



Annual Report 2021



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



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President's Report

As I write the 2021 Presidents Annual Report, I feel a great sense of relief and gratitude that we have successfully come through a world-wide pandemic, we have kept our community supported and our staff employed. It is wonderful to have such a great team looking after our clients and have a strong flexible board helping steer the way through what has been the most challenging year for our community, our state, and our country, while ensuring high levels of governance and compliance were upheld within an ethical governance framework. ASIC, ACNC, federal and state funding bodies legislative requirements have all been met, while keeping abreast at all times of new and ever changing COVID regulations and often ahead of mandated requirements.

The excellent way CEO Bruce Davis handled the COVID 19 crisis has ensured both clients and staff are safe and cared for, with the organisation able to continue to deliver services in a way no other community organisation here on the Coast has. He personally ensured all staff had the best protection through sourcing the safest PPE equipment, so they were safe and so were clients. He achieved when other organisations were unable to. His hard work, attention to detail, intuitive risk assessment and management skills see Coast Community Connections Ltd. in an excellent position at year end. The organisation has not only survived but shown growth in several areas; we have taken on new clients and new premises, overseen the renewal of major assets, while always ensuring there is a strong sustainable future focus. The mantra of a "caring business" has again been demonstrated.

We welcome the addition of Sophie Stokes to our Board. With her strategic financial skills along with her community focused background she is an excellent addition. Sophie will also be on the Governance Committee, where we ensure updated policies are in place and enacted and that compliance requirements are met. Governance Committee Chair John Millard is finalising the policy review schedule along with the Company Secretary. Further in the Annual Report is the Finance, Risk and Audit Committee (FRAC) report by the FRAC Chair, Ross Barry. The results show the excellent financial management and long-term viability that the CEO, Managers, and the Board have worked so hard on. An outstanding result. Congratulations all.

A warm welcome to the new staff. We are very pleased to have you join us and know it has been challenging with COVID and lockdown restrictions, but we hear already you are making a difference and that you are a great addition to the team. The new, fully funded wellbeing hub offers support for all staff and will help with the well-being needs of all. The tailored professional learning modules are first class. Congratulations team on these successes. We thank staff who have left for the contribution they made and wish them all the best in their future endeavours.

The visionary Strategic Plan worked though this year, (luckily pre lockdown) ensures an ongoing focus on youth, family and community while continuing to invest in staff, premises, and resources. We will continue to seek complimentary programs and initiatives, and this is reflected in the carefully crafted Business Plan. With the future uncertain as governments recover, we have a strong foundation, sound plans but are also flexible and nimble ensuring we can meet whatever arises. We will ensure Coast Community Connections Ltd. is not only viable, but also sustainable, well into the future.

It is important to continue to see “values” upheld and “change” managed strategically.

Thank you to the supportive team at Bishop Collins, NSW Department of Education, school Principals and staff, Department of Community Justice, Area Health, and allied health colleagues. Thanks also to our local Federal MPs Lucy Wicks and Emma McBride along with State MPs Adam Crouch, Liesl Tesch, David Harris and David Mehan for their ongoing support. A full list of our partners is available further in the annual report.

A heartfelt thank you to the whole team; Board colleagues, CEO, Management, staff and members, for your resilience, dedication, integrity and determination to ensure Coast Community Connections Ltd. continues to have a positive impact on our community.

Sharryn Brownlee,
President



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

Dalai Lama

CEO's Report

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

Vince Lombardi

It is a privilege to serve the community and be leading an organisation that has united values and a driven dedicated workforce that are resolved in meeting the needs of community at such a time of uncertainty and with so many challenges. The efforts of management, staff, and board over the past 3 years to deliver on our strategic, operational, and business plans, has seen Coast Community Connections excel in meeting the needs of the Central Coast community, particularly the last 12 month throughout the COVID-19 pandemic.

Our diverse group of services in Aged Care, Disability, Childcare, Youth and Family mental health as well as Home Modifications and Maintenance have continued to be provided throughout the whole pandemic. The fact that our staff have worked tirelessly and selflessly in sectors known to be of greatest risk, supported by our administration and management, to provide life-changing community services caring for people from all walks of life across the Central Coast, is really something that each member of our team and their families, should be enormously proud of.

To have informed, educated, and willing participation that has led to 100% of our staff voluntarily vaccinated against COVID-19 long before it was mandated, to ensure community protection and best practice, has seen us provide COVID free services in every deliverable area that further demonstrates an outstanding commitment to community and WHS, that other organisations to date have struggled with.

The trust the community has placed in us and the impact we have made has resulted in many positive outcomes which is evident in our continued growth and outstanding financial results.

The following are just some of our other achievements over the past 12 months while delivering all our services:

- The rejuvenation of our Youth and Family wellness and mental health service – Coast Youth Services is a unique dynamic new team made up of highly qualified and experienced counsellors, caseworkers, psychologists, and trainers led by Marcia O'Brien, which is supported by our two funding partners the Dept of Community and Justice, and the Primary Health Network. The team continue to provide outstanding results and notably doubled counselling sessions from prior year to meet the needs of community throughout COVID and lockdowns. We are currently engaged in tenders to expand our successful model and services further across the Central Coast.
- Premises asset review, including risks, leases, sale and purchases to align with our service delivery across the whole of the Central Coast. Moving some teams away from the Peninsula has been necessary to achieve this, which includes the purchase of a new centrally located industrial factory unit at Somersby for our Home Modification and Maintenance division, as well as further necessary planning to also ensure business continuity, retain and attract new staff with a centralised administration and management facility.
- The successful implementation of new client management systems to meet current and future needs of all community business areas with greater analytics to assist business operations, financial and funder reporting in an ever changing, highly legislated and regulated environment led by government reforms.
- The company opened a new 0–5-year Long Day Childcare at Woy Woy to provide professional care and early learning with focus on meeting the need of commuting and single parents.
- The opening of a new Out of School Hours (OSHC) Childcare and Vacation care facility at Karingong to meet the school and community needs in partnership

with the Department of Education. One of the first of the NSW Government funded new state of the art on site OSHC buildings in the state.

- A wellness hub with dedicated counselling/trainer providing leading edge mental health specialised training, to support staff to operate in the diverse community sector most effectively and with emphasis to WHS and stakeholder requirements.

Many other accomplishments of the organisation are proudly contained within the rest of this report.

Notwithstanding the many successes that we have achieved, I acknowledge that this has not been an easy period for anybody. Each of us have been challenged in so many ways due to the pandemic and I wholeheartedly thank every member of the Coast Community Connections team from staff, board, management, and volunteers in rising to the challenges and ensuring that our community and employees have been well supported throughout.

The founding members of the organisation, that was establishment in 1975 as a local Peninsula community hub, would never have envisaged that the legacy of their efforts, their countless volunteered years of commitment to community, some 45 years later, has resulted in a significant, thriving, resilient, highly capable, and adaptable organisation that provides a critical array of essential community services across the whole of the Central Coast.

Bruce Davis,
Chief Executive Officer



Our People

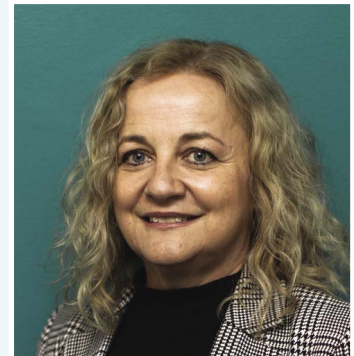
Board of Directors



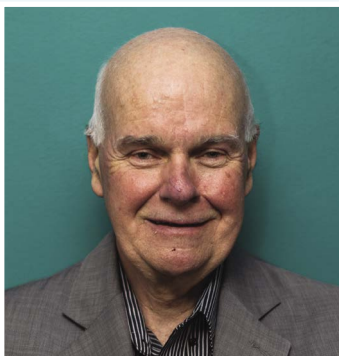
Sharryn Brownlee
President



Ross Barry
Vice President



Amanda Rogers
Director



John Millard
Director



Sophie Stokes
Director



Bruce Davis
Company Secretary

Management Team



Bruce Davis
CEO



Chris Styant
Finance Manager



Cassandra Bickhoff
HR Business Partner



Loren Sultana
Children's Services Manager



Michelle Remy
Community Centre Manager



Marcia O'Brien
Youth and Family
Counselling Manager



Janelle Dunkley
Aged Care and Disability -
Home Care Support Services
Manager



Glenn Hughes
Building Works Co-Ordinator
and Supervisor

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 membership comprised of:

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

The committee continued to meet regularly and remotely during lockdown, along with the CEO and the CFO as well as any advisors during the financial year.

The organisation generated a surplus for the year ended 30 June 2021 of \$1,286,270 (\$1,113,862 in 2019/20) reflecting the strong demand for our services and our continued commitment to excellent levels of care to those in need in the community during the COVID-19 pandemic.

Our revenue grew by \$387,504 to \$8,739,176 in 2021 (\$8,351,672 in 2019/20) while expenditure rose by \$215,096 to \$7,452,906 (\$7,237,810 in 2019/20).

The organisation further strengthened its cash position with increases in assets and a decrease in liabilities during the year resulting in the net asset position improving by \$1.512 million to \$7.553 million (\$6.041 million in 2019/20) and consolidated assets increasing to \$10.532 million (\$9.017 million in 2019/20).

Total current assets of \$9.084 million (\$8.266 million in 2019/20) remained well in excess of the current liabilities of \$2.806 million (\$2.862 million in 2019/20).

The Board and FRAC has maintained cash and other reserves in short-term deposits during the pandemic to ensure the ongoing liquidity and funding requirements of CCCL.

As at 30 June 2021, cash deposits held were \$7.853 million with operating funds of \$0.654 million and a security term deposit of \$5,000.

Annual audit

The FRAC and the Board are delighted to present an unconditional audit sign-off for 2020/21 and we thank Bishop Collins 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, management, staff and advisors who worked diligently through the year to support the FRAC and for their ongoing commitment to the Committee.

Ross Barry, Chair,
Finance Risk Audit Committee (FRAC)

Snapshot of 2020-2021

20,563

hours of aging and
disability support
provided

2,054

counselling and
casework sessions

1,705

home modification
clients

81

staff members

1,728

children cared for

658

home maintenance
clients

Services Snapshot

Ageing and Disability Services

Coast Community Connections' Ageing and Disability Services (ADS) 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 and 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 handyperson services such as carpentry and plumbing

Coast Childcare Centres

Coast Childcare Centres operate across the Central Coast at Woy Woy, Point Clare, Gosford and Kariong. In 2020/21 services were provided to over 1,829 families across various program offerings, including:

- Before and after school care
- Vacation care
- Long day care
- Early education

Coast Youth Service

Coast Community Connections' Coast Youth Service is a counselling and casework service delivering support and assistance to young people and their families. Through assessment and early intervention, our Counsellors and Case Workers can assist young people to develop new coping skills and strategies, as well as linking young people to a range of appropriate support agencies to match their individual needs. Services include:

- Information, advice and referral
- Case management and case work
- Skill focused groups
- Personal development programs
- Community events and engagement
- Education
- Counselling
- Brief Interventions
- Therapeutic group work
- Alcohol and other drug education and information sessions

Gambling Solutions

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

- Responsible gambling education and community awareness
- Individual counselling
- Couples counselling
- Financial counselling
- Group therapy and counselling
- Facilitation of multi-venue self exclusions
- Referral to free legal advice and representation
- Work Development Orders

Peninsula Community Centre

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

- Room hire
- Internet kiosk
- Sport, leisure and recreation activities
- Community education groups & workshops
- Before and After School activities
- Information for community needs
- Transitioned to Central Coast Council management in September 2020.

Ageing and Disability

Coast Community Connections Ageing and Disability Services (ADS) team is committed to providing quality in home care for older people and people with a disability across the Central Coast. Our team works collaboratively with Clients to assist them to maintain their independence and choice to remain living in their own home. This also includes providing support to clients, carers and their family.



2020-2021 was a period of growth for the Ageing and Disability Services team meeting the needs of the community under COVID-19 conditions. CCCL were able to offer additional CHSP services under the Federal Government's Department of Health flexible funding arrangements. These arrangements have been put in place to support our ageing population to remain safe during the Pandemic. CCCL have been able to move funding across different service types, delivering more services to more Clients recognising changing needs in this climate.

There was an increase of Clients being moved off the My Aged Care Home Care Package national waitlist that also included higher level packages being assigned to Clients who in some cases had been waiting for up to 12 months or even longer. A remarkable achievement as the team worked through the daily challenges of the COVID-19 Pandemic. The team is to be acknowledged for their commitment to the Organisation and its values. This was only possible due to the strong leadership of CEO Bruce Davis.

The COVID-19 Pandemic continued to impact all our lives, the way in which we conduct business and our in-home care services. Our team of Direct Care Workers (DCWs) adjusted to the demands of additional Personal Protective Equipment (PPE) requirements which included the wearing of face masks for all service delivery. The DCWs have been outstanding supporting our clients, answering, and addressing their questions and concerns and reassuring them that it is safe to continue to receive services. This is evidenced with only 4% of Clients choosing to defer their services.

In line with the Pandemic protocols, ADS have implemented daily health check ins for all our front-line workers where they call in via video to provide their temperature before starting their first service for the day.

Our Coordination and Administration team have embraced the challenges of working remotely. They have learnt new ways to engage with Clients and their stakeholders, using new technology when a home visit is not possible. The team is dedicated and committed to ensuring the safety of our Clients and DCWs all while ensuring continuity of care. They too are to be recognised for their commitment to the Organisation and the Clients we support.

The Regional Assessment Team (RAS) continued to offer Client the choice of face to face or telehealth for their assessment. The team found "face time" or Microsoft Teams technology very helpful for telehealth assessments, particularly if a Carer or family member was present. Feedback received is that they are able to engage with the Client almost as if they were present with them in the home. This can be a challenge for all particularly when so much information for an assessment is gathered from nonverbal interactions. Well done to the team.

The team continue their dedication to our clients and the community in which we live and look forward to supporting the community in the year ahead.

The Ageing and Disability Services team includes:

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

Ageing and Disability

The Ageing & Disability Services programs include:

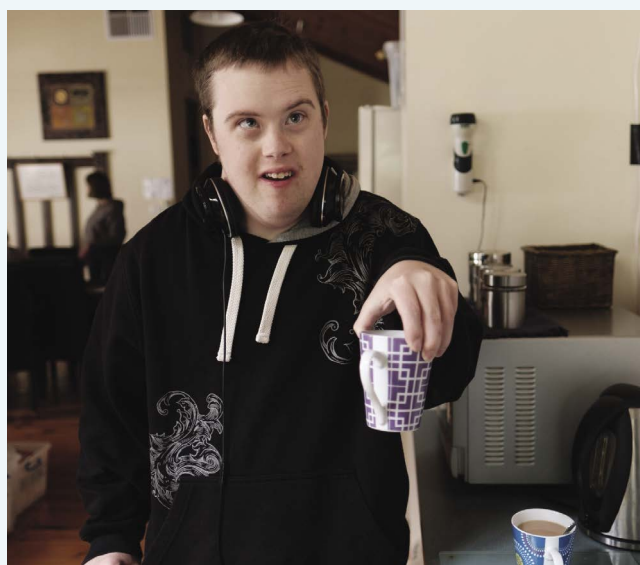
- **Home Care Packages:** Eligibility for a Home Care Package is through My Aged Care and assessment with the Aged Care Assessment Team (ACAT). There are four levels of packages ranging from basic care needs of Level 1 through to high care needs of Level 4. As everyone's care and support needs are unique, ACAT determine the level of package for each Client. Our Coordinators and Clients work together to develop a support plan that builds on capacity and wellness. Our Direct Care Workers provide direct care services of domestic support, personal care, transport, meal preparation, medication monitoring and social support, including shopping and advocacy.
- **The Commonwealth Home Support Program (CHSP)** offers entry level services. Eligibility is through My Aged Care and assessment with the Regional Assessment Team (RAS). Services available include domestic assistance, personal care, transport, social support including shopping, meal preparation, flexible respite, home maintenance and modifications, goods and equipment as well as assistive technology.
- **The National Disability Insurance Scheme (NDIS)** provides support to people with a disability through their individual plans. Our team offer coordination of Supports to assist with linking to informal and formal services to assist each participant to meet their goals. Our team of Direct Care Workers provide 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 CCCL is part of the Community Options Australia consortia engaged to deliver this program across the Central Coast. ComPacks provide short term (up to six weeks) case managed support to transition clients from hospital to home upon discharge. An assessment is completed either in hospital prior to discharge or at the client's home. Services provided under ComPacks may include domestic assistance, personal care, meal preparation, social support including shopping, respite care and transport.
- **The Safe and Supported at Home (SASH)** is also funded by the NSW Ministry of Health under the same guidelines as ComPacks. These six-week packages of care are available to people aged between 18 and 64 years, who are in the process of determining their eligibility for the NDIS and have limited or no informal supports. Some of these Clients are choosing Ageing and Disability Services to provide their NDIS supports once approved.
- **The Regional Assessment Service (RAS)** is a part of the Community Options Australia consortia. Our team of Home Support Assessors undertake assessments for My Aged Care across two regions, the Central Coast and Hunter including the Upper Hunter. The team assess clients for eligibility for services provided under the Commonwealth Home Support Program and, where available, link clients directly for service provision.



Annual Service Statistics

Service	Hours
ComPacks/ Safe and Support at Home	354
Regional Assessment Service	2032 assessments completed

Program	Service	Hours
NDIS	Coordination of Support	1120
NDIS	Direct services	4315
Commonwealth Home Support Program	Personal Care	1050
Commonwealth Home Support Program	Domestic assistance	3343
Commonwealth Home Support Program	Social Support	771
Commonwealth Home Support Program	Transport	248
Commonwealth Home Support Program	Flexible respite	49
Commonwealth Home Support Program	Goods, equipment and assistive technology	Value \$10230.00
Home Care Package Level 1	Care Management	24
Home Care Package Level 1	Direct Services	336
Home Care Package Level 2	Care Management	160
Home Care Package Level 2	Direct Services	3826
Home Care Package Level 3	Care Management	262
Home Care Package Level 3	Direct Services	7281
Home Care Package Level 4	Care Management	104
Home Care Package Level 4	Direct Services	2716



Home Modification and Maintenance Services

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

Home Modifications

These services focus on making the home accessible and safe with all modifications based on a detailed assessment by an Occupational Therapist.

They are as follows but not limited to:

- Bathroom Modifications
- Kitchen Modifications
- Accessible plumbing needs
- Ramps
- Widening of openings
- Grabrails
- Handrails

We are always open to Assessing and Quoting any Project that could make someone's life easier.

Home Maintenance

Home Maintenance services are varied and assessed on safety and access.

Services include, but are not limited to:

- Gutter cleans
- Window cleans
- Plumbing
- Electrical
- Carpentry repairs
- Lawn mowing
- Yard tidy ups.
- Tree trimming

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

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

We are also able to offer home maintenance and modification services direct to clients who are not eligible to receive subsidised services via the CHSP or NDIS. Clients who find that they are ineligible to obtain these subsidised services, are still able to access our Fee for Service option and make direct arrangements with the HMMS department to complete their required building or maintenance project at a competitive rate.

The Commonwealth Home Support Programme (CHSP) is a Government initiative that subsidises the cost of services for eligible seniors to help them stay independent and in their homes and communities 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 disabled clients.

As a registered service provider of the NDIS, Coast Community Connections can arrange Home Modification services to change the structure, layout or fittings of a participant's home so they can safely access it and move around comfortably in areas they frequently use.

We are proud to advise that the HMMS department have continued to provide essential services and support our community during the COVID-19 pandemic and will continue to do so. All staff have completed Infection Control safety training and stringently adhere to the required infection control precautions to ensure safety in the workplace and within our community.

The Home Modifications and Maintenance Services comprises of:

- 1 x Building Works Supervisor and Coordinator
- 2 x Service Coordinators
- 3 x Trades Officers
- 40 x Subcontracted trades local businesses further supporting employment and highest quality service delivery in a cost-efficient manner to our clients across the Central Coast.

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

Annual HMMS Service Statistics

Modifications

Funding Body	Services completed
CHSP	592
NDIS	36
HCP	40
SASH	5
Commercial projects	54

Maintenance

General Maintenance	609
CHSP Lawn & Garden services completed	2533



Coast Youth Services

Coast Youth Services supports young people and their families on the Peninsula and Gosford areas of the Central Coast. We provide face to face, telehealth or outreach options to the people we support in the event they are unable to come to us. We provide case management, counselling, group programs and information/referral services based upon assessed needs and we liaise with other services to ensure a wraparound provision of support. Services we work in collaboration with include the local school community, Health services and Police to ensure our young people and their families receive support that will prevent and/or address hardship in relation, but not limited to, domestic violence, education, isolation, addiction and abuse/neglect.

With State Government funding through the Department of Communities and Justice (DCJ) as well as the Federally funded Primary Health Network (PHN), Coast Youth Services provides a no cost to the client service delivering case management and counselling support to young people between 12 to 25 years of age and their families. Highly experienced and qualified counsellors and caseworkers provide trauma informed, strengths-based interventions, education, and support to those aged between 12 and 17 years and we have alcohol and other drugs specialist on staff who provide early intervention, education, relapse prevention and post treatment support for those aged 12 to 25 years. We are committed to helping young people and their families to have access to community supports and resources and to have improved relationships while managing problematic substance use.



The Coast Youth Services team includes:

- 1 x Manager
- 1 x Youth Worker
- 1 x Generalist Counsellor
- 1 x Alcohol and Other Drug Counsellor

Qualifications:

- **Manager** – Bachelor Social Science (Welfare), Master Counselling and professional membership with the Australian Counselling Association (Pending)
- **Youth Worker** – Bachelor Psychology
- **Generalist Counsellor** – Bachelor Arts (Sociology), Dip Family and Relationships Counselling and professional membership with the Australian Counselling Association
- **AOD Counsellor** – Bachelor Arts (Psychology), Dip Alcohol and Other Drugs, Master Counselling and professional membership with the Australian Counselling Association

We work with our partners to provide services at these locations:

- Brisbane Water Secondary College – Woy Woy
- Brisbane Water Secondary Collage – Umina
- North Gosford Learning Centre
- Police Citizens Youth Centre - Umina
- Our own dedicated counselling building at 1 Ross Street, Woy Woy

Our team assists young people to:

- Remain engaged in education or employment
- Stay connected with their families
- Gain knowledge and skills to make positive life choices and achieve goals
- Overcome barriers or circumstances that have a negative impact in their life
- Establish a sense of community through links to local services

The services we provide to young people include:

- Counselling
- Case management and case work
- Alcohol and Other Drug education and information sessions
- Brief interventions
- Therapeutic group work
- Life skills focused groups
- Personal development programs
- Information, advice and referral

We also assist parents and carers by providing:

- Counselling, support and information for understanding the challenges their family face
- Resources and referrals to community services that meet the family's needs
- Education on strategies that improve their communication and relationships with their children



Coast Youth Services

Highlights for 2020 – 2021

Despite COVID restrictions and the difficulties this presents when working with young people and families, the team have continued to meet funding requirements and have expanded their scope to include home visiting and outreach support.

For the first half of the year, the Youth team performed with a level of autonomy that kept the service functioning at its usual high standard while the latter half of the year brought with it the successful recruitment of a manager and 2 counsellor/youth workers who continue to maintain the high standard of support enjoyed previously by the community it serves.

Other positive outcomes for Coast Youth Services this year are:

- 870 counselling/casework sessions
- Facilitated group workshops at schools and community centres on:
 - > Love Bites – Healthy relationships
 - > Rage – Anger management,
 - > Sexual health
 - > Alcohol and other drugs including vaping
 - > Goal setting and values
 - > Emotional regulation
 - > Cyber bullying and cyber safety

The service has received significant positive feedback from services that we partner with. These services include the Umina and Woy Woy campuses of the Brisbane Water Secondary College, Gosford Local Area Command (Police), PCYC and the Department of Education and Training.



Health and Wellbeing Program Proposal

2020-2021 more than any other period has impacted on the mental health and wellbeing of the community because of the COVID-19 global pandemic. Led by the CEO in response to this need, with Board endorsement, Coast Community Connections has developed a comprehensive Health and Wellbeing Program. This assists the organisation by supporting its staff and management in maintaining their resilience and psychological health in light of the significant challenges they face in delivering essential services to the community. These challenges include, but are not limited to:

- Working with clients who have challenging behaviours
- Social and professional isolation as a result of working from home
- Managing children and young people in terms of their education in lockdown circumstances
- Fear, anxiety and unease arising from:
 - > health risks
 - > societal change/social unrest
 - > loss of employment/income
 - > limitations to freedoms previously enjoyed

The program is fully funded by Coast Community Connections itself, with a dedicated highly experienced trainer/counsellor will be further enhanced over the coming year to meet needs of employees foremost, as well as partner organisations and community as the environment dictates. Programs include:

- Beyond Challenge – managing occupational stress
- Compassionate Support Skills
- Trauma Informed Practice
- Communication Skills
- Team Building
- Yoga Challenge
- Stress to Peace Meditation

Case Study

Sarah's story

Sarah was referred by her school to Coast Youth Services initially in June 2019 and she self referred again in March 2021. Sarah reported a desire to work through moments of trauma in her life including her mother's disclosure of sexual assault and her suicide attempt in front of Sarah. There were also incidents of domestic violence in the family home and Sarah had to call police for help. Due to her experiences, Sarah had begun partying to forget her experiences, with one party leading to her being physically assaulted by a group of boys. Our work with Sarah used a strengths-based approach that followed her timeline of life and supporting her to recognize what she had learned from these experiences and the skills required to get through them including remaining calm in intense situations.

Sarah was able to recognize her past as not entirely negative and that it had informed the person she was and is becoming. In doing so, Sarah said she was feeling more comfortable and confident within herself. We noticed a change in Sarah's posture and her confidence in speaking out increased.

When she had entered Year 12, Sarah felt more able to focus on her schoolwork and set goals for herself in terms of getting into university. She quickly became recognized by school staff as an outstanding student, so much so that she was encouraged to apply for a scholarship to assist her in applying for university. She was successful in this endeavour. Sarah has continued to be in contact with our service and reports that she continues to feel positive, confident and is making healthy choices for herself despite her past experiences.

Coast Childcare Centres

Coast Community Connections has been a leading provider of quality childcare to the Central Coast Community for 45 years with well-established links with local schools and the community. Our childcare teams are committed to providing affordable high-quality Education and Care environments where children and their families are supported, respected, and where children are encouraged to develop to their full potential. Our employees value education for all children and our services exceeds regulatory standards by engaging professional employees with experience and knowledge to meet the needs of families.

The past year has presented unprecedented change right across all our services as we continued to provide quality childcare throughout the whole period. We have experienced the success of being awarded a contract to open a brand new service meeting the needs of the Kariong community as well as adapting our service delivery to comply with

health orders, continuity and safety plans as we met the challenges of the COVID-19 Pandemic. These challenges have tested us but have also given us the opportunities to innovate, grow and overcome barriers to support the families in our community.

This year has been unlike any other, and we greatly appreciate and thank our dedicated and diverse team of employees who have continued to support our services and shown resilience and compassion by putting the community needs foremost in all instances in uncertain times.

We have been committed to working alongside and collaborating with government departments including NSW Health and the Department of Education and Care, Inclusion Support and Kids and Traffic to ensure our employees, volunteers and families safety was our number one priority.



0-5 Service

Our Peninsula Occasional Care service operated for over 25 years and provided care on a casual or part-time basis to families within the community. Throughout previous years this service type was in demand but as more families head out into the workforce the needs of our community have moved towards families requiring more permanent care arrangements, longer operational hours and a Child Care Subsidy approved service to enable them to gain access to financially viable childcare.

In November 2020 our Occasional Care Service became a brand-new Long Day Care Centre with new fee structure and hours designed to meet the current demands of our local community. Our new Early Learning - Long Day Care Service is now providing care to our existing families and new families who were unable to access care for their children due to low availabilities in the area.

Our Service is now at full capacity with majority of our families utilising the services full operational hours from 7:30am-6pm.

Many of our valued families have been engaged across our various Education and Care Services for over 10 years with families originally enrolling into our 0-5 service and transitioning across to our OSHC Services which has allowed us to continue building our relationships with the children and their parents/carers as we watch these children grow and develop into mature students.

Before and After School Care

Our Before and After School Care Services provides both affordable and quality care to all school aged children between the hours of 6:30am-6:30pm, meeting the needs of our working families on the Central Coast. We further accommodate the communities needs through offering both casual and permanent places with most of our children attending consistently from week to week. Our Educational Leaders are recognised for their quality care as well as their ability to develop and implement our educational programs in each service.

Peninsula Before and After School Care

In April 2021 this service went through their third formal Assessment and Rating against the National Quality Standards which is conducted by an Authorised Office from the Department of Education and Care sector. Although the OSHC service has been a part of this process for a number of years, it is the first time our Long Day Care Service was included. We received a "Meeting" rating in all 7 areas which is an excellent achievement from our dedicated, passionate, and hardworking team considering the additional requirements of COVID-19.

A valued aspect of this service is the Coast Community Connections' bus and our volunteer bus drivers who transport children to and from four local schools on the Peninsula; helping parents balance school and work commitments, as well as providing a one stop collection point for families using both the OSHC service and our 0-5 service next door.

We have worked in collaboration with Kids and Traffic to ensure we are meeting the needs of all children and mitigating any potential risks that may arise, and were recognised for our delivery of high-quality care and asked to consult and participate in an educational video that has become a resource to support other services across the state in reviewing and delivering transportation requirement in a safe and educational way. This has been a great opportunity for our Woy Woy service to be able to showcase the complexity of our diverse transportation requirements and how we deliver these seamlessly and safely in our environment.

Coast Childcare Centres

Gosford Before and After School Care

Our Gosford Service has the largest outdoor space across all our services with a multi-tier playground, fixed equipment, a huge sandpit, vegetable gardens with chicken pen and a large, grassed oval. The children have endless opportunities to explore and inspire their imaginations. Our attendances overall have increased showing a higher demand for childcare required compared to the previous financial year.

Point Clare Before and After School Care

Our Point Clare Service has continued throughout the year in providing quality childcare for the community, much utilised by essential working parents, many with long commutes to Sydney.

The service is currently waiting for their Assessment and Rating visit. Our team are eager to undertake the Assessment, discuss their service practices and show the Authorised Officer everything we have achieved over the past 3 years.

Umina Before and After School Care

In 2018, we were asked by the Department of Education due to the cessation of the existing provider, to operate a relief service on the Umina Beach School grounds as we were recognised for our professional reputation and long-standing support of the Central Coast Community. In late 2020 this tender contract was awarded to an out of area service provider and we disappointingly therefore ceased operations on December 16, 2020.. We continued to be the provider of choice supporting these families at our Peninsula Vacation Care Service during the holidays.

Kariong Before and After School Care

In December our organisation was awarded the contract for Kariong Before and After School Care and Vacation Care Service located on the beautiful Kariong Public School grounds. This service is one of the first purpose built demountable designed for "Out of School Hours Care Services" in NSW and we are extremely honoured to operate out of this building. This service has direct access to a large, secure and inviting outdoor environment consisting of an oval, basketball courts and fixed equipment. The journey throughout this process was one of our most successful moments throughout the year.



Vacation Care

Our Vacation Care Program is offered from our Gosford, Peninsula and Kariong service locations and caters for all school aged children and their families requiring care during the school holiday period. Our Vacation Care Program is created through feedback and suggestions from families, children, and Educators. It consists of a variety of exciting excursions and incursions. During the past 12 months our service locations have been in lockdown for every holiday period but April. Over the past 12 months Vacation Care enrolments have decreased due to lockdowns and our programs have consisted of mainly inhouse activities delivered by our highly qualified and capable Educators.

Some of our Most Popular Vacation Care excursion and inhouse activities for 2020/2021 included: Colour Run, Kidchella – festival day, Inflatable Day, Sports Day, Magic Day, Movie and 3D Cinema Day, Connect to my Country Day, Clip and Climb, Art and Craft to name a few.

Client Journey

Our services are known for our work with external Service agencies to transition children with additional needs to a new service. One families journey was when it moved and it was no longer convenient for the child to continue using our service due to the family's new location. This child has been in our care for the last four years having come to us a five-year-old. Our Service has built such a professional and positive relationship with not only the child, but the family and all allied health services involved in his care, which has assisted and supported the child to reach so many goals. We have been able to be a part of this child's journey in such a positive way as he has reached so many milestones that parents and carers usually take for granted. It will sadden but strengthen us to watch this child leave our service knowing that we have accomplished so much together.

Annual Service Statistics

SERVICE	TOTAL ATTENDANCES	NO. OF CHILDREN	NO. OF FAMILIES	RANGE	AVERAGE
Gosford Before School Care	3035	118	87	7-24	16
Gosford After School Care	7012	218	150	25-48	36.5
Gosford Vacation Care	1931	268	188	15-62	42
Kariong Before School Care	562	28	19	1-14	7
Kariong After School Care	888	37	27	1-14	11
Kariong Vacation Care	74	23	18	2-11	6
Peninsula Before School Care	3931	130	91	10-33	20
Peninsula After School Care	6338	231	169	11-46	33
Peninsula Vacation Care	2387	294	217	32-75	50
Point Clare Before School Care	4615	93	70	10-40	24
Point Clare After School Care	8712	190	132	25-62	46
Umina Before School Care	2360	35	25	19-31	24
Umina After School Care	2913	56	45	21-38	30
Peninsula Occasional Care	1529	80	76	11-19	16.5
Peninsula Long Day Care	3048	108	100	15-24	22

Coast Childcare Centres

Assessment and Rating

- Gosford – Meeting
- Peninsula – Meeting
- Point Clare – Meeting
- Umina – Meeting
- Kariong – Not yet assessed

Below are some positive comments provided by our Assessor in our latest outcome report.

- Interactions between Educators and Families in the service community are respectful and promote a positive and professional atmosphere. Educators acknowledge children's efforts and achievements and support them to experience success.
- Regular and familiar Educators are available to support the children's engagement in the program and support each child to feel secure, confident and included.
- The service employs a range of qualified educators and consideration is given to the organisation of educators to ensure familiarity and continuity for children. The organisation of educators across the service supports children's learning and development.
- Educators support families on enrolment and they have opportunities to contribute to the program and share in decision making about their child's learning and wellbeing.

- Children's transition into the service is supported by all Educators.
- Children are supported to build relationships with their peers and adults with positive communication strategies and collaborative learning opportunities provided. Educators support the inclusion of all children in play and model ways to be caring and helpful.
- The management team promotes a positive working atmosphere and governance. Procedures support the effective day to day running of the service.
- The service works in partnership with families, educators, schools and specialists to support the children's access, inclusion and participation.

In conclusion it has been a challenging but successful year for our childcare services. We acknowledge and appreciate all the wonderful work done by our amazing Educators and look forward to providing ongoing high-quality care for our children, families and the Community over the next 12 months.



Gambling Solutions

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

Therapeutic counselling is offered to address issues that are both caused by, and causal to their addiction. Historical and current psycho-emotional factors are carefully considered while supporting clients through meaningful self-reflection aimed to bring a deeper awareness of the source of their behavior. Education and support for relapse prevention and urge management is an ongoing process that we support to assist clients to maintain their recovery.

Highlights for 2020-2021

The Office of Responsible Gambling ceased their funding of Gambling Solutions at the end of June 2021. The team were advised of this on 31 March 2021. Despite this, the team continued to support and transition their existing clients and referred new clients on to appropriate services.

The team maintained client support via Telehealth and face-to-face options until funding ceased. They exceeded their funder's expectations with:

- 387 clients receiving support
- 641 individual face-to-face sessions
- 611 online/telephone sessions (due to COVID-19 Telehealth practice)
- 229 group sessions provided to the Glen Rehabilitation service and Dooralong Transformation Centre

We also provide support and counselling for those who are affected by someone's problem gambling. It is important for family and significant others to understand the dynamics of addiction and the needs of their loved one in order to better cope with the circumstances and support the person suffering from addiction to the best of their ability.

Clients could access the service at multiple locations across the Central Coast.

Group sessions and individual counselling was provided at two local Alcohol & Other Drug Rehabilitation Centres; The Glen and Dooralong.

Gambling Solutions provided:

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

Peninsula Community Centre

The Peninsula Community Centre is a Community Hub connecting our local community through a variety of fun and educational activities, and regular programs.

Throughout the 2020-21 Financial Year, with the help of our dedicated team of volunteers we were able to host various events including a NAIDOC Week art challenge for local schools and childcare centres, and Wesley Mission 'In Charge of my Money and Energy' Roadshows.

Unfortunately, with Government restrictions in place and the forced closures of Community Centres due to COVID-19, we were limited with the events we could run and the hiring of facilities to new hirers who were unfamiliar with mandated safety plans and the strict Work Health and Safety Procedures put into place to keep our community members, staff and volunteers safe.

As a result of the mandated Community Centres closures, an assessment of risks and community needs, as well as the minimal on site operational requirements, Coast Community Connections, following consultation with key stakeholders, transitioned the bookings and management of the Peninsula Community Centre to the owners Central Coast Council. This proved to be the best solution for

our local community who are able to continue using the facilities at an even more cost competitive and consistent Council subsidised rate, without changes to their current bookings.

Coast Community Connections continues to be the largest permanent hirer and user of the Peninsula Community Centre, daily using over a third of the building providing essential community support services under this new model. We still support the Centre and our local community through providing telephone referrals and continue to draw on our internal community services including aged care, disability, childcare, youth and family targeted early intervention supports.

As you will see in our Annual Report, this partnership allowed Coast Community Connections to continue to offer essential community services throughout the pandemic including childcare services for 0-12 year olds, Youth and Counselling Services, Ageing and Disability Services and Home Maintenance and Modifications services.



Community Awareness and Engagement

Throughout the Financial year, all of Coast Community Connections services have continued to be delivered across the Central Coast in either a face to face or alternative telecommunications format.

Advanced systems, adapted training and operational plans played a significance role in ensuring client engagement and community awareness of all our services throughout the pandemic.

Along with our extensive Aged Care and Disability, Childcare, Youth and Family Counselling/casework and home maintenance/modifications services daily engaging with clients, below is just a few of the other activities we undertook:

- Engaging with the School for Seniors events
- Supporting the children's health and development with a visit from The School Dentist and Steps Vision testing.
- Facilitating NAIDOC Week through a community art show.
- Developing the children's motor skills through the Central Coast Health initiative "Move like a Mariner" which has led to the development of an inhouse Fundamental Movement Program.
- Continuing to make connections with members of our local Indigenous Community as we work to embed an Indigenous perspective throughout our program and environment.

- Supporting community organisations with awareness days such as National Pirate day (Children's Cancer) Pyjama Day (supporting children in foster care), Book Week and Superhero Week (Muscular Dystrophy)
- Collaborating and engaging with external providers during Vacation Care to provide educational experiences.
- Partnering with Kids and Traffic and the Department of Education to create an Educational Video to showcase safe ways to transport children.
- Collaborating with Ku Inclusion Support Service and to evaluate and review our current inclusion practices and ensure we are always delivering an inclusive service model.



Responsible Entities' Report 30 June 2021

The responsible entities present their report, together with the financial statements, on the consolidated entity (referred to hereafter as the 'consolidated entity') consisting of Coast Community Connections Limited (referred to hereafter as the 'company' or 'parent entity') and the entities it controlled at the end of, or during, the year ended 30 June 2021.

Responsible entities

The following persons were directors of the company during the whole of the financial period and up to the date of this report, unless otherwise stated:

Sharryn Brownlee
Ross Barry
Amanda Rogers
John Millard
Sophie Stokes (Appointed 11 June 2021)

Principal activities

The company is incorporated to undertake the following activities:

- Provide life-changing community services caring for people from all walks of life across the Central Coast;
- Coordinate and provide home care services to frail aged people, people with disabilities and their carers;
- Provide home modification and maintenance services to facilitate independence and longevity for aged and disability to remain in their own home;
- Provide case management and counselling and youth support service supporting youth and their families; and
- Provide childcare services including long day care, before and after school care and vacation care.

Significant changes in the year

- The company opened up a new 0-5 year Long Day Childcare at Woy Woy to provide professional care and early learning with focus on meeting need of commuting single parents.
- The company opened a new Out of School Hours Childcare and Vacation care facility at Kariong to meet community the community needs in partnership with the Department of Education.
- The Company continued investment into technology and training to ensure best practice to exceed stakeholder expectations, enable all staff to work remotely supporting our range of essential client facing services to the community because of the impact of COVID-19.
- The Company transitioned the management of the Peninsula Community Centre to the owners Central Coast Council, as key components of ensuring business continuity through risk management strategies and best service delivery practices, enabling the organisation to be highly agile in this COVID-19 environment in meeting the needs of the community, delivering its primary essential life changing services to our most vulnerable.
- The purchase of an office factory unit located centrally at Somersby for the relocation of our Home Modifications and Maintenance team to operate from, servicing our clients and expanding our footprint.

Operating results

The consolidated surplus after providing for income tax amounted to \$1,512,520 (2020: \$1,113,862 surplus).

Objectives

The company continues to pursue its objectives of providing community welfare activities, youth and family services, counselling, home modifications and maintenance, childcare and children's activities, adult education, and support and assistance to frail, aged, disabled and other Australians through its community aged care and disability programs.

Short Term Objectives

- To meet the essential needs of the community in this COVID-19 environment while ensuring our clients and our staff health are treated at the highest priority in all that we do;
- Implement in house wellness programs that support our staff during this challenging pandemic period;
- To ensure our people remain align with our values, committed, engaged and advancing the welfare of all stakeholders;
- Extend the reach of community welfare and youth services and aged care assistance;
- Consolidate, create a disciplined, focused organisation and build high performing teams;
- Strengthen staff engagement and accountability and develop our team skills and resilience; and
- Manage the Company's resources to ensure the ongoing financial viability of the Company.

Long Term Objectives

- To provide life changing community services caring for people from all walks of life across the Central Coast;
- Deliver high quality, accessible and affordable care that has life-changing impact on people from all walks of life but particularly those living in adversity;
- Services that have a focus on providing positive impact, improve quality of life and wellness for families and youth across the Central Coast;

- Offer a safe, diverse workplace where our people are valued, empowered and deeply proud of their organisation. To ensure our people are committed, engaged and advancing the welfare of all stakeholders;
- Build and leverage our brand and financial strength to provide certainty and grow our footprint on the Central Coast;
- To continue providing targeted and accessible early intervention services and programs that are of high quality and affordable; and
- Balanced and sustainable growth of the Company's operations including financial resources to achieve our Purpose and ensure a high impact, much valued community resource.

Strategy for achieving the objectives

To achieve these objectives, the Company has adopted the following strategies:

- Reinforce the Company's vision, purpose and values to all stakeholders at every opportunity;
- Implementation of 2019-2024 Strategic Plan;
- Measure and assess social impact. Differentiate our services, focus our resources on high impact areas;
- Strengthen staff engagement and accountability. Develop our teams' skills and resilience;
- Develop our brand. Broaden our funding sources. Make disciplined decisions to build scale in targeted areas;
- Maintain and grow strong organisational partnerships ensuring much needed care solutions;
- Forecasting and measuring income and expenditure expectations based on prior results and identified industry and local trends;
- Communicate with people at all levels of the organisation;
- Review and reduce where possible current unit costs; and
- Undertake regular training for Board and Management.

Responsible Entities' Report 30 June 2021

Events subsequent to reporting date

No other matter or circumstance has arisen since 30 June 2021 that has significantly affected, or may significantly affect the consolidated entity's operations, the results of those operations, or the consolidated entity's state of affairs in future financial years.

Future developments

Disclosure of information regarding likely developments in the operations of the company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the company.

Environmental issues

The directors believe the company has complied with all significant environmental regulations under a law of the Commonwealth or of a state or territory.

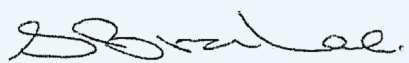
Dividends

The Corporations Law prohibits a Company Limited by Guarantee from paying dividends.

Auditor's independence declaration is set out immediately after this responsible entities' report

This report is made in accordance with a resolution of the responsible entities

On behalf of the responsible entities



Sharryn Brownlee, Director



Ross Barry, Director

10 September 2021

Financial Summary Report 2020-2021

Statement of profit or loss and other comprehensive income for the year ended 30 June 2021

Revenue	2021	2020
Grants received	2,208,850	2,103,674
Other government contributions	4,067,771	3,981,208
Service user contributions and fees	2,427,936	2,192,224
Interest and other income	2,904	19,787
Net gain on disposal of property, plant and equipment	31,715	54,779
Total revenue	8,739,176	8,351,672
Expenses		
Advertising expenses	(26,872)	(28,833)
Cleaning and sanitation expenses	(44,276)	(53,269)
Computer expenses	(167,144)	(188,897)
Depreciation and amortisation expenses	(63,922)	(73,210)
Employee benefit expenses	(4,132,346)	(4,054,606)
Insurance expenses	(136,677)	(239,968)
Legal fees	(16,334)	(49,429)
Motor vehicle expenses	(34,493)	(53,982)
Printing, postage and stationery expenses	(28,508)	(30,786)
Rent, rates and utilities expenses	(170,147)	(121,985)
Repairs and maintenance and replacement equipment expenses	(19,779)	(29,378)
Service user consumables and services expenses	(2,324,732)	(1,972,528)
Other expenses	(287,676)	(340,939)
Surplus before income tax expense	1,286,270	1,113,862
Income tax expense		
Surplus after income tax expense for the year	1,286,270	1,113,862
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss		
Gain on revaluation of property	226,250	
Other comprehensive income for the year, net of tax		
Total comprehensive income for the year	1,512,520	1,113,862

Financial Summary Report 2020-2021

Statement of financial position as at 30 June 2021

Assets

Current assets	2021	2020
Cash and cash equivalents	8,507,214	7,424,360
Trade and other receivables	423,149	770,588
Financial assets	5,000	5,000
Other	148,331	66,490
Total current assets	9,083,694	8,266,438
Non-current assets		
Financial assets		
Property, plant and equipment	1,447,956	750,484
Intangibles		
Total non-current assets	1,447,956	750,484
Total assets	10,531,650	9,016,922

Liabilities

Current liabilities		
Trade and other payables	355,198	463,650
Borrowings	0	0
Employee benefits	580,110	599,940
Provisions		
Other	1,870,913	1,798,468
Total current liabilities	2,806,221	2,862,058
Non-current liabilities		
Employee benefits	68,242	58,940
Other	103,714	54,971
Total non-current liabilities	171,956	113,911
Total liabilities	2,978,177	2,975,969
Net assets	7,553,473	6,040,953
Equity		
Reserves	730,014	503,764
Retained surpluses	6,823,459	5,537,189
Total equity	7,553,473	6,040,953

Statement of cash flows for the year ended 30 June 2021

Cash flows from operating activities	2021	2020
Receipts from grants, clients and customers (inclusive of gst)	8,726,010	7,935,124
Payments to suppliers, clients and employees (inclusive of gst)	(7,744,349)	(7,169,433)
Interest received	2,904	19,787
Interest and other finance costs paid	(8,101)	(6,812)
Receipts from government COVID 19 stimulus measures	559,193	283,000
Net cash from/(used in) operating activities	1,535,657	1,061,666
Cash flows from investing activities		
Payments for investments		1,500,000
Payments for property, plant and equipment	(452,803)	(34,105)
Proceeds from disposal of property, plant and equipment		610,323
Net cash from investing activities	(452,803)	2,076,218
Cash flows from financing activities		
Repayment of borrowings		
Net cash used in financing activities		0
Net increase/(decrease) in cash and cash equivalents	1,082,854	3,137,884
Cash and cash equivalents at the beginning of the financial year	7,424,360	4,286,476
Cash and cash equivalents at the end of the financial year	8,507,214	7,424,360

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INDEPENDENT AUDITOR'S DECLARATION TO THE MEMBERS OF COAST COMMUNITY CONNECTIONS LIMITED

We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2021, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm	Bishop Collins Audit Pty Ltd Chartered Accountants
Name of Registered Company Auditor	 Martin Le Marchant
Auditor's Registration No.	431227
Address	Unit 1, 1 Pioneer Avenue, Tuggerah NSW 2259
Dated	10 September 2021



LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Directors: Glenn A Harris CA
Martin Le Marchant CA

Associate Directors: Cecille Capucao CA
Johan Van Der Westhuizen CA

Our Partners and Supporters

Accuro Homecare	Ettalong Public School	Rotary Club of North Gosford
All About Kids Umina	Gosford City Financial Counselling	Rotary Club of Woy Woy
Counselling Services	Gosford Family and Community Services	Rotary Club of Umina
Aspect Primary School	Gosford Public School	San Remo Neighbourhood Centre
Australian Drug Foundation (Community Drug Action Teams)	Horizons Family Services	Sandpit Photos
Australian Tax Office – Tax Help	Integra	Schools as Community Centres Woy Woy
Benevolent Society	Juvenile Justice	St John's Services
Brisbane Water Local Area Command – NSW Police Force	Kincumber Neighbourhood Centre	St Patrick's Primary School
Brisbane Water Secondary College – Umina Campus (Years 7-9)	Kirsty Fantani – Early Years Learning Consultant	St Vincent de Paul Woy Woy
Brisbane Water Secondary College – Woy Woy Campus (Years 10-12)	KU Children's Services	The Entrance Leagues Club
Cancer Council for Australia's Biggest Morning Tea	Lifeline	The Entrance Neighbourhood Centre
Cancer Council – Sun Smart	Lisarow Primary School	The Glen Aboriginal Men's Rehab
Central Coast Ageing and Disability Association (CCADA)	Mars Foods Australia	The Good Things Foundation – Seniors Internet Kiosk
Central Coast Council	Mary Mac's	The Round Youth Health
Central Coast Leagues Club	Mingara Leisure Centre	The School Dentist
Central Coast Local Health District	Mingaletta	The Energy & Water Ombudsman NSW (EWON)
Central Coast P&C	Munch and Move	Umina Beach Surf Life Saving Club
Central Coast Primary Care Network	Musicians Making A Difference (MMAD)	Umina Child Care Centre
ClubSafe	Narara Primary School	Umina PCYC
Coast Shelter	National Disability Insurance Agency	Umina Beach Public School
Coastwide Therapy	North Gosford Learning Centre	Unifam Counselling & Mediation
Community Options Australia	Nowack Ave Child Care Centre	UnitingCare Mental Health & RAPT Team
Deepwater Plaza	NSW Department of Education	University of New South Wales
Department of Communities and Justice NSW	NSW Ministry of Health Partners in Recovery	Volunteering Central Coast
Department of Community Services – Woy Woy and Gosford Offices	Peninsula Women's Health Centre Woy Woy	Warruwi Gambling Help
Department of Corrective Services – Community Service Order Scheme	Point Clare Public School	Wesley Legal
East Gosford Public School	READ Clinic	Woy Woy Peninsula Community Child Care
Eat Smart Play Smart	Regional Youth Support Services (RYSS)	Woy Woy Public School
Ettalong Bowling Club	Red Cross	Woy Woy South Public School
	Revenue NSW Work and Development Order Scheme	Youth Connections
		Youth Interagency

Partners



Communities & Justice



Education



