



ANNUAL REPORT

2019

Easylink Community Services Limited
ABN 45 293 348 239



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 a 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 86 committed volunteers 28 staff and more than 2,000 customers undertaking 41,947 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 the 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



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

CHAIRPERSON'S REPORT



It is with great pleasure that I am writing this report as the recently elected Chairperson of Easylink Community Services Limited (Easylink), following the resignation of John Wilson. I am deeply honored and thank the Board for the privilege of this position on the board.

On behalf of the board, management and staff of Easylink, I would like to thank John Wilson, our long serving Chairperson and Director for his significant contribution to Easylink. During his 15 years at Easylink, he has not only overseen the substantial growth of our wonderful organisation to the respected community organisation it is today, but also been a committed and respected volunteer driver, who will be missed not only by our team, but by our many clients and industry supporters.

In recognition of John's service to the board, the board awarded John the status of *Emeritus Chairperson*. John and his wife Judith will receive complimentary transport with Easylink, with our thanks and gratitude. We will all surely miss John's leadership, camaraderie and commitment to the organisation.

I must also sadly advise that Susan Watson recently resigned as General Manager of Easylink. Since joining us nearly two years ago I would like to acknowledge on behalf of the entire board, the professional and substantial contribution that Susan made to Easylink over this time. Susan led the organisation through a time of change, negotiated new services and funding sources and significantly raised Easylink's profile within our community. In particular, we would like to recognise Susan's achievements in the development of our NDIS business and the introduction of the Northern Beaches hospital shuttle, which included the donation of a new vehicle. Susan worked closely with the board to develop our strategic direction, implement our company objectives and ensure our policies, procedures and compliance are of the highest standard.

Whilst we were sad to see Susan leave, Susan headed back home to the UK, not only to be closer to her family, but to take on the exciting role as Managing Director, Bristol Community Transport. We will certainly miss Susan but wish her and her family all the very best in their new adventure.

The board is pleased to announce the appointment of our new General Manager, Dan Giles. Dan is an executive leader with a background in strategy, technology and performance improvement in both commercial enterprise and the not for profit aged care sector.

We welcome Dan to the Easylink team and look forward to working with him.

Again, this was a busy year for Easylink. Easylink completed 41,947 trips in our fleet consisting of six coaster buses, six commuter vans and six cars and travelled 383,665kms. It is hard to drive around the northern beaches without seeing and admiring our recently new branded fleet on all sorts of outings, mystery drives and social events, shopping trips, hospital, doctor and other appointments. Our drivers ensure every single person gets to where they need to be safely and with the utmost care.



In the last year I was fortunate to be able to attend numerous social events such as Christmas in July and High Tea with the Mayor of Northern Beaches Council, Michael Regan. Close to my heart was taking my own mum and dad on our Christmas Lights tour in 2018.

Travel training is another fantastic service we provide here at Easylink. In the past year 74 people completed government funded travel training and a further 530 people participated in group presentations. We had a 91% 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. We recently renewed our registration as a registered NDIS provider, following a vigorous audit of our services, on which we obtained a glowing report.

In May, as 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 Council at Long Reef Gold Club to celebrate and say a big THANK YOU. Easylink would not be able to provide the services we do without the valuable personal time our volunteers give. At last count, we had 86 volunteers registered with Easylink.

With the growth in demand for our services and increasing legislative requirements, we continue to ask more and more of our volunteers. They continue to deliver quality, caring service to our customers and the community. On behalf of the entire organisation, I would like to convey our sincere appreciation and thanks to our dedicated team of volunteers.

Easylink hosted numerous 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 200 trips a day across the northern beaches. We would also like to acknowledge and thank Brad Hazzard MP, for his support and in particular, his assistance in securing us our Northern Beaches Hospital shuttle bus.

We continue to increase our social and written media presence, trying to 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 would like to thank our nine, highly skilled and diverse board of directors for their time and dedication during the year. The board takes a helicopter strategic view of the organisation to ensure we are meeting our strategic objectives, that our business plan is supporting the strategy, that we are meeting our financial objectives and budget expectations and that we continue to monitor our compliance, policies and procedures. The board meets monthly and in addition, we have various committees, including the Finance, Audit, Risk Management Committee and the Governance Committee and Remuneration Committee that keeps the board informed and ensures we are always monitoring all avenues of the organisation and meeting our director obligations.



Financially, Easylink shows a satisfactory position with increasing total revenue and net operating profit, and solvency indicators that are satisfactory and improving.

The Government is making changes to their funding arrangements for all community transport providers, with some of our current funding expiring in 2020. While the message from Commonwealth and State governments is that future changes will not have any discernible impact for our clients, the board is working to not only seek assurances from the respective government bodies, but also look for alternate sources of revenue and options to ensure the future provision of accessible services for those who require them.

Our staff continue to make me proud with their standards of care, professionalism and customer service. 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.

Easylink is well positioned with an exciting future and I know that our board, along with our management team and staff led by Dan Giles, look forward to continuing to grow and service our community.

Deborah Organ
Chairperson

CUSTOMER FEEDBACK

Joy is extremely happy with the service that Easylink provides her daughter through her NDIS Package. Without Easylink, her daughter would need to use public transport. "Easylink drivers are very kind and caring and our service is much personalised".

Roslyn was very appreciative and said that Easylink provides a wonderful service. Robyn also said that our driver was a kind person-a real gentleman and was a prestige service.

"THANK YOU to Easylink for the wonderful service and that Alenka (the driver) was a wonderful driver". The customer found out about the service 5 weeks ago and is very impressed with our wonderful service.



CELEBRATING OUR VOLUNTEERS

Easylink celebrated the 30th National Volunteer Week, Volunteer Award morning tea on Monday 27th May 2019 at Long Reef Golf Club.

National Volunteer week is the largest celebration of volunteers in Australia, providing an opportunity to highlight the generous contribution of Australia's 6 million volunteers.

We celebrate and acknowledge the work that our wonderful volunteers contribute to Easylink and the community. To be a volunteer, it takes:

- Generosity, and willingness to give to others
- Understanding, because other lives might be very different from your own
- Empathy, an ability to put yourself in someone else's shoes and feel what they must feel
- Compassion, to truly care about making someone else's life better
- Patience, because the process doesn't always go as smooth as it might
- Dedication, to stick with us and see it through

Each of our volunteers bring these qualities and demonstrate professionalism, highly dedicated compassion and care.

The valuable contribution of all of our volunteers was recognised and presented with various awards at the National Volunteer Week.

We congratulated Tony Davis who received Driver of the Year Award and celebrated 10 years of volunteering at Easylink and Kristine Maloney who received Bus Assistant of the Year Award. We also congratulated the achievement of our volunteers who were long standing with Easylink:

- Jean Harris (Bus assistant), 22 Years of Service
- Barbara Horsman (Bus assistant), 20 Years of Service
- Fay McAdie (Bus assistant), 18 Years of Service
- Warren Cupitt (Bus assistant), 17 Years of Service
- Larry McKittrick (Bus driver), 15 Years of Service
- Bert and Nan Rose (Driver and Bus assistant), Tony David and Denice Conyard (Drivers), 10 Years of Service

Dedicated and generous volunteers are the key to the service's success.

THANK YOU ALL



Bert & Nan Rose received 10 Years of Volunteering Service Award, presented by Deborah Organ (Chairperson)



From the left: Susan Waton (GM), Deborah Organ (Chairperson), presented 22 Years of Volunteering Service to Jean Harris



Northern Beaches Council Mayor Michael Regan presented Bus Assistant of the Year Award to Kristine Maloney



Deborah Organ (Chairperson) presented 15 Years of Volunteering Service to Larry McKittrick

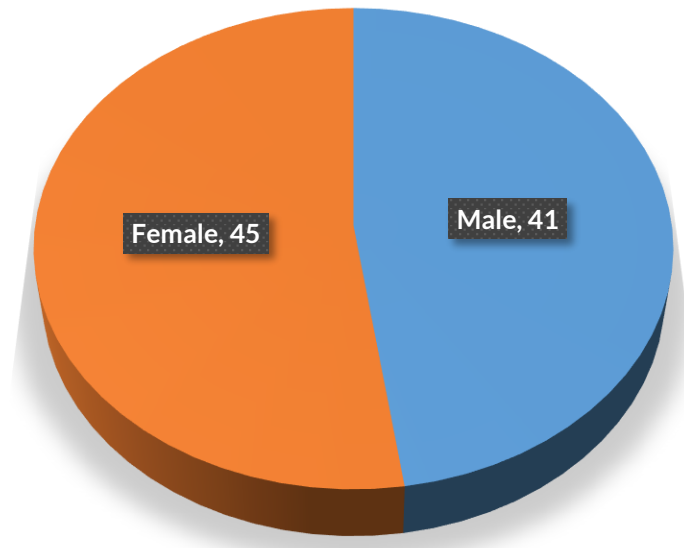


Warren Cupitt recived 17 Years of Volunteering Service

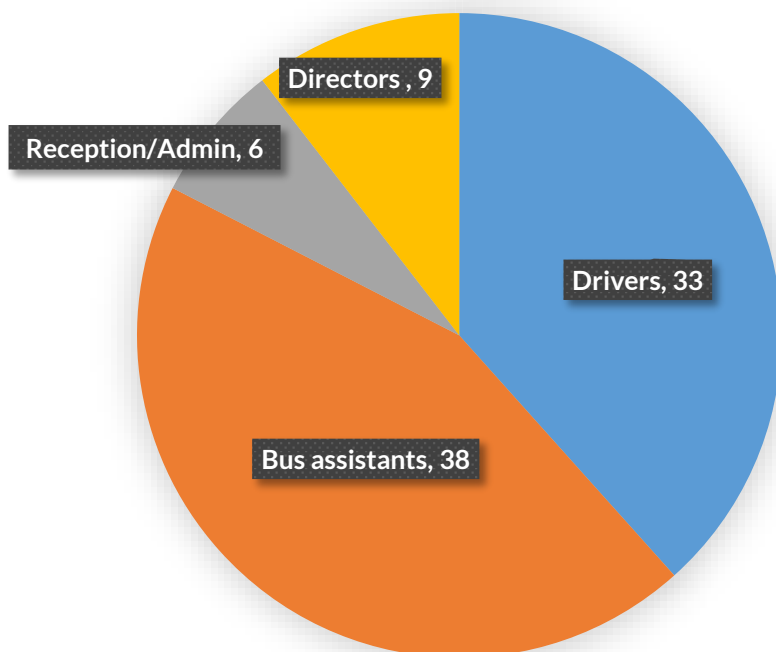


Tony Davis received Volunteer Driver of the Year Award, presented by Nothern Beaches Council Mayor Michael Regan

86 INDIVIDUAL VOLUNTEERS



VOLUNTEER ROLES



25,471 VOLUNTEER HOURS COMMITTED JULY 2018 TO JUNE 2019



THANK YOU ALL FOR YOUR CONTRIBUTION

BOARD

Antony Gosling, Deborah Organ, Grant Emanuel, Jane Mulroney, Jay Zmijewski, Kylie Ferguson, Margaret Hardy, Rosanna Cotino and Huong Le-Dao.

DRIVERS

Bert Rose, Bill Anderson, Brian Keating, Bruce Overton, Clive Finemore, David Dale, Denice Conyard, Denny Brogan, Diane Hunter, Gary Wright, Grey Tivey, James Saul, Jim Dermody, Keith Newcombe, Larry McKittrick, Lawrie Croft, Liz McCracken, Mark Betts, Michael Bullen, Moses Serukeibau, Neil Marott, Noel Martin, Peter Moses, Roger Perkins, Ron Delaney, Steve Lydiate, Steve Vonk, Steve Witte, Tony Davis, Tony Dowse, Tony Juras, Vic Edwards and Yvonne Vodanov.

BUS ASSISTANTS

Alan Howes, Alexi Smith, Alison French, Amanda Taylor, Ann Ballantine, Ann Nixon, Barbara Horsman, Beverly Fielden, Bronwyne Martin, Christine Barnard, Christine Ockerby, Dianne Pill, Fay McAdie, Gaye McLindin, Helena Tanuwidjaja, Jacquie Mayall, Jan Cambourne, Jean Harris, Jill Martin, Judy Howes, Kate Harris, Kristine Jones, Kristine Maloney, Laurelei Moore, Lucy Connah, Lynda Phillips, Lyndal Cooper, Lynette Low, Mary Gerrard, Mary Tulloch, Melinda Gray, Merle Kermond, Nan Rose, Nancy Formica, Robyn Hughes, Ronda Lovett, Vivienne Rawson and Warren Cupitt.

RECEPTION/ADMINISTRATION

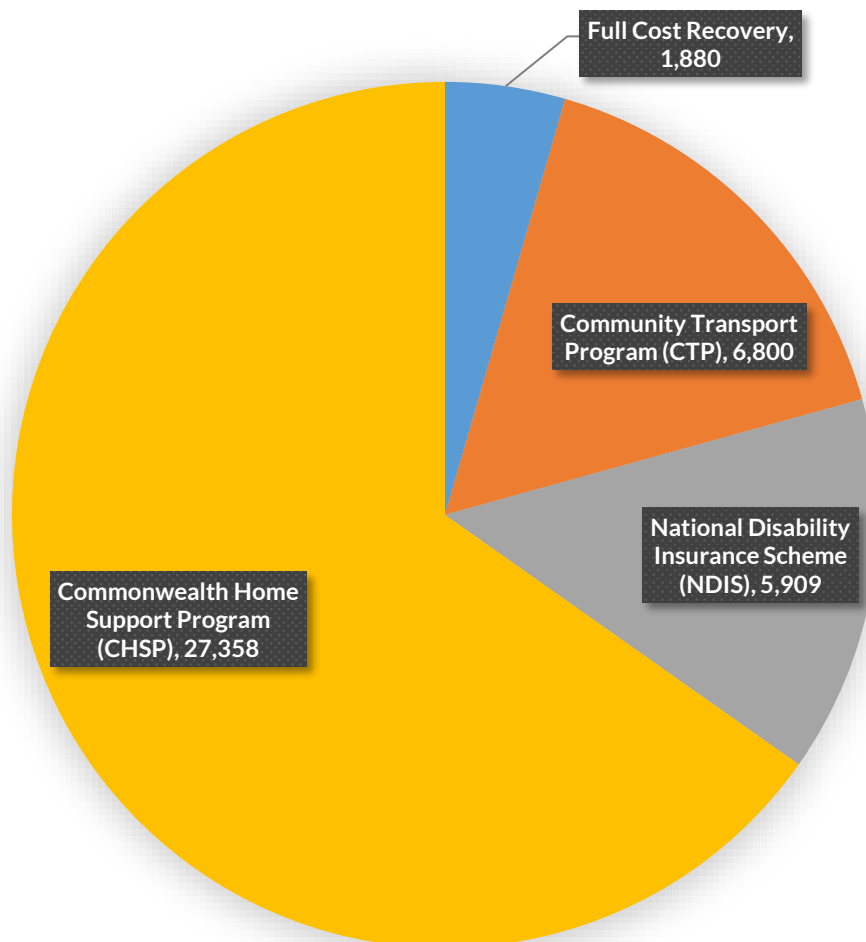
Carolyn Rolfe, Hayat Sallama, Heather Bone, Jacqueline Lee, Kerry Sullivan and Sandra Kulhan.

SNAPSHOTS



41,947 PASSENGERS TRIPS JULY 2018 TO JUNE 2019

TRIPS BY FUNDING SOURCE

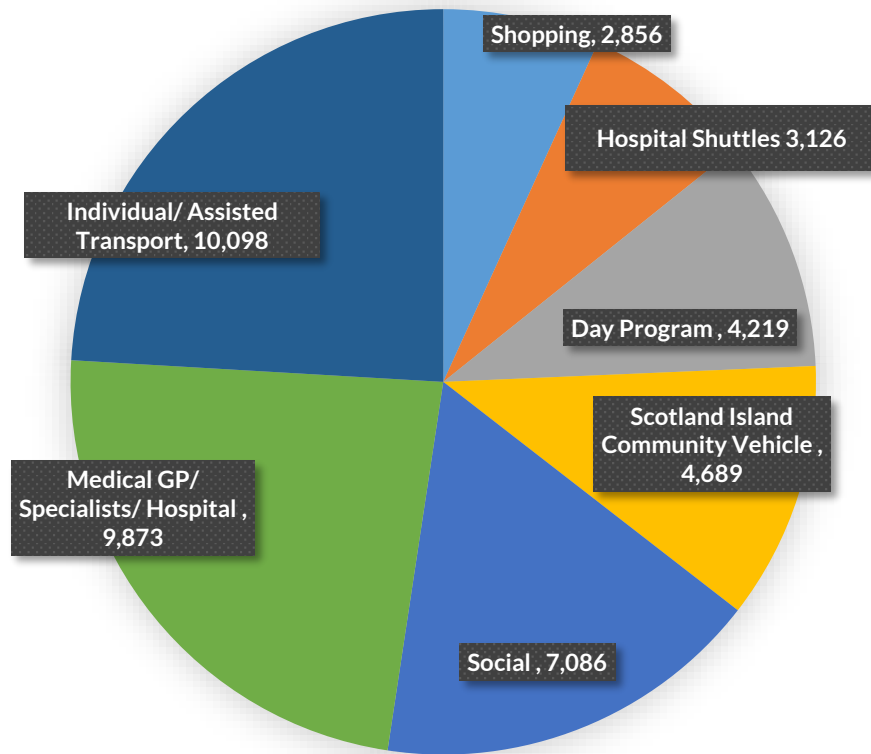


Community Home Support Program (CHSP): is a Government program that supports older people who are still managing well at home with some extra assistance such as home help, delivered meals, personal care and transport service.

Community Transport Program (CTP): is a State funded program to assists individuals who are transport disadvantaged owing to physical, social, cultural and/or geographic factors. CTP also provides funding for the Scotland Island Community to provide transport services that help the residents of Scotland Island.

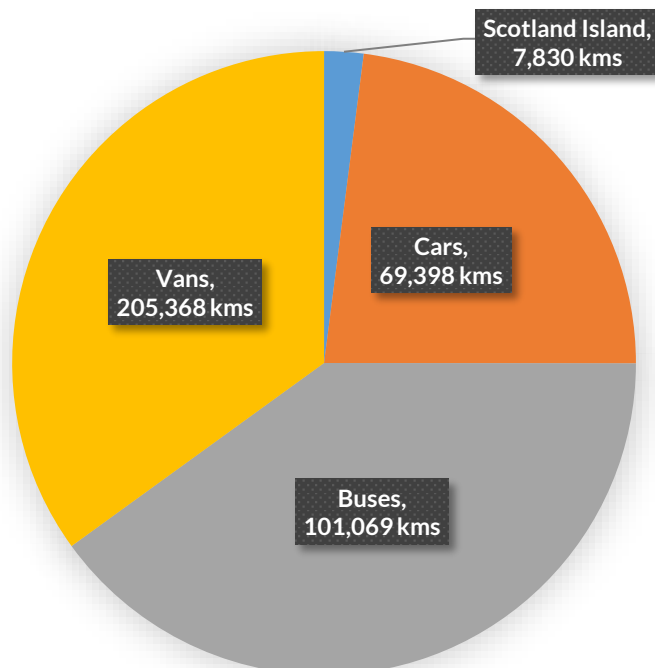
National Disability Insurance Scheme (NDIS): supports consumers under the age of 65 who have permanent and significant disability. At Easylink, our customers are provided with two types of support; transport to enable participation in community, social, economic and daily life activities AND individual skills development, in the form of public transport training, to enable independent access to the community.

TRIPS BY TRIP PURPOSE



383,665KMS KILOMETRES TRAVELLED JULY 2018 TO JUNE 2019

KILOMETRES TRAVELLED BY VEHICLE TYPE



TRAVEL TRAINING

Easylink's Travel Training service teaches people of all ages living in the Northern Sydney region how to use public transport safely and independently, whether it is to school, study, employment or social activities.

Our travel trainers work one-on-one with customers, developing a trip plan and travelling with them on public transport while they are learning. Each customer's training is tailored to meet their specific needs and covers areas such as dealing with emergencies and safe road crossing.

This year, 74 people completed the government funded travel training program. The majority of those were people with a disability (91%), with the remainder (9%) being people over 65. The program achieves great results, with 91% of people successfully able to use public transport on their own after the training.

In addition to individual travel training, group presentations about using public transport were made to 530 people. Participants reported that these talks were most informative.

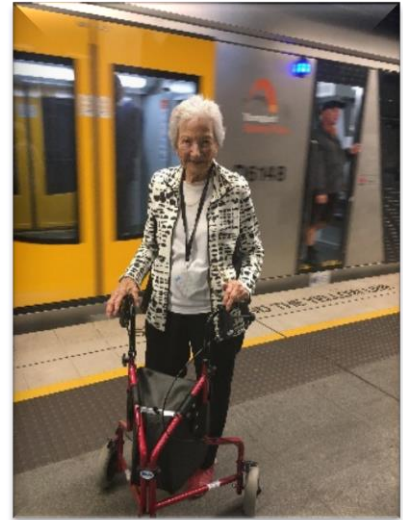
This service is funded by Transport for NSW.

This high school student enlisted one of Easylink's travel trainers to help him learn to travel to his work experience at Jigsaw in Frenchs Forest, an employment program for young people with disability. He learnt how to take a train and bus to and from the Jigsaw office. A great achievement for him!



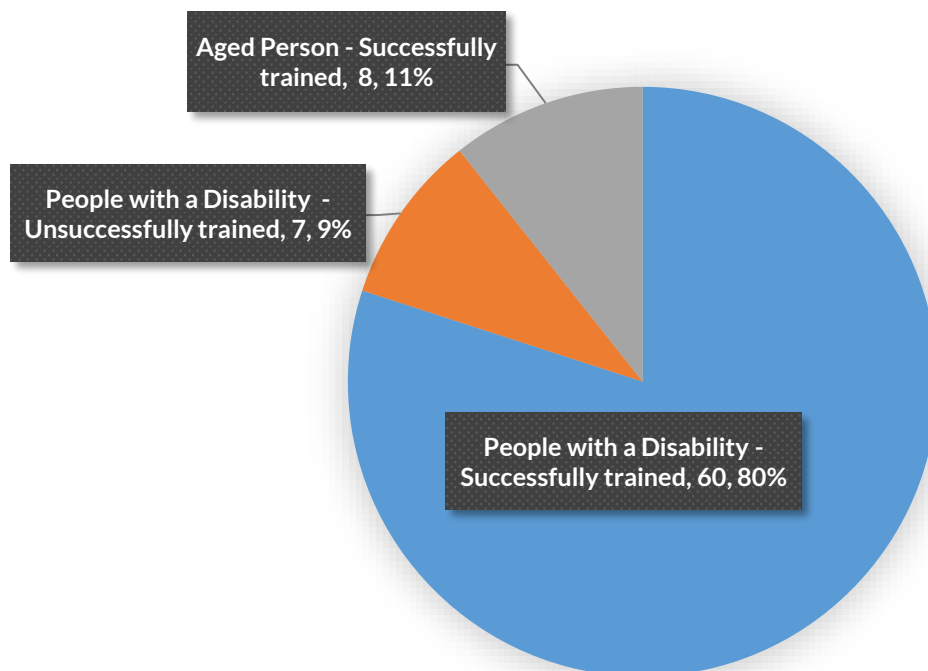
Meet Margaret, Easylink's 94-year-old travel training customer. Margaret needed help navigating public transport since having a fall. She is very active but was not feeling confident using public transport with her new walker. Margaret wanted to be able to go to her church in the city, which required her to get a bus and a train on a Sunday.

After her training, Margaret felt much safer getting on and off trains and buses with her walker.



"Thank you so much for this service, which I think is rather marvellous," Margaret said. "I can now get to church on Sundays and am feeling very confident."

75 INDIVIDUALS TRAVEL TRAINED JULY 2018 TO JUNE 2019 BY TYPE AND OUTCOME



Most people (91%) who received travel training were successfully using public transport independently at the end of the training.



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2019

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 2019 and of the performance for the year ended 30 June 2019 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:


Deborah Marie Organ

Director:


Antony Milne Gosling

Dated: 25 September 2019



**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE DIRECTORS OF
EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239**

I declare that, to the best of my knowledge and belief, during year ended 30 June 2019 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.

John A McCann


Chartered Accountant
Registered Company Auditor 3413

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

Dated: 25th September 2019



ABN 45 293 348 239
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash & Investments	2	1,343,985	998,455
Receivables	3	38,743	93,794
Other	4	15,730	15,730
Total Current Assets		<u>1,398,458</u>	<u>1,107,979</u>
NON-CURRENT ASSETS			
Property, Plant and Equipment	5	581,441	659,086
Other	6	5,310	5,310
Total Non-Current Assets		<u>586,751</u>	<u>664,396</u>
TOTAL ASSETS		<u>\$1,985,209</u>	<u>\$1,772,375</u>
CURRENT LIABILITIES			
Payables	7	490,215	402,101
Total Current Liabilities		<u>490,216</u>	<u>402,101</u>
NON-CURRENT LIABILITIES			
Provisions	8	58,956	31,604
TOTAL LIABILITIES		<u>\$549,172</u>	<u>\$433,705</u>
<u>NET ASSETS</u>		<u>\$1,436,037</u>	<u>\$1,338,670</u>
MEMBERS FUNDS			
Reserves	9	476,479	396,402
Retained Surplus		959,558	942,268
<u>MEMBERS FUNDS</u>		<u>\$1,436,037</u>	<u>\$1,338,670</u>



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
INCOME		
Community Home & Care Support	1,117,350	1,042,516
CTP Funding - Recurring	148,949	119,010
Growth Funding Commonwealth	-	74,219
Scotland Island Funding	23,348	32,665
Travel Training Funding	171,286	162,169
Motor Vehicles Hire	80,863	73,504
Donations and Grants	83,339	28,785
Client Fees	304,636	346,279
Other Income	24,434	30,055
NDIS Income	159,204	46,829
Interest Received	23,750	16,500
Profit on Sale of Assets	20,982	(2,075)
	2,158,141	1,970,456
LESS EXPENSES		
Audit Fee	3,000	3,000
Advertising	10,880	3,794
Assets under \$1,000	1,557	1,123
Bank Charges	1,649	2,086
Cleaning & Maintenance	8,378	9,761
Computer Supplies & Accessories	4,104	880
Consultancy Fees	14,493	-
Depreciation	137,990	154,426
General Expenses	2,830	2,485
Group Outing Expenses	30,821	47,744
Hire of Equipment & Maintenance	2,747	2,248
Insurance	5,307	6,353
IT & Website Expenses	8,427	6,568
Long Service Leave & Annual Leave	44,649	(20,347)
Make Good Obligations	-	20,000
Motor Vehicle Expenses	174,316	173,759
Scotland Island Expenses	49,899	51,279
Travel Training Expenses	120,481	114,268
Office Amenities	5,411	6,193
Planning & Quality Management	1,780	5,100
Postage	4,112	6,442
Printing & Stationery	7,793	9,647
Recruitment	-	1,989
Rent	57,409	58,254



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Salaries & Wages	1,133,220	1,025,397
Staff Allowance	15,135	16,087
Staff Training, Conference & Room Hire	12,969	7,932
Subscriptions	14,350	12,022
Superannuation	105,198	89,992
Taxi Hiring Expense	6,039	3,419
Telephone	22,908	21,632
Uniform Expenses	4,625	3,876
Utilities	11,916	12,188
Travelling Expenses	1,480	2,761
Volunteer Expenses	13,251	19,030
Workers Compensation	21,650	23,470
Total Expenses	<u>2,060,774</u>	<u>1,904,858</u>
OPERATING PROFIT (LOSS) FOR THE YEAR	<u>\$97,367</u>	<u>\$65,598</u>



EASYLINK COMMUNITY SERVICES LIMITED
ABN 45 293 348 239
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Operating Surplus for the Year	97,367	65,598
Operating Surplus for the Year	<u>97,367</u>	<u>65,598</u>
Retained Surplus brought forward	942,268	948,766
Total Available for Appropriation	<u>1,039,635</u>	<u>1,014,364</u>
Amounts Transferred To Motor Vehicles Replacement Reserve	80,077	72,096
RETAINED SURPLUS AT END OF FINANCIAL YEAR	<u><u>\$959,558</u></u>	<u><u>\$942,268</u></u>



THANKS TO OUR SPONSORS AND PARTNERS

Transport for New South Wales contract to provide trips under CHSP and CTP and Travel Training

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

Northern Beaches Council for provision of vehicle parking and one community bus

Northern Sydney Local Health District and Healthscope for sponsorship contribution for the Northern Beaches Hospital shuttle service



Transport
for NSW



RSL CLUB



northern
beaches
council



Healthscope



Health
Northern Sydney
Local Health District





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