



ANNUAL REPORT

2017

Easylink Community Services Limited
ACN 612 653 353





WHO WE ARE

Easylink is a not-for-profit organisation providing transport for those who do not have access to public or private options, mainly frail aged and people with disability. A door to door service is provided by staff and volunteers for medical appointments, shopping and social activities in accessible vehicles.

Formerly known as Manly Warringah Pittwater Community Transport, we have operated since 1982. We have grown to a service that has over 100 committed volunteers and staff with more than 2,000 customers undertaking over 50,000 passenger trips last year.

Care is the core of what we do. We understand the importance of getting out and about for independence and wellbeing.

OUR SERVICES

Door-to-door community transport services take northern beaches customers to individual appointments, for group shopping, social outings and mystery tours, bringing new friends and experiences.

The Travel Training project, covering Northern Sydney region, assists people to use public transport to and from places they'd like to visit or need to go for work or study.

WHO WE SERVE

Our services are for people who are:

- Older, frail, or have an illness or disability that makes ordinary transport difficult
- Unable to drive or arrange transport through a friend or relative
- Can't use public transport or afford other transport to get to their destination of choice
- People needing help learning to use public transport.

We are committed to serving people of all cultures and backgrounds, including people of Aboriginal and Torres Strait Island descent.

OUR SUPPORTERS

As a registered charity we welcome donations and bequests to help us serve vulnerable people in our community.

We are supported by funding from the Australian Government Department of Health and Transport for NSW.



VISION: To be the leading provider of transport and care solutions, connecting people and communities

MISSION: Provide solutions to achieve social inclusion and overcome transport disadvantage

VALUES:

Respect - We will treat all people with dignity and respect

Excellence – We will identify, pursue, achieve and recognise excellence

Inclusion – We will offer a genuinely inclusive environment and experience for all people

Safety – Safety of everyone is paramount to everything we do

Ethical – We will operate ethically and professionally at all times

Innovation – We are an organisation that welcomes ideas from all on how to improve our service, our success, our sustainability, our responsiveness and our flexibility

Equity – We treat people fairly and equitably regardless of their circumstances



GENERAL MANAGERS REPORT

2016-2017 was a huge year for Easylink. In July 2016, the organisation changed name and structure, transitioning from Manly Warringah Pittwater Community Transport Incorporated (trading as Easy Transport) to Easylink Community Services Limited (trading as Easylink) - a company limited by guarantee. A very busy year followed culminating in a special event attended by His Excellency General The Honourable David Hurley Governor of NSW and Mrs Hurley to officially launch the new name and branding. Easylink has a fresh new look on our vehicles and fliers, a new website incorporating information and bookings, an increased social media presence.



The Strategic Planning process for 2016-2019 was undertaken with focus groups of customers, volunteers, drivers and staff leading to workshops with the management team and Board. The resulting plan is driving the development and future direction of the organisation. Achievements so far are the successful rebrand to Easylink, engagement of Marketing/PR consultant Belinda Kerslake, development of a partnership and marketing plan, review of HR structure and position descriptions, recruitment of a skills based Board. It has been a pleasure to welcome and work with new Directors Jay Zmijewski, Jane Mulroney, Kylie Ferguson, Margaret Hardy, Debbie Organ alongside long serving Directors John Wilson, Lawrie Croft and Tony Gosling.

Our customers were also busy helping through focus groups to feed into a joint research project with Sydney University, Mobility-as-Service (MaaS). In the context of community transport as a mobility provider. They were engaged in research to explore options for a range of service packages that could be available to customers. The final report is yet to be released.

A new contract was entered into with Transport for NSW (TfNSW) until 30 June 2018. With the extension of CHSP (Commonwealth Home Support Program) until 2020 we are hopeful that Easylink will also receive this extension. With the contract came new terms including KPIs, which the organisation has fully reported on to date, including a comprehensive aboriginal engagement plan.

Growth occurred with the successful tender for the provision of regional Travel Training. Easylink employed a coordinator, Kristine Pedler, and rolled out the project across the Northern Sydney region in collaboration with other community transport providers.



Northern Sydney transitioned to the NDIS (National Disability Insurance Scheme) in the first phase during 2016-2017. Despite the resulting loss of State funding through CCSP, Easylink increased the provision of services to people with a disability as an approved provider under NDIS for transport, community access and travel training. There are plans to grow and diversify services further. Easylink was successful in receiving funding under the Transition Assistance Program (TAP2) and applied for Stronger Together 3 funds to support the organisation to develop new models of service delivery.

2017 saw a major change to our scheduling and customer data base systems. After 5 years using HMS (Health Management Systems), as the result of a TfNSW project CTABS (Centralised Trip Allocation and Booking System), Easylink transitioned to RouteMatch from February. This involved continuous communication, training and support for all involved and the organisation is very proud of how all team members participated to make it a success. It's great to report that, although there are ongoing challenges, no staff have left as a result.

Easylink was fortunate to have two students for placement work experience. Sydney University Social Work Student, Sara Connell, undertook volunteer and customer surveys and produced a comprehensive report with findings and recommendations. Key findings show that 63% of respondents reported feeling their emotional wellbeing had improved as a result of using Easylink Services. 6% of customers reported that Easylink was their main mode of transport 'every time' they left home and 65% that Easylink was their main mode of transport 'sometimes' or 'most of the time'. Here is evidence that community transport plays a vital role in preventing isolation. A report summary is available on the website. More needs to be done to prove the social impact of our service model.

Work on the PR strategy from UTS Communications intern, Tina Provis, included the nomination of Easylink for the Northern Beaches Local Business Awards. Thanks to the support from customers and friends of the organisation, Easylink was a finalist.

Long standing Board member and mystery tour bus driver, John Wilson became the recipient of the inaugural Champion of Mackellar Award from Federal MP Jason Falinski. It is a credit to John that he won amid a field of over 100 strong contenders and a recognition of the high regard Easylink is held in the community.

Renewal of the vehicle fleet was completed with the replacement of two Toyota Coasters and a Commuter van. Fleet Support Officer, Anthony Wilson, and Administration and Fleet Manager Pat Lang have improved processes for maintenance and cleaning plus undertaken a thorough review of the on-board driver manual so that Easylink can be proud of fleet presentation and suitability for our customers, as well as knowledge and training for the team members.

Following a request from TfNSW, Easylink took the lead role on behalf of four community transport organisations in the trial of a prototype bus – the Bonito Optare. The vehicle was trialled at each location for three months and feedback given by customers and staff. Although the bus had a great feature of lowered access to curb, overall Easylink found it to be unsuitable for our services and local terrain.

In preparation for compliance under legislative changes of the Point to Point and Passenger Transport Acts, and related regulations, Easylink became an accredited hire car operator and is preparing for bus operator accreditation.

Volunteers continue to be the backbone of the organisation and make such a valuable contribution to the services provided. All team members are supported so professionally through the great skill of Services Manager Hilary Elgar. Improvements continued with the learning and development program incorporating driver training, CPR, working with people with disability, elder abuse and aboriginal cultural awareness.

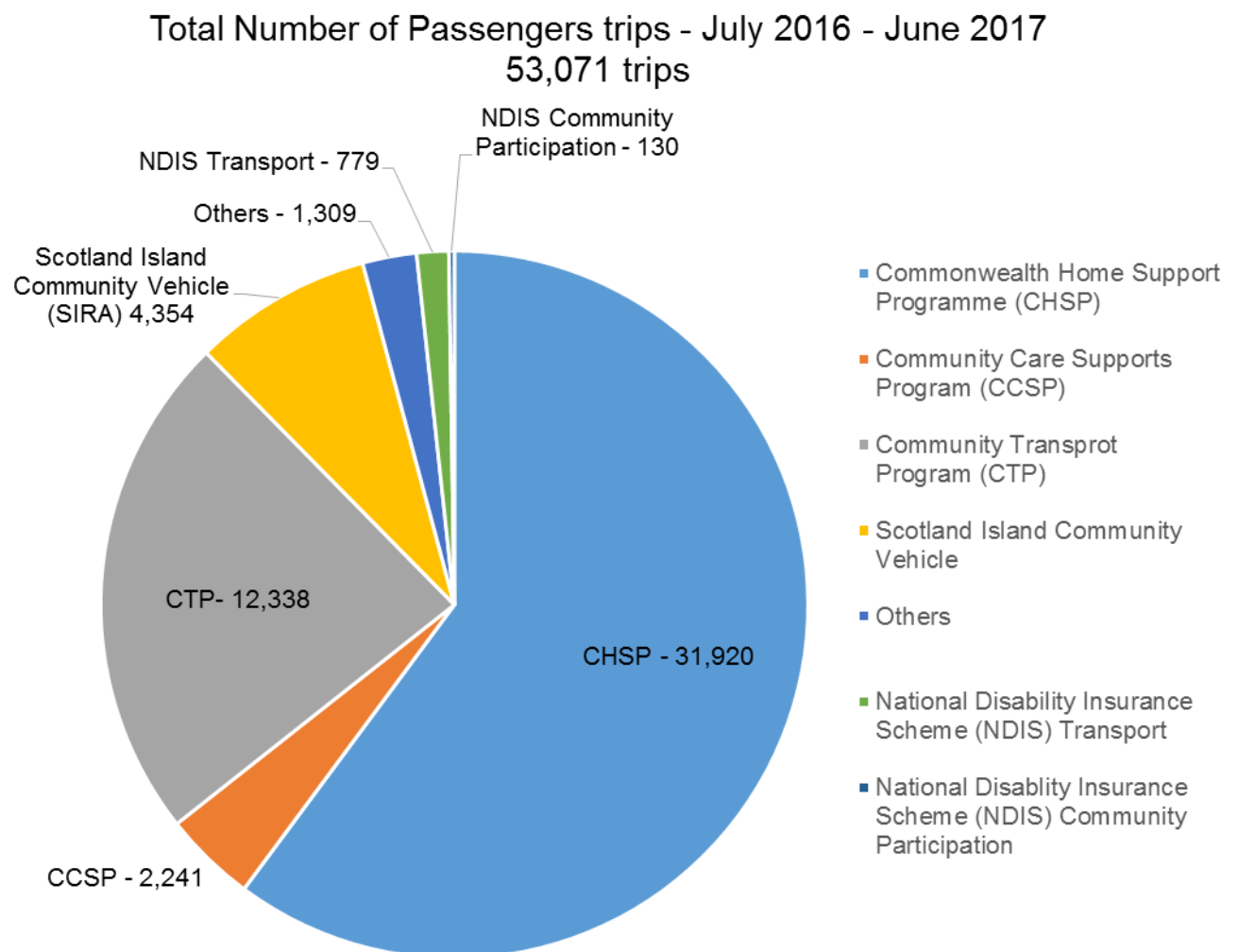
Thanks to all the Board, volunteers and staff that contribute to make Easylink a leader in the field. The office staff are key to holding it altogether. Thanks to Managers Hilary Elgar, Pat Lang, Rebecca Keeling; coordinators Kristine Pedler, Vivienne Garden, Janet Parker, Beverley McNally, Kana Nobuhara, Graeme Gilmer, Dragan Miletic, Rose Renwick and Heather Bone; fleet support Anthony Wilson and Scotland Island coordinator Graeme Crayford. The future is bright, supported by a positive team culture to provide *transport with care*.

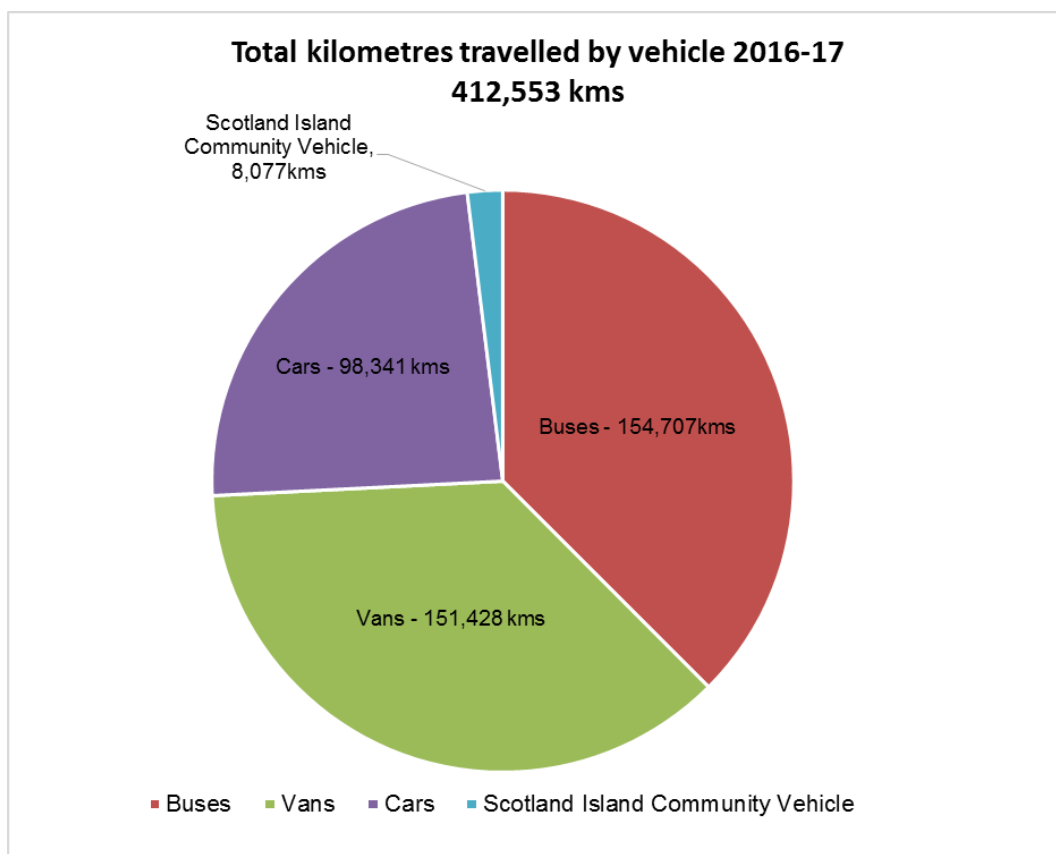
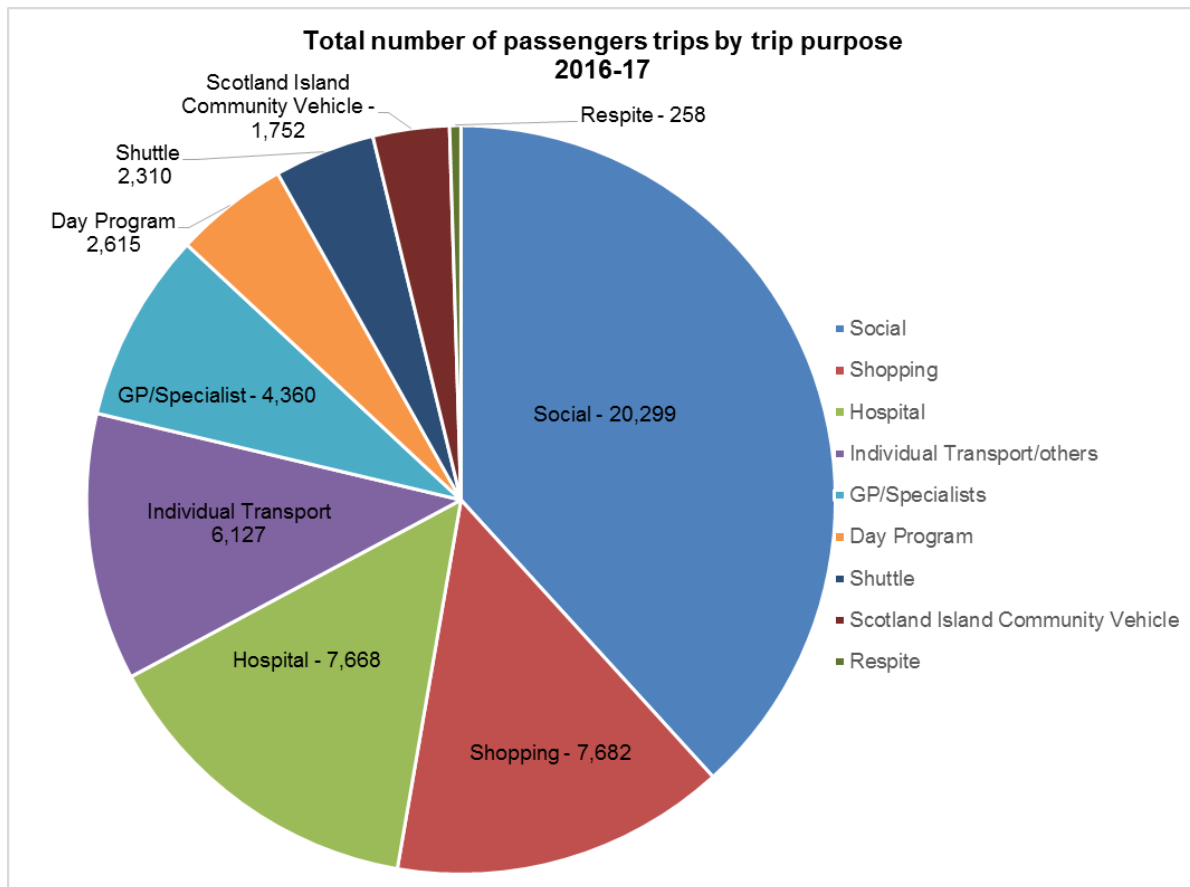
Angela Doolan
General Manager



STATISTICS

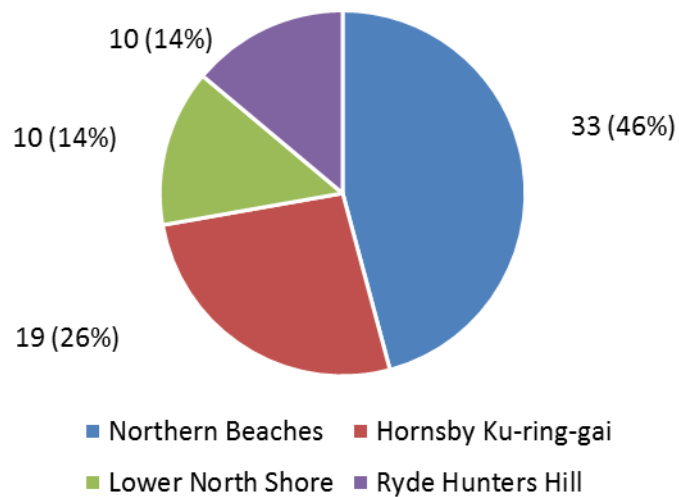
CUSTOMERS AND TRIPS



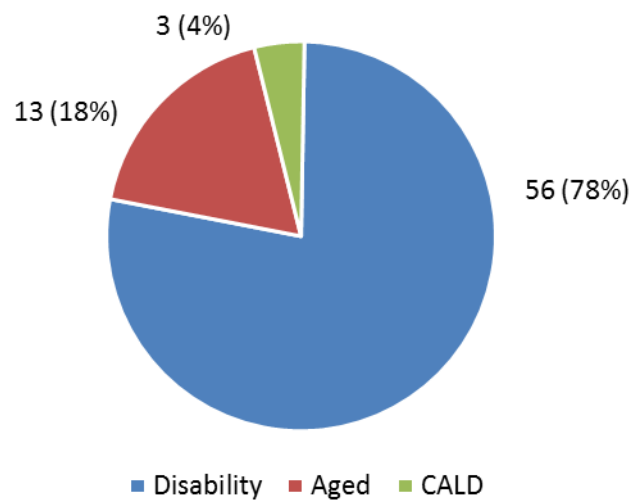


TRAVEL TRAINING

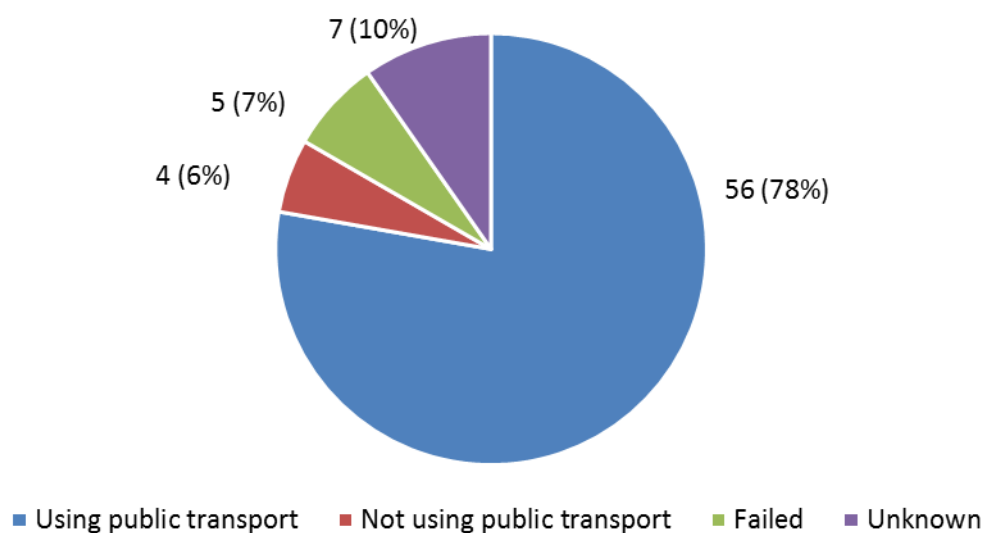
**Individual Travel Training completed by sub-region
2016-17**



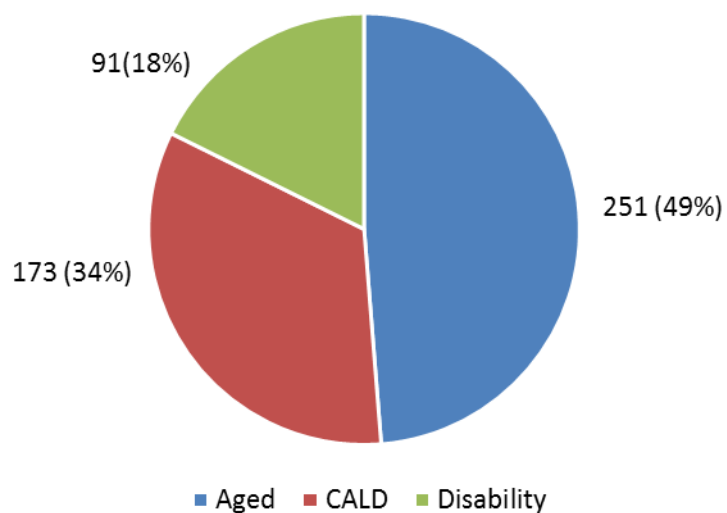
**Individual Travel Training completed by client type
2016-17**



Individual Travel Training completed by outcome 2016-17

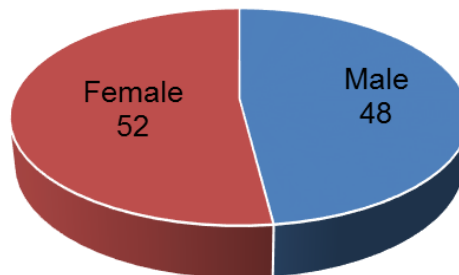


Travel Training group participants by type 2016-17

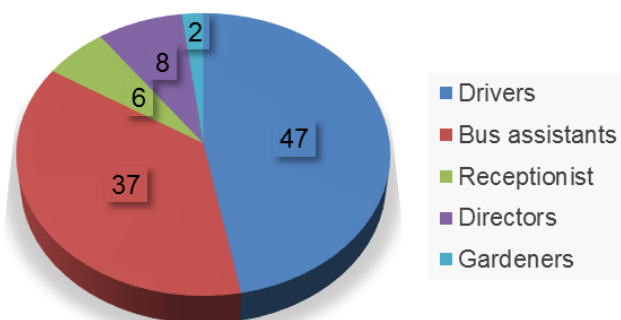


VOLUNTEERS

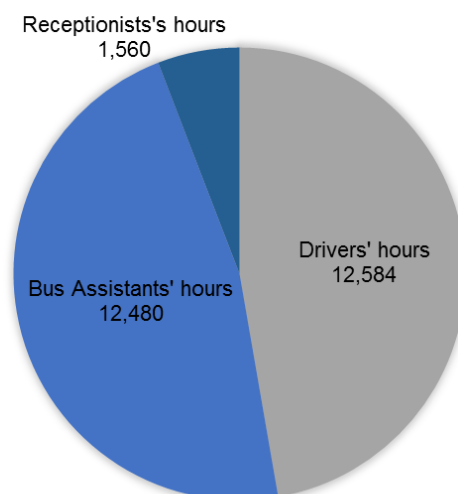
Number of Volunteers
2016 - 2017 = 100 individuals



Volunteers' Position



TOTAL VOLUNTEERS' HOURS 2016-17
26,624 HOURS





Thanks to our sponsors and partners:

TfNSW - contract to provide trips under CHSP & CTP

FACS (Family and Community Services) and **ACS** (Aged & Community Services) partnership initiative -Transition Assistance Program funding

Manly Waters Private Hospital - provision of a car and annual donation

Clubs NSW (Dee Why RSL) - grant to provide transport for Dee Why Day Club each Monday

Northern Beaches Council - provision of vehicle parking, 1 community bus and small grant in 2016





EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2017

CONTENTS

	PAGE
Directors' Declaration	1
Auditor's Independence Declaration	2
Audit Report	3-4
Statement of Financial Position	5
Statement of Financial Performance	6-7
Statement of Changes in Equity	8
Statement of Cash Flow	9
Notes to the Financial Statements	10-12



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2017

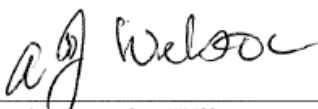
The directors of the entity declare that:

1. The financial statements and notes are in accordance with the *Australian Charities and Not-for-profits Commissions Act 2012* and the *Corporations Act 2001* and:

- a) comply with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations); and *The Australian Charities and Not-for-profits Commissions Act 2012*
- b) give a true and fair view of the financial position as at 30 June 2017 and of the performance for the year ended 30 June 2017 of the entity.

2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors in accordance with subs 60.15(2) of *The Australian Charities and Not-for-profits Commissions Act 2012*.

Director: 

Anthony John Wilson

Director: 

Anthony Milne Gosling

Dated this 25th September 2017



**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE DIRECTORS OF
EASYLINK COMMUNITY SERVICES LIMITED**

I declare that, to the best of my knowledge and belief, during
year ended

30 June 2017 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit and *Australian Charities and Not-for-profits Commissions Act 2012*; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Auditor

John A McCann, Chartered Accountant
Registered Company Auditor 3413

Address 17B, 818 Pittwater Road, Dee Why NSW 2099

Dated this **8th September 2017**



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
AUDIT REPORT TO THE MEMBERS OF
YEAR ENDED 30 JUNE 2017

Report on the Financial Report

I have audited the accompanying financial report of Easylink Community Services Limited, which comprises the statement of financial position as at 30 June 2017 and the statement of profit or loss and other comprehensive income and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

The Responsibility of the Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the *Corporations Act 2001* and the *Australian Charities and Not-for-profits Commissions Act 2012*, for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards and the *Australian Charities and Not-for-profits Commissions Act 2012*. Those Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Funds provided by Transport for NSW have been expended in accordance with the conditions of the Funding Agreement.



Basis of opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I have complied with the independence requirements of the *Australian Charities and Not-for-profits Commissions Act 2012*, the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commissions Act 2012* and the *Corporations Act 2001*, which has been given to the directors of Easylink Community Services Limited, would be in the same terms if given to the directors as at the time of this auditor's report.

Audit Opinion

In my opinion, the financial report of Easylink Community Services Limited is in accordance with the *Corporations Act 2001* and Div 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year ended on that date;
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Corporations Regulation 2001*.
- (iii) complying with Div 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*

Name of Auditor

John A McCann, Chartered Accountant
Registered Company Auditor 3413

Address: 17B, 818 Pittwater Road, Dee Why NSW 2099

Dated this **8th September 2017**



EASYLINK COMMUNITY SERVICES LIMITED

ACN 612 653 353

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	Note	2017	2016
		\$	\$
CURRENT ASSETS			
Cash & Investments	2	807,072	1,013,696
Receivables	3	28,847	28,581
Other	4	15,125	15,125
Total Current Assets		851,044	1,057,402
NON-CURRENT ASSETS			
Property, Plant and Equipment	5	788,279	549,063
Other	6	4,980	2,727
Total Non-Current Assets		793,259	551,790
TOTAL ASSETS		\$1,644,303	\$1,609,192
CURRENT LIABILITIES			
Payables	7	279,926	295,231
Provisions	8	47,736	45,589
Total Current Liabilities		327,662	340,820
NON-CURRENT LIABILITIES			
Provisions	9	43,569	24,115
TOTAL LIABILITIES		\$371,231	\$364,935
NET ASSETS		\$1,273,072	\$1,244,257
MEMBERS FUNDS			
Reserves	10	324,306	592,833
Retained Surplus		948,766	651,424
MEMBERS FUNDS		\$1,273,072	\$1,244,257

These accounts are to be read in conjunction with the accompanying notes which form part of the accounts.



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
INCOME		
Community Home & Care Support Program	1,033,315	1,044,890
Grants Received CTP - Recurring	111,299	70,366
Grants Received CTP - Non Recurring	-	20,497
CHSP Funding Non- Recurrent	30,000	-
Scotland Island Funding	32,552	24,435
Travel Training Funding	163,799	17,161
Motor Vehicles Hire	73,464	101,322
Donations - Local Councils	1,400	682
Donations - General	14,808	9,831
Membership Fees	36	26
Client Fees	263,494	233,424
Other Income	152,404	101,496
Interest Received	6,302	16,719
Profit on Sale of Assets	39,211	14,469
	<u>1,922,084</u>	<u>1,655,318</u>
LESS EXPENSES		
Accounting	36,854	27,403
Advertising	25,580	63,947
Assets under \$1,000	33	1,956
Bank Charges	2,194	1,890
Cleaning	9,644	6,490
Computer Supplies & Accessories	12,425	8,477
Consultancy Fees	13,743	14,873
Depreciation - Motor Vehicles	176,314	124,881
Depreciation - Furniture & Equipment	10,040	8,678
General Expenses	2,522	5,705
Hire of Equipment & Maintenance	2,229	1,252
Insurance	5,141	5,643
IT & Website Expenses	5,503	12,049
Light & Power	10,907	7,582
Long Service Leave & Annual Leave	21,602	(4,653)
Motor Vehicle Expenses	170,024	180,265
Mystery Drive Refreshments	55,608	37,667
Scotland Island Expenses	51,134	18,225
Travel Training Expenses	108,259	17,411
Office Amenities	6,795	4,971
Planning & Quality Management	55,000	-
Postage	9,181	5,453

These accounts are to be read in conjunction with the accompanying notes which form part of the accounts.



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
Printing & Stationery	6,553	4,693
Recruitment	987	263
Rent	56,420	61,036
Relocation Expenses	-	20,876
Salaries & Wages	865,790	767,066
Staff Allowance	11,363	11,457
Staff Training , Conference & Room Hire	18,322	26,127
Subscriptions	5,254	5,453
Superannuation	85,008	72,387
Taxi Hiring Expense	1,805	4,163
Telephone	23,788	25,024
Uniform Expenses	557	1,741
Travelling Expenses	3,178	6,269
Volunteer Helper Reimbursement	11,119	12,528
Workers Compensation	12,393	19,476
Total Expenses	<u>1,893,269</u>	<u>1,588,724</u>
OPERATING SURPLUS (DEFICIT) FOR THE YEAR	<u><u>\$28,815</u></u>	<u><u>\$66,594</u></u>

These accounts are to be read in conjunction with the accompanying notes which form part of the accounts.



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2017

	Motor Vehicle Replacement Reserve	Retained Surplus	Total Equity
Balance at 1 July 2015	556,938	620,725	1,177,663
Operating surplus for the year		66,594	66,594
Transfers between equity components	35,895	(35,895)	-
Balance at 30 June 2016	\$592,833	\$651,424	\$1,244,257
Balance at 1 July 2016	592,833	651,424	1,244,257
Operating surplus for the year		28,815	28,815
Transfers between equity components	(268,527)	268,527	-
Balance at 30 June 2017	\$324,306	\$948,766	\$1,273,072

These accounts are to be read in conjunction with the accompanying notes which form part of the accounts.



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$
Cash Flow from Operating Activities	
Net Income	28,815
Movement in Balance Sheet items	
Depreciation	186,381
Decrease in Accounts Receivable	31
Increase in Prepayments	(3,700)
Decrease in Trade Creditors/ Accruals	(3,132)
Decrease in GST/ Tax Liabilities	(3,197)
Increase in Staff Entitlements	16,031
Net Cash Flow from Operating Activities	221,229
Cash Flow from Investing Activities	
Purchase of Motor Vehicles	(452,800)
Purchase of Furniture & Equipment	(11,590)
Purchase of Other Assets	(2,253)
Sale of Motor Vehicles	36,642
Sale of Furniture & Equipment	2,148
Net Cash Flow from Investing Activities	(427,853)
Cash Flow from Financing Activities	
Net Cash Flow from Financing Activities	0
Net Increase/Decrease for the period	(206,624)
Cash at the Beginning of the period	\$1,013,696
Cash at the End of the period	\$807,072



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
NOTES TO AND FORMING PART OF THE FINANCIAL
STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

1. STATEMENT OF ACCOUNTING POLICIES

(a) Basis of Accounting

These financial statements are a special purpose financial report prepared for use by the Board and members of the Company. The Board has determined that the Company is not a reporting entity. The statements have been prepared in accordance with the requirements of the following applicable Accounting Standards and other mandatory professional reporting requirements:

- AASB 101: Presentation of Financial Statements
- AASB 107: Statement of Cash Flows
- AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors
- AASB 110: Events after the Balance Sheet Date
- AASB 1031: Materiality
- AASB 1048: Interpretation of Standards
- AASB 1054 Australian Additional Disclosures

No other applicable Accounting Standards or mandatory professional reporting requirements have been applied. The statements have been prepared on an accruals basis using historical cost and do not take into account changing money value or, except where specifically stated, current valuations of non-current assets. The following specific accounting policies, which are consistent with the prior year unless otherwise stated, have been adopted in preparing these financial statements:

(b) Property, Plant and Equipment

Property, plant and equipment are included at cost or, where indicated, at independent or directors' valuation. All assets are depreciated at rate estimated to write off the cost of those assets over their estimated useful life.

(c) Employee Entitlements

The amounts expected to be paid to employees for their pro-rata entitlement to long service and annual are accrued annually in respect of all employees with more than five years service.

(d) Income Tax

No provision has been made for income tax as the entity is exempted under Section 50-B of the Income Tax Assessment Act, 1997.

(e) Members' Guarantee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity.

(f) Events after the Balance Sheet Date

No events have occurred after the Balance Sheet Date which require adjustment to the financial statements.



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
2. CASH & INVESTMENTS		
Cash at Bank	807,072	1,013,696
	<u>\$807,072</u>	<u>\$1,013,696</u>
3. RECEIVABLES - CURRENT		
Debtors	23,102	23,133
Fuel Tax Credits	462	865
Prepayments	5,283	4,583
	<u>\$28,847</u>	<u>\$28,581</u>
4. OTHER ASSETS - CURRENT		
Bond- Lease	15,125	15,125
5. PROPERTY, PLANT AND EQUIPMENT		
Motor Vehicles	1,154,661	1,030,319
Less: Accumulated Depreciation	(389,560)	(505,396)
Furniture and Office Equipment	97,144	105,979
Less: Accumulated Depreciation	(73,966)	(81,839)
	<u>\$788,279</u>	<u>\$549,063</u>
6. OTHER ASSETS - NON CURRENT		
Trademark	4,980	2,727
	<u>\$4,980</u>	<u>\$2,727</u>
7. PAYABLES - CURRENT		
Trade Creditors	133,296	143,990
Transitional Funding	30,000	-
Grant - TAP2	16,500	-
Other Creditors & Accruals	77,279	121,982
GST Account	22,851	29,259
	<u>\$279,926</u>	<u>\$295,231</u>



EASYLINK COMMUNITY SERVICES LIMITED
ACN 612 653 353
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
<hr/>		
8. PROVISIONS - CURRENT		
Provision for Holiday Pay	<u>47,736</u>	<u>45,589</u>
	<u>\$47,736</u>	<u>\$45,589</u>
9. PROVISIONS - NON CURRENT		
Provision for Long Service Leave	<u>43,569</u>	<u>24,115</u>
	<u>\$43,569</u>	<u>\$24,115</u>
10. RESERVES		
Motor Vehicle Replacement Reserve	<u>324,306</u>	<u>592,833</u>
	<u>\$324,306</u>	<u>\$592,833</u>



Easylink Community Services Limited

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