



**Northside**  
Connected. Care. Community.

**Live your best life!  
2015-16**



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# Our Vision

Our Vision is that every person can live their best life.

We will achieve this by:

Connecting people with affordable and accessible services and care in the local community.

Enhancing independence and wellbeing to support people to live the life they choose.

Supporting a vibrant and integrated service system.

# Our Values

### Customer Focus

We recognise that the support and assistance we provide is critical to the wellbeing and independence of our clients. We respect their choices as individuals, and we understand and accept our responsibility to be mindful and responsive to their needs.

### Quality

We encourage innovation and improvement. We provide consistent quality leadership and financial efficiency. We are future focused and continue to develop our knowledge and skills to ensure that Northside is sustainable and effective into the future.

### Integrity

We act honestly, consistently and transparently with one another and in the best interests of our clients and our funding bodies at all time. We are accountable for our clients and understand their importance to our clients and the community.

### Reliability

We deliver reliable service outcomes to our clients, our service delivery partners, our funders and the community as a whole.

# Strategic Focus

By 2018, Northside will have transformed its business by excelling in services that meet our Vision and Purpose. We will remain committed to the community of Northern Sydney and will achieve growth and business sustainability.

Our strategic theme reflects our desire for R.E.A.C.H, meaning that we want to extend the number of people and our service impact from 1,500 people in 2015 to 1,800 people via the Community Circle and have a reach of up to 75,000 customers by 2018.

## The theme R.E.A.C.H represents

- R**etain existing customers and service offering for carers and the people they care for.
- E**xpand our services through the offer of new solutions that support the community sector, and our customers’ current and emerging needs.
- A**tract new customers by offering innovative and contemporary service solutions.
- C**ollaborate with existing and emerging service providers to deliver social and community impact which is measured and evidenced in everything we do.
- H**arness the talent of our people and the sector in delivering value for money cost effective outcomes that meet the customers’ needs.

# Why People Choose Us

Northside is an independent, not-for-profit organisation connecting locals to services for almost 30 years. At Northside we are different - our service is about you. We listen to your needs and work with you to tailor a quality service to meet your goals so you live your best life.

Our strengths are our people and our extensive knowledge of affordable and reliable services available in your area - our brand is a trusted name.

- Northside makes the process easy for you and can provide or link you to most care services including support coordination, respite, assistance to stay in your home and help to get out and about.
- Northside can enhance your capacity through education; support for someone who is aged, has a disability or a mental health condition; and social and other events.

Northside has a reputation for succeeding when the others have given up - we **never** give up.





# Northside Story

The Northside Community Forum (Northside) story is one of **leadership, quality and adaptation**. Our story started in support to the sector, by building capacity and sector networks through to connecting clients with needed services. Through our valued partners, Northside is able to deliver the high quality standard of care to people in their home and the community.

Our history has always been about partnering and brokering of services in aged care, disability, mental health, homecare and carer support. We continue to impact our community through the power of collective, integrated and networked services providers.

## 1980's

Northside is established with the introduction of government funded Home and Community Care; a program that provided integrated and complimentary home services focused on the needs of frail, younger people with disability and their carers. Over a 10 year period, Northside was instrumental in developing and supporting Home and Community Care service providers across the Northern Sydney region and for ensuring that providers' and clients' needs were represented across government.

## 1990's

Northside expands its leadership in the sector through the establishment of interagency networks, capacity building via workshops, training and forums bringing together local, state and national experts. Northside led the way in NSW with the development of inter-agency referral and assessment protocols.

Further expanding its service offering, Northside was signed by the Federal Government to operate the first Commonwealth Carelink Information Support Service and Commonwealth Carer Respite Centre across Northern Sydney. From this new service, was born an innovative brokerage and intermediary model meaning that Northside had capacity to respond to clients' needs through its broad and diverse partnership organisations. Northside's maxim; "better care in our community" was born.

## 2000's

Northside further expanded its respite services to include carers of young people with a severe or profound disability, young people caring for a family member, carers who combine care and work, and people caring for someone with a mental illness. Northside was clearly positioned as the service provider with specialist expertise in supporting people across Northern Sydney in their caring role.

## From 2014

From its strong history of supporting community care, Northside began providing community care services through domestic assistance and social activities for people over 65 years. Northside successfully amalgamated with Disabled



Alternative Road Travel Services (DARTS) extending its services further to transport and social events for people with disability, notably the only specialist wheelchair transport service in the area.

In response to the changes in aged care and leveraging its expertise in information and linkages for people of Northern Sydney, Northside began to deliver the Regional Assessment Service for people over 65 ensuring that they can stay at home longer.

## Tomorrow

As an independent not for profit with 30 years' experience in supporting people with disability, mental illness and older people, Northside will continue delivering its unique service model.

We will assist people to choose their support needs through a range of direct and brokered services that best suit the individual's goals, budget and lifestyle requirements. Northside partners with a range of specialist and high quality services providing greater choice, independence and wellbeing.

*Today, we live by the principle that you can "Live Your Best Life"*



# Chairperson's Report

Gordon Wing-Lun

Chair (From July 2016)



I am pleased to report to you my observations of the status and the achievements to date of Northside Community Forum Ltd (Northside) in meeting and aspiring to meet a future fulfilling our Vision:-

That every person can live their best life. Our focus is to achieve this Vision by:-

- Connecting people with affordable and accessible services and care in the local community.
- Supporting a vibrant and integrated service system.
- Enhancing independence and wellbeing to support people to live the life they choose.

I have been a Board Member since March 2016 and Chair since July. In my review before joining Northside, I saw an organisation with a diverse and talented Board, led by an experienced and capable CEO, Danielle Ballantine. Through my engagement with the Board, I saw an organisation recognising the strength of its past, and knowing the need to establish a new pathway for the future.

Now seeing Northside from the inside, my view has not changed, but of course as with any new insider knowledge, I became more conscious of the challenges for organisational sustainability to ensure that Northside has every chance of continuing its Mission and so its Vision.

Of course, the hard facts are the need to focus on resourcing, people and infrastructure, to address our funding and revenue need, to ensure rigour in our financial view of our business and its components, and of course, the market place. The latter, whilst once a passive activity, is now a proactive task essential for sustainability.

This Board has sought to increase its skill levels, and is working with our CEO, to recruit anew to meet the skills required for a sustainable Northside.

This Board has initiated and supported a metamorphosis in the culture of Northside to ensure capability in a market and so customer led world. It has done this without compromising its Mission, its commitment to stakeholders or its obligations as to its governance or ethics.

The Board is pleased to be working with Danielle and her management team and recognises Northside's dedicated staff.

Appreciation is extended to our supporters, in particular the Department of Social Services, the Department of Health, NSW Family and Community Services and Transport for NSW.

I would like to thank Helen Tuxworth, Judy Wood and Betty Johnson, all former Board Members who have recently left the Board for other activities. New members have joined the Board and bring added diversity, talent and commitment to it. On this note, finally I would like to acknowledge all the members of the Board for their continued support of Northside.

I now leave the task of further comment about 2015/16 to Janet Grant, my predecessor as Chair of Northside, saying only that I have stepped into her rather giant shoes, and to note my thanks for her work as Chair, and especially for her continuing and unstinting support and availability.

# Chairperson's Report

Janet Grant

Chair (2010 to 2016)



I have been a member of the Northside Board for seven years and its Chair for six years, up to July this year. Each year we have recognised in our Annual Report the uncertain funding environment and the need for Northside to adapt in order to continue to support those who need our help. While there is still much uncertainty, the future context is now much clearer, and we have been able to better focus our strategies. This year, with Danielle in place, significant changes have been implemented internally to support the necessary change in our business model. Other activities have been the transition to a Company Limited by Guarantee and review of the skill mix we need on the Board.

I would like to particularly thank and recognise the contribution of Betty Johnson and Judy Wood to our Board over the last 10 years. Both of them have brought to the Board perspectives from their years of experience in the community sector and a focus on those who use our services. Betty, in particular has been widely recognised as an active advocate for consumers in the health sector over many years. We wish them both well.

In closing, I look forward to continuing my time as Director on Northside's Board, to assist with continuity as we move from our past and current business model to our future in the developing environment presented to our organisation. I thank Gordon for taking on the leadership as Board Chair and look forward to Northside's continued success.

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*"I would like to thank Helen Tuxworth, Judy Wood and Betty Johnson, all former Board Members who have recently left the Board for other activities. New members have joined the Board and bring added diversity, talent and commitment to it."*

*On this note, finally I would like to acknowledge all the members of the Board for their continued support of Northside."*

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# Finance Report

Dr Rosy Walia, GAICD

Chair of the Finance and Administration Committee



In this era of ongoing reforms, monitoring of financial performance of the organisation is one of the most important responsibilities of not for profit directors. As Chair of the Finance and Administration Committee (FAC), I am delighted to comment on the financial performance of Northside Community Forum (Northside) for the year ended 30 June 2016.

For the year ended 30 June 2016, Northside prepared a special purpose financial report. Subsequent to the financial year end, effective 23 August 2016, the organisation transitioned from an incorporated association to a company limited by guarantee. This was done to position the organisation with an eye to future growth and to comply with Government regulations in relation to the asset size limitations placed on incorporated associations. Therefore, from next year onwards Northside will be preparing a general purpose report.

The financial result for the year was a surplus of \$850K as compared to \$276k in 2015. Efficiency in the delivery of block funded programs has resulted in savings that have contributed to the surplus, as have efficiencies gained in administration expenses and reduced rental expenditure due to the relocation of the organisation to Chatswood from St Leonards. The other one off factors that contributed favourably towards the year end result are mentioned below.

The finalisation of the amalgamation of Disabled Alternative Road Travel Services (DARTS) into Northside was completed. The final distribution of retained profits via Transport for NSW (TfNSW) was received and contributed \$258k to the result, \$205k of which was earmarked as a Bus Replacement provision as determined by the funding agreement with TfNSW.

The DARTS business was in effect for its first full year during 2016 with a contribution of \$90k towards the surplus; again this was allocated towards the bus replacement provision within the accounts, and in line with the agreement with TfNSW.

As part of the transitioning to a company limited by guarantee the existing provision for sick leave was deemed not to be in accordance with current accounting standards, and as such, the decision was made to negate the provision which resulted in a further \$81k being contributed to the surplus for the year.

Northside's financial base improved to \$2.3m from \$1.4m. Cash assets at the end of the financial year were \$3.2m and total liabilities \$1.2m. Although Northside is a not for profit organisation, having reasonable surpluses are crucial to enable the organisation to continue to serve its targeted community, and for the long term sustainability in the ever-changing community care sector; the result for 2016 contributes to this resource base.

I would like to thank my fellow members of the Board, especially the members of the FAC for their tireless efforts during the year. My thanks to Margaret Bouhabib for her support to the Board with a smile. I take this opportunity to thank staff for their loyalty and passion to provide quality services to Northside's clients under the apt leadership of Danielle Ballantine.

Connected. Care. Community.



# Chief Executive Officer's Report

Danielle Ballantine  
Chief Executive Officer



## Connected. Care. Community.

It is a privilege for me to report to you as Chief Executive Officer of Northside Community Forum (Northside) at the end of what has been a pivotal year for us. We have seen a number of wide reaching and significant changes in our operating environment, in our leadership and in our strategic direction. We have continued to build on our core strengths - our customer base, our people, our brand and our deep focus on providing care and in home support for older people, people with disability, people living with mental illness and their carers.

### Organisational Position

Like other organisations in the community sector, a keen focus has been on positioning our brand and services for a new operating environment. This current "transition" period; still requiring the delivery of services within the current

*"We were very pleased to launch our new brand - Northside. Connected. Care. Community."*

we have taken the time to deliberate Northside's position in the market and our unique value proposition. This deliberation led to Northside reviewing its brand, brand meaning and marketing presence.

grant environment while readying for an individualised or packaged environment, has been challenging. The benefits that accrue through our addressing these challenges are that

We were very pleased to launch our new brand - Northside. **Connected. Care. Community.** Our brand stays true to our history and purpose as we continue to focus on connecting people with affordable and accessible services, supporting people to live the life that they choose and support a vibrant and integrated service system.

### Our Commitment to Customers and the Sector

We will achieve our Vision through a very simple approach - by truly putting customers at the centre of all we do. This single driving principle guides the development of our strategy and ensures we grow our business in the most sustainable way - meeting our customer expectations and so delighting our customers, so that our customers will act as advocates for Northside and the broader community care sector.

This past year, our areas of focus for Northside became clear - driving a strong customer culture by valuing the customer experience, the personal journey of each person we serve and focusing on improving the quality and efficiency of our operations. We have delivered on this by strengthening technology capability, driving a "lived experience" team approach and a shift away from a 9-5 operation.

*"Our areas of focus became clear - driving a strong customer culture by valuing the customer experience..."*

We want our customers to be able to engage with us at any time in any way and will continue to invest resources that enable our customers to have multiple touch points with our services.

We were pleased to add two new services this year, with the introduction of Family and Community Services funded

*"We want our customers to be able to engage with us at any time in any way and will continue to invest resources that enable our customers to have multiple touch points with our services."*

Elder Abuse workshops, Train the Trainer Elder Abuse and in partnership with NSW Elder Abuse Resource Centre, offer an e-learning solution for staff to access up to date learning resources. In addition, Northside is delivering an innovative program focused on transport for social inclusion for young people. Through

a driver training program, Northside is supporting young people at risk of mental illness or social isolation to access driving lessons so as to enable them to better support their families or increase their opportunities for education and employment outcomes.

### Our Performance

We are pleased to report on high performance for the year. We set targets to increase our reach in both sector support and client services.

We successfully held two regional forums this year, centrally focused on policy reform and opportunities for the sector. In November 2015, Northside facilitated an NDIS Forum bringing together expertise of this significant change from a provider, carer and participant perspective. Without a doubt, the presentation from NDIS participant, Debbie Hamilton was received with overwhelming positivity.

In May 2016, our second forum focused on sharing the experience of the Home Support changes to date and preparing for future changes. With over 200 attendees present, there was certainly an excited buzz with workshops compiling new and innovative responses to a shifting environment.

In July 2015, we commenced Regional Assessment Services with Community Options Australia. Building a new team and systems from the ground, and accepting and responding quickly to client feedback, we were able to achieve above KPI performance levels set by the Department of Health. The Home Support Assessment team worked extraordinarily hard to achieve a high target without compromising on the needs of the client.

*"In addition, Northside is delivering an innovative program focused on transport for social inclusion for young people."*

Our Carers, Disability and Home Support services also met their output targets. Over the given year, our carer services delivered a 20% increase of new carers to our respite and information services, demonstrating the growing demand for supports for carers across our region.

In addition, we coordinated 502 social activities for 4,500 older people and/or people with a disability. This included providing recreational transport for adults with physical disabilities; a service that provides the only door to door transport combined with social activity planning for wheelchair users across Sydney.

This year, Northside implemented the net promoter score for our organisation. We have been pleased with the results which are comparable with global brands such as Google and Apple. This result means that our customers positively and confidently endorse our services across the region.

Our People

This year, we introduced a new role to our Executive Leadership team, and as such welcomed Kevin Zahra as Director, Client Services. Kevin has given the organisation an additional resource and skill set so as to continuously review and improve our existing services as well as strategically position for our new offerings.

*“We have been pleased with the results which are comparable with global brands such as Google and Apple.”*

And of course, we are only able to provide the excellent support to our stakeholders with the dedication and passion of our people. The team at Northside continues to deliver exceptional and caring service to

all and especially to those in crisis. Special mention goes to all of our wonderful volunteers who have provided enormous support for Northside’s staff and clients across the year. Our efforts are nothing without our volunteers.

In closing, I would like to acknowledge the Board of Directors and their continuing commitment in leading and supporting Northside through this transition period brought by Government policy change, as well as clients seeking greater access and choice of services. The Northside Board has led our strategic direction to respond to these changes with confidence. I appreciate the support and trust of the Board in leading Northside into a certain and positive future.

*“The team at Northside is committed and continues to deliver exceptional and caring service to all and especially to those in crisis.”*

We thank our funding partners who entrust us with taxpayers’ dollars enabling us to deliver much needed services. We know that the returns that we have provided to our clients and the community has repaid this investment many times over.



Acknowledgements to Funders





# Our Board

## Gordon Wing-Lun Chair

Joined March 2016



Gordon is an experienced senior executive, having had head of business roles at a number of international banks in Australia and overseas. Gordon is an engineer by training, with an MBA from the Macquarie Graduate School of Management. Gordon has worked with and within a number of NSW government entities at senior levels, including General Manager - Corporate Finance. More recently, Gordon has undertaken a number of consulting roles, most notably Bid Consultant for a number of recent PPP transactions. Gordon is also an Associate at the University of Technology Sydney, where he is an occasional lecturer in investment and finance.

Since 2011, Gordon has been an active participant and volunteer in the not for profit sector, including working on the delivery of a service teaching conversational English. Gordon has also been an active board member of two different NGOs in the aged care and mental health sectors.

## Dr Rosy Walia Vice Chair

Joined February 2013



Rosy has over 19 years’ experience in the health and community care sectors in Australia and India. Her experience encompasses working with a range of services in executive roles including organisational management, strategic planning, project management, financial management, learning and development, business development, standards development, policy analysis and advice, revenue growth and staff management. Rosy was awarded the prestigious Cultural Diversity Scholarship funded by the Australian Institute of Company Directors (AICD) and Australian Government Department for Women in 2015 for the Company Directors course which she has completed successfully. She is passionate about the not for profit sector and has been on varied Board and advisory panels within this sector. She has been a proactive member of the Community Care Advisory Committee of Aged and Community Services for the last six years.

Rosy has been working as CEO for Multicultural Aged Care Inc., formerly known as Canterbury Multicultural Aged and Disability Support Service since 2007. Rosy is a graduate of AICD with a Doctorate in Social Science and a Certificate IV in Training and Workplace Assessment.

## Janet Grant

Joined November 2009



Janet has a broad knowledge of governance, business and financial management gained in government and the professional services sector. Over the past seven years she has been a board member of not for profit organisations and a member of audit and risk committees for NSW government agencies.

Janet is a Chartered Accountant, with a Master of Commerce degree and a Bachelor Degree in Accounting.

## Phil Kerrigan

Joined October 2010



Phil has over 20 years’ experience as a senior executive; 15 of them as CEO of multinational organisations, most recently with Fujitsu, AT&T EasyLink, Data General and Wang. Additionally, he was the founding CEO of a successful start-up public company, QuikTrak Networks Ltd. Phil was also the founding Principal of McLean Kerrigan Jackson, a company formed to provide highly personalised executive search and support services to company boards and management teams. He is now focused on management consulting through his own firm, Asenso. Phil chairs a “think tank” of 15 CEOs from diverse industries through his involvement with The Executive Connection.

## Michael Fine

Joined April 2014



Michael is Adjunct Professor in the Department of Sociology at Macquarie University, Sydney and former Head of Department.

He has researched, published and taught in the fields of social policy, ageing, care and human services. He was Vice-President of RC11 (the Research Committee of Ageing) of the International Sociological Association and a member of the executive, and is a Fellow of the Australian Association of Gerontology and a former State President (NSW). He was Chair of the Scientific Committee for the AAG Annual Conference in 2006 and 2013. He is currently a member of the NSW Ministerial Advisory Committee on Ageing and editorial advisor and editorial board member to a number of international journals.

## Margaret Kay

Joined October 2014

Margaret has a Bachelor of Town Planning (Hons) and a Masters of Commerce from UNSW. She has over 20 years' experience in strategic planning and research in a range of social policy areas, including 10 years in Ageing and Disability. She has worked with a not for profit aged care provider as a research analyst; as an independent consultant in strategic planning in the areas of education, housing, and energy efficiency; and has worked for the NSW government. She is currently the Strategy Manager - Social and Community with Local Government NSW, which represents all councils in NSW. Margaret is responsible for advocating for Local Government in the development and implementation of social policy, including ageing and disability policy in NSW. Margaret is a resident of Northern Sydney.



## Ramon del Carmen

Joined April 2016

Ramon is a senior organisational leader with extensive experience in highly competitive and heavily regulated environments including commercial banking and telecommunications as well as the not for profit health sector. He combines innovation and strategic thinking with strong leadership to deliver results in challenging environments that are undergoing significant and time-critical change.

Ramon is currently the CEO of Primary and Community Care Services Limited (PCCS), a health-based service provider involved in the development and delivery of local solutions that promote whole of person care and integrated wrap-around care through strong partnerships with other health and community-based organisations.

Prior to PCCS, Ramon was the CEO of Northern Sydney Medicare Local where he and his team worked to reduce fragmentation and build better links between those delivering and those receiving health services resulting in a smoother healthcare journey and improved community health. He also held the position of CEO and Executive Director of St John of God Health Care's two private psychiatric hospitals in NSW for over 10 years.

Ramon has a Bachelor of Economics from The University of Sydney, an MBA and a Master of Arts (Business Research) from Macquarie Graduate School of Management. He is a graduate of the Australian Institute of Company Directors and a member of Chartered Accountants Australia and New Zealand.



## Betty Johnson

Joined November 2006  
Resigned September 2016

Betty's reputation in consumer advocacy is legendary. Betty was appointed an Officer of the General Division of the Order of Australia (AO) for consumer representation and advocacy on aged care and related health care. With a long and distinguished history of consumer activism, Betty was appointed an Honorary Fellow of the College of Nursing for championing nursing issues.

She is a member of the Board of the Northern Sydney Local Health District and Chair of their Peak Community/Consumer Participating Council, and member of the Aboriginal Advisory Committee. Betty is an active member of the Boards of the Australian Health Professionals Registration, NSW Nurses and Midwives; NSW Older Women's Network; Chair of the NSW Health Consumers Board; member of the NSW Health Clinical Excellent Council's committees on Partnering with Patients and the Directors of Clinical Governance Committee; Executive of the Agency of Clinical Innovation on Chronic Care Network; member of the Dean's Advisory Committee, Faculty of Health Sciences, University of Sydney; and a member of the Ageing Alliance. Betty's particular area of interest has been the community/health interface and championing the need for integrated and holistic care and support of people and their families in hospitals and in the community. Northside Community Forum acknowledges Betty as one of the original consumer directed and person centred care advocates in Australia.



## Helen Tuxworth

Joined October 2014  
Resigned June 2016

Helen is a Registered Nurse with over 25 years' experience in community care. Helen has held positions in the health, community and local government sectors. With an interest in governance in the not for profit sector, Helen has held the position of Treasurer for Community Options Australia and Chairperson of the Central Coast Ageing and Disability Association. As a carer, she has a special interest in older carers and younger people with a disability.





Judy Wood

Joined October 2007  
Resigned June 2016

Judy has over 36 years in community services ranging from delivery of home support services to development of new initiatives in the care of aged people and people with a disability.

**1979 - 1981 - Waverley Council** - Opened up the Senior Citizens’ Centres to other groups (Spanish, Russian and Italian), set up exercise classes and podiatry, and delivered 220 meals a day via the Meals on Wheels service.

**1981 - 1986 - Canterbury Council** - Involved in the planning of the new Home and Community Care (HACC) program as Chair of the Local Government Aged Services Community Workers organisation, including the initiative of the HACC worker in the Local Government Association position.

**1986 - 1991 - Regional Liaison Officer** - Oversighted six major branches of the Home Care Service of NSW.

**1991- 1998 - Baulkham Hills Shire Council** - Set up the Integrated Community Services model (seven programs).

**1998 - 2003** - Ageing, Disability and Home Care - Project Officer - Assisted the development of group homes, placing 197 people at risk from across the State.



Bob Trbojevich

Joined March 2015  
Resigned October 2015

Bob is a professional business advisor and consultant who works with organisations seeking continuous business improvement. His specialty is identifying and solving critical business issues then helping implement profitable and effective solutions. Bob has been providing consulting and assignment services to Australian and international organisations for a number of years. Bob’s insight into the way businesses work comes from his many years in a variety of senior management roles, including CEO. A feature of Bob’s career has been his ability to influence business performance by zeroing in on areas of inefficiency and developing strategies to deliver financial and operational improvements as well as improved customer satisfaction. Bob enjoys working closely with clients’ staff to encourage buy-in and ownership, and has achieved positive results by motivating the workforce to help deliver change.







# Sector Support

Our Home Support & Partnerships Coordinator is responsible for working collaboratively with a range of Commonwealth Home Support Program funded and other community care agencies that provide support services to frail aged individuals, people with disabilities and their carers living in the Northern Sydney Region.

Northside aims to facilitate access to aged care and disability services by:-

- Building the capacity of providers to deliver community and disability aged care services
- Promoting collaboration and partnerships that support the development of the community services system
- Providing guidance to stakeholders to support them during the transition period
- Demonstrating leadership and providing advice about relevant sector management and service delivery issues

During the year, this was achieved through:-

- Monthly training workshops, based on a needs analysis survey - 14 workshops, with 180 participants, held throughout the region
- E-bulletin - 24 editions released to 1,525 community workers

- Bi-Yearly Regional Forums - two Forums held, reaching 350 service individuals
- Sub-Regional Meetings - attendance at all meetings
- Community Aged Care Reform Information Sessions - information provided to 139 community members
- Allied Health & Community Services Staff Aged Care Reform Information Sessions - three workshops held throughout the region
- Sector representation in Government Forums and NSW Community Care Forum
- Volunteer Project Advisory Board representation - approval of nine volunteer projects throughout the region

The goal of our Coordinator is to continue to support local services to navigate the rapidly changing landscape.

Training Topics
Orientation to Commonwealth Home Support - New Worker
Orientation to Commonwealth Home Support - Senior Staff
Applying Wellness and Enablement
Understanding and Maintaining Professional Boundaries
Safe Home Visiting
Surviving or Thriving in the Changing Aged Care Landscape
Developing the Best Business Model for your Service in the New Landscape

*“Fantastic, well delivered training program which made it so much clearer to understand the changes to Aged Care re: enablement and wellness. Very, very informative. An exceptional, engaging facilitator.”*

*“I am happy that I have learnt the reasoning behind the changes in the system and what to expect in the future.”*

*“Opened my eyes to issues of future generations I hadn’t thought of - good to get direct questions answered.”*





## The National Disability Insurance Scheme

### Regional Forum, November 2015



Update from National Disability Services



Mental Health and the NDIS



NDIS in Reality - The Experience of a Service Provider



The Good, the Bad and the Fudgy - A Viewpoint from Those with a Lived Experience

## Connected, Care and Community

### Regional Forum, May 2016



Supporting Clients to Become Customers - Understanding Consumer Choice, Experience and Satisfaction



Regional Assessment Service Panel Discussion



Aged Care Reforms Update

*"Thank you very much for this forum. I will take from today a strategy to facilitate consumer groups on how to prepare for applying for an NDIS package, for example, identifying goals, support organisations."*

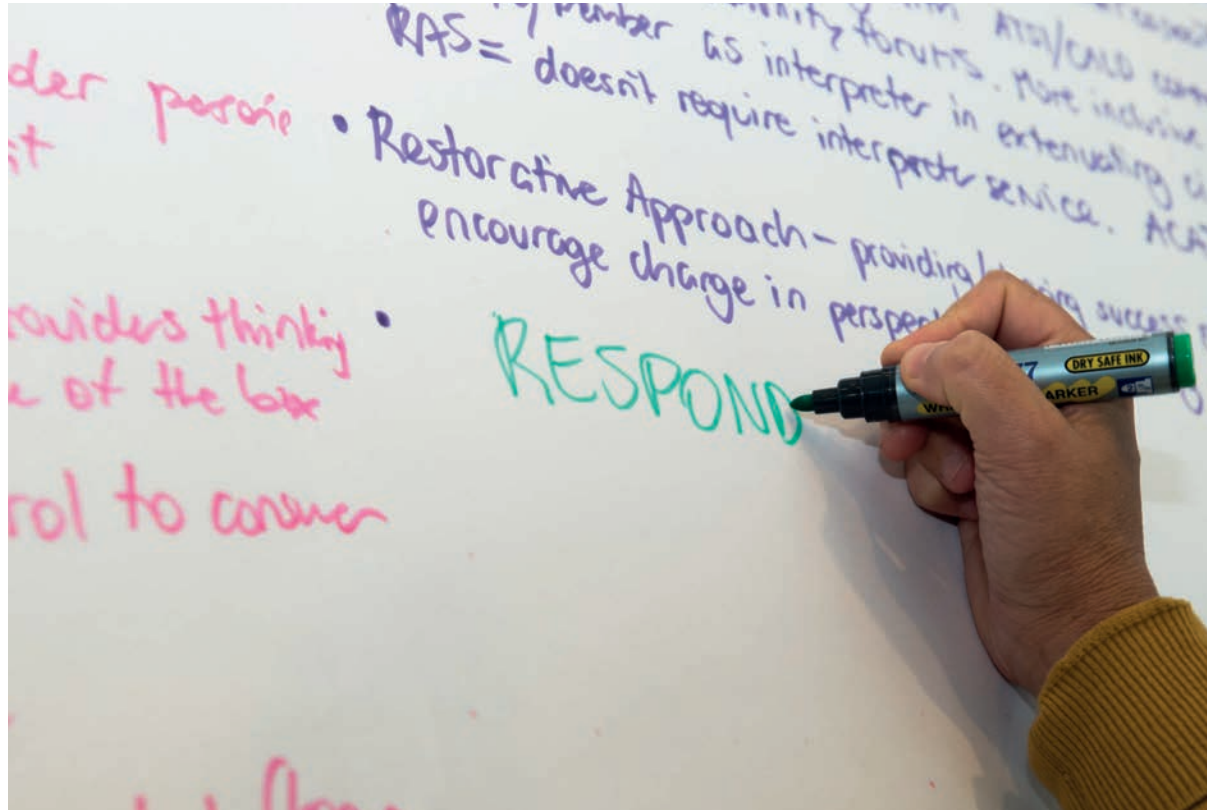
*"Great day, inspiring and useful to meet and network with others. Thank you!"*



*"Thanks for hosting a wonderfully informative day, great speakers, good food and an opportunity to network with others. It was good to have the time built into the day for this."*

*"A great event. I enjoyed all the speakers and it was useful to meet with others in the aged care sector."*






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*"To partner or merge to remain viable. Well done, this was a massive effort. Thanks for all you have done."*

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## Leadership Conversation Series

This was an exciting year for leaders of community care. The advent of NDIS followed quickly by reforms in aged care's integrated care at home packages means that as business leaders you continuously adjusted your business to meet the needs of your customer. The Leadership series for 2016 was developed to build your capacity in leading your business through a period of change and to successfully operate in a competitive marketplace. Northside engaged the very best experts in their field to bring you the following topics:

- Building Customers and a Customer Centred Strategy
- Communication and Marketing in a Competitive Marketplace
- Workforce Development and Navigating Change
- Strategic Development in Times of Change

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*"Interactive, interesting, substantial content."*

*"Practical suggestions, well delivered, relevant."*

*"Interactive and enjoyable. Looking forward to the next Breakfast, excellent networking idea."*

*"Thank you for the opportunity to attend the Leaders Conversation breakfast. I found the speakers interesting and the sessions provided a different frame and language around the changes impacting our sector which will help with guiding our teams as delivery changes are implemented."*

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*“Their wonderful service has enabled me to continue my career and continue to work in a position with Fire & Rescue NSW which is both demanding and rewarding.”*

## Family, Home and Caring

### All in a Day's Work for Award Winning Rosemary

My mother Dorothy is in her 90's, the third of 10 children. Dorothy lived in London through World War 2 before migrating to Australia in the late 1960's at the age of 44. Dorothy is a great grandmother and still living in her own home along with her little dog. Three generations of our family now live in the area. I am Dorothy's daughter; I'm a mother and grandmother and hold a senior executive position in the NSW government.

Northside has cared for my mother for many years. My Mum is a bit forgetful and has become quite frail. She still maintains a keen sense of humour and loves her dog dearly. Their wonderful service has enabled me to continue my career and continue to work in a position with Fire & Rescue NSW which is both demanding and rewarding. Carers visit my mother every day and I look after her at weekends doing chores, getting groceries and a bit of gardening. Fortunately carers are available to buffer me with respite at the weekends which I need for work or travel.





*“Working alongside someone you love, I am not taking ‘no’ for an answer especially when you know there is a ‘yes’ out there.”*

## Peter’s Story

“It took five years for Leah to get a medical diagnosis, six months to find a bulk billing psychiatrist. At one point, we had three psychiatrists in three weeks. I was never informed about the implication of the change of medication. It takes a long time to learn the system and I am still learning.”

To Peter and Leah, the true battle was not with Leah’s illness but rather with the system.

“Working alongside someone you love, I am not taking ‘no’ for an answer especially when you know there is a ‘yes’ out there.”

Peter is now an active carer. He initiated the ‘Carer Connect’ project to advocate the rights for mental health carers.

“I always try to see the positive out of all this; the project was developed when I was sitting in the hallway of the hospital, not consulted, not asked, as my loved one is questioned while having an psychotic episode.”

Peter then emphasised that the system is changing for the better:-

“Last week, Leah, for the first time was asked how she was by a psychiatrist, and the difference that psychiatrist made was significant. Leah was busy appraising the psychiatrist, informing me of the possible implication of the medication, instead of being anxious about the impacts on her, like other times.”

When Peter was asked about what is he hoping to see change next:-

“People should not find out by accident what they are entitled to, and the system should be easing a carer’s burden instead of becoming the burden.”



*“The Young Carer Program at Northside provides support to parents, Martha and Steven by enabling Jacob and Hannah to enjoy time out with other young carer friends.”*

## Jacob & Hannah’s Story

“We can’t really do as much as we like to as most of our time is spent with the kids due to life threatening ‘cf’ - Cystic Fibrosis. We believe and pray one day we will find a cure so ‘cf’ will stand for ‘cure found’. Caring for our two older children Helena (18) and Joseph (16) who have Cystic Fibrosis from birth means a constant routine of daily medication, twice daily physiotherapy to avoid lung infections, special food preparation to grow and stay healthy and frequent hospitalisations.”

The Thomas family come from Australia and Addis Ababa in Ethiopia and their two younger children Jacob (14) and Hannah (11) assist with daily care and other household tasks. The Young Carer Program at Northside provides support to parents, Martha and Steven by enabling Jacob and Hannah to enjoy time out with other young carer friends. Events such as the annual family day event and school holiday activities, as well as participation in our tutoring program have meant quality time and attention to Hannah and Jacob.





*“While Spring goes through cancer treatment and cannot drive for some time, Northside organises care workers to accompany Benjamin to and from his dance classes.”*

## Spring’s Story

With his easy going nature and great sense of humour, Benjamin enjoys dancing with his mates at the weekly Special Olympics Dance Classes and the opportunity to perform at different occasions.

Benjamin graduated from high school last year. Aspiring to work in the retail industry, he is working hard in a Transition to Work program. Recently Benjamin’s mother, Spring was diagnosed with cancer. While Spring goes through cancer treatment and cannot drive for some time, Northside organises care workers to accompany Benjamin to and from his dance classes. Great to see Benjamin can continue with his passion for dancing!





*“When you care for someone you give your time. Experience today with something that brings you joy.”*

Marlen Zilinsky

## Carer-Wife-Mother-Daughter-Artist

Marlen has painted for only two years, but it is a fervour that shows innate flair considering the amount she has achieved in that short period of time.

Marlen was approached by her carers support group to showcase her art work at this year’s Carers Art Exhibition at the Wallarobba Arts and Cultural Centre in Hornsby. This is Marlen’s first Carers Art Exhibition, and she is pleased that she and the other artists are recognised and appreciated for their caring role. Art has helped her through the difficult moments in her life.

Having worked full time for 42 years while raising two children, and caring solely for her mother with dementia for many years (and still going), Marlen’s talent was not realised until retirement; an age which naturally would have instigated Marlen’s lost passions. Yet, the catalyst was a diagnosis of central retinal vein occlusion leading to significant vision loss without regular treatment. Faced with the possibility of losing her vision, Marlen took this as an opportunity for further personal development and decided to pursue her interests by attending private art classes to hone her skills in oil and acrylic painting.

Marlen’s works are a depiction of the Australian landscape that serve to make a political standpoint. Marlen’s artwork shown here is Liverpool Plains.

Marlen is a recipient of the Carer Respite and Social Support Programs.

# Care for the Carer

As a carer I also need to be cared for!

I am a carer by default as I am the mother of a child with a disability, however it is also my choice to “care” because of the love I have for my son. I have the opportunity to guide, teach, nurture, love, advocate and represent my child. On the flipside, being a carer means I am on call 24 hours a day, 7 days a week and that in itself can be exhausting, isolating and lonely.

Having a great support network and looking after yourself is the key to maintaining a successful carer role and I wish I had done this years ago.

The carer role is constantly challenging. Whether it is my son’s health, his education, his participation in the community, his finances, his future, respite - the list goes on and on. Also apart from the fact I am a carer, I am also a mother, a wife, a business partner, an aunty and a daughter, and I have commitments to all of these roles, and somehow have to find the time to do these things around my duties as a carer.

The most challenging thing for me in my caring role is letting go of trying to be a super mum and working constantly for the greater good of everyone else, and stopping and taking time out for myself without the guilt attached. Unfortunately it wasn’t until I became gravely ill that I realised how important it was to give back to myself.

I find my carer role rewarding. I wouldn’t hand it over to anyone else! The love and affection I get from my son is worth all the battles I fight for him. The one thing that I have found most rewarding in my role is the inspirational carers I have made friends with over the years. I have the most amazing people in my life who just continue to blow me away with their selflessness, their compassion and most importantly, their sense of humour. We have laughed and cried together and their support means the world to me.

I had a child with a disability that is actually unique! This initially made my role as a carer very difficult because my son did not come under any headings or groups and therefore we fell between the cracks a lot of the time. I have never had anyone else I could talk to about my son’s specific disability, and doctors have had little or no answers. What I did realise over the years was that in the disability world, no matter

what your disability is called, we are all in this together, and plenty of people understand our situation with a label or not.

Northside has financially supported the NBI Carer Café and it is now firmly entrenched into my calendar! NBI give us the opportunity to take some much needed time out to care for ourselves, by providing a regular venue, a monthly date and an informal session which usually includes outside guest visitors to facilitate the many ways in which we as carers can look after ourselves, have some fun, and learn something new. Over the months we have had yoga, massages, macramé making, a nutritionist, tai-chi, and walks along the beach, just to name a few.

We are an eclectic group of women who have a common bond as carers and at every session we have an opportunity to talk about how we are feeling, support, inspire and inform one another. The Carer Café allows me some time to connect with others, and to have a laugh. It has made me realise that although my life is crazy, I can still have fun and enjoy life!!

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*“I have the most amazing people in my life who just continue to blow me away with their unselfishness, their compassion and most importantly, their sense of humour.”*

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# The National Disability Insurance Scheme

## Join Pip and Rosemary as They Share Their Journey

Pip has been a DARTS' (Disabled Alternative Road Travel Services) member for more than 20 years enjoying a range of social activities and meeting a broad range of friends. Pip was diagnosed with Cerebral Ataxia at the age of 16 and has been permanently in a wheelchair since then.

Her mother, Rosemary is Pip's full time carer and works tirelessly to support Pip's needs to maintain an independent life. We interviewed Rosemary regarding the process she has experienced when navigating the National Disability Insurance Scheme (NDIS). These are the steps that Rosemary and Pip have already been through. Pip and Rosemary are sharing their story in the hope that their experience will assist others in their NDIS journey.

Pip has had a package from Family and Community Services (FACS) for most of this time and also accesses services from other community organisations.

Early in 2016, FACS contacted Pip advising that they had forwarded her details to the National Disability Insurance Agency (NDIA) in preparation for the roll out of the NDIS in Sydney's north from 1 July 2016.

In April, the NDIA wrote to Pip giving her a Reference Number. In May, Gabriel, an NDIA representative contacted

Pip and conducted a telephone interview of about 30 minutes asking questions about her medical conditions, services she is currently using and her current and future needs and goals.

In May, Pip received a letter from the NDIS advising her that she meets the access requirements necessary to become an NDIS participant. Community Care Northern Beaches has commenced helping Pip with a plan which will help her when she attends a planning meeting with her NDIS representative, known as a Local Area Coordinator. The plan asks Pip to describe:-

- her daily life
- her living arrangements
- current supports from other people
- assistance with daily care
- programs she attends
- participation in community, social and civic duties
- types of aids she uses and home modifications she needs
- her goals over the next few years

Once this plan has been completed, Pip will be able to contact the NDIS representative and set up a meeting to discuss her plan face to face.





*“How lucky was I to land in a job where I was surrounded by the people who knew best and could guide me and my family through the maze of community services. My family and I didn’t know there were services that could help us.”*

## Our Family Event

### Amanda’s Story

In the middle of winter 2003, my sister called to say mum had had a stroke. I was at TAFE at that time and one of my teachers had a stroke earlier in the year. He walked a bit strangely, but apart from that, he was, or seemed to me, fine. So I thought I was going to the hospital to have a laugh with mum, and she’d go home in a few days ... all good. No. It was very different to that.

The neurosurgeon told us she’d had a catastrophic stroke and the best we could do was to take her off life support and let her die! We all had to go home and think about it and come back the next day with our decision. The horror.

Miraculously, during the night mum had some progress; the doctors looked more closely at her scans and the prognosis changed to there being some hope, but with a long and difficult, unknown recovery.

During mum’s recovery process, I began working with Northside, then known as Northern Sydney Regional Community Forum. How lucky was I to land in a job where I was surrounded by the people who knew best and could guide me and my family through the maze of community services. My family and I didn’t know there were services that could help us.

My dad had become a carer for my mum, and really, we wouldn’t have even recognised that as eligibility for service. We’d never even heard the term. We would have just said ‘dad looks after mum’.

For years now, dad and mum have had great services in place to help them through each day. I honestly don’t think our family could have done this on our own, as we wouldn’t have known where to go or who to ask, or even if we could ask.

Amanda is the Project Manager, IT and Admin at Northside, and one of many staff who have a lived carer, mental health or disability experience.



# You Experience Community Circle

Northside has recently launched a new service - Community Circle. Community Circle is designed to be the trusted companion for individuals and their community by providing information and resources on Aged Care, Disability (NDIS), Mental Health and Carer Services.

Our goal is to simplify complex services through easy to understand resources, help you build social connections with others and deliver unique monthly workshops that you choose.



## Capacity

"Thank you for timely sending me valuable information at all times. I appreciate your Community Circle service."

## Connection

"Thank you for keeping us connected to the community."

## Resource

"Thank you continue to keep me informed."

## Feedback

"I am also looking after my parents-in-law occasionally, so all the information you offer through Community Circle is relevant to me."

# Community Circle Important Numbers

4

Community Circle has been launched for 4 months



207

207 community members have registered to date



22

22 Community Circle Original Resources have been developed



5

5 Community Circle Original Workshops have been conducted







# You Have Possibilities

## In Home, Emergency, Overnight and Flexible Respite

Northside provides a broad range of services that support carers in their caring role. A carer may be a husband, a wife, a neighbour, or a young person who is assisting someone with their daily tasks and providing emotional support, while juggling their own day to day demands such as work, childcare and interests.

Respite is more than just a break for carers. It can enable the carer the opportunity to focus on themselves, other family members and reconnect with their life.

*"The flexible respite service means that I can go out for the night with my husband and we can spend some quality time together knowing that my mother is well cared for at home. Mum enjoys it too as she gets on so well with the worker and now has someone else to interact with."*

### Carer Support

Care giving presents a special area of need and increasingly families are expected to accept responsibility for a caring role at all levels - physical, emotional and financial; as well as at all life stages. At Northside we understand different caring roles and support carers to continue in their individual roles through support to engage in a working role, to retrain or to return to the workforce.



### Carer Wellbeing

Northside will link carers with services and networks for a break, and to enjoy activities together, make friendships and find new interests.

*"Obtain as much help as possible; don't think you are capable of doing everything yourself."*

*"I am very good at researching what is out there, I read a lot, pick up brochures wherever I go, ask a lot of questions and persist, persist, persist."*

*"Just a note to say a huge' thank you' to you for including me in the Consumer Directed Respite Assistance to Carers. I feel very honoured and will certainly make good use of it. In fact, I have already had a remedial/de-stressing massage."*



### Carer Advice

Northside provides information and advice, education opportunities and training sessions for carers to learn more and to improve their caring skills.

*"I found out about respite and recreational opportunities through networks with other parents in similar situations."*

*"It's been fantastic! I can't speak highly enough about this flexible respite service. It's just a delight. I had some reservations at the start about if it would work with mum, but it's totally proven me wrong!"*

*"So busy coping with the present, the future is always at the back of my mind."*






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*“Other carers in the same position have been the most help to me.”*

*“This Consumer Directed Respite Assistance package gives me the flexibility and autonomy to organise respite at very short notice on varying days and hours, enabling me to keep working my rotating hours.”*

*“The last few years have been really draining and this Consumer Directed Respite Assistance package has been a great help to recharge my batteries.”*

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#### Carer Assist

Northside can assist carers to take time out and make connection with other carers, to join carer support networks, and to find new ways of managing and balancing their caring roles.

#### Carer Goals

Northside will assist carers to establish goals and plan for the future and to develop ways to achieve positive results.



Trauma Informed Care seminar; 30 attendees - to inform carers about the basic concepts of Trauma Informed Care Practice.

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*“Thank you for all the help in a fun environment.”*

*“We thoroughly enjoyed today. It gave us a well needed break!”*

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More than 500 people attended Northside's Carer & Family Fun Day at Luna Park. It was a day of great fun, laughs, valuable education and peer support for carers and their families..

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*"It was so great to see our children's happy faces on the ride as well as the food they enjoyed. Our everyday life is hard but we could definitely forget about our caring role on the day and had a wonderful time and are now refreshed. Not only do we appreciate your constant support for our family providing much needed respite, you also give us a chance to have fun."*

*"What a fantastic day! I feel so blessed. So many unexpected treats. We loved our showbag!"*

*"I really enjoyed your program and am now feeling better after many months of being down and sad."*

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*"I was so happy to have my family out with me and still feel like I was having a break."*

*"As a single mother of three children, each with a disability, plus an ageing mother, I really valued the opportunity to be out and about looking at something different that wasn't my four walls at home."*

*"Meeting other carers and families was a highlight of my day."*

*"It certainly put a smile on all our faces and made us feel appreciated."*

*"Thank you Northside for providing such a pleasurable day. I loved the laughing workshop!"*

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Almost 100 people attended Northside's Carers' Movie event at Roseville Cinemas, for carers and their companion. It was an opportunity for carers to have a break and learn about the National Disability Insurance Scheme (NDIS).

Northside held a number of other NDIS information sessions across the Northern Sydney region; speaking to 140 people.



*"The vacation care program gave me a brilliant break from my caring role and some valuable time spent with my other children."*

*"The vacation care program meant I was able to continue my job through the school holidays which was a huge financial relief for us."*

*"Thank you I absolutely loved it. It was great on many levels and has helped put a perspective on many years struggling with services."*

*"I am thrilled that my child who has special needs got to make friends."*



### Carers Week

Northside highlights **Carers Week** as a time for all Australians to celebrate the 2.6 million unpaid carers who live in our community, to recognise the invaluable contribution made by carers, and to acknowledge the work that carers do each day to provide care for family members and friends.

Northside celebrated Carers Week 2015 by giving away gift vouchers to five carers who contacted us for respite during the month of October.

**Thank you so much for the gift card I won as part of Carers' Week. I really appreciate this gift and will put it to good use. I'm sorry I was unable to attend the photo-shoot. Thank-you so very much once again, big appreciation for this generous gift.**

### Thank You from Northside

Northside wishes to specially thank the many carers who live in the Northern Sydney region and to recognise their contribution. We acknowledge and appreciate their dedication and commitment as a carer, and the work that they do each day in their caring role.





## You Are Able Home Modifications

Northside provides minor home modifications that will assist the carer in a caring role, for example, basic ramps or hand rails to assist a frail elderly person. Following assessment and referral by an Occupational Therapist, Northside approves minor home modifications to be completed by approved Home Modification Service Providers.

*"Mum is very pleased with her new rail and it helps her more to get up while she is still able. It will also help me as I have chronic knees and back."*

## Carers' Lunchtime Conversation Series

### 7. How do I get support for me?

#### Discussion:

1. If the person you cared for had adequate support for themselves in their own right, would you still need support for yourself?
2. What would you need and why?

#### Remember:

Carers need their own dreams and passions and identities to continue in the caring role.

### Agenda

#### Carers' Lunchtime Conversation Series

12.30pm to 2.00pm  
Thursday, 15 October 2015  
Meeting Room, Dougherty Centre, 7 Victor St, Chatswood

1. Meet and Greet (Lunch Served)
2. Welcome and Introduction - Danielle Ballantine, CEO
3. Introductions - Danielle
  - Maureen Flynn, Guest Speaker, National Respite Association
  - Judy Wood, Board Member and Chair of the Board Consumer Engagement Committee, Northside Community Forum
  - Kim Savage, Member of the Board Consumer Engagement Committee, Northside Community Forum
4. Caring Story and the Impact of Sector Reforms, Including the NDIS and My Aged Care on Carers, with Question Time - Maureen Flynn
5. Thank You - Danielle

### Agenda

#### Carers' Lunchtime Conversation Series

12.30pm to 2.30pm  
Wednesday, 16 December 2015  
The Fisher Room, Chatswood RSL Club, 446 Victoria Avenue Chatswood

1. Meet and Greet (Lunch Served)
2. Welcome and Introduction - Danielle Ballantine, CEO
3. Introductions - Danielle
  - Kevin Zahra, Director, Client Services
4. Recognition of Winners of National Carers Week Draw
5. Personal Story Sharing - Introduced by Danielle
6. Thank You - Danielle

*"...Personal Story telling exposes that part of humanity that is universal. No matter what our language, nationality or political persuasion, writing and sharing stories touch and connect us all..."*  
Eric Truies





## You Have Independence

### Domestic Assistance

Northside can help people who are over 65 make a difference to their life, and live their best life with a range of support including general house cleaning, dish washing, clothes laundry and light vacuuming. They can choose to remain living independently and safely in their own home and improve their skills to manage everyday activities through our program of assistance with basic domestic tasks.

What may be perceived as a simple “cleaning service” is very important to many service users. After her initial service, a user asked her sister to take her to Northside so she could personally express her gratitude and happiness.

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*“I look forward to my care worker visiting every fortnight. Simply having a fresh, new face around breaks my mundane daily routine.”*

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*“As a carer for my husband, my physical and mental burden has eased because I no longer have to worry about the basic cleaning duties on top of everything else. I can take a small break for myself, and find the time and energy to look into accessing additional services for my husband.”*

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*“The simple act of having my balcony swept and tidied up, allows me to feel comfortable sitting outside and enjoying the sunlight again.”*

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## You Are Well Dementia Education for Carers

Dementia education and training provides learning opportunities for carers and families of people with dementia, including carers and families from Culturally and Linguistically Diverse backgrounds.

Northside works with specialist training providers to deliver learning opportunities that increase understanding about dementia, and provide practical skills and knowledge for carers.

Learning opportunities may be provided as interactive group workshops, seminar style learning sessions, brochures and information packages, online resources, and as individualised, in-home learning sessions for older carers of a family member with advanced dementia.

During the year, Northside coordinated seven events, attended by 121 people:-

- Caring for a Person with Dementia; conducted with Alzheimer's Australia
- Art and Dementia Tour; conducted at the Art Gallery of NSW
- First Aid for Carers; conducted with St John Ambulance
- Memory Matters; conducted with Alzheimer's Australia



- Creative Ways to Care - Strategies for People Living with Dementia
- Northern Beaches Mini Expo; speakers about financial planning, legal planning and upcoming carer changes







## Education Support for Young Carers

Young Carers are amazing young people aged 18 years and under. They help care for a person who has a disability, illness, mental health issues or alcohol or drug dependence. The person they care for may be a parent, sibling, relative, or even a friend.

The Young Carers Program supports young people who have the added responsibility of providing assistance to someone they care for. We can help young people manage these responsibilities by providing them with support to get through their day, and achieve in their studies. The Program is particularly available for young carers who are studying at school and who may be having difficulty managing their studies as well as their caring responsibilities.

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*"Thank you very much for the wonderful day out yesterday. We had the best day and loved every moment of it."*

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Each young carer has different individual needs, and the assistance available is flexible depending on what the young person may require.

Some of the things we may be able to provide include:-

- Tutoring to help with school work and help with preparation for exams
- Counselling and support groups
- Access to educational programs
- Access to camps
- Social events like going to the movies, games nights and more!

The Program provides the opportunity to meet other young people who understand; and to speak to adults who will do their best to listen, to hear, and to support young carers the best way they possibly can.

### Tutoring

During the year, 58 young carers received support in their home.

## Events



- During the school holidays, Northside gave away movie, bowling and trampolining tickets to young carers to create fun and engaging opportunities for them and their family.

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*"We would like to say thank you. Shelley really enjoyed the camp, she had a great time and brought home fond happy memories."*

*"Just a quick note to thank you for yesterday's outing. Both Fred and Suzie had a great time and couldn't stop telling me about their day."*

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- Creative Art and Amazing Race for the 10 to 17 age group; 14 attendees - an opportunity for young carers to work together, have the freedom to express themselves, problem solve and learn new skills.







- Camp for the 13 to 17 age group; 20 attendees - held at YMCA Yarramundi and created incredible opportunities for young carers to have much needed respite, connect with their peers, create life long memories and receive education about mental health and wellbeing.
- Family Day; 47 attendees - held at Balmoral beach to celebrate Christmas, enjoy the sunshine and connect with one another.



- Playback Theatre and Orienteering; 29 attendees - promoted self-expression; and built resilience, confidence and team work

#### Newsletter

The Young Carer newsletter is distributed quarterly to 375 young carers across the Northern Sydney region. It provides information about school holiday programs, competitions, puzzles, recipes and support options.



Edward entered the Young Carer Newsletter competition, and as elected by the Northside staff was the winner. Edward was a welcome guest at Northside when he visited with his Mum and grandmother to be presented with his laptop.

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*"I'd love to inform you that the tutoring we've had from you has been great and Jack has successfully enrolled into a Chiropractor Degree at Macquarie University! We couldn't have done it without the tutoring and I'd like to thank you so much for your help. We had Tyrone teaching and he's absolutely brilliant. Would highly recommend to anyone looking to improve Maths. Thanks again!"*

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Northside was invited by the Rotary Club in Chatswood to nominate a young carer to be sponsored to attend the Rotary Youth Leadership Seminar (RYLA). Bridget was selected and sponsored to attend.

RYLA is a great opportunity for youth to participate in a leadership program, and is an award given to encourage and reward the outstanding contribution of a young person in the local community.

Bridget had an incredible experience and learnt a lot about what it takes to be a good leader. She was then invited to attend the Rotary Club weekly dinner to discuss the Young Carer Program and to speak about her experience.





# Live Your Best Life

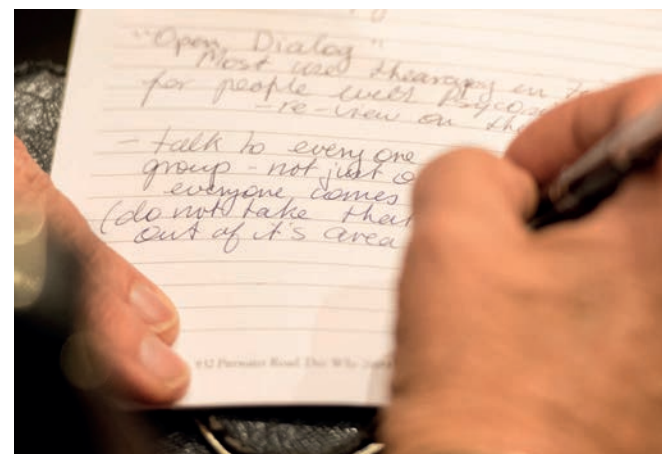
## Social Activities and Events

Northside coordinates social activities for older people.

Older people are more likely to experience illness, mobility issues, grief and loneliness than any other group of people. They are also at risk of experiencing social isolation more than any other group of people.

Northside coordinates a range of daily activities and day trips in the community to extend people's social connections and keep them healthy, active and enjoying life. Our activities are designed around interests with other like-minded people.

*"I haven't been to the city for a while. Seeing the new pedestrian crossing on George Street will allow me to catch the M20 bus which will drop me off at the front of the Cathedral. This way I am able to visit and watch the band play at the Cathedral on my own."*



*"Amazing great achievements, when I read your email I realised, wow new bus; many more outings, absolutely impressive."*

This year, our activities included



- Auburn Botanical Gardens - Japanese speaking Social Support group; six attendees

*"The bus trip, tour through the house and the walk through the gardens was excellent."*

*"Rob and I enjoyed being there viewing the scenic spot. It was a lovely place to spend our morning and noon time."*

*"It was great to see old friends after a long absence and recognise people from other activities."*



- Northern Beaches Symphony Orchestra Christmas Concert and Lunch; 18 attendees

*"Thanks for organising the lovely outing to Bondi. The driver, Charlie was fantastic, as he drove us around Watson's Bay and Bondi; all around the residential areas, what an eye opener. Although we have been to Watson and Bondi before, but never saw the areas that he covered. I've attached a few photos for your records. You could possibly use in future newsletters. Once again many thanks."*





## 60 activities, 673 attendees.

Northside partnered with the Greenway Tenancy Group and Family and Community Services to assist clients residing in the Greenway Estate to navigate My Aged Care to enable access to services in the home. Several information sessions were held at Greenway.



- Art Gallery of NSW Tour; 11 attendees
- Vaucluse House Lunch; 21 attendees
- Barangaroo; nine attendees

- Roseville Movie and Lunch Sessions; a regular activity for the movie buff at Roseville Cinema, followed by lunch

*"You are an ANGEL organising these activities for us. It relaxes us and gives us some fun time in between caring for our loved ones. All your good work is appreciated. My husband is still in hospital - 1½ months. He is very serious so all these activities help calm me emotionally. You are so good at your job!!!"*

*"It's nice to know that you may see someone again who you met at another one of these movies."*





Northside’s service provides the only door to door transport combined with social activity planning for wheelchair users across Sydney.

With modified buses, we can transport five wheelchair passengers, plus six seated passengers to events, social activities, sporting occasions, shopping, theatre and more. With over 35 years of experience, we have modern clean transport and a wealth of knowledge about the best accessible destinations in Sydney. Our Coordinators work hard to understand what our passengers want, what challenges they face, and work together to plan the best possible experience.

If a passenger is looking to learn how to use the public transport system, in addition to accessing Northside’s transport and social service, Northside can provide training on the use of Sydney’s public transport system. Learning to use public transport ultimately increases independence, giving control on where and when people travel.

Independence in using public transport enables an increase in social activities, attendance at medical or other specialist appointments independently, visits to friends and family, seeing the sights of Sydney, or running errands at a time that is suitable to needs.

*“A lifeline to a lifestyle!”*

*“The Karaoke nights are always popular and I would hate to be without them. All just a laugh a minute and a bit of fun.”*

*“This service is a great life and I would be just lost without it! It is our social life and so vitally important to so many people for lots of different reasons.”*

*“Getting help to get around was easier than I thought.”*

### Some of the Social Activities



- Cycling - transport to Fresh Tracks at St Ives; a weekly cycling program designed to improve strength, endurance and cognitive development



- Twilight Concerts at Taronga Zoo - Lady Black Smith Mambo, Bjorn Again and James Morrison



- Sailability - Dinghy Sailing at Middle Harbour; for enjoyment, freedom and pleasure



- Art Gallery of NSW - Biennale, Matisse and the Moderns and Archibald Exhibitions





- Taste of Manly Festival



- Rides on the River Cat to King St Wharf for a café lunch



- Rides on the Manly ferry for fish and chips



- Vivid at Darling Harbour
- Yoga - weekly class led by a teacher qualified in Remedial or Therapy Yoga; the classes have an emphasis on relaxation, breathing and general wellbeing
- AFL game - enthusiasts cheered on the Swans
- Sydney Royal Easter Show
- Rosehill Racing Carnival

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*"I thought it might be a good idea to pass on to you some feedback about the event we conducted. Firstly, I wanted to thank you for your meticulous organisation on planning the logistics. The logistics for your drivers were not very easy, but both were absolute superstars. They made all of the unloading, loading and parking look easy and were so engaged and involved with the clients as well. I was so impressed with both of the drivers and the carers. I think all of your participants also had a wonderful time."*

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# Northside Community Wall

## You Have Opportunities

An outstanding group of 70 people, keen to be more involved and contribute to their local community volunteered with Northside and assisted in a variety of ways, best suiting their interest and skills.

- Supporting clients on a one to one basis during events and activities, making each day out fun and enjoyable
- Assisting with shopping or assisting the driver operate a bus hoist
- Being a companion to some very interesting people
- Supporting office staff with administration tasks

Northside says thank you!

B’nai B’rith has continued to support Northside as helpers on outings for wheel chair users to the Kokoda Memorial Reserve. Their delicious homemade salads, cakes and slices are a special touch. Thank you to Miriam Kluger and all the members of B’nai B’rith for their continuing support!

The contribution of the volunteer consumer representatives on the Board Consumer Advisory Committee is invaluable. Thank you!



## Stepping Out for Cerebral Palsy

The Walking Mates, a team of four Northside staff not only increased their fitness levels, developed new healthy habits, had adventures walking together, but also raised incredibly important funds to support people living with cerebral palsy right across Australia.

Run by Cerebral Palsy Alliance, the Steptember charity event challenges people to take 10,000 steps a day for 28 days straight in September.

Our team found it challenging but also rewarding and inspiring. They met their step target and raised just over \$500.

## Communities of Practice

Communities of Practice help foster the process of storytelling among colleagues which, in turn, helps them strengthen their skills on the job; in essence, it not only enhances knowledge sharing but also creates an opportunity to challenge the status quo; why do we do it this way, if there is a better way of approaching a situation, problem or incident.

Staff at Northside are involved in three Communities of Practice.

### Business Efficiency

It is no secret that over the next few years, we will be expected to do more with less. There is always an opportunity to review our work processes to become more streamlined, assessed for relevancy or completely restructured - no matter how big or small. It is always best practice to work smarter and more efficiently.

The team identified a number of existing inefficiencies and generated solutions in relation to systems, staffing, procedures and resources, which will be introduced.

### Growing our Disability Services

The team has considered the retention of the existing client base and the attraction of new clients to Northside, leveraging from Northside’s existing services, fleet of wheelchair accessible buses and extensive database of accessible venues. Using client feedback, they have identified the need for a youth program that allows students who are transitioning from school to work to continue to maintain the friendships made at school.

### Measuring Impact and Outcomes

The team has considered the refocusing on the needs of an individual by discussing their goals and meaningful measurements of achievement with them. These relate to how services may positively and indirectly impact their life, for example, by being happier, being more involved in the community and learning something new. The team will trial an ongoing conversation with a small sample of people who use a cross section of Northside’s services.



## Summary Statement of Financial Position

30 June 2016

	2016 \$	2015 \$
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents	3,262,629	2,314,112
Trade and other receivables	97,981	26,153
Other assets	58,747	43,057
TOTAL CURRENT ASSETS	3,419,357	2,383,322
NON-CURRENT ASSETS		
Property, plant and equipment	113,716	138,424
TOTAL NON-CURRENT ASSETS	113,716	138,424
TOTAL ASSETS	3,533,073	2,521,746
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Trade and other payables	637,552	512,450
Short-term provisions	237,197	391,552
Other liabilities	287,821	96,789
TOTAL CURRENT LIABILITIES	1,162,570	1,000,791
NON-CURRENT LIABILITIES		
Long-term provisions	48,850	49,440
TOTAL NON-CURRENT LIABILITIES	48,850	49,440
TOTAL LIABILITIES	1,211,420	1,050,231
NET ASSETS	2,321,653	1,471,515
<b>FUNDS</b>		
Accumulated surplus	2,025,474	1,471,515
Bus replacement reserve	296,179	-
<b>TOTAL FUNDS</b>	2,321,653	1,471,515

## Summary Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2016

	2016 \$	2015 \$
Revenue	5,313,674	4,781,812
Other income	487,501	266,945
Employee benefits expense	(2,315,568)	(1,815,606)
Depreciation and amortisation expense	(105,933)	(28,922)
Rental expense	(86,587)	(226,303)
Brokerage and client care expense	(1,971,221)	(2,167,816)
Administration expenses	(471,727)	(533,161)
<b>Surplus / (deficit) before income tax</b>	850,138	276,950
Income tax expense	-	-
<b>Surplus / (deficit) after income tax</b>	850,138	276,950
Other comprehensive income for the year	-	-
<b>Total comprehensive income</b>	850,138	276,950

# Board Members Declaration

The Board Members of the company declare that the summary financial statements of Northside Community Forum Incorporated for the financial year ended 30 June 2016, as set out on pages 7 to 13:

- a. comply with Accounting policies described in Note 1; and
- b. have been derived from and are consistent with the full financial statements of Northside Community Forum Incorporated.

This declaration is made in accordance with a resolution of the Board Members.



Gordon Wing-Lun  
Board Member



Dr Rosy Walia  
Board Member

Dated 26 September 2016

# Northside Community Forum Incorporated

ABN 87 309 151 625

## Independent Audit Report to the Members of Northside Community Forum Incorporated

### Report on the Financial Report

The summary financial statements of Northside Community Forum Incorporated, which comprise of the summary statement of financial position as at 30 June 2016, summary statement of surplus or deficit and other comprehensive income, summary statement of changes in funds, discussion and analysis of the financial statements, and the Board Members’ declaration from the audited financial statements of Northside Community Forum Incorporated for the year ended 30 June 2016 as set out on pages 6 to 13.

The summary financial statements do not contain all the disclosures included within the audited financial report of Northside Community Forum Incorporated. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of Northside Community Forum Incorporated.

### Board Members’ Responsibility for the Financial Report

The Board Members of the Association are responsible for the preparation of the audited financial statements on the basis described in Note 1.

### Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.

### Audit Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Northside Community Forum Incorporated as at 30 June 2016, and of their financial performance and cash flows for the year then ended in accordance with the Australian Accounting Standards described in note 1, the *Associations Incorporations Act NSW 2009* and the *Australian Charities and Not-for-profits Commission Act 2012*.

### Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board Members’ financial reporting responsibilities under the *Associations Incorporations Act NSW 2009* and the *Australian Charities and Not-for-profits Commission Act 2012*.



M.J. O’Connor CA  
Director

NEWCASTLE  
12 October 2016



Cutcher & Neale Assurance Pty Ltd  
(An authorised audit company)





## Membership 2016/2017

### Organisation Members

- ACL Disability Services
- Australian Healthcall Group
- Bee Cos We Care Pty Ltd
- Care 1
- CatholicCare Diocese of Broken Bay
- CCNB Ltd
- Hornsby Ku-ring-gai Community Transport
- Hornsby Ku-ring-gai Home Modification and Maintenance Service
- Hunters Hill Ryde Community Services
- Lifeline Harbour to Hawkesbury
- Lifeline Northern Beaches
- Northern Beaches Community Services Ltd
- Oxley Home Care Pty Ltd
- Presbyterian Aged Care
- Riverlink Interchange Inc.

### Associate Members

- Community Connect Transport Services
- National Care Management Pty Ltd
- The Housing Connection Ltd

### Board Members

- Gordon Wing-Lun
- Brad O'Hara
- Janet Grant
- Margaret Kay
- Michael Fine
- Phil Kerrigan
- Ramon del Carmen
- Dr Rosy Walia
- Stuart Snell

Enhancing people's independence  
so that they can live their best life.