

# ANNUAL REPORT 2020

Easylink Community Services Limited
ABN 45 293 348 239





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# **FY20 HIGHLIGHTS**





# **VISION**

"To be a transport service of choice, connecting people and communities to reduce social isolation & increase independence"

# **MISSION**

"Connecting People and Communities We provide Transport with care"

# **VALUES**

**F**lexibility we strive to achieve positive outcomes for our customers

Integrity we deliver on our promises

**Respect** our customers are the reason we are here

**S**afety safety of everyone is paramount to everything we do

**Teamwork** we do a better job with the help of our colleagues



# CHAIRPERSON'S REPORT



It is again with great pleasure and a sense of pride, that I am writing this report in my second year as chairperson of Easylink Community Services Limited (Easylink). I am proud to lead this special organisation that provides services which allow our most vulnerable to lead independent lives, attend to medical needs, as well as connect with others and attend some amazing social events.

During the year, the word 'unprecedented' has been used frequently of late, but it is still the one word that best describes the year that was.

Frequently driving all over NSW, I saw firsthand the devastating effect the drought had on our farmers, regional towns and of course, the animals, and the flow on stress and mental health issues. It was a shattering site. Then came the heartbreaking images of the bushfires, and then ironically the floods which followed, by which time we were thinking, wow what a year.

Then the Pandemic struck the world! Whilst we like many business will feel the economic impacts, this pales into significance to the human tragedy, being those families who have lost loved ones, those who are currently sick or living with the ongoing consequences of the virus, and those of course who have lost their jobs or livelihoods and businesses. We are thinking of you all and acknowledge that this tragedy has affected so many worldwide.

The last 12 months has had a major impact on the mental health and wellbeing of people around the globe, and is safe to say we are all fielding one heavy hit after another.

Our priority at Easylink is supporting the health, safety and wellbeing of our staff and clients. In turn, our management and staff have responded magnificently and on behalf of the board, I would like to take this opportunity to extend my thanks to all for their hard work and client focus through these challenging times. No business in Australia, and in fact the world, has been immune from this unprecedented health and economic crisis, sparked by COVID-19.

The board together with our General Manager, Dan Giles, and our staff and volunteers were quick to enforce our COVID-19 safety plan to ensure the welfare of our clients. Whilst we ceased our non-essential services, we used our business to check on the welfare of our clients.

I had the absolute privilege of using our buses to drop in on clients to say hi, check on their welfare and deliver a freshly made ANZAC day cookie. Whilst I was buoyed by the lovely reception and gratitude of our clients, I was also hit with the reality check at the sheer number of people who live in isolation. My heart sank at a beautiful lady who said that she had not had a visitor in her house in over two years, except for when our buses picked her up, and sadly this message I heard numerous times. It was just the reminder of why Easylink services are so important.



Overall, we delivered 1500 Anzac Day cookies, but we could not have achieved such a massive response if it was not for the assistance and support of the Mounties Group. I would like to acknowledge Dale Hunt, CEO and the Board of this amazing club group for their generosity and assistance. They did not hesitate to assist when I reached out to them, and we thank-you for your contribution to assist the community.

Touching on our operational performance, Easylink completed 40,071 trips, with our fleet of six coaster buses, seven commuter vans, four cars, and one utility vehicle, and travelled 321,681 kms. It is hard to drive around the Northern Beaches without admiring our beautifully branded fleet, on all sorts of outings, mystery drives, shopping trips and hospital, medical and other appointments. Whilst our trip numbers and financial performance was hampered by the pandemic, I can only be grateful that our swift action, (and a little luck), meant that we had no cases of COVID-19.

Financially, Easylink is in a sound position, with satisfactory solvency indicators. Our primary funding from Transport for NSW has been extended through until the end of 2020 with further funding for the Community Transport sector expected to be announced in the second quarter of FY21. We are also thankful for the support we receive from local organisations, including the Northern Beaches Council and the Dee Why RSL who partner with us in delivering Community Transport for the Northern Beaches.

Thank you to Dan Giles and all our staff and volunteers for their dedication and agility in this unprecedented time. You have made me and the board so proud. Thank you to you all for your hard work and support, we could not deliver this amazing service without you.

Sadly we had two of our voluntary directors depart during the year with Jay Zmijewski and Rosanna Commisso stepping down. On behalf of the board, we wish them well and thank them for their time and dedication.

I would also like to thank my fellow voluntary board colleagues for their support and commitment to Easylink and our community. As a board, they excelled in a difficult time for all, to ensure our duty of care for our staff, volunteers and clients was of the utmost importance.

Easylink looks forward to servicing our community and setting ourselves the challenge to meet the new normal.

It has been a privilege to chair this amazing organisation

Deborah Organ **Chairperson** 



## GENERAL MANAGER'S REPORT



Easylink Transport has a proud heritage supporting Northern Beaches residents since 1982. This pride is carried in our board, our staff and our volunteers who are all here to enable and re-able our community to live independent and socially connect lives.

FY20 was a tough year for all. This was especially so for some of the more vulnerable members of society. Reflecting on the past year, my first year as part of the Easylink team, I could not be prouder of everyone involved in

this great organisation. The team, the customers, our funding partners and community stakeholders have all done a wonderful job coming together to navigate through these challenging times for the greater good.

From an organisational performance perspective, the year was one divided by the impacts of COVID-19. During the October to December 2019 quarter, we invested a lot of energy into promotion and customer engagement initiatives. This included recommencement of print advertising and active customer outreach to ensure our services and support were delivering on the needs of the community.

This program had great effect, and by February 2020 we were;

- ✓ delivering record levels of travel training;
- ✓ seeing a significant lift in customer subscription, engagement and activity; and
- ✓ meeting the highest level of passenger trip demand we have seen in recent history.

As the risks of COVID-19 started coming to light, we took proactive measures to protect our team, customers and community. Unfortunately, this meant ceasing our social program and limiting passenger numbers to support social distancing. These measures were of course supported by other protective controls as outlined in our COVID-19 safety plan.

In the final months FY20, we began reintroducing a number of our halted transport services. This included our NDIS shuttle services, our mystery drives and our much loved social program. Although there is still a long road to recovery, it was pleasing to see participation in these services return to around 60% of the same time in pre-pandemic 2019.

One of the silver linings of the past year is the influx of support from volunteers. Our existing volunteers did an amazing job as always, and we had a great influx of new volunteers stepping forward to lend a hand for their community. It was just so pleasing to see so many people willing to donate their own time for the benefit of others.



Despite the efforts of COVID-19 to rain on our parade, we had such a wonderful time last year, with so many great experiences. Some of the highlights were our Christmas lights tour, lunch at Burnt Orange, the big sing, the ballet, and our ever-popular visit to the Alpaca farm.

We also introduced a few new activities such as our Easylink to Wellness exercise program and used our downtime during the pandemic to check in on the wellbeing of our customers. The team made literally thousands of phone calls to customers for a friendly chat and to make sure they were being supported during what was an extremely difficult time, and our drivers branched out to provide shopping services, toilet paper deliveries, and of course our home delivery of ANZAC biscuits to mark the occasion of ANZAC day.

With so much turmoil in the last year, I am absolutely delighted with the way the Easylink community have supported each other through these challenging times to deliver exceptional customer experiences, and another year of growth for Community Transport on the Northern Beaches.

Looking to the future, we have spent a good amount of time working with our directors, team and customers on how we can maximise the value of Easylink services for the Northern Beaches. This has led us to refine our Vision, Mission and Values, as we reaffirm our core purpose as a transport provider of choice for and by the residents of the Northern Beaches.

To bring this purpose to life we have set ourselves a roadmap for the coming three years. With a focus on customer and volunteer satisfaction, this roadmap includes;

- a) bolstering our commitment to volunteering;
- b) increasing partnering with likeminded organisations;
- c) reviewing and refreshing the services and trips we offer; and
- d) leveraging technology to better reach and support our customers.

Through this plan we will be continuing the success story that Easylink has built over almost four decades, and with my first year as part of this wonderful organisation almost complete, it is a story that I am very proud to be a part of.

Dan Giles

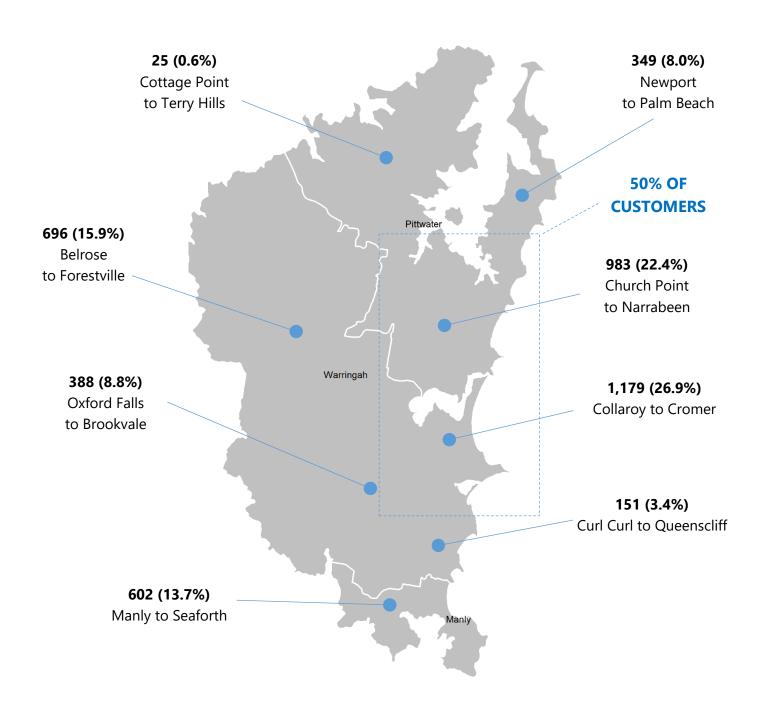
**General Manager** 



# **CUSTOMER EXPERIENCE**

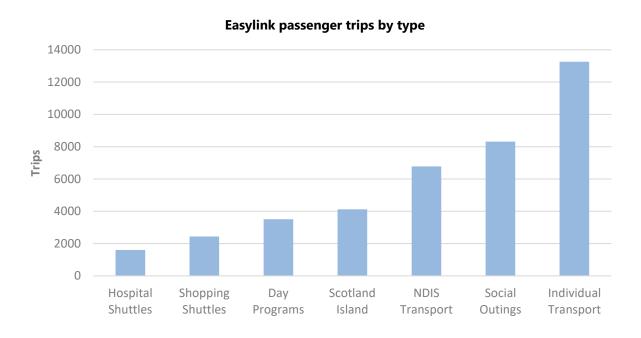
Throughout FY20 Easylink welcomed 750 new customers from across the Northern Beaches. As at 30 June 2020 we had 4,388 customers registered with Easylink, with more and more customers connecting to what matters most from all corners of the Peninsula.

#### **Easylink customer location by home address**

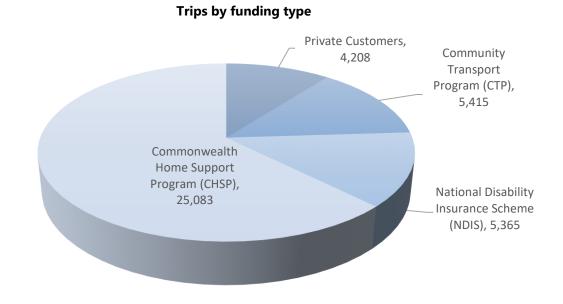




Easylink customers took a total of 40,071 trips during the year ended 30 June 2020. All trip types were materially affected by COVID-19, social programs experienced the greatest impact as we all did our part to support social distancing.



For trip funding, demand from those receiving subsidies through the Commonwealth Home Support Program and Community Transport Program remained strong. Private customers, including those on homecare packages, as well as the NDIS were clear growth areas in FY20.





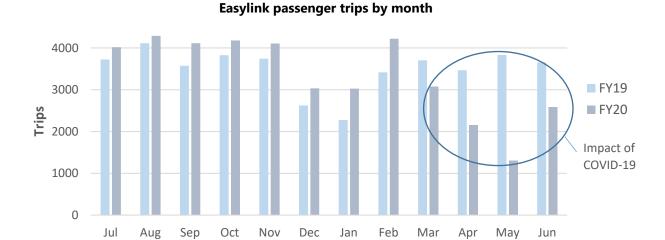




## **REVIEW OF OPERATIONS**

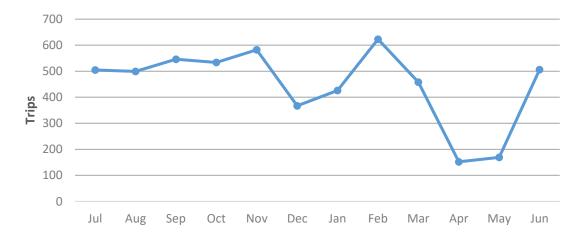
# **Community Transport**

Core transport services delivered outstanding results through the first eight months of the year, exceeding the previous years passenger trip count by 14%. This was particularly strong during the December to February period where passenger trips were up 24% on the previous year thanks to a return of active community engagement and an earlier start to social activities in the 2020 calendar year. From mid-March however, the impact of COVID-19 took hold and saw passenger trips reduced to essential services only for most of the final months of FY20.



One of the stand-out areas of performance in FY20 was the continued growth of our NDIS transport services. Despite dropping away in March in line with other transport services, this has returned strongly in June. With the Northern Beaches hosting many leading NDIS facilities, this early return of customers is a welcome sign in our continued support of this segment.







# **Fleet Activity**

Travelling 349,002 kilometres last year Easylink customers were supported by a fleet of eighteen buses, commuter vans and passenger vehicles. With a broad range of vehicles and accessibility options. Easylink are able to meet the various demands of customers across the Northern Beaches.



**6** Toyota Coaster buses

**63,758** Kilometres travelled



**7** Toyota Hiace Commuter vans

**194,447** Kilometres travelled



**4** Hyundai i40s and i30s

**1** Honda Odyssey (retired)

**1** Mitsubishi Triton

**63,476** Kilometres travelled

The new addition to the Easylink family, weighing in at 3.7 tonnes and replacing 'Odie' our recently retired Honda Odyssey, our new Toyota Hiace Commuter van 'Erin' joined the fleet.





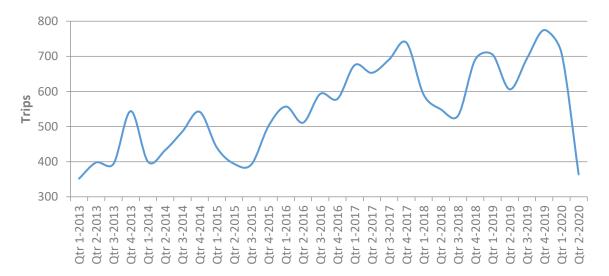
# **Scotland Island Transport**

Manned by a team of 11 dedicated volunteer drivers and managed in conjunction with the Scotland Island Residents Association (SIRA) this service transports residents and visitors to Scotland Island and provides a vital service for the island community.



Through FY20, the Scotland Island community vehicle completed 4,127 passenger trips which was the strongest three-quarter start to a year on record and continued their eight years of growth in community transport support for the island.

#### Scotland Island passenger trips by quarter



This service is made possible thanks to funding from Transport for NSW and vehicle leasing from the Northern Beaches Council.



# **Travel Training**

Travel Training is a free service for children and adults across Northern Sydney who want to be able to use public transport safely and independently.

The program delivered strong results throughout FY20. 51 individuals completed their free travel training sessions, with 49 of these (or 96%) successfully using public transport on their own after training.

The largest group of individual learners were people with a disability (92%). Of those with a disability, young people aged 11 to 20 years formed 65% of learners. The main disabilities experienced by the learners were intellectual disability, autism, down syndrome and mental health conditions. Given the learning challenges faced by this group, the high success rate for the program is impressive.

This high school student uses public transport to get home from her TAFE floristry class



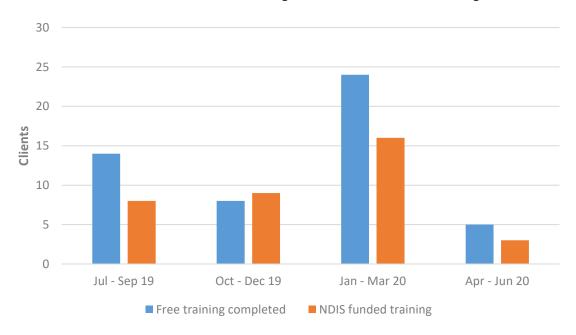


In addition to the free travel training allocation, some individuals with a disability require additional training to finish learning a route or to learn other routes. This is covered by the NDIS funded travel training program. 26 individuals used this service in FY20.

What is notable is that the free and NDIS funded travel training services grew substantially in the first quarter of 2020, the highest level of service utilisation since the program began. The impact of COVID-19 is evident in the sharp fall in training from mid-March and through the second quarter of 2020, although activities started to pick up again in June.



#### **Number of clients receiving Free and NDIS Travel Training**



"Thank you for supporting [student] and giving him this opportunity to live an independent life" "We cannot thank you enough for what you have achieved with [my son] this week. His confidence with travelling on his own has skyrocketed."

Another part of the travel training service is group presentations about public transport, followed up with group outings to practice what has been learned. Public transport outings are now a regular part of the Easylink social calendar. Through FY20, presentations were made to 303 people, mostly seniors and people from migrant backgrounds. Due to COVID-19, groups stopped meeting in March and presentations largely ceased in the second quarter of 2020. Prior to COVID-19, we did get a chance to showcase Sydney's new Metro services.







# **VOLUNTEERS**

The key to Easylink's success is the commitment and the invaluable contribution of their wonderful volunteers. These individuals donate their time and energy for the benefit of their community. It is a truly amazing gesture and very much appreciated.

With 73 individuals volunteering their support at various times throughout the year this has made such a difference to the lives of so many living on the Northern Beaches.

#### **Number of volunteers supporting Easylink**





Easylink volunteers enjoying Christmas lunch 2019



#### **BOARD**

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

#### **DRIVERS**

Bill Anderson	lan Redfearn	Roger Perkins
Brian Keating	James Saul	Richard Parbury
Bruce Overton	Jim Dermody	Simon Rowley-Bates
Clive Finemore	John Hunter	Steve Lydiate
David Dale	Larry McKittrick	Steve Vonk
Denice Conyard	Liz McCracken	Steve Witte
Denny Brogan	Mark Betts	Tony Davis
Greg Tivey	Michael Bullen	Tony Dowse
lan Leeson	Peter Fielder	Tony Juras
	Peter Moses	Vic Edwards

#### **BUS ASSISTANTS**

Alan Howes	Christine Ockerby	Mary Gerrard
Alison French	Gaye McLindin	Mary Tulloch
Amanda Taylor	Helena Tanuwidjaja	Merle Kermond
Ann Ballantine	Irene Holynski	Nan Rose
Barbara Horsman	Jacquie Mayall	Nancy Formica
Beverly Fielden	Jan Cambourne	Ronda Lovett
Bromwyne Martin	Kristine Maloney	Vivienne Rawson
Christine Barnard	Laurelei Moore	Warren Cupitt
	Lyndal Cooper	Yvonne Vodanov

#### **RECEPTION/ADMINISTRATION**

Carolyn Rolfe	Heather Bone
Erica Bilton	Kerry Sullivan
Hayat Sallama	Sandra Kulhan

FLEET MANAGEMENT

Bert Rose Owen O'Neil

"The happiness of our customers proves that Easylink is providing a great service and that's our REWARD!"

# **INFORMATION TECHNOLOGY**

Mark Rankin



# **FINANCIAL REPORT**

# FOR THE YEAR ENDED 30 JUNE 2020

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# **DIRECTORS' REPORT**

#### FOR THE YEAR ENDED 30 JUNE 2020

## EASYLINK COMMUNITY SERVICES LIMITED ABN 45 293 348 239 FOR THE YEAR ENDED 30 JUNE 2020 DIRECTORS' REPORT

Your directors submit the financial report of Easylink Community Services Limited for the financial year ended 30 June 2020.

#### Directors

The names of directors throughout the year and at the date of this report are:

Deborah Organ (Chairperson)
Antony Gosling (Treasurer)
Margaret Hardy (Public Officer)
Kylie Ferguson
Jane Mulroney
Grant Emanuel
Lan-Huong Le-Dao
Rosanna Cotino (Retired February 2020)
Jay Zmijewski (Retired November 2019)

#### Principal Activities

The principal activities of the company during the financial year were the provision of community transport services for the frail, aged and people with disabilities and their carers.

#### Significant Changes

No significant change in the nature of these activities occurred during the year.

#### **Operating Result**

The surplus for the year after appropriation was \$35,729, 2019 \$17,290.

Signed in accordance with a resolution of the Board of Directors.

Director:

Deborah Marie Organ

Director:

Antony Milne Gosling

Dated this: 7th September 2020



# **DIRECTORS' DECLARATION**

#### FOR THE YEAR ENDED 30 JUNE 2020

## EASYLINK COMMUNITY SERVICES LIMITED ABN 45 293 348 239 DIRECTORS' DECLARATION FOR THE YEAR ENDED 30 JUNE 2020

The directors of the entity declare that:

- 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 2020 and of the performance for the year ended 30 June 2020 of the entity.
- 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: 7th September 2020



# **AUDITOR'S INDEPENDENCE DECLARATION**

#### **UNDER SECTION 307C OF THE CORPORATIONS ACT 2001**

# 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 2020 there have been:

- 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: 7th September 2020



# **STATEMENT OF FINANCIAL POSITION**

# **AS AT 30 JUNE 2020**

	Note	FY20 (\$)	FY19 (\$)
CURRENT ASSETS	11010	(ψ)	1113 (4)
Cash & Investments	2	1,493,096	1,343,985
Receivables	3	31,250	38,743
Other	4	15,730	15,730
Total Current Assets	-	1,540,076	1,398,458
NON-CURRENT ASSETS			
Property, Plant and Equipment	5	516,948	581,441
Other	6	5,310	5,310
Total Non-Current Assets	-	522,258	586,751
TOTAL ASSETS	-	2,062,334	1,985,209
CURRENT LIABILITIES			
Payables	7	376,754	433,565
Provisions	8	73,915	56,651
Total Current Liabilities	<u>-</u>	450,669	490,216
NON-CURRENT LIABILITIES			
Provisions	9	66,436	58,956
TOTAL LIABILITIES	-	517,105	549,172
NET ASSETS	-	1,545,229	1,436,037
MEMBERS FUNDS			
Reserves	10	549,942	476,479
Retained Surplus		995,287	959,558
MEMBERS FUNDS	-	1,545,229	1,436,037



# STATEMENT OF FINANCIAL PERFORMANCE

# FOR THE YEAR ENDED 30 JUNE 2020

CTP Funding - Recurring         108,618         148,8           Scotland Island Funding         23,579         23,3           Travel Training Funding         175,779         171,2           Motor Vehicles Hire         55,612         80,8           Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           LESS EXPENSES         2,201,544         2,158,1           LESS EXPENSES         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,5           General Expenses         5,487         2,8           Group Outing Expenses <th></th> <th>FY20 (\$)</th> <th>FY19 (\$)</th>		FY20 (\$)	FY19 (\$)
CTP Funding - Recurring         108,618         148,8           Scotland Island Funding         23,579         23,3           Travel Training Funding         175,779         171,2           Motor Vehicles Hire         55,612         80,8           Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           LESS EXPENSES         2,201,544         2,158,1           LESS EXPENSES         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,5           General Expenses         5,487         2,8           Group Outing Expenses <th>INCOME</th> <th></th> <th></th>	INCOME		
Scotland Island Funding         23,579         23,379           Travel Training Funding         175,779         171,2           Motor Vehicles Hire         55,612         80,8           Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           LESS EXPENSES         2,201,544         2,158,1           LESS EXPENSES         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         3,442         2,7           If & Website Expenses	Community Home & Care Support	1,341,190	1,117,350
Travel Training Funding         175,779         171,2           Motor Vehicles Hire         55,612         80,8           Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           Advertision         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           Light & Power         10,250         11,5	CTP Funding - Recurring	108,618	148,949
Motor Vehicles Hire         55,612         80,8           Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           2,201,544         2,158,1           LESS EXPENSES           Audit Fee         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         37,951         30,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         6,557         5,3           IT & Website Expenses         7,347         8,4 <td< td=""><td>Scotland Island Funding</td><td>23,579</td><td>23,348</td></td<>	Scotland Island Funding	23,579	23,348
Donations and Grants         36,087         83,3           Client Fees         291,200         304,6           Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           LESS EXPENSES         2,201,544         2,158,1           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,5	Travel Training Funding	175,779	171,286
Client Fees         291,200         304,60           Other Income         11,051         24,44           NDIS Income         162,895         159,20           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,90           2,201,544         2,158,1           LESS EXPENSES         3,500         3,00           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	Motor Vehicles Hire	55,612	80,863
Other Income         11,051         24,4           NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           2,201,544         2,158,1           LESS EXPENSES           Audit Fee         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	Donations and Grants	36,087	83,339
NDIS Income         162,895         159,2           Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,9           2,201,544         2,158,1           LESS EXPENSES           Audit Fee         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	Client Fees	291,200	304,636
Interest Received         17,267         23,7           Profit on Sale of Assets         (21,734)         20,5           2,201,544         2,158,1           LESS EXPENSES         V           Audit Fee         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	Other Income	11,051	24,434
Profit on Sale of Assets         (21,734)         20,5           Z,201,544         Z,158,1           LESS EXPENSES         State of Advertising         3,500         3,00           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	NDIS Income	162,895	159,204
LESS EXPENSES         2,201,544         2,158,1           Audit Fee         3,500         3,0           Advertising         7,164         10,8           Assets under \$1,000         17,951         1,5           Bank Charges         2,155         1,6           Cleaning         9,398         8,3           Computer Supplies & Accessories         1,606         4,1           Consultancy Fees         1,490         14,4           Depreciation         113,808         137,9           General Expenses         5,487         2,8           Group Outing Expenses         37,951         30,8           Hire of Equipment & Maintenance         3,442         2,7           Insurance         6,557         5,3           IT & Website Expenses         7,347         8,4           Light & Power         10,250         11,9	Interest Received	17,267	23,750
LESS EXPENSES         Audit Fee       3,500       3,0         Advertising       7,164       10,8         Assets under \$1,000       17,951       1,5         Bank Charges       2,155       1,6         Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,5	Profit on Sale of Assets	(21,734)	20,982
Audit Fee       3,500       3,60         Advertising       7,164       10,8         Assets under \$1,000       17,951       1,5         Bank Charges       2,155       1,6         Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9		2,201,544	2,158,141
Advertising       7,164       10,8         Assets under \$1,000       17,951       1,5         Bank Charges       2,155       1,6         Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	LESS EXPENSES		
Assets under \$1,000       17,951       1,5         Bank Charges       2,155       1,6         Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Audit Fee	3,500	3,000
Bank Charges       2,155       1,66         Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Advertising	7,164	10,880
Cleaning       9,398       8,3         Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Assets under \$1,000	17,951	1,557
Computer Supplies & Accessories       1,606       4,1         Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Bank Charges	2,155	1,649
Consultancy Fees       1,490       14,4         Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Cleaning	9,398	8,378
Depreciation       113,808       137,9         General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Computer Supplies & Accessories	1,606	4,104
General Expenses       5,487       2,8         Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Consultancy Fees	1,490	14,493
Group Outing Expenses       37,951       30,8         Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Depreciation	113,808	137,990
Hire of Equipment & Maintenance       3,442       2,7         Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	General Expenses	5,487	2,830
Insurance       6,557       5,3         IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Group Outing Expenses	37,951	30,821
IT & Website Expenses       7,347       8,4         Light & Power       10,250       11,9	Hire of Equipment & Maintenance	3,442	2,747
Light & Power 10,250 11,9	Insurance	6,557	5,307
3	IT & Website Expenses	7,347	8,427
Long Service Leave & Annual Leave 24,744 44,6	Light & Power	10,250	11,916
	Long Service Leave & Annual Leave	24,744	44,649
Make Good Obligations 7,875	Make Good Obligations	7,875	-
Motor Vehicle Expenses 199,797 174,3	Motor Vehicle Expenses	199,797	174,316
Scotland Island Expenses 45,721 49,8	Scotland Island Expenses	45,721	49,899



	FY20 (\$)	FY19 (\$)
Travel Training Expenses	112,623	120,481
Office Amenities	4,061	5,411
Planning & Quality Management	-	1,780
Postage	4,914	4,112
Printing & Stationery	8,768	7,793
Rent	59,261	57,409
Salaries & Wages	1,220,525	1,133,220
Staff Allowance	14,495	15,135
Staff Training, Conference & Room Hire	12,305	12,969
Subscriptions	2,910	14,350
Superannuation	119,097	105,198
Taxi Hiring Expense	13,623	6,039
Telephone	21,057	22,908
Uniform Expenses	1,322	4,625
Travelling Expenses	4,364	1,480
Volunteer Expenses	11,583	13,251
Workers Compensation	25,201	21,650
Total Expenses	2,142,352	2,060,774
OPERATING PROFIT (LOSS) FOR THE YEAR	59,192	97,367
NON-OPERATING INCOME		
Cash Flow Boost	50,000	0
NET PROFIT (LOSS) FOR THE YEAR	109,192	97,367

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



# STATEMENT OF FINANCIAL PERFORMANCE

# FOR THE YEAR ENDED 30 JUNE 2020

	FY20 (\$)	FY19 (\$)
Operating Surplus for the Year	109,192	97,367
Operating Surplus for the Year	109,192	97,367
Retained Surplus brought forward	959,558	942,268
Total Available for Appropriation	1,068,750	1,039,635
Amounts Transferred To Motor Vehicles Replacement Reserve	73,463	80,077
RETAINED SURPLUS AT END OF FINANCIAL YEAR	995,287	959,558



# STATEMENT OF CASH FLOW

FOR THE YEAR ENDED 30 JUNE 2020		
	FY20 (\$)	FY19 (\$)
Cash Flows from Operating Activities		
Receipts from customers	2,408,429	2,309,214
Payments to suppliers and employees	(2,146,381)	(2,037,064)
Other cash items from Balance Sheet activity	(88,235)	173,695
Total Cash Flows from Operating Activities	173,813	445,845
CASH FLOWS FROM INVESTING ACTIVITIES		
Furniture and Equipment	(12,793)	(4,361)
Motor Vehicles	(11,909)	(95,614)
Total Cash Flows from Investing Activities	(24,702)	(99,975)
NET CASH FLOWS	149,111	345,870
CASH BALANCES		
Cash and cash equivalents at beginning of period	1,343,985	998,115
Cash and cash equivalents at end of period	1,493,096	1,343,985
Net change in cash for period	149,111	345,870



## NOTES TO AND PART OF THE FINANCIAL STATEMENTS

#### **FOR THE YEAR ENDED 30 JUNE 2020**

#### 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 15: Revenue from Contracts with Customers

AASB 16: Leases

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

AASB 1058: Income of Not for Profit Entities

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 rates 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) Directors' Liabilities

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.



2. CASH & INVESTMENTS	FY20 (\$)	FY19 (\$)
Cash at Bank	1,493,096	1,343,985
	1,493,096	1,343,985
3. RECEIVABLES - CURRENT		
Debtors	25,020	33,517
Fuel Tax Credits	259	643
Prepayments	5,971	4,583
	31,250	38,743
4. OTHER ASSETS - CURRENT		
Bond- Lease	15,730	15,730
5. PROPERTY, PLANT AND EQUIPMENT		
Motor Vehicles	1,191,295	1,185,007
Less: Accumulated Depreciation	(690,534)	(617,223)
Furniture and Office Equipment	66,754	85,162
Less: Accumulated Depreciation	(50,567)	(71,505)
•	516,948	581,441
6. OTHER ASSETS - NON CURRENT		
Trademark	5,310	5,310
	5,310	5,310
7. PAYABLES - CURRENT		<u> </u>
Trade Creditors	263,468	210,454
Non Rec Funding Prototype	15,509	15,509
Travel Training Funding	10,000	35,000
Grants - Other	4,980	23,682
NDIS Subsidy	12,447	21,475
Recurrent Funding Received	0	72,233
Other Creditors & Accruals	49,659	24,704
GST Account	20,691	30,508
	376,754	433,565
8. PROVISIONS - CURRENT		
Provision for Annual Leave	73,915	56,651
	73,915	56,651
9. PROVISIONS - NON CURRENT	<del></del>	
Provision for Long Service Leave	66,436	58,956
3	66,436	58,956
10. RESERVES		
Motor Vehicle Replacement Reserve	549,942	476,479
	549,942	476,479



# THANKS TO OUR SPONSORS AND PARTNERS

**Transport for New South Wales** – Contracting Easylink to provide Travel Training services and community transport funded under Community Home Support Program (CHSP) and Community Transport Program (CTP) Funding.



Northern Beaches Council - Provision of vehicle parking, a community bus and vehicle leasing for the Scotland Island Community Vehicle. Grant support to provide exercise and wellbeing classes for Northern Beaches residents.



**Clubs NSW (Dee Why RSL)** - Grant to provide transport support for the Dee Why RSL Day Club program.

D E E W H Y R S L

**Scotland Island Residents Association (SIRA)** - Delivery of transport services on behalf of Easylink for the residents of Scotland Island.





# **Easylink Community Services Limited**

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