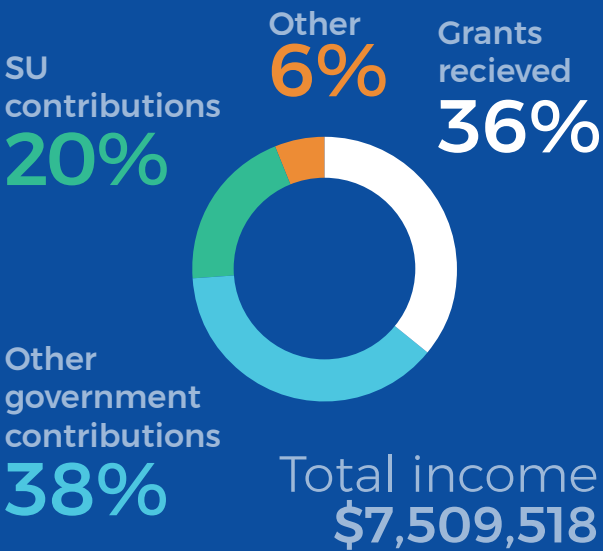
Income

Distribution has remained reasonably stable although sector wide changes in grants funding sees a reduction of ten percent.

Income distribution 2016



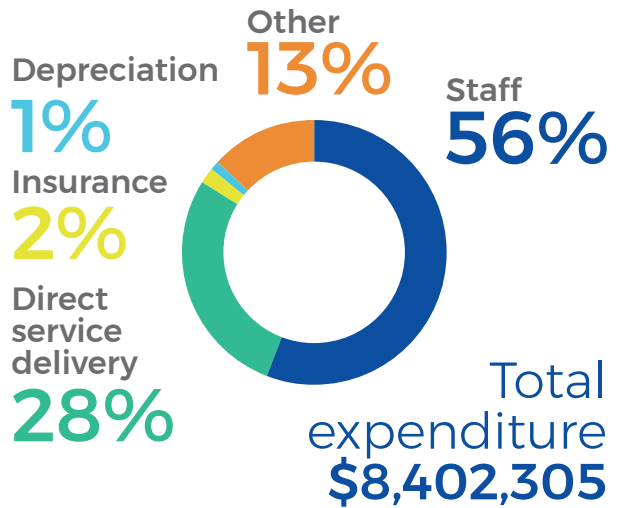
Income distribution 2017



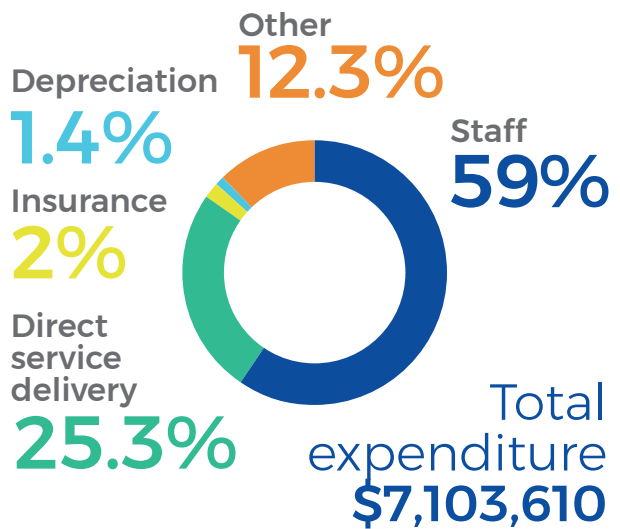
Expenses

All costs, with the exception of cleaning, utilities, maintenance and legal were lower than the prior year. \$89,870 was for the provision of the cessation of staff role. These costs were expensed subsequent to the year end.

Expense allocation 2016



Expense allocation 2017



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 older people through programs such as the Commonwealth Support Program (CHSP), Home Care Packages (HCP) and Compacts.

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.

Private services are also available.

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 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

- Drug and alcohol support
- Gambling financial counselling

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:

- 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
- CALD activities.

The Centre has a wide selection of rooms available for hire 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.

Ageing and Disability Services

Coast Community Connections Ageing and Disability Services offers supports and services tailored to meet the needs of the elderly and people with a disability to remain living independently in their home.

Services are provided under the following programs:

Compacts – subcontracted to Community Options Australia and funded by NSW Ministry of Health. This program provides up to six (6) weeks of support following a person's discharge from hospital. An assessment occurs while the person is still in hospital so that hospital staff can advise on appropriate care. The types of services provided include domestic assistance, personal care, assistance with shopping, and transport to medical appointments.

Commonwealth Home Support Program (CHSP) – provides timely, entry-level support services tailored to meet each person's individual goals, preferences and choice. The CHSP helps people stay in their own home as long as they choose and supports care relationships between the person and their carer.

Home Care Packages – funded by Department of Social Services. Supports and services are tailored to meet the person's needs under a consumer directed care model. Services provided include, but not limited to, domestic assistance, personal care, social support, transport, home and garden maintenance, meal preparation.

Home Building Services provide major and minor modifications to a person's home from installing grab rails to building and installing wheelchair ramps and bathroom renovations for easy and safe access. All modifications are recommended by Occupational Therapist so that the person can safely stay in their home as long as possible. The services also provide basic home maintenance and repairs to eligible people.

Lawn and Garden Services – provide lawn mowing services and minor garden weeding as well as access pruning and gutter cleaning.

Coast Community Connections Ageing and Disability Services is a registered provider under the **National Disability Insurance Scheme (NDIS)**. Transition to NDIS commenced on the Central Coast as of 1 July 2016. Services provided include direct services as well as Support Coordination through individual packages of support.

Regional Assessment Service (RAS) – subcontracted to Community Options Australia. RAS helps to identify clients' and carers' needs for support and their goals for greater independence and wellbeing. Assessments are carried out in the person's home and are conducted independently from service provision and ensures assessors consider the full range of options when responding to clients' and carers' needs and goals.

Digging Deep Volunteers – provide a one-off garden conversion for aged clients in the Woy Woy and Umina areas by creating low maintenance gardens, removing unsuitable plants and mulching gardens to allow access and future upkeep



Families and Community Services Snapshot

Coast Community Connections Families and Community services the community across the central coast for people of all ages. These services include:

- Kindy gym
- Playgroup
- Occasional Care
- Before and After School Care
- Vacation Care
- Youth Services and case management
- Alcohol and other Drug counselling
- Gambling Solutions counselling and group work across the central coast
- Peninsula Community Centre



Children's Services

Children's Services Staff

- **3x Nominated Supervisors**
Diploma in Early Childhood and Care Services
- **10x Certified Supervisors**
Diploma in Early Childhood and Care Services with one staff member holding a Bachelor of Education in Early Education qualification
- **15x Childcare Educators**
Certificate III in Early Childhood and Care Services with two staff members holding a Bachelor of Education in Early Education qualification and 4 staff members in their 2nd year of this degree.

Children's Services Employees

Mandy Barlow	Shannon McCarthy	Joann Redshaw
Jennifer Bell	Lana Milenkova	Annette Rushton
Debra Bowen	Lynne O'Donnell	Lauren Scott
Kristen Chaney	Michelle Owen	Emma Shepherd
Denyelle Connolly	Alison Pardey	Briahn Simpson
Madeline Donlevy	Zoe Pardey	Loren Sultana
Moira Donlevy	Sharon Rayner	Tahni Wilson
Sharon Flanagan	Jackson Redshaw	John Woods
Kathleen Kennedy		

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	94
Gosford Vacation Care	261	185	30 - 105	68
Peninsula Occasional Care	107	89	9 - 22	15
KindyGym	271	250	17 - 33	27
Playgroup	135	110	3 - 28	16

Evolution Youth Service

Evolution Youth Service (EYS) is located in Woy Woy. The team at EYS are committed to provide a high standard of care within the Peninsula area and across the whole Central Coast.

Although our team is small we have again spent an extremely busy year working on a number of projects while continuing to support our young people through the delivery of our core service activities. These activities include: Alcohol and Other Drug Counselling, Case Management and Group Programs.

Our holistic support options have a strength based approach where our young people are empowered to set and work towards achieving their own individual goals. Support has been given to our young people to improve in areas of education and employment, substance misuse issues, emotional and physical health and family relationship issues.

2016-2017 saw the service support over eight hundred young people across the Central Coast, consistently moving further north of the Coast as the demand for our services increased.

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 EYS look forward to continuing our existing relationships with these organisations and to

continue to develop new and innovative partnerships to meet the growing needs of our client group.

Thank you to our amazing staff, assisted by Senior Management and led by our organisation's board, which combined to produce another successful year.

Our Team

- Lisa Browne – Team Leader
- Kirsten Yorke - Case Manager
- Leni Conway – Alcohol and Other Drug Counsellor



Caroline's Story

Caroline was introduced to Evolution Youth Service after her mother contacted the service desperate to find support for her daughter who was disengaged from school due to severe anxiety.

Caroline was experiencing suicidal thoughts and had not been attending school for a number of months because she was too afraid to leave the house.

At first Caroline was hesitant to engage with the service and didn't think that anything could help with what she was experiencing.

After a number of sessions with our caseworker, Caroline was able to start opening up about her experience with anxiety and began to access appropriate supports with the assistance of

Evolution Youth Service. Caroline was able to access a GP to discuss treatment options for her mental health and gradually improved enough to start attending school again more regularly. Caroline was behind in many of her studies and together with her Case worker learnt how to develop study plans to help Caroline get on top of her studies without being overcome with anxiety.

Caroline still remains engaged at school, has learnt strategies to cope with anxiety and has started working casually.

We are so proud of Caroline for her bravery to access the supports she needed and to step out of her comfort zone and find employment as well as continuing with her education..

Early Intervention Program - Case Management

58

CLIENTS

357

SESSIONS

50

CLIENT GOALS
ACHIEVED

44

CLIENTS LEARNED
NEW THINGS

30

CLIENTS FELT
MORE CONFIDENT

Early Intervention Program - Groups

4

GROUPS

38

PARTICIPANTS

24

SESSIONS

912

OCCASSIONS
OF SERVICE

Alcohol and Other Drug Program - Counselling

45

CLIENTS

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 relationships issues without misusing drugs and alcohol.

16

GROUPS

612

PARTICIPANTS

Community Centre

Community Service staff

Michelle Remy – Manager Community Centre

Louise Manson – Community Development Officer

Abby Soames – Administration casual

New Centre users during the year included:

- ARAFMI Mental Health Carers Support Group, Developing Leaders Aboriginal Corporation
- 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
- Community Justice Centre
- Kindermusik.

Regular Centre users include:

- School for Seniors
- Bridge Club
- Yoga and Tai Chi classes
- Gentle Fitness
- Zumba
- Kempo Karate
- Woy Woy Physical Culture Club
- Multicultural Support Group
- Seniors Internet Kiosk
- Woy Woy Parish Housie
- Parenting Programs
- Tax Help
- Family Referral Service
- University of the Third Age: U3A
- Central Coast Community College
- Tuggerah Lakes and Kincumber Community College
- Interrelate: counselling and meditation
- Young Mums: mentoring and support
- TAFE Adult Education
- Sydney Distance Education High School
- Centre Stage School of Dance
- Volunteering Central Coast
- Speech Pathologists
- CCLHO Parkinsons Support Group
- KindyGym
- Playgroup
- Service NSW

Events – Peninsula Link Day



Volunteers

Without our volunteers, Coast Community Connections would not be able to provide much-needed services to our local community. We would just like to say a huge **THANK YOU** to our amazing volunteers for your hard work.



Volunteers the last 12 months

45 regular
volunteers

131 event
volunteers



7 community
workers

14,675

VOLUNTEERS HOURS
11% increase on 2015/16

\$439,062.52

CONTRIBUTED
LABOUR COSTS*

*Based on \$31.05 per hour. Reference
Volunteering Central Coast

Snapshot

Month service statistics Comparing October 2016 to May 2017

Number of...

...people receiving
information

OCT 755

MAY 1833

...assisted referrals
to other agencies

OCT 73

MAY 44

...people using
Centre resources

OCT 120

MAY 110

8271 Average number of people
attending the Centre each month

55 Average number of
activities/programs
each month

Annual service statistics

Number of...

...people attending the Centre

99,262

...people participating in
community consultation

237

...room
hirers

111

...people attending
community events

1250

Gambling Solutions

Our Team

Filiz Niyazi

Gambling Counsellor

Mingara

Louise Elgood

Team Leader
Gambling Counsellor

Gosford

Kincumber

Neighbourhood Centre

Woy Woy

Chris Davidson

Gambling Counsellor

The Entrance Neighbourhood Centre

The Glen Rehabilitation Centre

Niagara Lodge Rehabilitation

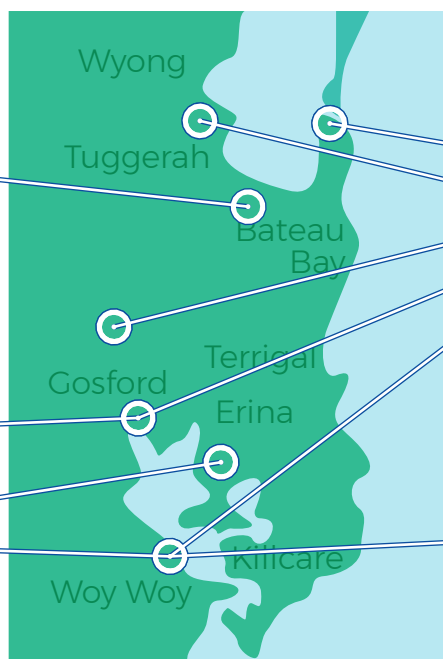
Gosford

Woy Woy

Robyn Veness

Financial Counsellor


Woy Woy



Summary of Counselling Sessions Attended


Counselling Type	Format	Number of Sessions	Duration	Number of clients
Problem Gambling	Individual face-to-face	745	1025h 30m	745
	Telephone	62	37h 45m	62
	Couple/family	21	35h 45m	39
	Group	44	87h 30m	210
	On-line	-	-	-
Financial	Individual face-to-face	35	43h	35
	Telephone	33	16h 30m	33
	Couple/family	4	4h 45m	8
	Group	-	-	-
	On-line	4	1h 45m	4
All Sessions	All Formats	948	1252h 30m	229

An increase of 25% on last years figures which roughly correlates with the increase in staff hours actually worked throughout the year.



Coast Community Connections Gambling Solutions counsellors provide free and confidential counselling on the Central Coast.

The counsellors use a practical treatment models specifically developed for gambling addiction which was presented at local and state mental health forums and to professional associations.



21% of operating hours are outside Monday to Friday 8:30am to 5pm

Exciting news

Filiz was introduced to the Gambling Solutions team with increased funding we started counselling at Mingara Wellness Centre 38 hours per week. After a slow start we are currently averaging around 22 sessions per month with over 30 clients actively engaged with our Mingara service.

Organisations We Work With

- Accuro Homecare
- ADSSI Home Living Australia
- 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 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
- Ettalong Bowling Club
- Ettalong Public School
- GameCare (Australian Hotels Association)
- Gosford City Financial
- Counselling
- Gosford Public School
- Horizons Family Services
- Integra
- Juvenile Justice
- Kincumber Neighbourhood Centre
- Kirsty Fantani – Early Years Learning Consultant
- KU Children’s Services
- Mary Mac’s
- Mingara Leisure Centre
- MINGALETTA
- Musicians Making A Difference (MMAD)
- 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
- 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
- Waruwi 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 2017, the Board of Directors consisted of five members:

Sharryn Brownlee
President

Roger Hayward
Vice President

Jeanette Martin
Director

Rebecca Gale-Collins
Director

Chris Styant
Director



Company Secretary

Bruce Davis

At 30 June 2017, Coast Community Connections Limited employed the following people (managers and team leaders are in bold):

Executive Team

Damian Lutvey
General Manager
Ageing and Disability Services

Bruce Davis
General Manager Business and
ICT (Formally Project Manager)

Emma Gilby
General Manager Families
and Community Services

Melanie Watson
General Manager Finance

Finance Department

Wayne Barsing

Maree Haldane

Jennie Hobday

Jamie O'Donnell

Ageing and Disability Services

Fiona Anderson

Craig Bethel

Debbie Billson-Jones

Melanie Bissett

Julie Brady

Karen Brady

Maxine Burch

Rachel Cameron

Nicole Crutcher

Christine Curley

Beth Davis

Stephen Desmond

Jacquie De Villiers

Janelle Dunkley

Belinda Englert

Donna Flack

Khristine Flood

Sally Fryar

Corrine Gosper

Lesley Graham

Carola Hartling

Belinda Kepkey

Ellen Kirk-Ferguson

Carolyn Knight

Tiffany Marsden

Adele Miller

Stephen Mowle

Warren Mulligan

Lisa Paxton

Marie Pilon

Susan Quick

Teresa Robinson

Barrie Smith

Lori Smith

Donna Stratford

Kim Tupper

Deanna Ward

Joanne Wiseman

Tomomi Yamada

Families and Community Services

Kristy Moore

Children's Services

Ryan Banks

Mandy Barlow

Jennifer Bell

Debra Bowen

Denyelle Connolly

Madeline Donlevy

Moira Donlevy

Sharon Flanagan

Kathleen Kennedy

Lana Milenkova

Lynne O'Donnell

Michelle Owen

Alison Pardey

Zoe Pardey

Sharon Rayner

Jackson Redshaw

Joann Redshaw

Annette Rushton

Emma Shepherd

Briahne Simpson

Loren Sultana

Tahni Wilson

John Woods

Evolution Youth Service

Lisa Browne

Leni Conway

Joe Tighe

Kirsten Yorke

Gambling Solutions

Chris Davidson

Louise Elgood

Feliz Niyazi

Joe Tighe

Robyn Veness

Peninsula Community Centre

Louise Manson

Michelle Remy

Abbey Soames

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 2017, the workforce of Coast Community Connections Limited looked like this:

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

Events - The Biggest Morning Tea



Financial Summary Report 2016-2017

Statement of financial position as at 30 June 2017

	2017 \$	2016 \$
ASSETS		
Current Assets		
Cash and cash equivalents	5,395,513	5,060,549
Trade and other receivables	379,021	302,807
Other	63,241	45,298
Total Current Assets	5,837,775	5,408,654
Non-Current Assets		
Financial assets	200,000	200,000
Property, plant and equipment	1,144,436	1,242,954
Intangibles	5,806	11,613
Total Non-Current Assets	1,350,242	1,454,567
TOTAL ASSETS	7,188,017	6,863,221
LIABILITIES		
Current Liabilities		
Trade and other payables	528,456	489,474
Borrowings	11,924	11,073
Employee benefits and provisions	594,503	525,329
Provisions	89,870	120,603
Other	1,869,998	1,978,483
Total Current Liabilities	3,094,751	3,124,962
Non-Current Liabilities		
Borrowings	2,075	13,999
Provisions	115,451	154,428
Total Non-Current Liabilities	117,526	168,427
TOTAL LIABILITIES	3,212,277	3,293,389
NET ASSETS	3,975,740	3,569,832
EQUITY		
Reserves	694,810	694,810
Retained earnings	3,280,930	2,875,022
TOTAL EQUITY	3,975,740	3,569,832

Financial Summary Report 2016-2017

Statement of profit or loss and other comprehensive income as at 30 June 2017

	2017 \$	2016 \$
REVENUE		
Grants Received	2,696,599	3,544,557
Other Government contributions	2,854,548	2,986,753
Service User Contributions and Fees	1,500,855	1,591,269
Interest and Other Income	441,804	296,523
Net gain on disposal of property, plant, equipment	15,712	1,579
TOTAL REVENUE	7,509,518	8,420,681
EXPENSES		
Advertising and Marketing	38,135	69,248
Cleaning and Sanitation	62,099	58,974
Consultancy expenses	34,734	78,076
Legal expenses	38,819	101,837
Depreciation	101,022	105,752
Employee benefits (salaries and wages)	4,192,083	4,736,407
ICT (Computers, Phones, Internet)	129,854	131,425
Insurance expense	127,854	127,532
Motor vehicle expense	68,431	84,556
Rent, rates and utilities	163,299	153,605
Repairs, maintenance and replacement equipment	104,142	75,038
Service user consumables and services	1,802,270	2,318,488
Other expenses	240,868	361,367
TOTAL EXPENSES	7,103,610	8,402,305
SURPLUS BEFORE INCOME TAX	405,908	18,376
Income tax expense	0	0
SURPLUS FOR THE YEAR	405,908	18,376
Other comprehensive income	0	0
TOTAL COMPREHENSIVE INCOME	405,908	18,376

Financial Summary Report 2016-2017

Statement of cashflows for the year ended 30 June 2017

	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Customers (inclusive of GST)	7,595,184	7,573,770
Payments to Suppliers and Employees (inclusive of GST)	(7,333,560)	(8,185,977)
	261,624	(612,207)
Interest Received	66,890	102,942
Interest and other finance costs paid	(1,491)	(2,281)
NET CASH FROM OPERATING ACTIVITIES	327,023	(511,546)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from disposal of plant and equipment	55,000	16,428
Payments for property, plant, equipment	(35,986)	(63,621)
Payments for intangibles	0	(15,000)
Payments for investments	(5,000)	0
NET CASH USED IN INVESTING ACTIVITIES	14,014	(62,193)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from borrowings	0	0
Repayment of borrowings	(11,073)	(10,284)
Net Cash used in financing activities	(11,073)	(10,284)
Net increase (decrease) in cash and cash equivalents	329,964	(584,023)
Cash and cash equivalents at beginning of year	3,760,549	4,344,572
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	4,090,513	3,760,549





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