

ANNUAL REPORT 2022

Easylink Community Services Limited

ABN 45 293 348 239





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40 Years of Community Transport on the Northern Beaches

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Above: 1987, celebrating 15 years since the inception of the Northern Beaches Transport Committee. The precursor and driving force behind the community transport service we have today.



CHAIRPERSON'S REPORT



What a privilege, and with unending pride, that I again write this report as Chairperson of Easylink Community Services Limited (Easylink), and as we proudly celebrate 40 years of community transport on the Northern Beaches.

Well, what a roller coaster year (or should I say years) it has been! From 30 March 2020 when NSW Parliament passed the Covid-19 restrictions on Gatherings and Movement Law. Covid affected the way we live in ways we

could never have imagined. This health crisis (both physical and mental) and the resulting economic crisis impacted us all, then just as we saw the light at the end of the tunnel and restrictions were eased, a return of the Delta strain in July 2021, saw us again thrown into another four-month lockdown.

Our management team and board used the lockdown period and experience to reassess our operations and services, with renewed passion, knowing how important our services were to the older and more vulnerable in our community who rely on our services to assist them to lead independent lives, attend to medical needs, as well as connect with others and enjoy amazing and varied social events.

I noted last year that whilst there have been few silver linings on the pandemic cloud, what stands out is the way our management team, staff and volunteers stepped up to ensure we enforced covid safety measures, but also check on the welfare of our customers and team.

On reopening, like many businesses, we found ourselves short staffed, but rather than limit our services, our management and staff have worked day and night to not only maintain our existing services, but to expand our social offerings. There are no words to express our thanks to the team for their time, commitment, agility, and passion for our services to the community. You have done us proud. Of course, we could not provide our services without the dedication provided by our amazing team of volunteers. Despite four months of lockdowns, we still managed to complete 42,975 trips for our 5,829 customers, with our fleet of 12 vans, 6 coaster buses, 4 wagons and 1 utility, collected, travelling 447,099kms.

VISION

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



Financially, we remain in a sound financial position, with satisfactory solvency indicators. Our primary funding from Transport for NSW has been extended but its long-term availability is yet to be clarified. In order to mitigate our funding risk, we are strategically focused on alternative sources of income to ensure we remain viable.

Sadly, in recent months, we had one of our most dedicated and high-profile directors and previous Northern Beaches Councillor, Kylie Fergusson stand down from the board to travel and spend more time with her beautiful family. On behalf of my fellow Board members and the Easylink team, we want to thank Kylie for her passion, dedication, governance expertise as well as her amazing love and connection for the Northern Beaches community. We would also like to thank her for her amazing sense of humour which I personally appreciated during some tense lockdown board meetings.

I would also like to thank my fellow voluntary board colleagues for their support to Easylink and our community. During critical lockdowns and critical operating environments, they again excelled in donating their time to ensure we meet all our obligations as directors, but in particular ensuring our duty of care to our staff, volunteers and customers remained our utmost priority. As we, hopefully, look at Covid in the rear-view mirror, we look forward to doing what we do best, reducing isolation and creating social engagement and enjoyment for our community.

I thank you all for the privilege to chair this amazing organisation. I am always so proud when I pass one of our beautifully branded fleet of vehicles, knowing we are making a difference.

Deborah Organ Chairperson

MISSION

"Connecting People and Communities We provide Transport with care"



GENERAL MANAGER'S REPORT



"Never let a good crisis go to waste" - Winston Churchill.

Droughts, fires, floods, epidemic, pandemic, war and economic woes. What a tumultuous and straining time we have had over the past few years.

Four months of being restricted to essential transport only was definitely not the start we were looking for in Financial Year 2022 (FY22) though it did provide an excellent backdrop to showcase the value of community transport and the strength of the amazing team we have here at Easylink.

With transport slowing to a trickle in the July to October period, this was a great opportunity for us to review our processes, practices and services and make sure we were well positioned to come out the other side stronger than ever. This period of consolidation paid off, and in the first month after the lockdown were able to bring transport services back up to pre-lockdown levels. This also re-connected Easylink back to the growth trajectory outlined in our mid-range strategic plan, and by May 2022 the organisation was not only exceeding the strategic targets set in a pandemic free world, but were reaching new highs for community transport participation on the Northern Beaches.

5,829
Residents Registered for Community Transport

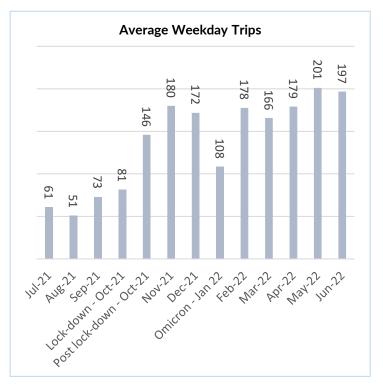
42,975
Passenger Trips
Completed

447,099

Kilometres Travelled

At a macro level, 42,975 trips and 447,099 kilometers are proximate to what we would expect to see in an *ordinary* operating year. What makes this *extraordinary* is that these results were achieved despite being essentially closed for the first four months of the year.

The implication of this is that performance in the remaining eight months of the year needed to be outstanding to not only achieve our own ambitious targets, but also to catch up for the slow start to the year. The effect of this, and the speed of recovery out of the lockdown is best seen in the average weekday trips completed through the year as shown on the right.







Critical to the success of our rapid and sustained recovery was a well structured navigating COVID-19 and the support of an amazing team of staff and volunteers. At every twist, turn and speed bump we have encountered in our journey over the past few years, the wonderful team we have at Easylink have been there to support our customers, each other and the community at large.

And we have definitely had a lot of fun along the way. Amongst those trips we managed to coordinate and run 285 group social outings to parks, theatres, galleries and so many cafés and restaurants.

In early 2022, with sentiment improving and break in the weather, both meteorologically and virally, we even seized the opportunity to get a little more adventurous with our social outings program, and in February 2022 set off on our first multi day adventure. For three days and two nights, 20 Easylink customers soaked up the best the Hunter Valley had to offer. Wine, chocolate, cheese, fresh country air and great company. A fantastic trip all round and one definitely repeated.

Looking forward to FY23, Easylink is celebrating 40 years of community transport on the Northern Beaches. From a need being identified back in 1969, through the establishment of funding in 1982, rallying of volunteers and community donations in the 80s to the organisation we have today, it has been quite a journey. With 100 staff and volunteers and a fleet of 21 vehicles, Easylink is proud to support the needs of their 5,829 customers and the myriad of other community groups on the Northern Beaches.

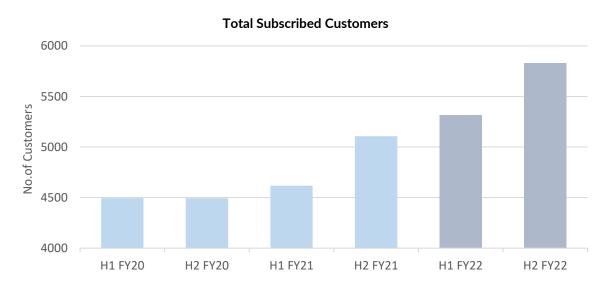
Dan Giles
General Manager

Above: Helping customers off the Manly, Warringah, community bus service in the early 80s.

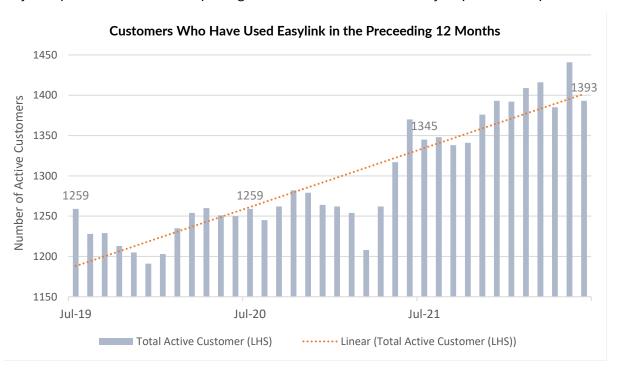


CUSTOMER EXPERIENCE

From July 2021 to June 2022, 922 new customers were welcomed to the service. Building on already strong growth over the past few years, by the 30th of June 2022, a total of 5,829 Northern Beaches residents were registered with Easylink for transport and social support.



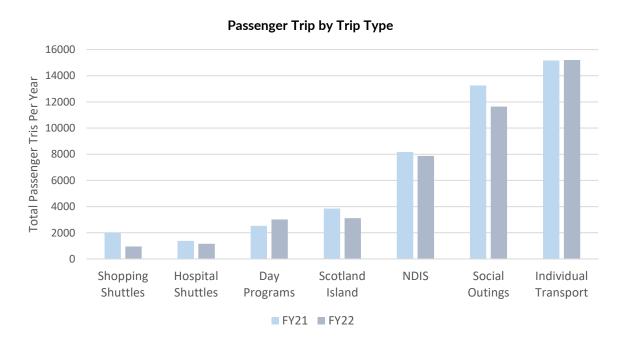
Although COVID-19 lockdowns did have a material impact on customer activity, thanks to a carefully considered COVID-19 recovery plan and a fantastic full team effort, customers remained connected throughout the lockdown, and by May 2022 Easylink had achieved a new record level of customers travelling on Easylink Services and were continuing on the upward trajectory of customers actively using the service that commenced just prior to the pandemic.





During the 16 weeks of hard lockdown over the June 2021 to October 2021 period, Community Transport was restricted to essential transport only. As a result, Easylink did pause its social activities program which resulted in a significant year on year decline in social outing passenger trips. This did rally once lockdowns lifted and by the end of the year the social program was once again booked out which bodes well for the year ahead.

On the flipside, demand for individual transport remained strong through the year and highlighted the critical dependence that the Northern Beaches has on community transport to access essential services.



As we navigated through wave after wave of pandemic disruption, the safety of passengers, the Easylink team and our community at large remained paramount. Trips had to be cancelled, restricted in size or vastly changed to incorporate legislated pandemic controls, as well as the additional controls Easylink implemented for the safety and comfort of service participants.

These decisions were not always popular, though were essential, and it was pleasing to see that throughout another year of disruption Easylink maintained an exceptional level of customer satisfaction, with 98% of Easylink customers indicating that they were either *extremely satisfied* or *very happy* with the organisations performance in FY22 and no one rating the organisation below expectations.

FY22 Customer Satisfaction Ratings

Extremely Satisfied, 76%	Very Happy, 22%
	As Expected, 2% $^{-1}$



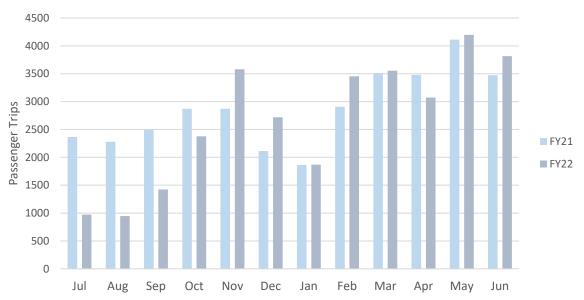
REVIEW OF OPERATIONS

Mainland Services - Aged Care Transport

Although COVID-19 lockdowns did see community transport trips for aged care services significantly down year on year for the first four months of FY22, by November, the lockdowns had lifted. Easylink's COVID-19 recovery plan had moved into full swing, and trips were well ahead of the same time in the previous year.

Thanks to a thoughtfully designed and well-orchestrated plan, the recovery continued to gain steam. By May 2022, a new record level of customer activity was achieved, and there was only one month in the post lockdown period where aged care transport dipped below FY21 levels.

Northern Beaches Mainland - Aged Care Transport



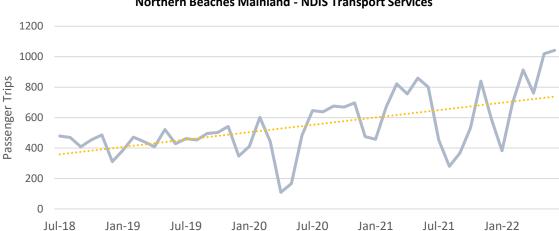


Right: Passengers on an Easylink Mystery Drive at Manly Library in May 1990



Mainland Services - Disability Transport

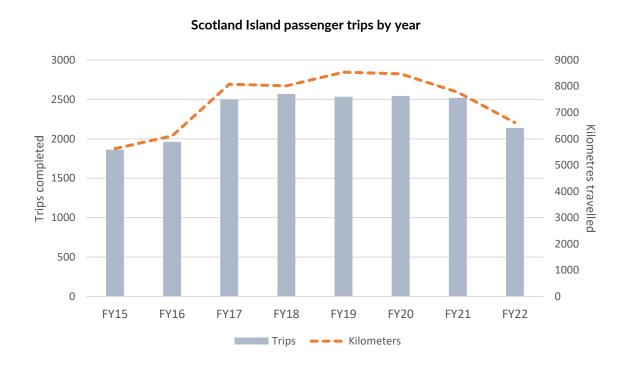
After a slow start to the year, NDIS support services opened their doors again in November 2021, and in an instant demand had resumed at record levels. The growth of this service has been extraordinary over the past few years and Easylink is very proud of the role it is playing to allow participants to live full and enriched lives.



Northern Beaches Mainland - NDIS Transport Services

Scotland Island Service - Community Vehicle

Transport activity on Scotland Island did drop away through FY22 as the island bunkered down and made the most of its geography as a prime opportunity to stay safe from COVID-19.





Fleet Activity

Travelling 447,099 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 buses89,725 Kilometres travelled



10 Toyota Hiace commuter vans277,537 Kilometres travelled



4 Hyundai i40s cars1 Mitsubishi Triton utility vehicle79,837 Kilometres travelled





Above: The proud team inspect the community vehicle back in the early 1980s.



40 Years of Easylink.... A 50 Year Success Story

Early Beginnings

In 1969, transport problems on the Northern Beaches were discussed at meetings held by the Manly Warringah Social Welfare Co-ordinating Committee. By 1972, this body had formed a special Transport Committee, which continued to operate under its auspice and those of the Manly Warringah Regional Council for Social Development Co-op Ltd and Manly Warringah Interagency Association for the next ten years.



The Dawn of Community Transport on the Northern Beaches

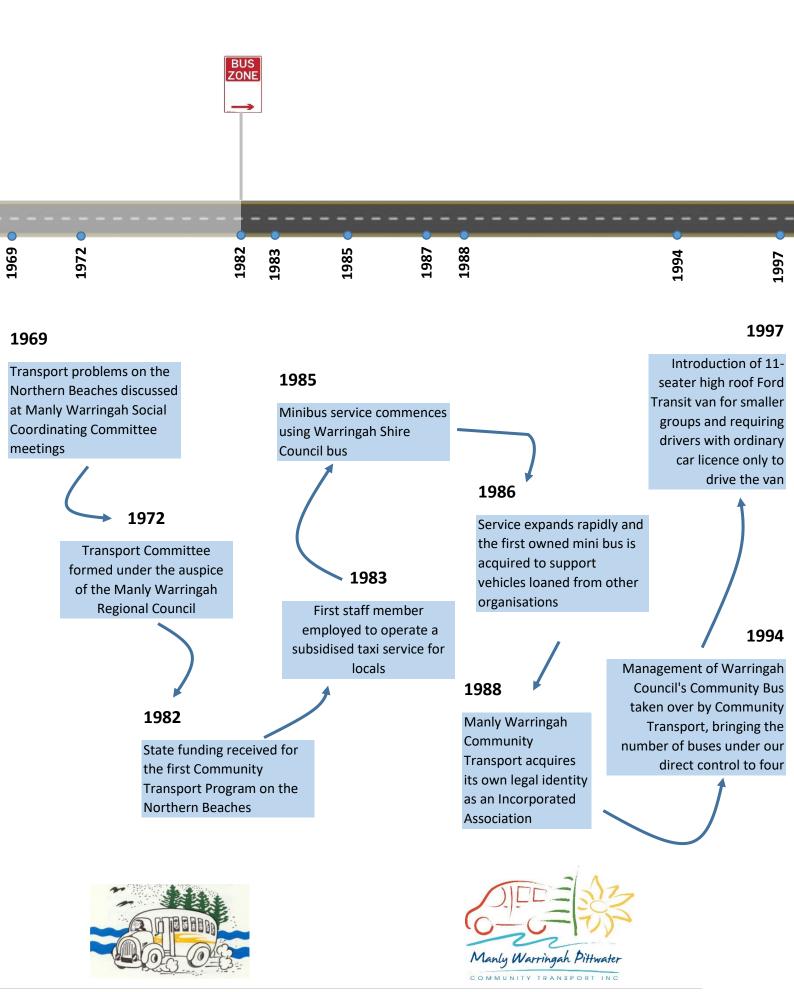
In 1981, funding was received for a small transport research project, and by 1982, Manly Warringah was officially funded by the State government as part of the first Community Transport Program in N.S.W. The Northern Beaches had a Community Transport Service!

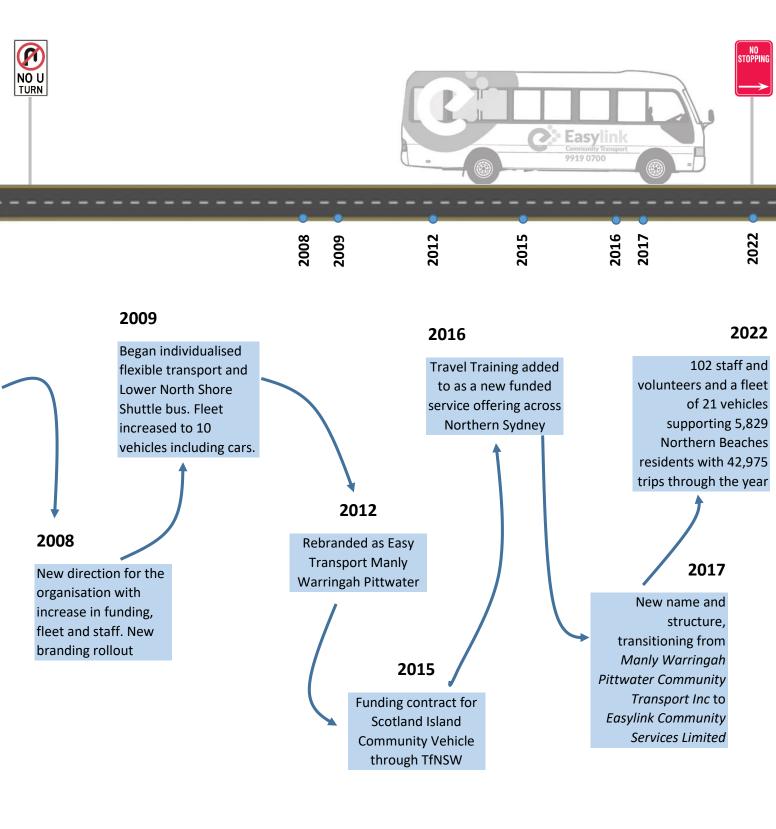


Above Left: Elaine Cupitt, Volunteer Mystery Drive Bus Assistant helping a customer

Above Middle: Volunteer driver, Majid Mohammad (middle) helping a customer onto an Easylink vehicle. Majid later became Easylink's mechanic of 30 years. His son Kaveh Etsesami (right) is currently Easylink's mechanic

Above Right: Warren Cupitt -Volunteer Mystery Drive Driver













VOLUNTEERS

Volunteers have been the key to Easylink's success since the early discussions of 1969 through the establishment of a Northern Beaches Community Transport service in 1982, to the bustling 5,829 customer, 42,975 trip per annum service we have today. Without their commitment and passion, the Easylink we have today would not and could not exist.

These individuals donate their time and energy for the benefit of their community, through helping our customers accessing the vehicle, ensuring safe and comfortable delivery of the services. 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.

80 70 Volunteers Supporting Easylink 60 50 40 FY21 30 20 0 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Number of volunteers supporting Easylink

In May 2022, Easylink celebrated National Volunteer week to thank our volunteers for their amazing support, and the contribution they make to our community. As part of this celebration the team ventured out for a VIP tour of the lights of Sydney's famous VIVID festival.



Above: Easylink volunteers enjoying a night out at Vivid Sydney in June 2022



BOARD

Antony Gosling Jane Mulroney Kylie Ferguson
Deborah Organ Margaret Hardy Grant Emanuel

DRIVERS

Bill Hawkins Janene Hill Peter Marshall **Bob Collyer** Jennifer Thompson Roger Perkins **Brian Keating** John Gillings Rod Markland Cian Ryan Ken Wong Richard Parbury Chris Bowen Larry McKittrick Simon Rowley-Bates David Dale Stephen Perry Lawrence Barolsky **Denice Conyard** Mark Betts Steve Witte Derek Ponsford Michael Bullen Tim Deck Oliver Britz **Tony Dowse Greg Tivey** Ian Redfearn Peter Fiedler **Tony Juras**

BUS ASSISTANTS

Alan Howes Helena Tanuwidjaja Mary Tulloch Alison French Margaret Loveday Irene Holynski Ann Ballantine Jacquie Mayall Nan Rose Barbara Batton Jan Cambourne Nancy Formica Julie Diaz Vivienne Rawson Bromwyne Martin **Christine Barnard** Laurelei Moore Warren Cupitt Christine Ockerby Lyndal Cooper Yvonne Vodanov Glenda Jacobson Sonya Dadzie Mary Gerrard Sebastian Resnekov

RECEPTION/ADMINISTRATION

Carolyn Rolfe Kati Herbert
Cheryl Nunn Karey Payne
Fiona Smith Kerry Sullivan
Heather Bone Gaye McLindin
Julie Upfold

FLEET MANAGEMENT

Bruce Overton Stephen Perry

INFORMATION TECHNOLOGY

Mark Rankin

"| enjoy the people | meet and the sense of achievement from giving back to the community"







FINANCIAL REPORT

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DIRECTORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2022

Your directors submit the financial report of the Easylink Community Services Limited for the financial year ended 30 June 2022.

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 (Retired July 2021)

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 was \$2,306, 2021 \$50,341.



DIRECTORS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2022

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 2022 and of the performance for the year ended 30 June 2022 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.*



AUDITOR'S INDEPENDENCE DECLARATION

UNDER SECTION 307C OF THE CORPORATIONS ACT 2001

I declare that, to the best of my knowledge and belief, during year ended 30 June 2022 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, 4 Delmar Parade,

Dee Why NSW 2099

Dated: 19th August 2022



STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2022			
N	ote	FY22 (\$)	FY21 (\$)
CURRENT ASSETS			
Cash & Investments	2	1,646,070	1,642,069
Receivables	3	167,471	86,522
Total Current Assets	_	1,813,541	1,728,591
NON-CURRENT ASSETS			
Property, Plant and Equipment	4	318,091	403,461
Other	5	5,310	5,310
Total Non-Current Assets	-	323,401	408,771
TOTAL ASSETS	_	2,136,942	2,137,362
CURRENT LIABILITIES			
Payables	6	314,791	331,904
Provisions	7 _	134,622	140,477
Total Current Liabilities	_	449,413	472,381
NON-CURRENT LIABILITIES			
Provisions	8	89,653	69,411
TOTAL LIABILITIES	-	539,066	541,792
NET ASSETS	_	1,597,876	1,595,570
MEMBERS FUNDS			
Reserves	9	597,076	597,076
Retained Surplus		1,000,800	998,494
MEMBERS FUNDS	-	1,597,876	1,595,570



STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2022

	FY22 (\$)	FY21 (\$)
INCOME		
Community Home & Care Support	1,433,901	1,330,696
Travel Training Funding	-	87,249
Motor Vehicles Hire	42,116	50,500
Donations and Grants	24,640	3,795
Client Fees	318,588	328,349
Other Income	17,802	56,650
NDIS Income	299,654	318,113
Interest Received	6,054	39,182
Profit on Sale of Assets	2,449	5,837
	2,145,204	2,220,371
LESS EXPENSES		
Advertising	14,109	25,314
Assets under \$1,000	(15,025)	8,551
Audit	3,820	3,761
Bad Debts	130	0
Bank Charges	4,650	2,927
Cleaning	9,243	12,430
Consultancy Fees	7,150	(7,082)
Depreciation - Motor Vehicles	80,257	359,020
Donation	100	0
General Expenses	1206	2,425
Group Outing Expenses	56,840	58,376
Hire of Equipment & Maintenance	15,015	12,875
Insurance	5,428	7,657
IT & Website Expenses	4,509	12,829
Legal Expenses	996	(911)
Light & Power	6,531	6,953
Long Service Leave & Annual Leave	9,942	9,221
Motor Vehicle Expenses	220,394	182,373
Scotland Island Expenses	47,755	51,082
Travel Training Expenses	-	39,263
Office Amenities	13,871	5,879
Postage	9,107	10,103



	FY22 (\$)	FY21 (\$)
Printing & Stationery	10,424	17,129
Recruitment	886	5,057
Rent	67,012	62,222
Salaries & Wages	1,409,322	1,015,606
Staff Allowance	4,975	5,658
Staff Training , Conference & Room Hire	6,646	9,923
Subscriptions	6,479	9,212
Superannuation	136,562	125,167
Taxi Hiring Expense	43,796	48,211
Telephone	12,576	13,395
Uniform Expenses	1,591	3,684
Travelling Expenses	1,182	(2,552)
Volunteer Expenses	7,514	24,519
Workers Compensation	21,905	29,753
Total Expenses	2,226,657	2,170,030
OPERATING PROFIT (LOSS) FOR THE YEAR	(81,453)	341
NON-OPERATING INCOME		
Cash Flow Boost		50,000
JobSaver	83,759	
NET PROFIT (LOSS) FOR THE YEAR	2,306	50,341



STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2022		
	FY22 (\$)	FY21 (\$)
Operating Surplus for the Year	2,306	50,341
Operating Surplus for the Year	2,306	50,341
Retained Surplus brought forward	998,494	995,287
Total Available for Appropriation	1,000,800	1,045,628
Amounts Transferred To Motor Vehicles Replacement Reserve	-	47,134
RETAINED SURPLUS AT END OF FINANCIAL YEAR	1,000,800	998,494



STATEMENT OF CASH FLOW

FOR THE YEAR ENDED 30 JUNE 2022		
	FY22 (\$)	FY21 (\$)
Cash Flows from Operating Activities		
Receipts from customers	2,276,340	2,299,612
Payments to suppliers and employees	(2,186,567)	(1,888,641)
Payments re other operating activities	(11,645)	(75,722)
Total Cash Flows from Operating Activities	78,128	335,249
CASH FLOWS FROM OTHER ACTIVITIES		
Payments for property plant and equipment	(5,627)	(255,295)
Other Cash Items	(61,027)	1,765
Total Cash Flows from Other Activities	(66,654)	(253,530)
CASH FLOWS FROM FINANCIING ACTIVITIES		
Other cash items from financing activities	(9,151)	67,590
Net Cash Flows from Financing Activities	(9,151)	67,590
NET CASH FLOWS	2,323	149,308
	<u> </u>	, 11
CASH BALANCES		
Cash and cash equivalents at beginning of period	1,643,747	1,494,439
Cash and cash equivalents at end of period	1,646,070	1,643,747
Net change in cash for period	2,323	149,308



NOTES TO AND PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

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 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 of 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) <u>Directors' Liabilities</u>

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	FY22 (\$)	FY21 (\$)
Cash at Bank	1,646,070	1,642,069
	1,646,070	1,642,069
3. RECEIVABLES - CURRENT		
Debtors	134,048	65,409
Fuel Tax Credits	-	800
Bond - Lease	33,423	20,313
	167,471	86,522
5. PROPERTY, PLANT AND EQUIPMENT		
Motor Vehicles	1,374,815	1,389,333
Less: Accumulated Depreciation	(1,063,968)	(996,168)
Furniture and Office Equipment	46,243	40,616
Less: Accumulated Depreciation	(38,999)	(30,320)
	318,091	403,461
6. OTHER ASSETS - NON CURRENT		
Trademark	5,310	5,310
	5,310	5,310
7. PAYABLES - CURRENT		
Trade Creditors	233,897	262,918
HACC Non Rec Funding Prototype	-	15,509
Grants	11,187	5,000
NDIS Subsidy	-	1,243
Other Creditors & Accruals	55,476	41,894
GST Account	14,231	5,339
	314,791	331,903
8. PROVISIONS - CURRENT		
Provision for Annual Leave	69,862	80,162
Provision for Contingencies	64,760	60,315
	134,622	140,477
9. PROVISIONS - NON CURRENT		_
Provision for Long Service Leave	89,653	69,411
	89,653	69,411
10. RESERVES		
Motor Vehicle Replacement Reserve	597,076	597,076
	597,076	597,076



THANKS TO OUR SPONSORS AND PARTNERS



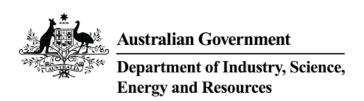






FORESTVILLE | RSL CLUB











Easylink Community Services Limited

- T 02 9919 0700
- F 02 9972 1728
- <u>admin@easylink.com.au</u>
- W www.easylink.com.au
- A 13 Boola Place, Cromer NSW 2099
- M PO BOX 701, Dee Why NSW 2099