



ANNUAL REPORT

2018



Easylink Community Services Limited

ABN: 25 293 348 239



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

OUR 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

Easylink is a registered for My Aged Care and the National Disability Insurance Scheme (NDIS)

CHAIRPERSON'S REPORT



Well this has certainly been an exciting year with lots of changes. We sadly had to say goodbye to Angela Doolan our long standing General Manager. Susan, our new General Manager, has had big shoes to fill, but I believe she is up to the challenge of the role and certainly seems to be settling into the Easylink family.

Lawrie Croft, our long standing Board member and volunteer bus driver retired after over 6 years of service. We will all miss Lawrie's contribution, especially as Easylink's company secretary.

The Board have been busy planning for the future and preparing for challenges ahead. I would like to take this opportunity to thank my fellow Board members for giving their valuable time and expertise to ensure Easylink meets our strategic objectives.

You will see that our Auditor is satisfied with our accounts for the year ended June 2018 and we are financially sound as an organisation. The extension of our contract to 2020 is excellent news. We are on track to achieve our vision – to be the leading provider of transport with care solutions, connecting people and communities.

John Wilson
Chairperson

BOARD MEMBERS



Margaret Hardy



Tony Gosling



Lawrie Croft



Kylie Ferguson



Jay Zmijewski



Jane Mulroney



Debbie Organ



GENERAL MANAGER'S REPORT

I would like to start my report by acknowledging the hard work and commitment to Easylink of my predecessor Angela Doolan. Angela left Easylink in September 2017 to progress her international volunteering goals.

This has been my first year as General Manager at Easylink and what a year it has been! There have been many challenges with staff changes and the introduction of some new services, but the Easylink team has continued to achieve amazing results. **Transport with care** is our business and I am very excited to present my first report to you.

Easylink completed over 51,000 trips in our fleet consisting of 7 mini buses, 5 commuter vans and 6 cars. We have travelled over 403,259 KMs. A great achievement!

Our customers have travelled to individual medical and social appointments, been on social outings, mystery drives, shopping trips or hospital shuttles. Some have travelled to work or day centres or to visit family members. Our drivers ensure every single person gets to where they need to be safely and with the utmost care.

Travel training is another fantastic service we provide here at Easylink. In the past year 89 people completed travel training. We had a 92% success rate, where participants felt confident to complete their journey by public transport, rather than using supported transport or relying on their family.


Easylink is committed to providing transport services for our customers who live with a disability. Grant funding from the Stronger Communities Program allowed us to convert one of our coaster buses to be accessible. We were excited to launch a new shuttle service from Palm Beach to Brookvale for our NDIS customers this year. Easylink also renewed our registration as a registered NDIS provider, following a vigorous audit of our services.

In May, a part of National Volunteers week, our volunteer bus and car drivers, bus assistants and reception staff joined Easylink staff, Board members and Michael Regan, Mayor of the northern Beaches at a BBQ to celebrate and say a big THANK YOU. Easylink would not be able to provide the service we do without the valuable personal time our volunteers give.

Easylink hosted some VIPs this year, including James Griffin MP and Jason Falinski MP. Both MPs enjoyed finding out about the amazing service we provide and were most impressed about how we manage the complexities of over 200 trips a day across the northern beaches.



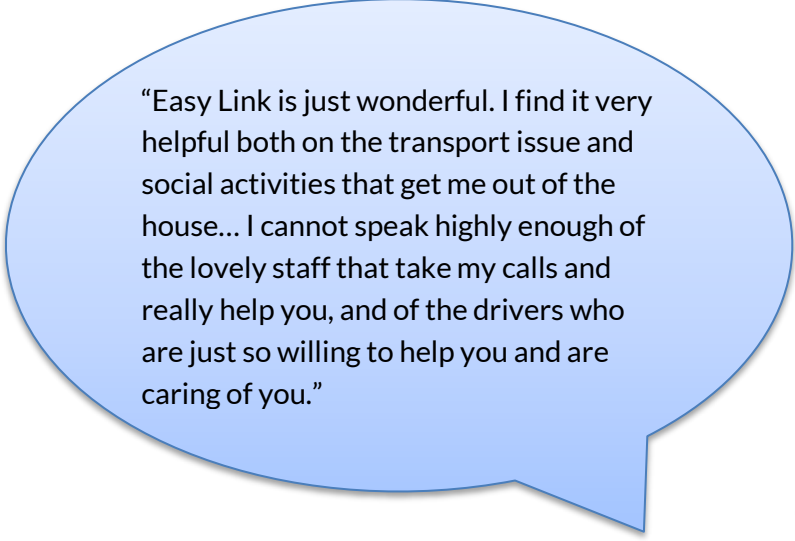
I had a great morning with some of our fabulous customers in who came into the office to put a name to a face, find out more about how Easylink schedules their trips and help us to improve our services. We had some very positive feedback from everyone who attended, and I look forward to holding another meeting in 2019.

We have increased our social and written media presence this year to try and reach out to as many people as we can who may need our services. You can help us promote Easylink by liking  our page. Visit www.facebook.com/easylinktransportwithcare.


I am extremely proud of the service we provide here at Easylink. We have an outstanding team and I would like to say a huge thankyou to everyone for their hard work and support over the past year.

Susan Watson
General Manager


CUSTOMER FEEDBACK



"Easy Link is just wonderful. I find it very helpful both on the transport issue and social activities that get me out of the house... I cannot speak highly enough of the lovely staff that take my calls and really help you, and of the drivers who are just so willing to help you and are caring of you."



"Big thanks for the wonderful service and all the lovely staff I deal with at Easylink."



"The staff members at Easylink have always, in my experience, been pleasant, courteous, efficient and effective. Yet that does not begin to explain the real interest, attention to detail, and the pleasant manner in which they care for all."

SNAPSHOTS



NATIONAL VOLUNTEER WEEK CELEBRATION

Northern Beaches Mayor Michael Regan and Easylink's Chairperson John Wilson celebrating National Volunteer Week with Easylink on 21/5/18 to say a big "THANKS" to our dedicated volunteers.



MYSTERY DRIVE

The 'Happy Bus"! What a lovely day trip out to Windsor! They enjoyed a lovely lunch and they stopped off at Lane Cove National Park for afternoon tea before heading home.



Social Outing to Pittwater
RSL luncheon



TRAVEL TRAINING

Easylink's travel training Coordinator, Kristine, conducted an educational outing to Cockatoo Island for a group of Tibetan refugees who are studying English at Northern Beaches TAFE.

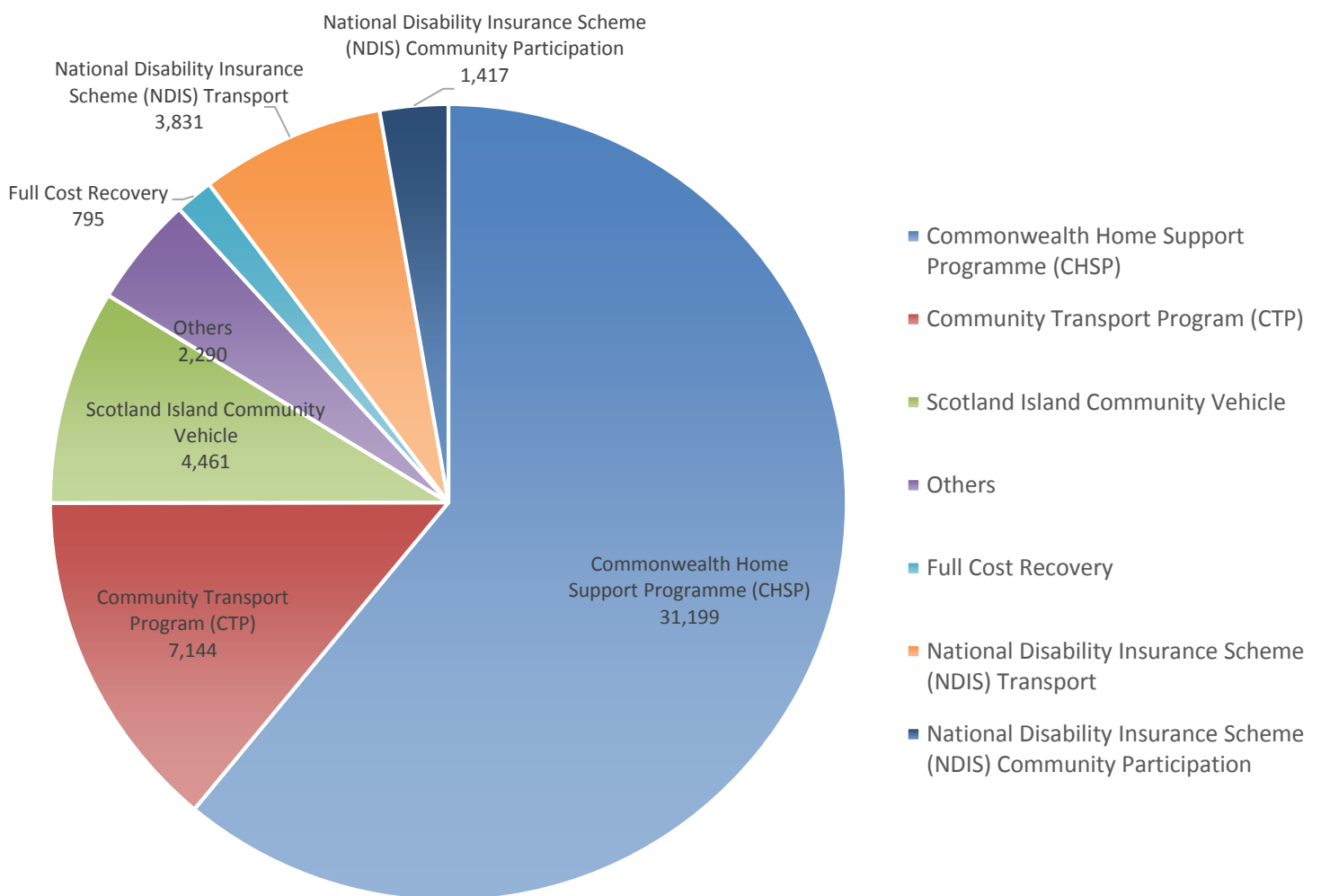


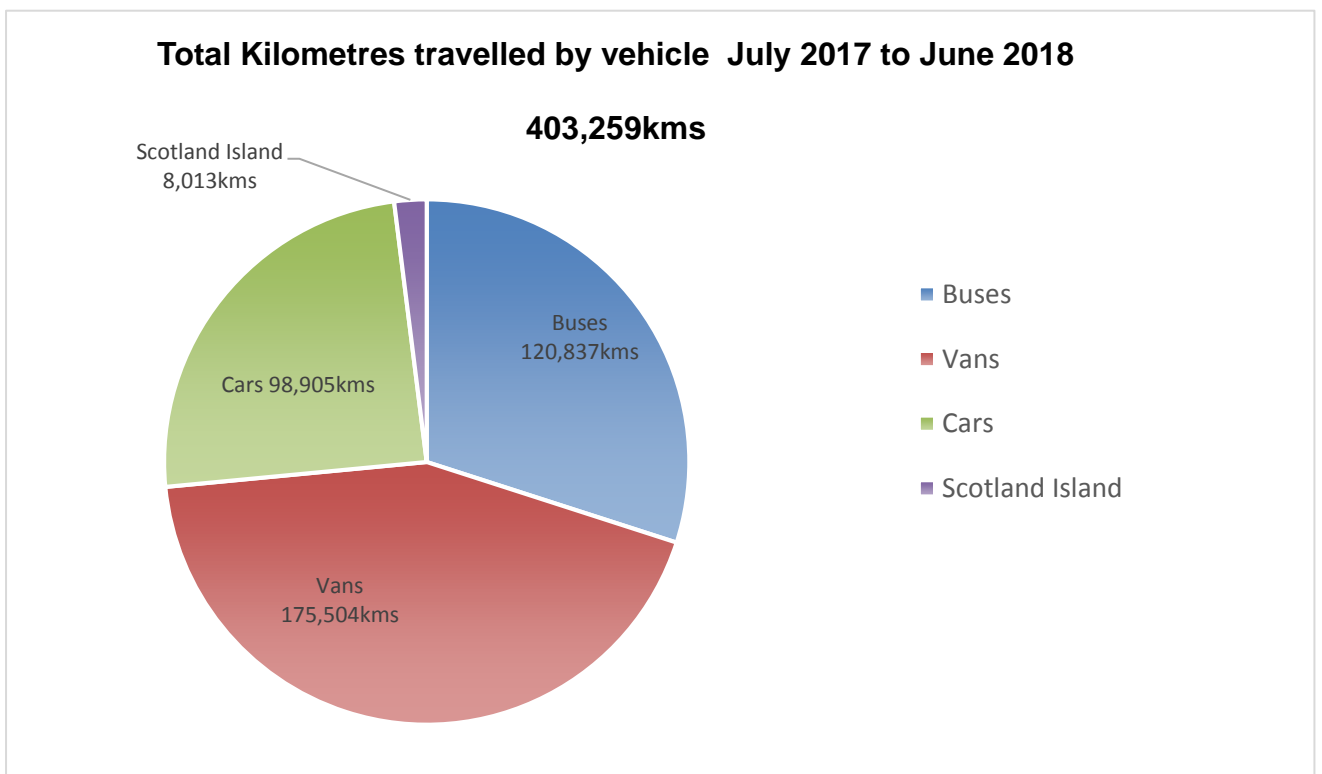
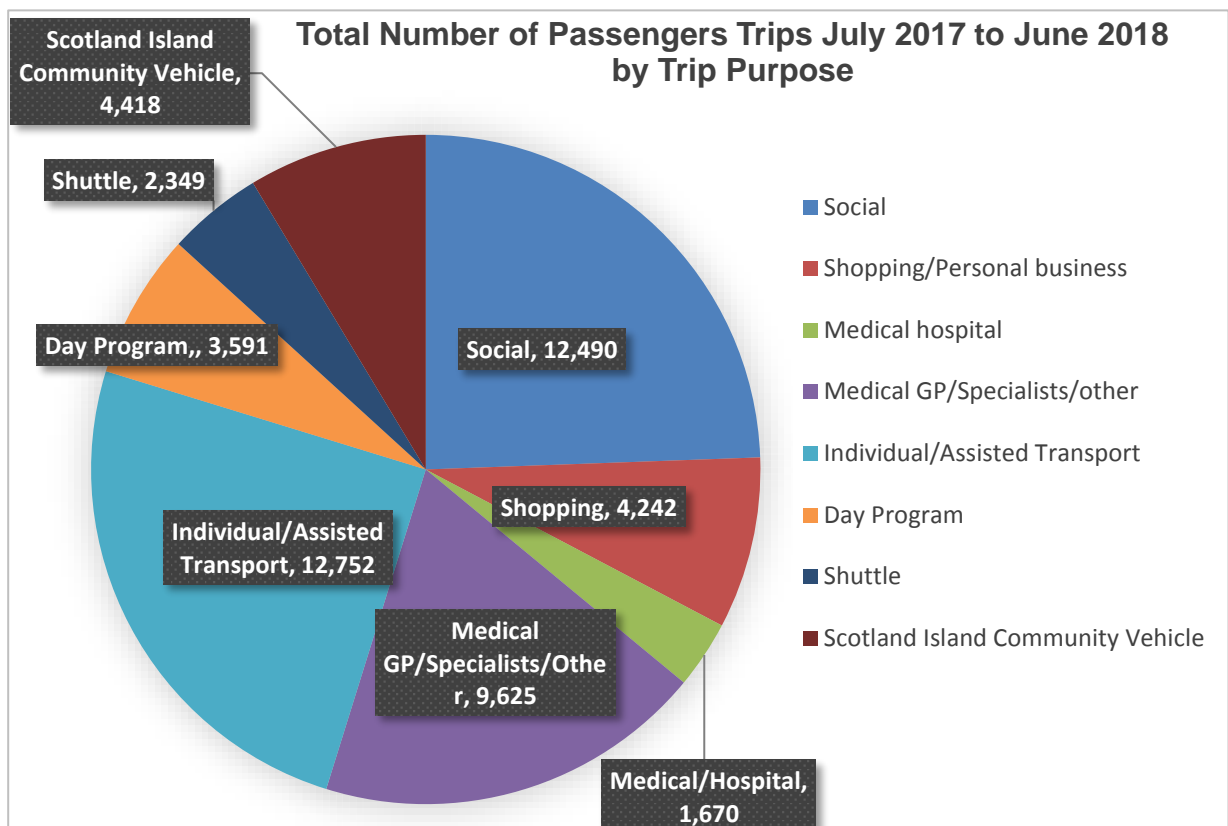
EASYLINK CONSUMERS MEETING

What a wonderful way to have the opportunity to ask our customers for their feedback on our services and a great opportunity to meet the General Manager, Susan Watson

CUSTOMERS AND TRIPS

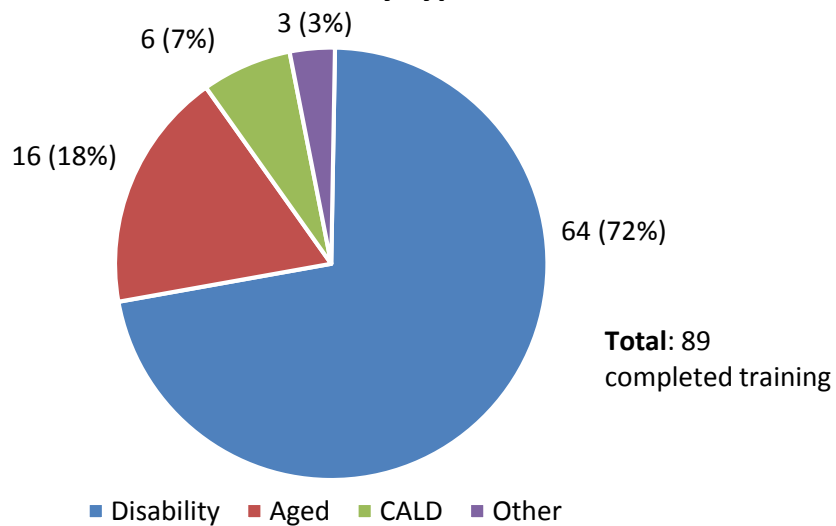
Total Number of Passengers Trips July 2017 to June 2018
by funding source
51,137 trips



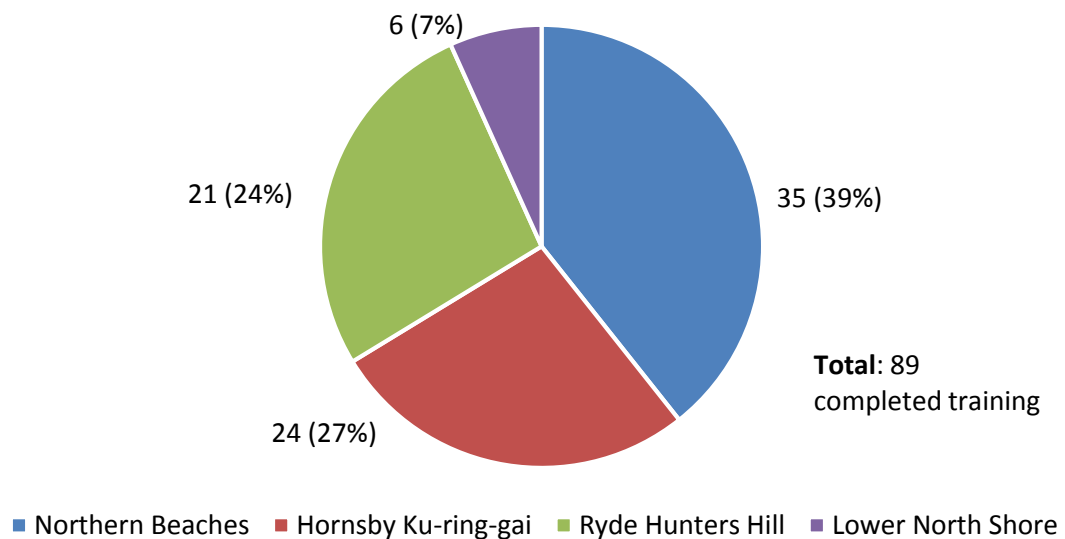


TRAVEL TRAINING

Individuals travel trained by type: 2017-2018

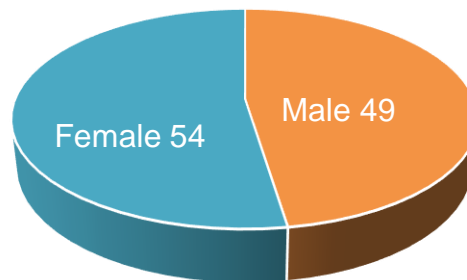


Individuals travel trained by region: 2017-2018

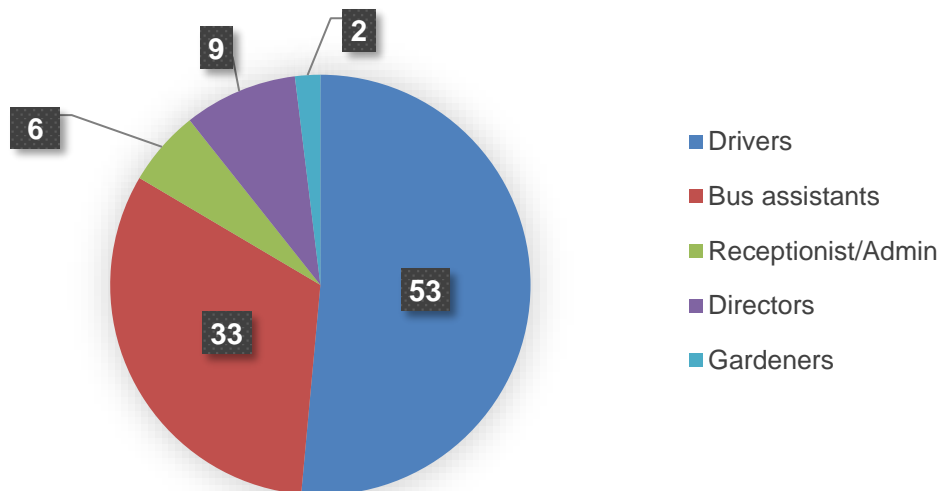


VOLUNTEERS

Number of Volunteers - 103 individuals



Volunteers' Positions



TOTAL VOLUNTEERS' HOURS JULY 2017 TO JUNE 2018 = 31224 HOURS



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2018

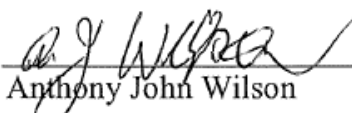
The directors of the entity declare that:


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 2018 and of the performance for the year ended 30 June 2018 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: 
Antony Milne Gosling

Dated this 30th September 2018



**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 2018 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 30th **September 2018**



EASYLINK COMMUNITY SERVICES LIMITED

ABN 45 293 348 239

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
CURRENT ASSETS			
Cash & Investments	2	998,455	807,072
Receivables	3	93,794	28,847
Other	4	15,730	15,125
Total Current Assets		<u>1,107,979</u>	<u>851,044</u>
NON-CURRENT ASSETS			
Property, Plant and Equipment	5	659,086	788,279
Other	6	5,310	4,980
Total Non-Current Assets		<u>664,396</u>	<u>793,259</u>
TOTAL ASSETS		<u>\$1,772,375</u>	<u>\$1,644,303</u>
CURRENT LIABILITIES			
Payables	7	362,747	279,925
Provisions	8	39,354	47,736
Total Current Liabilities		<u>402,101</u>	<u>327,661</u>
NON-CURRENT LIABILITIES			
Provisions	9	31,604	43,569
TOTAL LIABILITIES		<u>\$433,705</u>	<u>\$371,230</u>
<u>NET ASSETS</u>		<u>\$1,338,670</u>	<u>\$1,273,073</u>
MEMBERS FUNDS			
Reserves	10	396,402	324,306
Retained Surplus		942,268	948,766
<u>MEMBERS FUNDS</u>		<u>\$1,338,670</u>	<u>\$1,273,072</u>



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
INCOME		
Community Home & Care Support	1,027,516	1,033,315
CTP Funding - Recurring	119,010	111,299
Growth Funding Commonwealth	74,219	-
CHSP Funding Non- Recurrent	15,000	30,000
Scotland Island Funding	32,665	32,552
Travel Training Funding	162,169	163,799
Motor Vehicles Hire	76,773	73,464
Donations and Grants	49,468	38,935
Membership Fees	28	36
Client Fees	343,844	358,090
Other Income	8,510	35,081
NDIS Income	46,829	-
Interest Received	16,500	6,302
Profit on Sale of Assets	(2,075)	39,211
	<u>1,970,456</u>	<u>1,922,084</u>
LESS EXPENSES		
Accounting and Audit	45,242	36,854
Advertising	3794	25,580
Assets under \$1,000	1,123	33
Bank Charges	2,086	2,193
Computer Supplies & Accessories	880	12,425
Consultancy Fees	-	13,743
Depreciation - Motor Vehicles	152,594	176,314
Depreciation - Furniture & Equipment	1,832	10,040
General Expenses	2,485	2,522
Group Outing Expenses	47,744	55,608
Hire of Equipment & Maintenance	2,248	2,229
Insurance	6,353	5,141
IT & Website Expenses	6,568	5,503
Light & Power	12,188	10,907
Long Service Leave & Annual Leave	(20,347)	21,602
Motor Vehicle Expenses	173,759	170,024
Scotland Island Expenses	51,279	51,134
Travel Training Expenses	114,268	108,259
Office Amenities	6,193	6,795
Planning & Quality Management	5,100	55,000

EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Postage	6,442	9,181
Printing & Stationery	9,647	6,553
Recruitment	1,989	987
Rent	88,015	66,064
Salaries & Wages	983,155	865,790
Staff Allowance	16,087	11,363
Staff Training, Conference & Room Hire	7,932	18,322
Subscriptions	12,022	5,254
Superannuation	89,992	85,008
Taxi Hiring Expense	3,419	1,805
Telephone	21,632	23,788
Uniform Expenses	3,876	557
Travelling Expenses	2,761	3,178
Volunteer Expenses	19,030	11,119
Workers Compensation	23,470	12,393
Total Expenses	<u>1,904,858</u>	<u>1,893,268</u>
OPERATING PROFIT (LOSS) FOR THE YEAR	<u>\$65,598</u>	<u>\$28,816</u>



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Operating Surplus for the Year	65,598	28,816
Operating Surplus for the Year	<u>65,598</u>	<u>28,816</u>
Retained Surplus brought forward	948,766	651,424
Total Available for Appropriation	<u>1,014,364</u>	<u>680,240</u>
Amounts Transferred To Motor Vehicles Replacement Reserve	72,096	(268,527)
RETAINED SURPLUS AT END OF FINANCIAL YEAR	<u><u>\$942,268</u></u>	<u><u>\$948,767</u></u>

Note: Abridged version financial statements. For a full copy of the report,
Please contact us on (02) 9919 0700 or email: admin@easylink.com.au



Thanks to our sponsors and partners:

TfNSW - contract to provide service under CHSP & CTP and Travel Training

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 and 1 community bus





Easylink Community Services Limited

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