

northside
community
forum inc.



northside
community
forum inc.

Annual Report
2014-15



Better care in our community

Acknowledgements to Funders





The Northside Way

Everything we do, everyone can see, our work is about people

We get to know you, your needs and your goals.

We share responsibility with you about your plans.

We integrate planning and support for a service solution that meets your needs.

We are flexible and accessible in all that we do to support you.

We aim to demonstrate the Northside Way through:

The outcomes we achieve.

Our focus on communities in which we engage.

Our partnerships with our customers and other organisations.

Our commitment of service to you valuing your experience and hearing your feedback.

YOU

ARE HOME. HAVE VITALITY.
HAVE INDEPENDENCE. HAVE CHOICE.
HAVE POSSIBILITIES. ARE ABLE.
ARE WELL. EXPERIENCE. ENJOY.



"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest accomplishment or the smallest act of caring, all of which have the potential to turn a life around."

Leo Buscaglia



The Northside Community Forum Inc. Story

The Northside Community Forum Inc. (Northside) story is one of local energy, dedication, leadership and adaptation. The organisation was established in the mid-1980s to bring the newly created Home and Community Care (HACC) Program to the Northern Sydney region. The HACC Program offered basic support services to older people, people with a disability and their carers, so that they could continue living in their own home. Over the next 10 years Northside was instrumental in developing and coordinating HACC services across the 11 local government areas of Hornsby, Ku-ring-gai, Ryde, Hunters Hill, Lane Cove, Willoughby, Mosman, North Sydney, Manly, Warringah and Pittwater, and for making sure that the needs of older people and people with a disability living in the region were represented to governments and funding bodies.

Throughout the 1990s and into the early 2000s Northside continued to provide leadership in the community care sector by establishing inter-agency networks to strengthen capacity in the region; offering regional information sessions and workshops, and developing new initiatives and services that were of benefit to older people and people with a disability and their families. This was a very exhilarating time for Northside which led the way in NSW with the development of inter-agency referral and assessment protocols, the introduction of an electronic client referral system, and exploration of ethnic meal production for people from different cultures. At the same time, Northside won the tender to operate the first Commonwealth Carelink Information Support Service and the first Commonwealth Carer Respite Centre in the region. This began a new and exciting era.

From mid-2000 to the present day, Northside has 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. It successfully amalgamated with Disabled Alternative Road Travel Service (DARTS), extending beyond transport and providing social support and activities for people with disability. It also became a deliverer of Regional Assessment Services within My Aged Care.

All through this period of rapid expansion, Northside has continued to work closely with health and social care agencies by offering information, advice, support and training.

The shifting operating context continues to place new demands on the social care sector. The changes in the way government will fund services, changing customer expectations and a rapidly changing social care market place, calls for new ways of thinking and working.

Northside is investing in the future. We are continuing to assess the operating context, understand the needs of customers and their organisations, and prepare for a new direction and strategy that aligns with a person centred philosophy that places YOU at the centre of everything we do. We look forward to the next decade and continue to be excited about working with the diverse communities and their service providers across the Northern Sydney Region.

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Chairperson's Report

Janet Grant

Chair

The last year has continued to present challenges and opportunities for Northside. With the demand for social services forecast to outstrip funding by 2020, Northside, like all community organisations, is seeking and establishing new ways of reaching the community in forms that best meet social needs and provide value for money for funders.

Northside is committed to investing in its future, building a unique and sustainable community business. 2015 was focused on key projects aimed at positioning Northside in a reforming environment. The Board has also invested considerable time in the last year reviewing and strengthening the governance infrastructure of the organisation. We see a future where Northside contributes to the capacity, vibrancy and impact of the community care sector in our region, which continues to provide much needed local and innovative solutions.

Northside also finalised its strategic direction with a clear focus on investment in our clients and their experience with our services. Our dedication is enriching the lives of families who support someone who is frail/aged, has a disability, or a chronic or mental health issue. We value the carer as the expert in their life, and together, support their quality of life. We intend to continue to focus on services for carers and expanding our reach across northern Sydney. We also intend to continue to work with and support other organisations delivering services in their local communities.

I would like to thank Marika Kontellis and Gary Jacobson of Zakumi Consulting for their interim executive leadership in this past year. Under the guidance of Zakumi, Northside expanded its service offering through a strategic partnership with Community Options Australia to deliver the Regional Assessment Service in Northern Sydney within the My Aged Care reforms. Additionally, under the guidance of Zakumi,

Northside and DARTS successfully amalgamated earlier in the year. Northside is now able to reach more people at risk of social isolation through providing transport and a range of social activities.

Appreciation is also extended to our supporters in 2015, particularly those who have made donations which have gone towards enhancing our service offering. Our thanks also to the Department of Social Services, NSW Family and Community Services and Transport for NSW for their continued support.

Finally, on behalf of the Board I would like to acknowledge the contribution made by our CEO, Danielle Ballantine since her appointment in July, and our staff, who have continued to demonstrate their commitment to our clients and our organisation through this period of significant change.



Chief Executive Officer's Report

Danielle Ballantine
Chief Executive Officer

The Northside Way

I am excited and humbled to be providing commentary for my first Annual Report for Northside. In my first few months with Northside, it is evident to see the strong commitment our people invest to deliver exceptional services to our clients on behalf of our funders. The Northside team has remained focused on the quality of service and in my view demonstrated extraordinary resilience through a period of change and ambiguity within the sector.

This Annual Report has been themed as "The Northside Way". In the past 12 months, Northside has been preparing for a new direction, a new strategy and a renewed energy. The Northside Way is the culmination of building a person-centred philosophy within our suite of services. It reinforces Northside's attitude of placing YOU at the centre of everything we do.

There have been many achievements this past year that I would like recognise:-

Northside successfully amalgamated with DARTS (Disabled Alternative Road Travel Service) in early 2015. DARTS has a long and valued history across the Willoughby local government area which extends beyond transport and provides social support and activities for people with disability.

You will see many fabulous photos throughout the Report which were taken during a successful cruise event. The cruise provided an opportunity for people 65 years+ to connect with others and build social networks. You will see from the photos, that those on the cruise took every opportunity to not only enjoy our beautiful harbour but also build lasting relationships.

Northside's collaborative relationship with Community Options Australia (COA) strengthened as we became a deliverer of Regional Assessment Services under the COA

prime contract. Preparing for a significant reform within My Aged Care presented a new opportunity and we thank the COA team for their guiding hand.

Northside hosted its 2015 Carers' Big Day Out and introduced the Carers' Lunchtime Conversation Series designed to provide a range of information, supports and networks for carers. These events not only provided the opportunity to stay informed of the changing policy environment but also enabled carers to share their stories. We look forward to hosting more events in the coming year.

As our continuing commitment to support the sector, Northside also introduced the Leadership Conversation Series, holding several events aimed at discussing relevant topics facing the sector, the changes and how best we can respond. These events have been topical for CEO's and senior leaders on themes such as collaboration and partnerships, social impact and customer experience. We aim to expand this in the coming year.

The above achievements would not have been possible without the support and leadership of Marika Kontellis and Gary Jacobson this past year. Thank you for navigating Northside and building upon the great services already delivered.

I would like to acknowledge the Board of Directors and their continuing commitment and efforts in leading and supporting the organisation through change for the purpose of our strategic direction.

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.



Better care in our community

Our Board



Janet Grant
Chair

Appointed November 2009

Janet is a Chartered Accountant, with a Master of Commerce degree and a Bachelor Degree in Accounting. Janet has a broad knowledge of governance, business and financial management gained in government and the professional services sector. Over the past six years she has been a board member of not for profit organisations and a member of audit and risk committees for NSW government agencies.



Dr Rosy Walia (MAICD)
Vice Chair

Appointed 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 has recently been awarded the prestigious Cultural Diversity Scholarship funded by the Australian Institute of Company Directors and Australian Government Department for Women. She holds numerous Board positions and has been a proactive member of the Community Care Advisory Committee of ACS for the last five years.

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



Betty Johnson
Board Member

Appointed November 2006

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.

Betty 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. It is this experience that she brings to the Northside boardroom to drive debates and decision making. Northside acknowledges Betty as one of the original consumer directed and person centred care advocates in Australia.

Our Board (Continued)



Judy Wood

Board Member

Appointed October 2007

Judy Wood has over 36 years' experience 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.

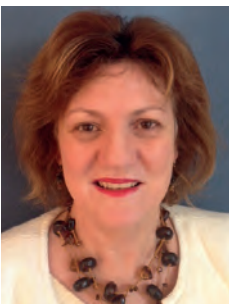


Phil Kerrigan

Board Member

Appointed 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.



Margaret Kay

Board Member

Appointed 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 Acting 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.



Helen Tuxworth

Board Member

Appointed October 2014

Helen is a Registered Nurse with over 25 years' experience in Community Care. Helen has held positions in health, community and local government sectors. With an interest in governance in the non-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.



Michael Fine

Board Member

Appointed 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 (ISA) 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.



Bob Trbojevich

Board Member

Appointed March 2015

Bob Trbojevich 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.



Marea Salisbury

Treasurer

Retired October 2014

Marea is a Chartered Accountant and a member of the Australian Institute of Company Directors. She has over 30 years' experience in commerce and during the last seven years has worked in the not-for-profit sector.

DOING, BEING, AND BECOMING... EVERYTHING IS POSSIBLE!

Different ways of “doing” emanate from the personal cultures we bring to and share in our everyday practice; a sense of “being” grows with developing engagement, social relationships and self-exploration; and a knowledge of “becoming” flourishes through exploring new learning opportunities, and a sense of contribution to the lives of others and the community we belong to. Our culture will determine what we do, how we practice, and ultimately our future shape and outcomes.

During the past year our ways of “doing” have been challenged personally and professionally through constantly shifting concerns and demanding priorities pushing to new ways of working. We have endeavoured to balance our “being” and “becoming” to share increasing self-awareness, grow with change, and face current and potential future challenges together.

Staff have embraced Northside developments with usual responsiveness, courage and commitment to meet the requirements of our carer and client requests. As always, with their hard work and generous enthusiasm we have been able to consistently respond to individual requests, to find creative individual service solutions, and to support new initiatives.

I would like to thank Marika Kontellis and Gary Jacobson, Northside Interim Executive Officers for providing provoking, challenging and stimulating thoughts and discussion over the past 12 months.

The contributions of conscientious and committed Team Leaders, Agnes Kemmerer, Information and Outreach Projects and Alison Bradshaw, Respite and Packaged Care, both until February 2015; Tanya Austin-Howell HACC Development Officer until September 2014; Terence Lau, Finance Officer until November 2014; Marea Salisbury, Chief Financial Officer, November 2014; and Margaret Bouhabib, Executive Assistant were all highly valued and much appreciated. To Amanda Noar, Administration, Systems and Facilities with whom I have now worked for over 11 years, thank you for your unfailing good humour and responsiveness to all our IT queries. To all staff - once again, you are the organisation; without your ceaseless contributions, energy and ideas, Northside would not be “doing” or “being”; and with your continued engagement, I very much look forward to Northside “becoming” an increasingly vibrant, comprehensive and smart organisation of the future.

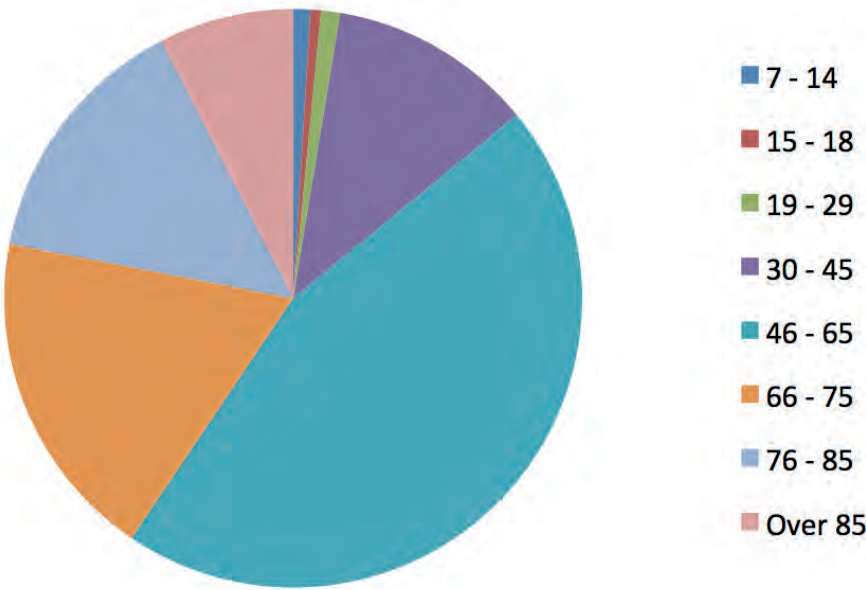
Katrina Horman

Program Manager

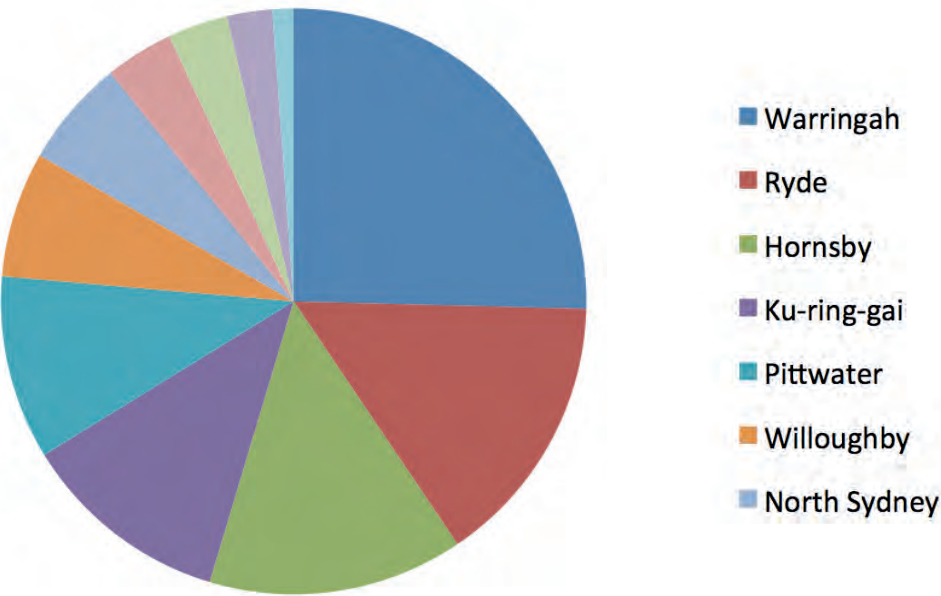
“When nothing is sure, everything is possible.”

Margaret Drabble

Age Groups of Total Carers



Total Number of Carers by Local Government Area



Guringai Festival 2015

In 2015 the Guringai Festival celebrates 15 years of Australia's First Peoples culture and heritage in the Northern Sydney region.

The festival starts with "Pathways to Recovery" for S continues through Reconciliation Week and culminates at the end of NAIDOC week.

Carers's Big Day Out 2015

A carers only conference to be held at Hornsby RSL on 20 May. A day of Celebration, Fun, Recognition, Information and Connecting.

[Read More](#)

There are some other wonderful [Carer Events](#) on in May.

[Guringai Festival 2015](#)

[Weaving Bridges Project](#)

[ATSA Independent Living Expo, 13-14 May](#)

Northern Sydney Community Care Sector Development

Overview

The Northern Sydney Community Care Sector Development Project has undertaken a number of activities to support the sector prepare for the significant reforms to the planning and delivery of community services for people with disabilities and older people.

With the most significant reforms to the community support programs since its introduction in the 1980s, it is clear the people working in the sector need to clearly understand the reasons and specifics of changes in order to best support their clients and their clients' families.

As such, the development work was undertaken through a collaborative approach with relevant government departments, Commonwealth Home and Community Care (HACC) funded services, NSW Community Care Support Program (CCSP) and other community care agencies that deliver services to the frail aged, younger people with disabilities and their carers.

Through spending time with a range of services across the region we have been able to provide locally informed responses to government consultation and discussion papers and liaise with Department representatives regarding issues of relevance to services and their clients.

This was achieved by providing resource information and training support that:-

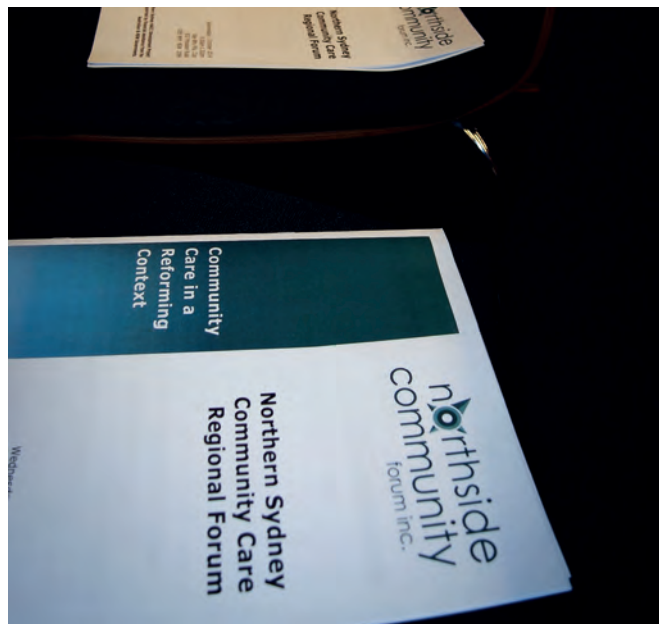
- Increases the capacity of the HACC funded organisations to deliver quality services
- Promotes inter-agency and community relationships
- Provides information regarding policy and practice in a manner which is accessible to the range of people working in the sector
- Consults with the community service sector on the impacts of changes to the system
- Collates information and informs peak bodies, government departments and other stakeholders of the issues pertinent to the Northern Sydney Region

Project Activities

Regional Forums

Two Regional Forums were held and attended by a combined total of 276 people.

The October 2014 Forum started the discussion of Community Care in a Reforming Context. Jane Caro, Social Commentator delivered the key note address. George Ayoub, My Choice Matters spoke about disability reforms and what they mean to persons with disability and their families. Lisa Langley, COTA New South Wales spoke about aged care reforms and the impact on consumers.



Our second session was held in April 2015. On one of the wettest days of the year, there were still 138 attendees. The focus of the day was primarily to clarify changes to the Home Support Program, to gain insight into benefits and to explore strategies to clarify the value of services in a consumer driven market. Cathy Milne, Assistant Director, Aged Care Programmes, Department of Social Services provided an overview of the transition to the Commonwealth Home Support Programme. Ricki Smith, Chief Executive Officer, Access Care Network Australia spoke about their five years' experience delivering Regional Assessment Services in Western Australia. Carolyn Loton, Director, Juntos Marketing spoke about clarifying your organisation's value and communicating clearly in a consumer driven market.

At both Forums, our presenters were well received and open to questions and discussion.

"This half year forum has improved in quality, program and presentation by speakers. Well done."

"I feel you are a most professional service. Thank you."

"I appreciate the regular emails, the resources available on the website and the training available from Northside."

"Great venue. Good topics presented. Very professional event."

"This is a valuable role-facilitating networking."

"You do a great job! Keep it up."

Sub-Regional Forums

The size and complexity of the Northern Sydney Region is addressed with four subregions.

Each subregion holds its own subregional meetings with Chair and Secretarial roles undertaken by local providers. The minutes, agendas and any relevant papers are hosted on the Northside website to centralise access.

These subregional forums have evolved over recent years, with an increasing presence of non-government providers, resulting in a more representative reflection of the range of providers in the region.

Current forums are held with services covering:-

- Hornsby Ku-ring-gai
- Lower North Shore
- Manly Warringah Pittwater
- Ryde Hunters Hill

KU-RING-GAI & HORNSBY
مناطق دولت های محلی (شماره های)

خدمات مراقبت در خانه و اجتماع
HOME & COMMUNITY CARE SERVICES

این خدمات برای افراد پیر و فرتوت و کسانی که معیوبیتی دارند و مواظبین آنان است تا در صورت ممکن به آنان کمک شود زندگی مستقل در میان اجتماع خود را حفظ نمایند.

This project is supported by financial assistance from the Australian and NSW Governments

Dari

مواظبت در خانه و اجتماع یعنی چه؟
اگر شما دارای معیوبیت هستید یا دارید پیر می شوید، ممکن است هر کار برای شما در خانه دشوار شود. چه بسا شما فکر کنید که به یک خوابگاه **hostel** یا خانه های سالمندان **nursing home** منتقل شوید.

پروگرام **Home and Community Care (HACC) Program** به شما و شخصی که از او مواظبت می نمایند کمک می کند تا بتوانید در خانه خود زندگی کنید در حالی که امنیت، راحتی، و استقلال شما تا آنجا که میسر باشد تضمین شود.

آیا من استحقاق دارم؟
به مؤسسه خدماتی مورد علاقه خود زنگ بزنید. آنان راجع به استحقاق شما برای شما معلومات خواهند داد.

چقدر مصارف دارد؟
بخشی از خدمات رایگان هستند در حالی که خدمات دیگری هم هست که مبالغ مختلفی بین می خواهند. موقعی که زنگ می زنید از آنها پرسش کنید مصارف آن چقدر است.

مواظبت در خانه و اجتماع **Home and Community Care** یک پروگرام است که توسط دولت هنرال (کاملنولت) و ایالتی هرز تمویل شده است. اگر معلومات بیشتری می خواهید، با **HACC Development Project** به شماره تلیفون **02 8405 4444** تماس حاصل نمایید.

northside community forum inc.
Better care in our community

تولید: نومبر
Northern Sydney HACC Development Project
تلفون: 02 8405 4444
فکس: 02 8405 4455
ایمیل: ns-haccdo@nsforum.org.au
وبسایت: www.nsforum.org.au

تداوی های غیر از داکتری (پیراپزشکی)
(ALLIED HEALTH)

Berowra Community Health Neighbour Aid	9456 3344
Hornsby Ku-ring-gai Hospital Rehabilitation & Aged Care Service (Occupational Therapy, Physiotherapy & Dietetics)	9477 9525
Lane Cove & North Side Community Services	9427 6425
Northern Sydney In-Home Podiatry Service	

پلان کردن، تکامل اجتماعی، هماهنگی، داوطلبان، کمک اجتماعی
(PLANNING, COMMUNITY DEVELOPMENT, COORDINATION, VOLUNTEERS, COMMUNITY AID)

Aboriginal HACC Development Officer	9847 6061
Berowra Community Health Neighbour Aid	9456 3344
Ku-ring-gai Council Community Development Officer (Aged & Disability)	9424 0836
Ku-ring-gai Neighbourhood Centre	9988 4966
Ku-ring-gai/Hornsby Volunteer Service	9424 0970
Lifeline Harbour to Hawkesbury Inc	9498 5882
H2H Community Aid	
Multicultural Access Project	8968 3408
Northside Community Forum Inc	8405 4444
Northern Sydney HACC Development Officer	
Pennant Hills Neighbour Aid Inc	9484 7777

معلومات: مندرج در این نشریه این نشریه راجع به خدماتی است که توسط مؤسسه مواظبت در خانه و محل (HACC) تمویل شده است. برای یافتن معلومات بیشتر راجع به این خدمات با مرکز گرافیک و مواظبت جایگزینی کاملنولت **Commonwealth Respite & Carelink Centre** تلیفون مراجعه کنید.
1800 052 222
خدمات ترجمانی (TIS): 13 14 50
(24 ساعته و 7 روز هفته)

تیم پیررسی مواظبت های سالمندی
Aged Care Assessment Team (ACAT) 9477 9525
Hornsby Ku-ring-gai Hospital (Located with the Department of Rehabilitation & Aged Care)
Carer Support North Sydney LHD 8877 5349

Information

With the quantity and frequency of new information released by both levels of government regarding the disability and aged care reforms, a weekly e-newsletter has been developed to provide a centralised source of information to almost 500 individuals.

When surveyed regarding the value and frequency of the publication, recipients indicated the range of information that was available centrally, and that they could return to for review, was much appreciated. Having a “translated” version of policy changes was also a benefit.

HACC Project Training

- Executed two training needs surveys
- Developed a training calendar to meet the needs of the HACC community
- Delivered 20 training sessions to 265 participants

The majority of training was undertaken in the Northside offices to reduce administrative costs.

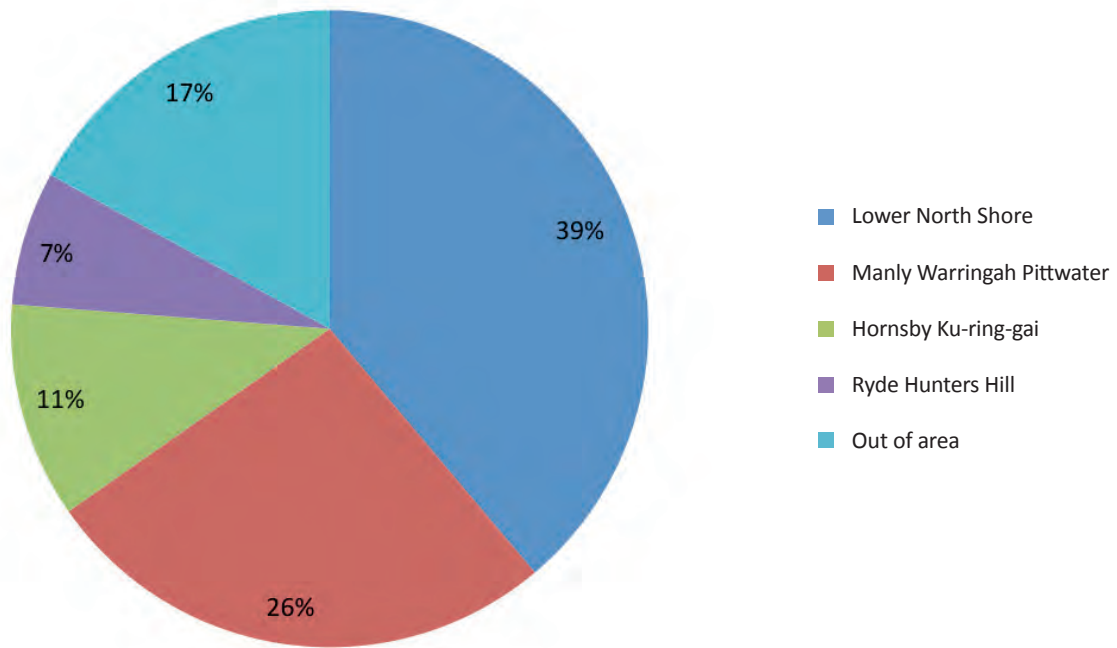
A significant proportion of attendees were from the Lower North Shore Subregion. We have planned future training across the region, to address potential access issues.

“Presenter excellent and broad knowledge base across multiple sectors and ranging from service provision to government made session more valuable.”

“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.”

“Good location. The course is really informative and provides a platform to contact other community services.”

Mix of HACC Training Participants



Volunteer Network

The Northern Sydney Volunteer Network (NSVN) is a regional network of four volunteer coordination agencies that support HACC service across the Northern Sydney Region.

The Network takes a Regional perspective in planning and undertaking activities, to maximise cost efficiencies as well as strategic operationalisation, while recognising subregional differences.

The NSVN receives funding from the Australian Government Department of Social Services and NSW Family and Community Services, Aged and Disability with Northside providing administrative support to the group. Current members include:-

- Community Connect Northern Beaches
- Ku-ring-gai Hornsby Volunteer Service
- Lower North Shore Community Volunteers
- Ryde Hunters Hill Community Volunteers

The main objectives of the group are:-

- Promotion of volunteering and opportunities for volunteers
- Connection and recruitment
- Capacity building of services
- Strategic initiatives

Community Involvement and Advisory Roles

The Project actively maintains a close working relationship with a range of groups as well as providing one off in-servicing for teams, groups and boards.

- Northern Sydney Centre-Based Day Care Networking Forum (Facilitator)
- Northern Sydney Disability Network
- Northern Sydney Volunteer Advisory Committee
- Northern Sydney Medicare Local Aged Care Taskforce
- Northern Sydney Multicultural Advisory Project
- NCOSS Community Care Issues Forum
- NSW Community Care Training Network
- NSW HACC Development Officer Network

Clare Gardiner

Home Support and Integrated Care Development Officer



Home and Community Care (HACC) Domestic Assistance Program

The Home and Community Care (HACC) Domestic Assistance Program provides a range of basic domestic assistance for clients who are unable to perform these tasks due to a functional restriction. The range of tasks includes assistance with vacuuming, sweeping, mopping, bed-making and cleaning bathrooms.

The Program aims to support each person to increase individual levels of independence, thereby enhancing quality of life and/or preventing inappropriate admission to long term residential care; and at the same time providing flexible and timely arrangements that respond to the needs of clients.

At Northside, assistance is delivered through a brokerage model, with service purchased and coordinated through agencies with which Northside has a Contractor Agreement. The brokerage model enables flexible responses to meet individual requirements as Northside has access to a variety of care workers with a wide range of skills and availability.

Service reviews are conducted with each client every three months, in order to meet initial goals for improving independence and re-ablement, improved well-being and return to community engagement. This also enables Northside to market and promote services to reach people in the community who will benefit most.



Katrina Horman

Program Manager



The Home and Community Care (HACC) Social Support Program

Overview

Northside offers social support to older people and their carers to allow them to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing or delaying admission to long term residential care. Our focus is on people living in the Northern Sydney Region, who have limited or no social contact and may not have family close by to assist.

Activities and Outcomes

Throughout the year 30 people received one on one assistance to meet person-centred social support needs. Through comprehensive assessments in the home and a collaborative approach to goal setting, client needs were met through guided referrals to existing community services such as Meals on Wheels, computer training education and other social support programs that offer one on one assistance in the community and activities of interest.

The Home and Community Care Social Support Program (HACC SS) developed partnerships with culturally and linguistically diverse communities to assist in the delivery of group based activities. In collaboration with Souseikai International Pty Ltd clients with a Japanese background learnt how to use iPads. On a sunny day in March, 40 clients who were members of the Cherrybrook Chinese Association visited Taronga Zoo. Assistance with transport outside their area was an identified need for this geographically isolated, frail aged group.

In celebration of Seniors Week in March the HACC SS program ran a “Sail Into Wellness” Sydney Harbour cruise targeted at both the elderly and their carers. The activity was a great opportunity for clients and carers to be involved in the development of the Program by partaking in a research survey and conversation with the staff from Northside. They also learnt more about the services Northside offers, while enjoying the beautiful scenic views and a seafood lunch in the company of new found friends.

Based on this survey, a number of group based activities were subsequently delivered, including a historic walk at The Rocks, the Live at Lunch at the Concourse series and a movie and lunch at the Roseville Cinema and Roseville Memorial Club.

“Thank you so much for organising the cruise in Seniors Week. My friend, who is 91 and I had a wonderful time.”

Acknowledgements

Many thanks to the generous and friendly staff at Disabled Alternative Road Travel Service (DARTS), Captain Cook Cruises, The Rocks Walking Tours, Taronga Zoo, the Chatswood Concourse, Roseville Cinema and Roseville Memorial Club.

Jennifer Lewis

Social Support Coordinator

"Dear Marika and Margaret (and all the others who made the cruise so successful),

Thank you for a most pleasant day on the harbour. The food was outstanding. I believe you achieved your objective of giving participants the opportunity to engage, connect and participate in community life - well done! The organisation, particularly pre boarding must have been extremely difficult and a little frustrating but all involved managed to wear a smile. No easy task! Again many thanks."



Sharing talent



Surveying clients - how can Northside provide support?





16 MAR 2015


BY: Dear Everyone at
Northside Community

Many thanks for a really lovely day out on our beautiful harbour. I made new friends, had a wonderful lunch and saw excellent action from your group.

Connection is so vital and I hope your good works continue.

I feel others in the community are needing more connection, my own brain-injured husband included.

12/3/15



To all the staff at Northside Community,

Thank you so much for the wonderful harbour cruise on Wednesday. We had a fabulous time. The food + entertainment was great + everyone went out of their way to make the day a pleasure. It was a little bit of luxury that both my husband + I really appreciated.

RECEIVED thanks once again.



JAPANESE IPAD SOCIAL SUPPORT GROUP



Fun to learn 😊



The Home and Community Care Social Support Program developed a partnership with the Japanese community to assist in the delivery of group based activities.

Souseikai International (SSKI) provides housekeeping services mainly for Japanese Australian clients and works closely with the Japanese community. The founder of SSKI, Dr Takafumi Numata, is also the a founder of a charitable organisation, Japanese Australian Support in Community, which promotes the Australian health care and welfare system to the Japanese community.

Dr Numata contacted Northside to introduce SSKI and find out if they were aware of any isolated Japanese Australian clients.

An idea to start a group of older clients with a Japanese background, and teach them how to use an iPad in everyday life developed into a collaborative program between Northside and SSKI. The purpose of the program was to assist the clients in using email as a means to connect with their family and friends overseas. They also learnt how to use camera and photo editing applications.

SSKI organised a trainer who could teach in Japanese. It advertised the program in a number of Japanese community papers, receiving a strong response from the community. The group has continued to be very popular.

The lessons have led to an interest based outing. Clients were able to apply their newly learned photography skills at Balmoral Beach.



Disabled Alternative Road Travel Service



The Disabled Alternative Road Travel Service (DARTS) runs a monthly program (called the Roundabout) of social and recreational activities for adults with disabilities who use wheelchairs. The program offers a fresh range of activities (Tuesday to Sunday) each month.

DARTS has three buses, each equipped to take between five and seven wheelchairs. The service offers door to door transport for its clients. Volunteers provide assistance on outings.

This year has proven to be equally exciting and challenging for DARTS. Our amalgamation with Northside took place at the end of February. While the DARTS service continues to be run from its office in the Dougherty Community Centre, DARTS staff attend regular meetings and events at Northside in Help Street, which has helped with integration post-amalgamation.

It is always a challenge to produce a monthly program of exciting and interesting outings that has broad appeal to a diverse group of people. Thankfully, we have a continuous input of ideas and requests from participants, volunteers and drivers. The large number and variety of venues visited during the year can be attributed to these suggestions. We are grateful to the DARTS users and volunteers who, with great enthusiasm, have assisted to assess and evaluate a variety of venues prior to them being included in our monthly Roundabout Program. This is extremely helpful in avoiding any potential accessibility issues that may arise.

Yoga has continued to be successful with classes conducted by Kiarralie Dillon (Karuna) who specialises in working with people with disabilities. Participants find the exercises to be very relaxing and report that the class is an integral part of their week.

We held our annual mid-year Party at The Belrose Bowling Club in June. This is a wonderful time to meet up with friends and a good opportunity to re-acquaint with those participants we may not meet on regular outings. A big thank you to "The Tokens" for providing us with fantastic entertainment and letting us loose on the microphone!!

We are extremely fortunate to have the continued support of our committed volunteers who generously give up their time on a regular basis to assist our clients on outings. This support is invaluable and fundamental to the efficiency of our program.

We would also like to acknowledge our regular picnics with B'nai B'rith for the generous time and donation of food and volunteers they offer to DARTS. The picnics always attract three to four full bus loads. Transporting so many wheelchairs (up to 20 or more on some occasions) would not be possible without the support of Barbara at Kaddy and the generous contribution of one of the Kaddy buses.

Thank you to Willoughby Council for their generous support with office premises and garaging for the buses. Also, thanks to North Sydney Council for the ongoing support in the maintenance, servicing and fuelling of one of our buses and the use of the wash bay facilities at the Ernest St Depot for all our buses.

The photos reflect that customer satisfaction rates highly with the DARTS program.



Christine Felton

Team Leader, Social Support and DARTS

DARTS Activities - A Sample

Barbeques/Picnics <ul style="list-style-type: none"> • Akuna Bay BBQ • Balmoral Beach • Centennial Park • Clovelly Beach • Davidson Park • Kokoda Memorial Track with B'nai B'rith • Manly Beach Wander • Manly Dam with B'nai B'rith • Pyrmont Point Park 	Shopping/Markets <ul style="list-style-type: none"> • Hornsby Westfield • Ikea @ Tempe • Kirribilli Markets • Macquarie Shopping Centre • Narrabeen Markets • North Sydney Twilight Food Fair • Parklea Markets • Rhodes Shopping Centre • Rouse Hill Shopping • St Ives Shopping Village • Top Ryde Shopping Centre • Warringah Mall
Sporting Events <ul style="list-style-type: none"> • Apia Wheelchair International Tennis • Disabled Surfing • Sailability Middle Harbour • Super Rugby • Swans • Super Speedway • Ten Pin Bowling 	Special Events <ul style="list-style-type: none"> • Australia Day Big Breakfast @ Dee Why • Chatswood RSL - Karaoke • Dance to the Nines • Dragon Boats @ Darling Harbour • Luminous & Fireworks @ Darling Harbour • Manly Food & Wine Festival • Melbourne Cup Lunch @ Chatswood • RSL Royal Easter Show • Summer Sounds in the Domain • Twilight @ Taronga • Vivid Sydney • Self Defence Workshop



Support and Access Service

- ◊ Linking you to Home Care Packages
- ◊ For older people, and their carers

For older people who have been assessed by ACAT, and are eligible for Home Care Packages.

For inquiries or to make a referral please contact

Support and Access Service

P: 8405 4444 (Thu-Fri)

F: 8405 4455

E: support@nsforum.org.au

M: PO Box 564

St Leonards NSW 1590



Waitlist Support Project

During the year, Northside received funding to set up a pilot Support and Access Service. The aim was to facilitate timely access to home care packages for eligible older people, or to coordinate access to short term alternatives while waiting.

A secure online eWaitlist system was implemented to manage referrals. Six Home Care Package Providers agreed to be part of the pilot project, which was operational from 24 April 2015, to 30 June 2015.

Outcomes

Of the 12 referrals received:-

- Two clients were provided with information and referral the same day
- Eight clients were placed on the eWaitlist the same day
- Four clients were accepted for Home Care Packages:-
 - One client one day later
 - Two clients 10 days later
 - One client one month later

"This is such a great idea. We're near the bottom of the list, and are finding it hard to fill our packages."

Service Provider

"Thank you; I have been told there is no vacancy so many times. This would give us all equity and better access to the services we need."

Client

"This should have been established in the region a long time ago. Some of us pushed for it, but it never happened."

Service Provider

"I know that without help, both my parents will have to go into permanent care. My mum is frail and concerned about her own health. She cannot continue to care for my dad without some assistance. His health has deteriorated, and she has to do everything."

Carer

Agnes Kemmerer

Project Coordinator



Wellbeing Check Project

Northside has undertaken a Carer Wellbeing Check pilot project (Project) with funding from the Northern Sydney Medicare Local.

The wellbeing of carers is crucial in sustaining a caring role particularly for people with mental health conditions. While stress exists in varying degrees for all carers, those caring for people with mental health conditions have a particular issue with the unpredictability of the conditions and resulting behaviours of the person for whom they care. As such these carers are more likely to have ongoing stress related to the “unknown”.

The scope of carers included in the Project was expanded as the benefits for all carers were quickly recognised. By responding to the needs of local carers and being flexible in the approach, the Project reached 137 individual carers across Northern Sydney, provided education and support for 480 carers in group sessions and undertook one on one comprehensive individualised support for 41 carers.

The Project included the development of a wellbeing check, with input from carers and service providers.

The majority of carers who participated in the Project were aged over 50, with 24% of carers identifying as from a culturally and linguistically diverse (CALD) background.

The process identified a number of considerations for carers that can be used by community services to incorporate the separate needs of carers in planning and delivering their services. Mental Health carers rated their wellbeing lower than the general population on the structured wellbeing questionnaires. Among all Mental Health carers, a lower average wellbeing score was recorded for carers who identified themselves as from a CALD background.

The Project also contributed to positive interagency and cross sector collaboration with regard to carers.

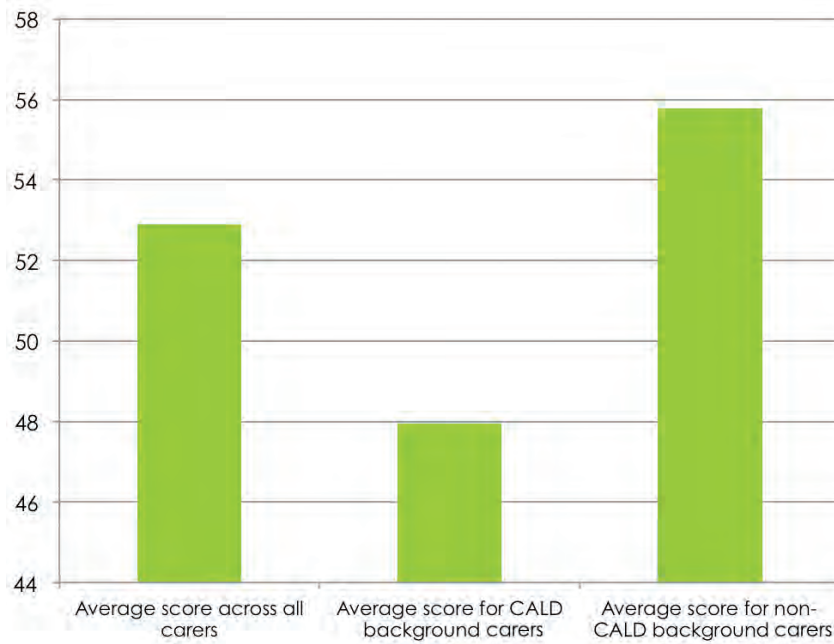
Undertaking the Wellbeing Check provided carers with an insight, sometimes for the first time, into how they felt their role was affecting their life. For many, it was a trigger to explore further systems and activities they could use to support their ongoing roles. Several became open to more structured one on one discussion to develop strategic plans.

The benefits of providing an opportunity to focus on their own needs and wants, rather than just on the support they were offering cannot be underestimated.

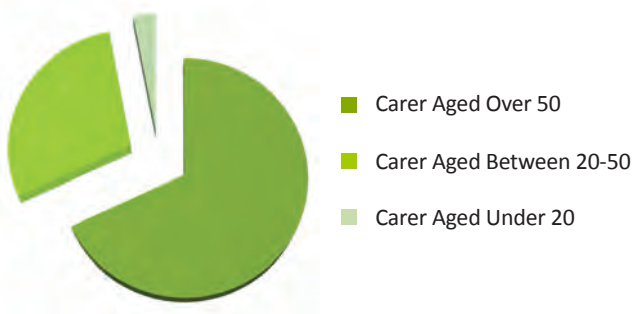
Snow Li

Service Coordinator, Mental Health Respite

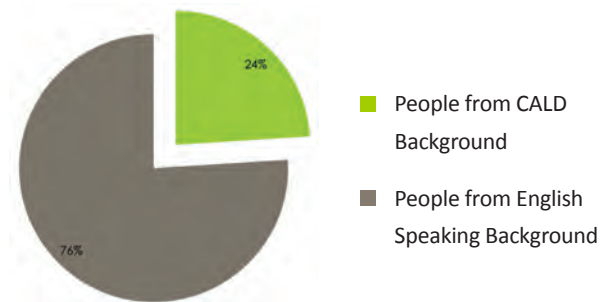
Average Initial Wellbeing Check Score Comparison



Carer Age Distribution



Cultural Background



Self-assessment Well-being Check

Please read each statement. Choose an option that best describes your thoughts and feelings over the past month. Multiple choice options are provided for each statement (only one answer per statement):

- I've had time to do the things I enjoy

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've been able to balance my career with my caring duties

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've been supported in my caring role by friends and family

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've been aware of government benefits and support services that can help me provide care

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've felt that my employer has supported me in my caring role

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've been in good physical health

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've gotten enough sleep each night

None of the time (1)	Rarely (2)	Sometimes (3)	Often (4)	All the time (5)
----------------------	------------	---------------	-----------	------------------
- I've been happy with what I am achieving in life

Wellbeing Check
We care for you

你了解自己的健康状况吗?

如果你在照顾家里的老人/有残疾的家人或朋友, 你自己的健康精神状况需要改进吗?

预定你的免费健康检查

联系我们 02 8405 4437/8405 4444



Better care in our community

Northern Sydney Commonwealth Respite and Carelink Centre

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Carer Respite and Support Services

Overview

The Northern Sydney Commonwealth Respite and Carelink Centre (NSCRCC) operated through Northside is funded through the Department of Social Services (DSS). The NSCRCC facilitates access for carers to information, respite care and other support services to suit individual carer needs and those of the person being cared for.

Services provided include:-

- **Planning, Linkages and Support for Carers** - assisting carers with linkage to peak bodies, My Aged Care and other information services.
- **Assessment** - ensuring that assessment of the carer and the person they care for reflects individual circumstances and needs, and that appropriate respite support can be organised.
- **Short Term and Emergency Respite Care** - assisting carers with one-off or short term respite; and/or assisting carers at risk of, or experiencing emergencies, to prevent or manage the emergency through arranging and purchasing respite services.
- **Residential Respite** - providing alternative care arrangements for the person being cared for, with the primary purpose of providing carers or the recipient a short break from their usual care arrangements.

- **Targeted Activities to Reach New Carers** - reaching out to new carers generally and other carers who are disconnected or hidden.
- **Respite Service Development Advice and Support** - assisting current and potential respite service providers to develop responsive and effective services which meet the identified needs of carers and care recipients in their region.

“Everyone is most helpful and empathic when I have been stressed. Phone answered most professionally.”

“Northside staff are excellent, sympathetic, practical and very helpful.”

“I found the staff at Northside very helpful and full of sympathy/caring attitudes towards my problems and needs. Any help is very appreciated. Thank you.”

“Everyone at Northside is so kind on the phone. I never feel guilty that I am using the service; they make me feel I deserve the break.”



Contractor Agency Morning Tea April 2015

Carer Respite Services

Respite for a carer may be provided in a number of different ways and settings in response to the needs of an individual carer.

In-Home Respite

NSCRCC regularly arranges short term and emergency care in the home to give carers a break from their caring role. Carers are encouraged to provide feedback to NSCRCC, in particular after provision of a respite service.

"I was concerned I wouldn't be able to keep my appointment. Provision of respite solved this problem. Very grateful. Couldn't have been better. Wonderful."

"I have had several respite days and I have never felt that I had to complain about anything."

"Patiently compiled a profile of our needs. Lifted the burden of worry."

Residential Respite

NSCRCC has continued to manage three residential respite beds in two High Aged Care Facilities - Ashburn House and Clermont Aged Care, as well to support carers in the Northern Sydney Region to access residential respite with alternative aged care facilities. This has included assisting the carer with the costs incurred while the person they care for is receiving respite in an aged care facility due to ascertained financial hardship issues.

"Lee was very helpful and caring."

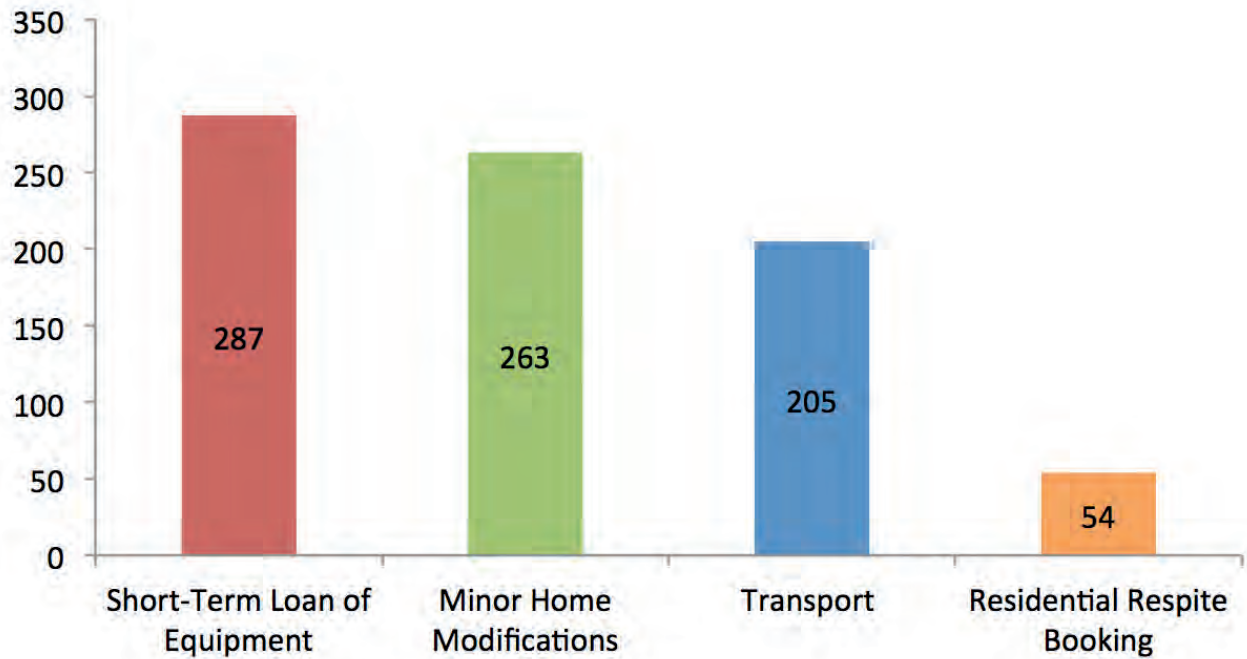
"Everyone was so helpful and went out of their way to meet my needs. Jay was so kind and helpful."

"As a carer I had a break, which I needed."

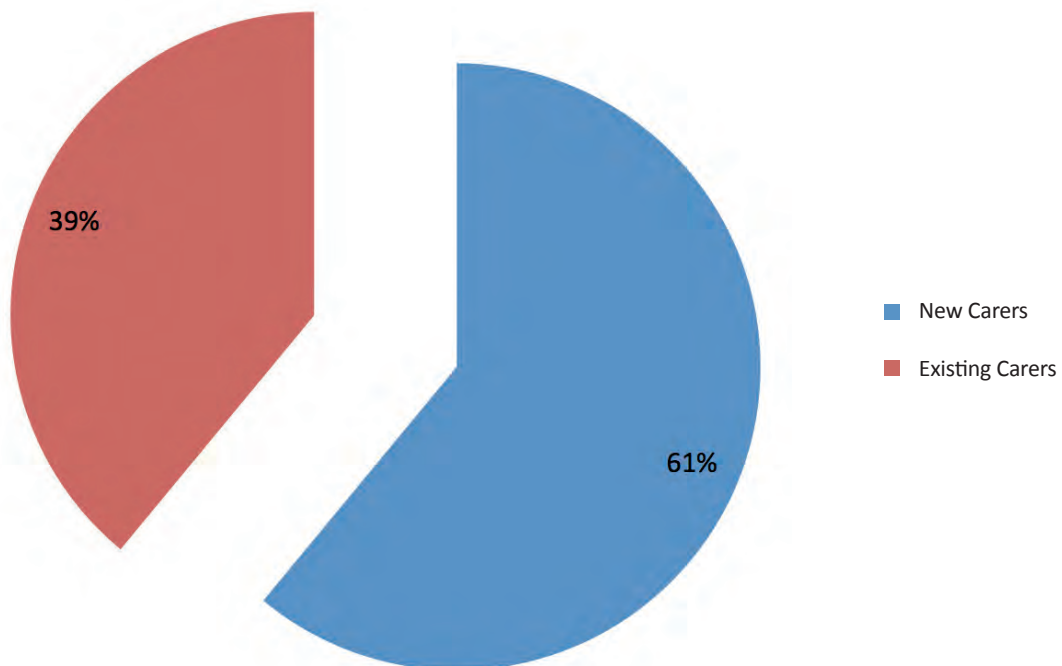
"Ping did a very good job cheerfully."

"Catering responded to the high standards set by the Director of Nursing. I always looked forward to the meals and snacks."

Number of Indirect Respite Services Provided

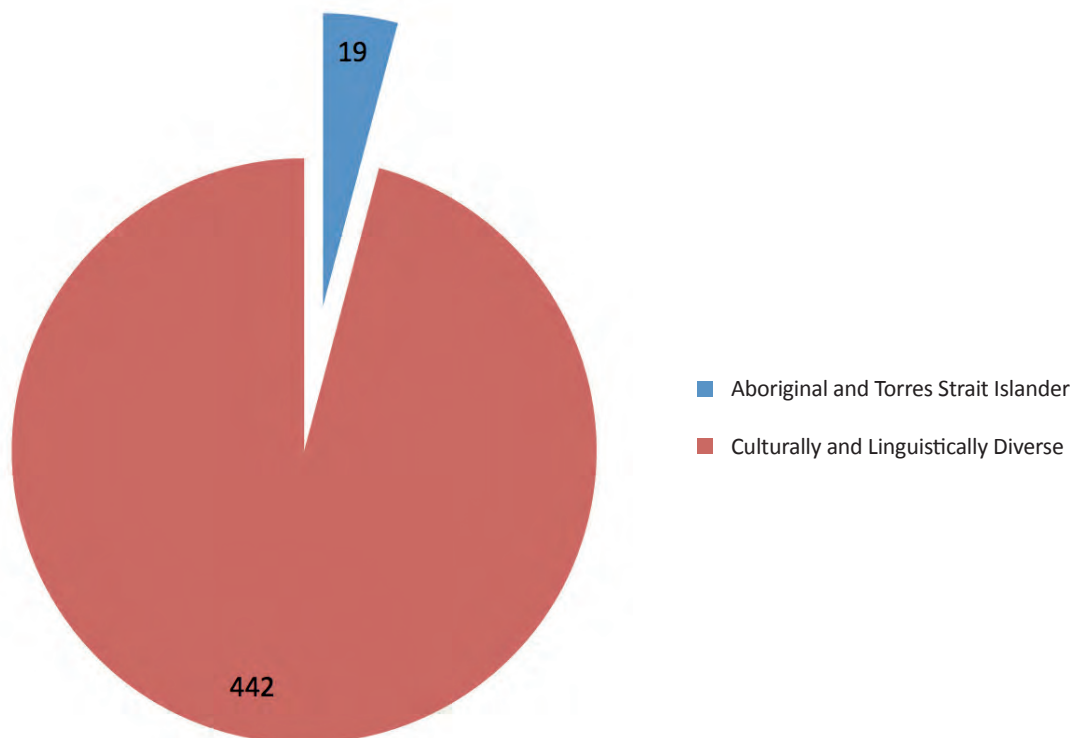


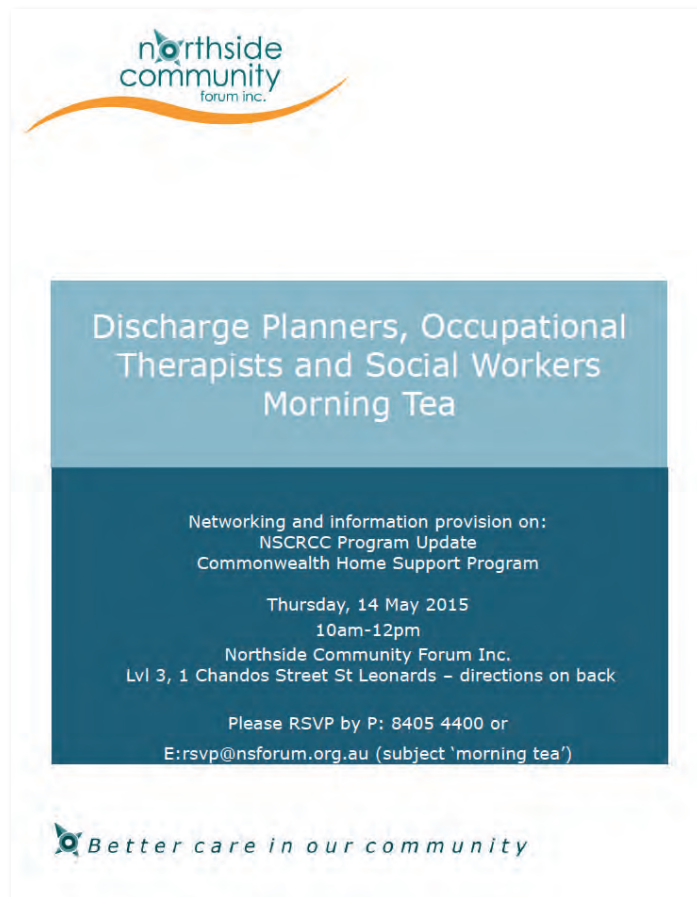
Carer Status





Diversity of Carers Who Accessed Respite Services





Indirect Services

NSCRCC also provides carers with short term assistance with daily caring tasks, or to relieve the carer from other carer related tasks to provide a break. These include:-

- **Equipment Hire**

NSCRCC may provide short term hire of specialised equipment for a carer of a frail elderly person, or palliative care to support and assist the caring role, including for emergency or the short term incapacity of a carer.

“We are very pleased with your service within a short time. We thank you very much and would like to deal with you in the future.”

“The equipment was delivered within hours of the OT advising me she had submitted the approval. This, I consider excellent service.”

“The chair was of great benefit to my husband and the delivery men were most helpful. Thank you.”

- **Minor Home Modifications**

NSCRCC provides minor home modifications.

“Very professional job, well-mannered and prompt.”

“The new railing in the shower was installed promptly and efficiently. The shower was left clean and tidy. We were very impressed by the work and the pleasant personality of the installer.”

“We are very happy with modifications and grateful for your assistance.”



*“There are two ways of spreading light:
To be the candle or the mirror that reflects it.”*

Edith Wharton

• **Transport**

NSCCRC provides transport and may assist with costs.

*“We would like to thank you most sincerely
for the transport service you have provided
for us.”*

*“Thank you so much for such a wonderful
service. All was done to support my needs
and travel and all drivers and cars were top
standard. Thank you.”*

Carers Week Event

During October 2014 Northside celebrated Carers Week. All carers who contacted NSCRCC requesting respite care were invited to participate in a draw to win a \$100 Coles voucher. There were 272 intakes and five carers were the lucky winners; all thrilled when notified of the news. All participating carers received written acknowledgement of their caring role.

Lee Perry, Donna Archer, Jay Lau and Madeline Yan

Service Coordinators, Respite Services



Consumer Directed Respite Care Packages

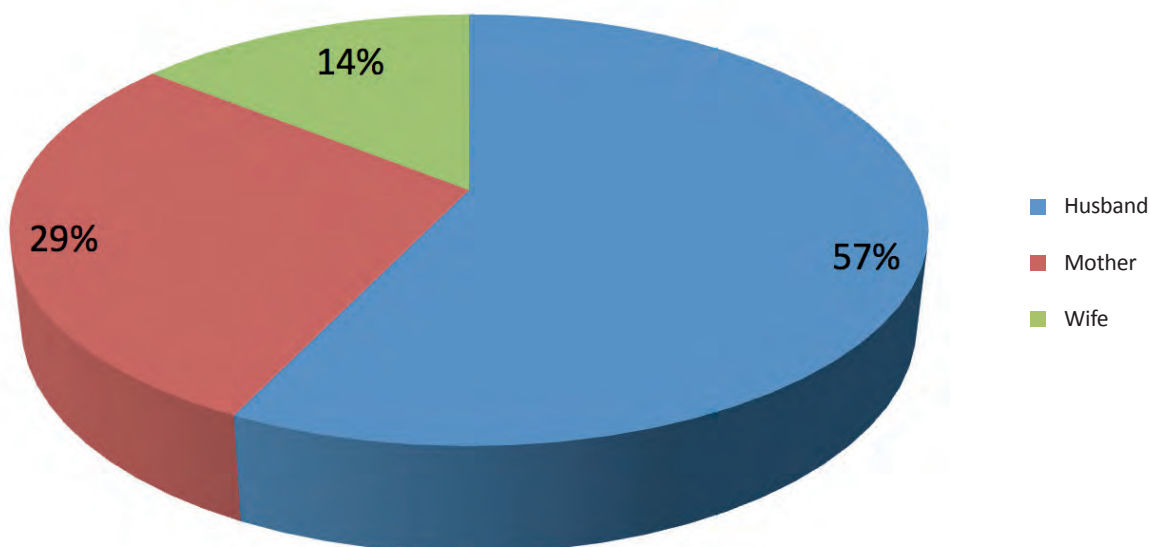
Overview

Consumer Directed Respite Care (CDRC) is funded by the Department of Social Services and Northside manages the packages. The program targets frail, older carers (65 years or over, or 50 and over for Aboriginal and Torres Strait Islander people) and carers of people with dementia.

Carer Snapshot

During the year, CDRC assisted seven carers, of whom 42.9% were from a culturally and linguistically diverse (CALD) background; and 100% were co-resident carers, caring for a family member.

Who The Carers Were Caring For



Achievements

A CDRC package allows carers to take a break from their caring role and gives carers a greater say and more control over the design and delivery of respite services provided to them and the person/s they care for.

All carers actively participated in the design of an agreed respite care package, making personal choices about the types of respite services they wanted to access and the delivery of those services, choosing who would deliver the services (including service providers or suppliers with which Northside did not have an existing relationship) and when. Carers value the flexibility of this Program.

“May I take this opportunity to say how appreciative I am of the funding and service which I have been lucky to receive this financial year from CDRC. It has been excellent and invaluable.”

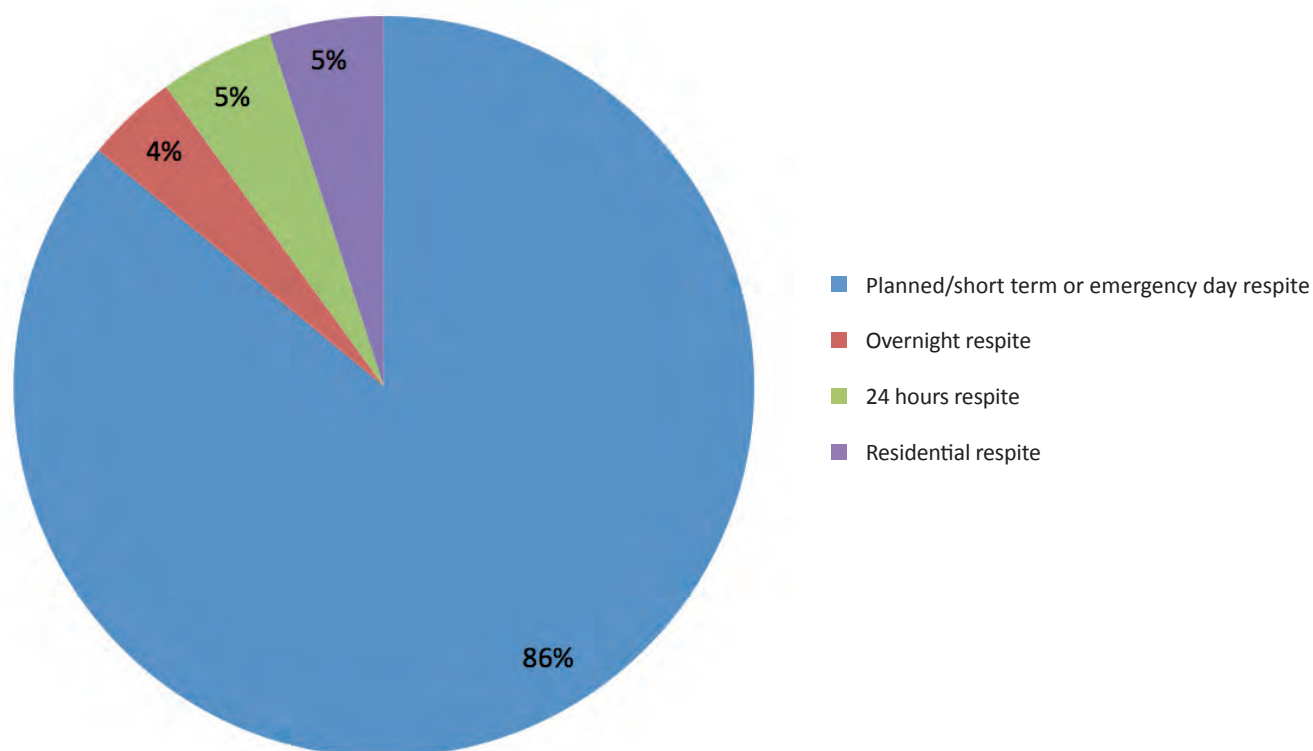
Carers’ Identified Goals and Objectives Included:-

- To have regular breaks from their caring role to maintain their health, physical and emotional wellbeing.
- To spend quality time with friends and family, have a short holiday and to be able to attend cultural, recreational and social events.
- To reduce stress and relief from assisting with tasks like transporting, showering, preparing meals and cleaning.

To Meet the Carers’ Goals, the Following Types of Respite Were Provided:-

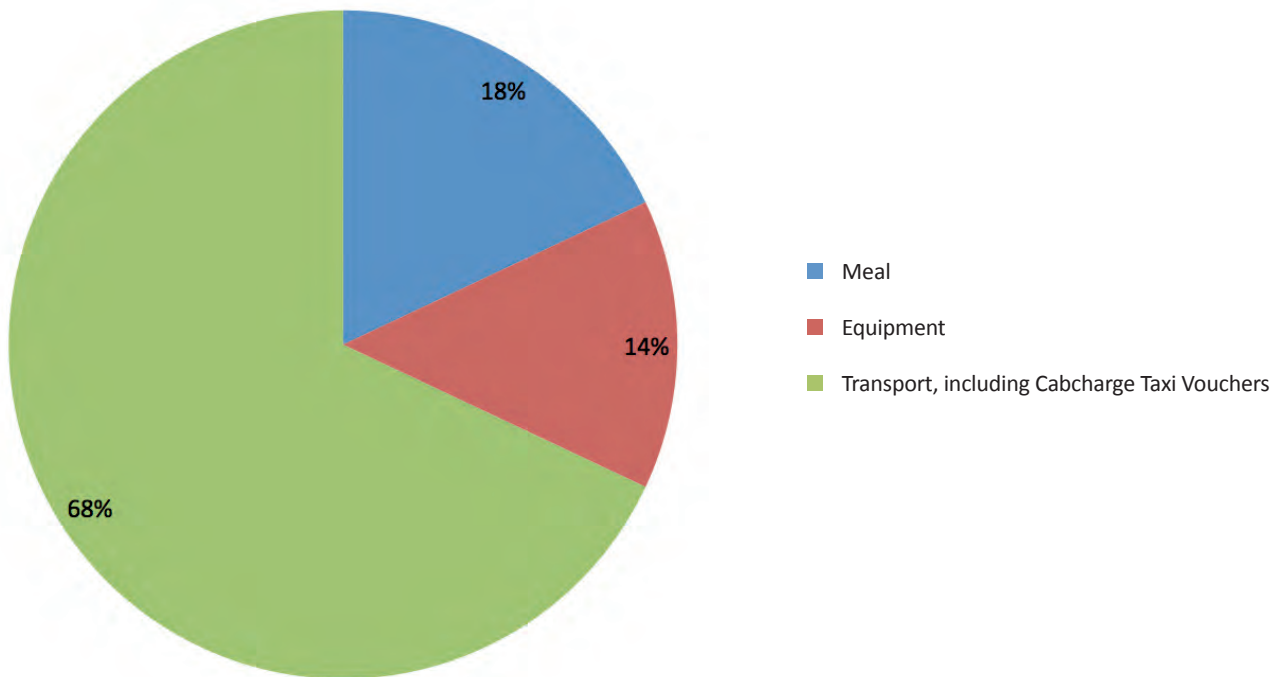
- **Direct Respite** - Included day, overnight or 24 hour respite to assist the carers with some of their caring duties, for example, personal care, domestic assistance, meal preparation, community access, social and recreational support and residential respite.

Direct Respite



- **Indirect Respite** - Included goods and equipment (for example, toilet seat riser, kitchen stool, toilet frame and wheelchair transporter); allied health services; transport, including provision of taxi vouchers, giving carers more freedom in arranging transport and transporting recipients to medical appointments; and meals (for example, provision of frozen meals).

Indirect Respite



Other forms of assistance provided to the carers were the provision of information about services, educational workshops/training and events, referrals and linking into other services, conducting home visit initial assessments and follow up reviews.

Events

To offer carers information, respite and an opportunity to socialise and network with other carers, CDRC carers were invited to participate in the following training and events:-

- **First Aid Course in March 2015, Facilitated by St John Ambulance**

The aim of this workshop was to give carers the knowledge, skills and confidence to provide basic first aid, to increase knowledge of Northside services, as well as provide an opportunity to engage with other carers in a similar situation.

- **Northside Carers' Big Day Out in May 2015**

The focus of the Big Day Out was carer health, wellbeing and self-care. Two CDRC carers shared their personal story and the value of service options provided through the Program and Northside.

"Thank you once again for the wonderful Carers' Day function put on at Hornsby RSL last Wednesday; it was an education and very inspirational and so informative."



"I had a good time at the Carers' Big Day Out. I hope my story will inspire families to care for their loved ones at home. I expressed my gratitude to Northside Community Forum in my speech."



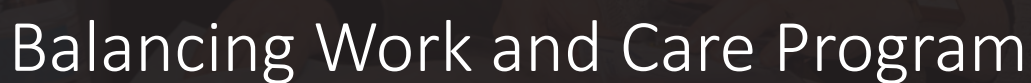
First Aid

Going Forward

Northside will continue to provide CDRC based on a person-centred approach and practice, enabling carers power and responsibility to influence the design and delivery of services they receive. We plan to engage more with carers to explore effective ways to improve their quality of life, and increase their independence to achieve personal choices in an individualised way.

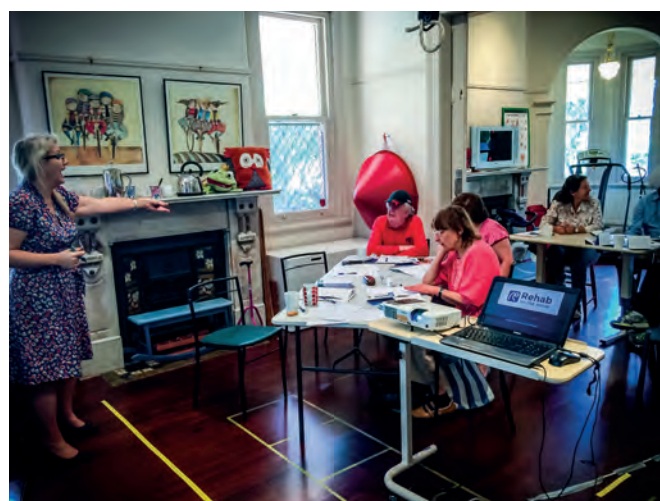
Malgorzata Furmaniak

Service Coordinator, Consumer Directed Respite Care

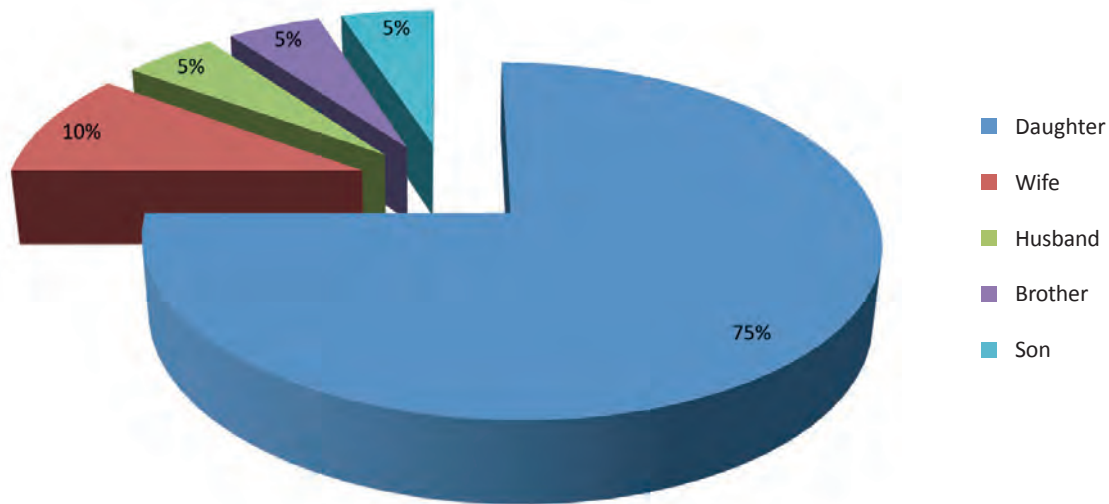


The Employed Carers Program is funded under the National Respite for Carers Program through the Department of Social Services. The Program, known at Northside as Balancing Work and Care (BWC) provides support for carers to remain in a working role, or to retrain and return to work, while also caring for a person aged 65 years or older, or 50 years or older if an Aboriginal or Torres Strait Islander.

During the year, 35 carers received assistance through BWC. The majority of these carers were women, 84%, and 75% were caring for an ageing parent; almost 50% were looking after someone with dementia; and approximately 25% identified as being from a culturally and linguistically diverse (CALD) background.



Care Relationship to Care Recipient



Achievements

- A total of 19 carers received a BWC package of up to five hours weekly in-home respite, which allowed them to continue in a working role knowing that the care recipient's needs were met during this time. This also enabled carers to focus on improving their own health needs, family relationships and tend to personal interests.
- An additional 16 carers were supported with short term flexible respite to meet individual needs.
- Carers were provided with information and referred to other programs depending on their need.
- Two educational events for carers were held in October 2014 and March 2015:-
 - **Working Carers Education** - Held at Rehab on the Move in Pymble with 12 carers attending. Carers learnt about safe manual handling techniques, technology that can assist at home, and dementia and lifestyle factors that may slow down progression and may reduce risk.
 - **First Aid** - A presentation about the programs provided through Northside was followed by a demonstration-style First Aid workshop facilitated by St John Ambulance Australia. Eight carers attended and were presented with a First Aid Kit.

Apart from acquiring new skills and knowledge, these events also offered carers the opportunity to engage with Northside staff and other carers in a similar situation. Many exchanged stories and information while enjoying a catered lunch. Carers were asked how they benefited:-



"It provided tips on keeping my mother cared for safely and with dignity, and for caring for myself."

"Friendship (interacting with other carers)."

"It was great to be offered this opportunity and the at-home care provided to make it possible to attend."

Northside will continue to assist and support employed carers into the future.

Kirsten Rimez

Service Coordinator, Balancing Work and Care



Mental Health Respite Program

Overview

The Mental Health Respite Program (MHRP) offers a flexible range of respite options for carers of adults with a mental illness/psychiatric disability or intellectual disability and/or autism. It aims to provide support to carers by increasing access to respite services and enabling them to focus on their own health and wellbeing. The Program is funded by the Australian Government Department of Social Services.

Respite enables carers to sustain their ongoing care responsibilities and take a short break from their caring role, allowing them the time and space to focus on other commitments or personal needs and aspirations.

Over the past year the MHRP has provided an increasing focus on positive partnerships between services and families to support carers, including young carers and other family members. This has been achieved through attending networking opportunities and organising events with key stakeholders in the region for mental health carers.

Achievements

During 2014-2015, 241 carers of a person with mental health issues living in the Northern Sydney Region received 442 instances of services through the MHRP. Services included direct in-home support and brokerage support for carer and recipient activities, such as skills development and enablement, mental health education and social support.



Overall, 24% of the carers were from a culturally and linguistically diverse (CALD) background. The majority of carers were aged 55 years or more which is a prioritised age group identified in the Program Guidelines.

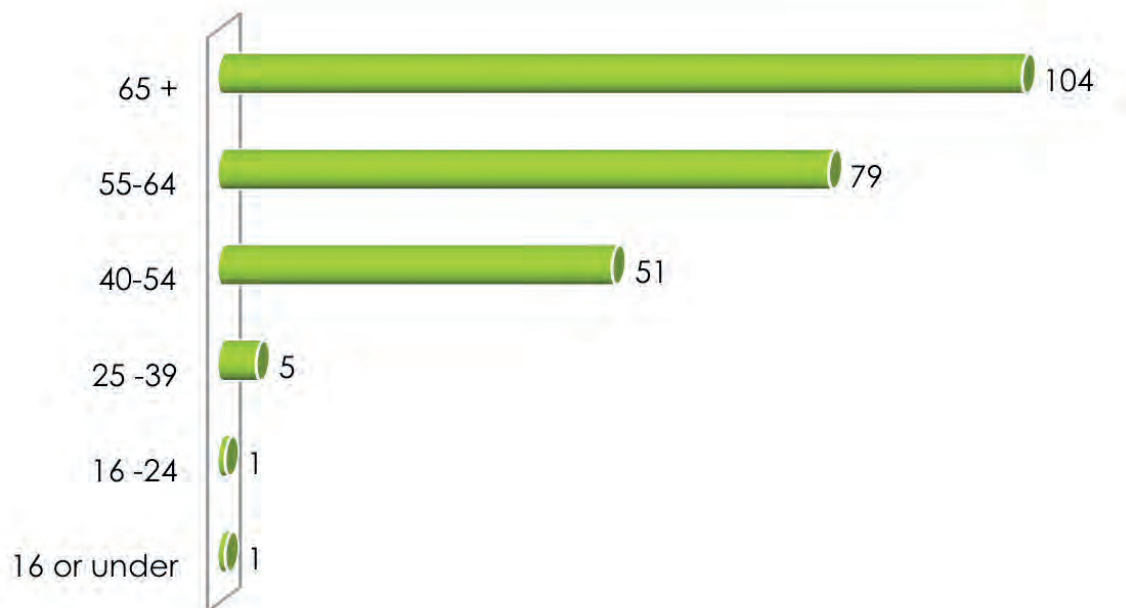
MHRP Carers Country of Origin 2014-2015

■ Australian ■ Indigenous ■ CALD New ■ CALD Ongoing



MHRP Carers Age Groups 2014-2015

■ Carer By Age





Enablement and Resilience Activities

Educational Cruise

In past event feedback and the Northside 2013 Mental Health Survey, carers expressed noted interest to attend events incorporating educational components and socialising opportunities. Many positive responses from the Northside Social Support harbour cruise event suggested that a cruise would be suitable to host educational events and for carer networking.

A dinner cruise “Resilience and Emotional Wellbeing” was held on 26 March 2015, and provided 140 carers with knowledge about caring for themselves, building resilience and emotional stamina as carers and with up-to-date information about the changes within the community care and mental health sectors. More than 95% of carers agreed or strongly agreed that the presentation met their needs.

“The opportunity to learn and listen in a relaxed environment; and so something out of the ordinary (actually sitting and eating).”

“Everything was fantastic. Being out on the harbour and being with others. I feel much better when I see all the carers I know together.”

Training Program

Further to training requests identified through feedback from the “Resilience and Emotional Wellbeing” event, in June 2015 the MHRP organised a seminar “Champion for Change”, in partnership with Mental Health Carers ARAFMI NSW (Association of Relatives and Friends of People of the Mentally Ill). This aimed to prepare carers for sector change, and provided updates and information about the National Disability Insurance Scheme (NDIS). The CEO of ARAFMI, a carer from the Hunter NDIS trial site and a Policy Officer from Carers NSW provided up to date information about the NDIS and mental health carers. This helped to reduce anxiety and uncertainty about the NDIS and changes to the way services will be provided into the future. Carers expressed the importance of feeling involved and being informed about the ongoing changes.

Mental Health Respite

Are you caring for someone who has mental health issues, intellectual disability or autism?

We can give you a break!

Carers may be family members, parents, partners, friends and neighbours. They provide unpaid care for another person who may have a mental health issue, an intellectual disability or autism.

Respite is a break from the responsibility of looking after someone – for a few hours, a day, a night or longer. Respite is a way of relieving the stress of being a carer.

How can we help you?

- We organise **short-term respite**, allowing you to have a break while the person you care for is looked after by a trained worker.
- We provide 24 hour access to our service, so that we may also provide **emergency respite** in times where you cannot look after the person that you care for.
- We can give you **information** about other services that support you in your caring role and carer support groups.
- We can provide access to respite cottages or time away.
- We offer assistance with **meeting the cost** of respite if required.

Freecall™ 1800 052 222

(Calls from mobile phones are charged at applicable rates).

Health and Wellbeing Expo

With the ongoing aim of increasing awareness about the importance of the wellbeing of mental health carers, in May 2015 the Mental Health team was collaboratively involved in planning and providing the Carers' Health and Wellbeing Expo, initiated by the Northern Sydney Medicare Local. Northside presented an overview of and findings from the Wellbeing Check Project, a collaborative engagement between Northside and the Northern Sydney Medicare Local.

Northside Carer Ambassador Program

The Northside Carer Ambassador's Program was initiated and commenced in March 2015 with 10 carers initially indicating their commitment to participate. The Program provides an opportunity for these carers to connect with, support, encourage and guide other carers; as well as to empower carers to be more involved with service provision for carers, and to inform Northside about current and emerging issues for carers. It will provide an opportunity to advocate for carer acknowledgement and for carers to use their experiences to inform and make a "real" difference to the way Northside engages with carers, in particular those caring for a person with mental health issues.

Moving Forward

The MHRP has taken a proactive role in addressing the changes within the mental health sector by organising events and initiatives to empower and educate carers. Future plans include the involvement of Carer Ambassadors in event planning, development of new projects, outreach to new carers and peer support. The Program will continue taking a proactive role in the next 12 months providing training and updates to carers for NDIS readiness and other changes within the mental health sector.

Thank You

The MHRP team would like to thank ARAFMI, the Northern Sydney Medicare Local, Sydney North Shore and Beaches Medicare Local Partners in Recovery, Northern Sydney Medicare Local Partners in Recovery, Willoughby Council and the East Wing at Manly Hospital for their collaborative interaction and support for carers.

Snow Li and Marina Whitting

Service Coordinators, Mental Health Respite



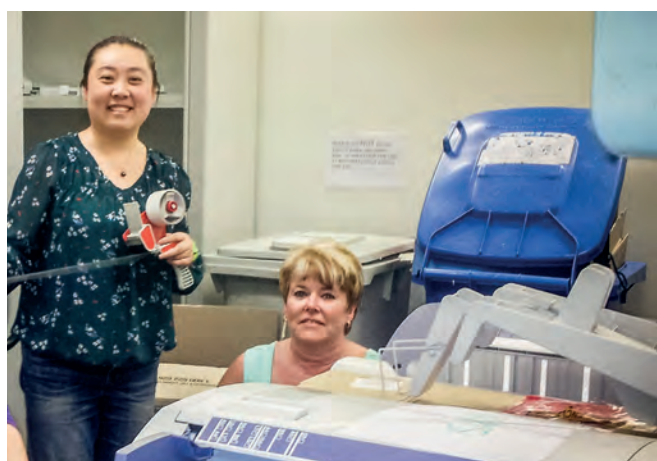
CARING AND DIVERSITY

During the year, the Sydney metropolitan Commonwealth Respite and Carelink Centres worked in collaboration with the Transcultural Mental Health Service to plan and provide events for carers of a person with mental illness, and who are from a culturally and linguistically diverse (CALD) background.

The Carers Ball and Gala event was held on a Friday evening in May 2015 at the Waterview in Homebush. It was for 400 carers from the Sydney metropolitan region. Carers were treated to red carpet entry with a string trio playing, a three-course dinner, a dance performance and a live band playing ballroom music. Northside supported 22 carers who were new to services to attend.

Northside also contributed 10 \$50 Coles Myer Gift Vouchers for the lucky door prizes. Judy Wood, Board member and Chair of the Consumer Engagement Committee at Northside attended. Judy mingled with carers and said the entertainment was very colourful and fun.

The Carers Retreat was held at Kiama from Tuesday 2 June to Thursday 4 June 2015. Carers from an Afghani, Arabic, Chinese, Hindi, Korean, Macedonian and Turkish background, who were new to services attended. Bilingual workers provided interpreter services and support for each cultural group. Carers attended educational workshops about carer wellbeing and health, Tai Chi classes, and a cultural music and dance concert. It was a great opportunity to meet other carers. Northside supported four carers to attend.



Jackie and Jackie; packed, packed and packed some more!

NORTHSIDE ON THE MOVE

Dear Community,

Northside is excited to announce that it has moved to Suite 205, Level 2, 10 Help Street, Chatswood 2067. This is our postal address.

We relocated Monday, 29 June 2015.

If you are caring for someone and need a break, you can still call 1800 052 222.

We look forward to welcoming you at our new office.



Respite Support for Carers of Young People with Severe or Profound Disability Program

The Respite Support for Carers of Young People with Severe or Profound Disability Program (RSCYP) provides support to carers of young people with severe or profound disability that are under 30 years of age, and for carers who experience significant stress in caring for a person with disability under 65 years of age.

Support through Northside may include access to updated information about respite care (including in-home respite), support to access school holiday programs, camps and out of home services; and other support or assistance appropriate to individual needs and circumstances of both the carer and the young person being cared for. There is a strong emphasis on supporting positive family relationships and engagement in opportunities that increase carer skills and abilities to manage and balance their caring roles.

The RSCYP endeavours to support and maintain caring relationships between carers and dependent family members by organising access to information, access to a range of respite options to meet individual needs, and increasing education and peer support opportunities for carers. This is achieved through regular information provision to carers about respite options including in-home and out of home services, such as school vacation programs and camps; brokerage funding for places to enable carers to take a break from their caring role during high demand periods, such as school holidays; or to spend quality time with other siblings.

Achievements

- Sixty seven families benefited from support provided through Northern Beaches Interchange, Adult Adventure Camps Riverlink and CatholicCare, Giant Steps, Camp David, Break Away Camps and carer educational workshops. This included school holiday programs and camps.
- Bi-annual publication of Respite News, distributed to over 300 carers. The purpose of Respite News is to provide carers with a clearly identifiable and accessible point of contact for information. It includes information about respite options and services of interest to this group of carers, school holiday programs in the Northern Sydney region, and other relevant support assistance.
- When carers were asked for feedback regarding “the difference the respite support made to their caring role”, the responses reflected positive satisfaction, and that for many families, the school holiday program opportunity is the only respite break received during the holidays.

“The camp has benefited both me and the person I care for. I am able to spend some quality time with the siblings and the person I care for has new experiences and develops relationships with others.”



“Adventure camps make a huge difference in the lives of young people with disabilities and their families.”

“Thank you so much for lifting the whole family’s spirits last weekend! My son had a great time and for the first time told me about quite a lot of things that he did. He grows when he goes on camps. You are amazing!”

Future Aspirations

Northside will be preparing for the introduction of the National Disability Insurance Scheme (NDIS) in the Northern Sydney Region in July 2016. Northside will also work to identify gap areas for carers, in particular carers who may not be deemed eligible for assistance through the NDIS.

Acknowledgements

I would like to thank specialist disability service providers in this region, in particular Northern Beaches Interchange, Riverlink Interchange and CatholicCare, for their engagement with Northside and the outstanding services and support they provide for people with disabilities.

Marise Caruana

Service Coordinator, Carers of Young People with Severe or Profound Disability



Young Carer Program

Overview

Young carers are people aged 25 or under who provide care for a friend or family member who is ageing, has a chronic illness, disability, mental illness, or drug and alcohol dependency.

The Young Carers Program (YCP) particularly aims to support young carers who are at school and may be having difficulty managing their studies as well as their caring responsibilities.

Achievements

During the year, more than 294 young carers aged between six and 25 years of age were assisted. Support provided was flexible, depending on the needs of the young carer, and included:-

- 15 referrals to counselling/other support
- 2 domestic assistance
- 77 education/training, including tutoring
- 217 respite care, including in-home respite and group programs
- 154 social support, including school holiday programs and a three-day camp
- 20 transport

“Tutoring is making a wonderful difference to our life and has helped with her confidence around school work.”

Parent of Young Carer

Events

Family Sailing and Kayaking Day

Saturday, 20 December 2014 is when it all happened; warm weather and clear skies - the perfect mix for a day out on the water alongside the coastal line of Balmoral Beach. Seventy five people, including young carers, siblings, mothers, fathers, grandparents and carers all joined this spectacular day of fun. The day consisted of opportunities to participate in activities and learn new skills through kayaking, sailing and water games. Meeting others, supporting each other and taking time out to take happy snaps was just part of the day's laughter and smiles. The lunch was a big hit for all, and there was plenty to go around. The feedback was positive from all.

“It was fun and an opportunity to meet others in a similar situation.”

“It was really great being able to spend time with my family and other families.”



Kayaking time

Three-Day Camp

On Wednesday, 21 January 2015 19 young carers set out from St Leonards to Stanwell Tops, with the one and a half hour trip only fuelling their excitement. And there were smiles all round when we arrived and met with the camp organisers, Kookaburra Kids staff. Dinner was served, and this was followed by icebreaker games such as juggling balloons, eating biscuits without using our hands, and team-building activities that set off lots of giggles and laughs.

On Thursday we had an early start to seize the day, with breakfast, chat groups and morning tea before the real fun started. For this, we split into two groups; one faced the giant swing and the other went racing on go karts. We were amazed as the young carers showed what a competitive and brave bunch they are.

As well as all the excitement, the young carers enjoyed free time before and after meals. There were crafts, games of pool, and the swimming pool was a great place to cool down after a hard day in the heat. Showers and dinner, including some sweet treats were followed by a movie night, complete with popcorn.

On the final day, brekkie and a chat group was followed by free time. Some young carers jumped straight back into the pool, while others challenged each other to games of basketball and netball. Despite the heat, they were keen to play on. Later, everyone came together to watch a short clip of photos from the wonderful three-day experience. In their feedback, the young carers confirmed that they had had a great time; some even said they *“didn’t want to go home!”*

Young carers commented that *“this camp was a great experience”* and another camp for a longer period was requested for the future.

“Attending the camp boosted my confidence and showed me the importance of other people in life, and I learnt about trust.”



Young Carer Event - Overnight Camp



Three-Day Camp

Other Events

- **Disney On Ice and Trampolining**, July 2014
- **Hop and Silver Smithing**, September 2014 for young carers aged 8-17 years; 16 attended.
- **Canyoning Adventure**, November 2014, for young carers aged 18-25 years; 10 attended.
- **Wet 'N' Wild**, April 2015 for young carers aged 9-16 years; 22 attended.
- **Gold Class Session**, May 2015 for young carers aged 18-25 years; seven attended.

Other Activities

Places were provided for young carers to attend respite opportunities and skills development through support programs which included:-

- School holiday events provided by Bradfield Park
- Event for siblings provided by Northern Beaches Interchange
- Two young carers had the opportunity to attend the Global Youth Service Day Youth Leadership Event, which had speakers and presenters from all over the world to educate and inspire high school aged students

Facebook Page

The Northside Young Carers' Facebook page has been actively running for almost two years. It continues to be an interactive way to communicate and connect with young carers, families and service providers, while raising awareness and the profile of the Program. There are currently 207 likers following the page, with hopes to further increase this in the coming year.

Quarterly Newsletter

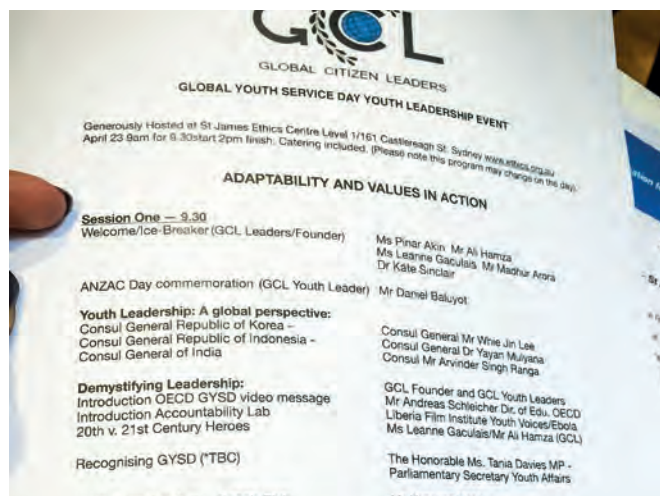
The Young Carer Newsletter was sent to 390 young carers each school holiday period in September 2014, December 2014, March 2015 and June 2015. It provides information about services available to young carers and their families, upcoming events, competitions, news, photos, handy recipes, puzzles, news and feedback. Plans to increase the impact of this Newsletter and to provide up to date information in preparation for transition to the National Disability Insurance Scheme will be implemented during the next year.



Global Youth Service Day Youth Leadership Event



Young Carers representing Northside at the Global Youth Service Day Youth Leadership Event



Global Youth Service Day Youth Leadership Event Program

Future Aspirations

Northside will continue to support young carers in the Northern Sydney Region to remain engaged and supported by their community; and will work collaboratively with local agencies, schools and community organisations to further access hidden young carers, especially those in isolated areas.

Acknowledgements

The Northside YCP would like to thank service providers across the Northern Sydney Region for their acknowledgement and support.

Yara Ibrahim

Service Coordinator, Young Carers

northside
community
forum inc.

**Does someone in
your family
have dementia?**

northside community forum inc.

**Northern Sydney Commonwealth Respite
and Carelink Centre**

FREECALL™ 1800 052 222*
E: agnes@nsforum.org.au
W: www.nsforum.org.au

**For carers and families
of people with dementia**



What is dementia?

Dementia is a general term for a decline in mental ability severe enough to interfere with daily life. This is caused by physical changes to the brain.

Dementias include Alzheimer's disease, vascular dementia, and Lewy Body dementia. Dementia may affect a person's memory, their ability to focus and pay attention, make decisions, and keep track of day tasks.



Dementia Education and Training for Carers

Introduction

The Dementia Education and Training for Carers Program (DETC) provides educational opportunities for carers and families of people with dementia living in the Northern Sydney Region.

The opportunities allow carers and family members to increase their skills and confidence in caring for a person with dementia; increase their knowledge about health, wellbeing and self-care for themselves and the person they care for; and learn practical ways of reducing levels of stress and maintaining energy and motivation.

During the year, Northside engaged with specialist training providers to develop and deliver a program of group learning sessions for carers about a range of topics; individualised training sessions for carers of people with more "advanced" dementia; and other specific community information opportunities, including engagement with corporate organisations for carer staff education.

Achievements

- Specific education programs for groups and individuals - Art Therapy for carers and people with dementia, Body Brain Fitness for carers and people with dementia, Cognitive Behaviour Therapy for carers, Dealing with Transition into Care, Eating Well with Dementia, Financial Planning, First Aid for Carers, Safe Manual Handling, Taking Care of Yourself and Tips and Practical Strategies in the Home
- Distribution of over 350 dementia information packs and over 600 DETC fact sheets at local and regional events, and to service providers and support groups
- Distribution of other DETC resources for carers, including 530 information brochures and 250 Northside Dementia Education DVDs
- Over 200 views of online resources, including Northside DETC training video sessions in five languages, and links to culturally and linguistically diverse dementia videos in nine languages
- Individualised/in-home dementia training sessions provided for seven carers, including safety in the home, safe manual handling and transfers, and practical tips and strategies for maintaining good nutrition for people with dementia
- Follow up care coordination for four carers, including development of Support Plan by Allied Health Professionals, information provision, and referral to appropriate support services



- Direct provision of specific individual information to 120 carers by phone, email or mail, including individualised dementia information packs, Northside Dementia Education DVD and information about relevant dementia education opportunities in the region
- Face to face group learning sessions were provided for 162 carers
- A Community Information Evening about Memory and Ageing was attended by 50 participants
- Education and training session provided to six carer staff at a local Financial Planning organisation

“You are providing us with new ways of thinking and problem solving.”

“I was plunged into an unexpected commitment without the needed skills, clear understanding of options or available support. These topics are excellent; I wish I had access to them early on, but as it is, I learned to become a carer through my experiences.”

“These workshops are fantastic. Every carer should see this.”

Geriatrician

The Future

In 2015/2016 Northside plans to further develop education and training opportunities for carers and families of people with dementia in the Northern Sydney Region. In particular, Northside will collaborate with other regional providers of dementia education to broaden services and meet gaps in current service provision.

Acknowledgements

Northside would like to thank our training partners for the expertise and support provided - Alzheimer's Australia NSW, Australian College of Applied Psychology - Psychology Clinic, Laura Riddell - Art Therapist, Rehab on the Move and St John Ambulance Australia (NSW).

Agnes Kemmerer

Project Coordinator



CARERS' BIG DAY OUT

On Wednesday, 20 May, 140 carers came together at the Hornsby RSL Club for a day of celebration, fun, recognition, information and connecting.

Carers were officially welcomed by Matt Kean, MP, Member for Hornsby and Judy Wood, Board Member of Northside.

Carers shared in personal story telling, reflected on their caring journeys of love, enjoyed great food, relaxed to the sound of the Friday Lunch Time Choir and were thrilled by the Music and Movement group from Hornsby North Public School. The energy in the room was high as carers joined in an impromptu laughing session led by one of the participants and later peaked during an exercise session run by Sampson Laruc'.

Health, wellbeing, self-care and relationships were the focus of the agenda. Carers practiced simple breathing techniques and listened to inspiring guest speakers. They were treated to prizes and gift bags and were able to access information and speak to experts from a number of service providers.

Northside was able to provide respite and transport for carers so they could be a wonderful part of this well-deserved break.

A big thank you to carers and to the many organisations who supported and promoted our event through the donation of their time, expertise, prizes and gift items.

Carers' Big Day Out 2015
 A day of Celebration, Fun, Recognition, Information and Connecting
 Carers look after a family member or friend who needs regular help with everyday tasks.
Wednesday, 20 May 2015
 9.30am-4.30pm
HORNSBY RSL CLUB
 4 High Street, Hornsby
RSVP by 11 May 2015
To register:
P: 8405 4444
E: nsforum@nsforum.org.au
 Free onsite parking available.
 If you need respite or transport to attend this event, please contact our respite team on 1800 052 222.
www.nsforum.org.au
facebook.com/hcfinc
twitter.com/hcf_inc

northside community forum inc.
 PO Box 564, St Leonards NSW 1590
 Lvl 3, 1 Chandos Street, St Leonards NSW 2055
 P: (02) 8405 4444 F: (02) 8405 4455
 E: nsforum@nsforum.org.au
www.nsforum.org.au ABN: 87 309 153 625

Carers' Big Day Out 2015
Program

9:00AM	Registration and Coffee
9:30AM	Welcome to Country, Neil Evers, Chairperson, Budawa Aboriginal Signage Group and Volunteer, Aboriginal Support Group, Manly Warringah Pittwater
9:45AM	Welcome and Housekeeping, Marika Kontellis, Interim Executive Officer, Northside Community Forum, and Facilitator
10:00AM	Looking After Yourself, Aurora Hammond, Facilitator and Counsellor, Quest for Life Foundation
10:45AM	Stay Well, Stay Connected, Marika Kontellis
11:00AM	Music and Movement, Years 1 and 2, Hornsby North Public School, Led by Alysse Dubbelman and Lauren McGill
11:15AM	Morning Tea
11:45AM	Personal Stories:-
	• Ai-Lin, Carer
	• Oliver, Carer
	• Venessa, Care Recipient
	• Warren, Carer
	• Kim, Carer
12:45PM	Friday Lunch Time Choir, Led by Kate Maclurcan
1:15PM	Lunch
2:15PM	Energise You, Sampson Laruc', Personal Trainer, Fitruc
2:30 PM	Building Community, Steve Drakoulis, Operations Manager, Autism Community Network
3:15PM	Relationships, Dr Cathy Bettman, Senior Lecturer School of Counselling, Australian College of Applied Psychology
3:45PM	Raise Your Voice for the Carers
3:50PM	Thank You, Judy Wood, Board Member and Chair of the Consumer Engagement Committee, Northside Community Forum
3:55PM	Close, Marika Kontellis
4:00PM	Carer Recognition, Staff of Northside Community Forum
4:15PM	Afternoon Refreshments

"But what are loyalty and caring really worth?"
 "To me? Everything."
 - Michelle Mead

Better care in our community



Matt Kean, MP, Member for Hornsby and Marika Kontellis, Interim Executive Officer, Northside



Friday Lunch Time Choir, Led by Kate Maclurcan



Music and Movement, Years 1 and 2, Hornsby North Public School, Led by Alysse Dubbelman and Lauren McGill



Neil Evers, Chairperson, Budawa Aboriginal Signage Group and Volunteer, Aboriginal Support Group, Manly Warringah Pittwater delivers a Welcome to Country



Enjoying the Choir



100% for effort during the exercise session





CARERS' LUNCHTIME CONVERSATION SERIES

Two sessions were held, with six people participating in the first session and nine in the second. The aim of the sessions was to bring people together in an informal setting and have conversations about the issues that mattered to them. They were an opportunity for carers to share their stories, with sufficient time to be heard, and the opportunity to become aware of issues facing other carers.

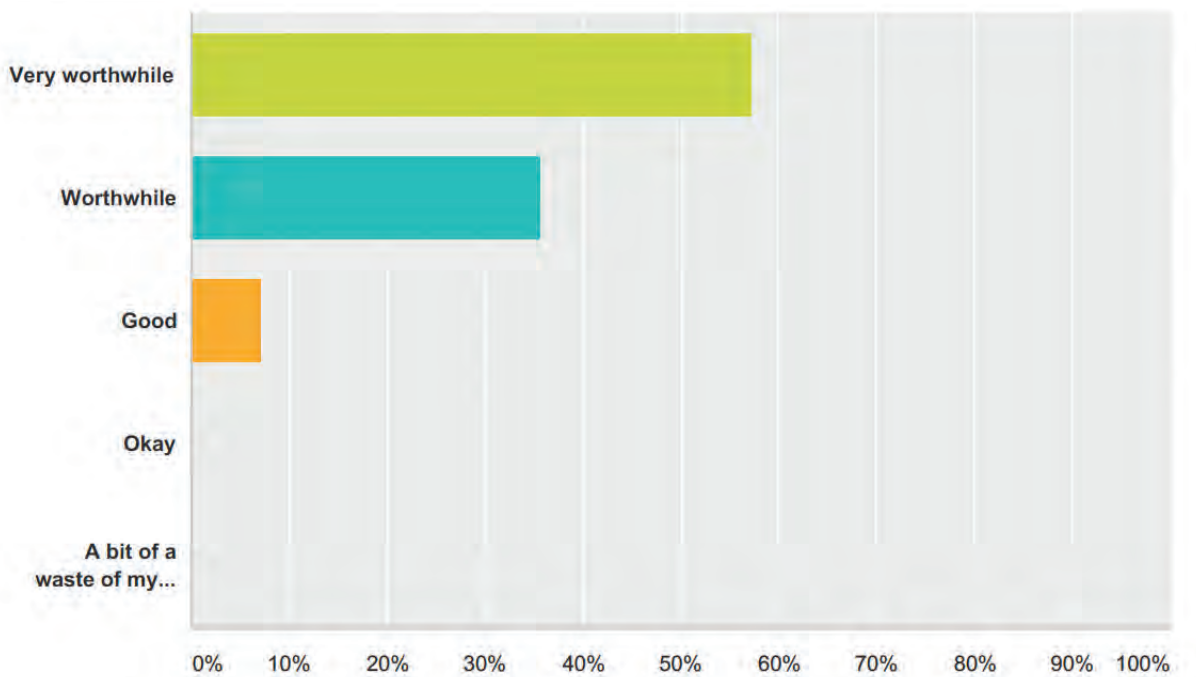


Carers' feelings about caring

Dear Carer,
You are invited to the first of our Carers' Lunchtime Conversation Series. These small group conversations will provide an opportunity to:-

- *Learn more about changes in community care funding, and how these will affect you, for example consumer-focused practice*
- *Engage in discussion about local services systems, what works well, what does not work well*
- *Connect with other carers over lunch.*

Please tell us if you found the opportunity to get together



LEADERSHIP CONVERSATION SERIES

*"The Leadership Breakfast is a great idea;
sharing knowledge and experience.
Thank you so much."*

*"It was a very enjoyable morning.
The topics were relevant to the changes
we are all facing. There was a lot of
knowledge in the room."*

*"Thank you. This was another great event
hosted by Northside."*

Northside Community Wall



To the DARTS volunteers - you have helped make the DARTS story one of success, and we are proud of what you have accomplished with the provision of outstanding service to people with disabilities. The photo says it all. Thank you.

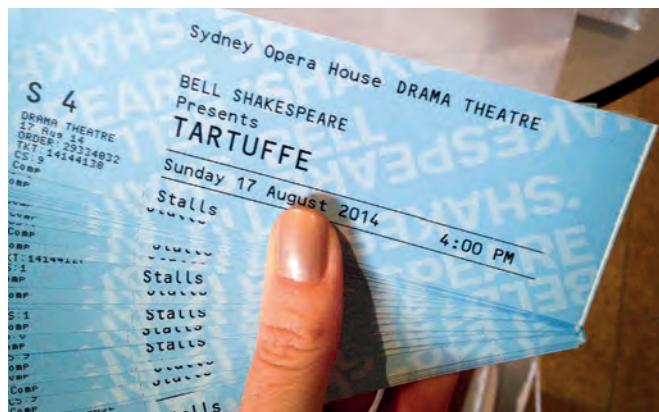
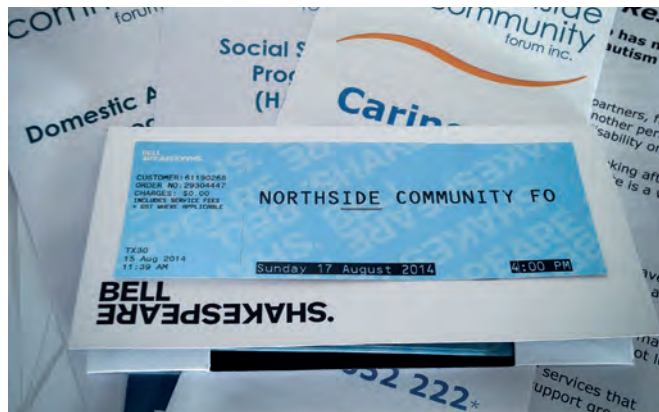


Kim shares her caring story at the Carers' Big Day Out

Northside would like to thank Mary Potter, Terry Ryan, Venessa Crane, Kim Savage and Chris Stavenhagen. As the volunteer consumer representatives on our Board Consumer Engagement Committee, your commitment to carers was invaluable.



Venessa shares her story as a care recipient at the Carers' Big Day Out



Liam on the right and Marc on the left

As a part of the Community Service Program for Year 10 students at Knox Grammar School, Liam Matthews spent three long days at Northside assisting with the office clean up and pack up before the move to Chatswood. While Liam had a big job ahead of him, his smile, enthusiasm and very helpful attitude were ever present. Liam was joined by his brother Marc on one of the days, and together, they made it all happen. Thank you Liam and Marc, and congratulations on an exemplary contribution.

On Tuesday 2 December 2014, Northside staff assisted with serving lunch at Bradfield Park's annual Christmas party for carers. The Mental Health Program funds carer events at Bradfield Park, including women's and men's support group outings. In November 2014, 15 carers attended "A Christmas Carol" at the Belvoir Theatre.

Bell Shakespeare generously provided 30 tickets for carers to attend a performance of Tartuffe. Thank you Bell Shakespeare for your support.



Three of our volunteer Board members - Janet Grant, Betty Johnson and Judy Wood (left to right). Janet is Board Chair, Betty is a member of the Board Consumer Engagement Committee and Judy is the Chair of the Board Consumer Engagement Committee. Thank you for representing the Board at the Carers' Big Day Out.

Indu Harikrishnan volunteered at Northside during the year, completing a variety of administrative tasks. Thank you Indu for your diligence and the difference you made.

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of Northside Community Forum Inc. 69



Finance Report

As Chair of the Finance and Administration Committee (FAC), I am pleased to comment on the financial performance of Northside for the year ended 30 June 2015. I assumed this position in August 2015. As the Chair of the FAC, it is my obligation to report, but credit for all the work done during the year goes to Northside's committed staff and the members of the FAC.

Northside prepares a special purpose financial report each year in accordance with Australian Accounting Standards and the Associations Incorporation Act NSW 2009. The accounts are externally audited to provide a high degree of assurance to government, clients and stakeholders.

The financial result for the year was a surplus of \$276k as compared to \$10k in 2014. The result arose primarily from the amalgamation of Disabled Alternative Road Transport Ltd (DARTS) into Northside from 1 March 2015. The three existing buses within the DARTS assets, transferred to Northside, were recorded at market value, giving rise to an initial profit of \$142k on acquisition. 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.

Total income increased to \$5m from \$4.2m in 2014. The main reasons for this increase were the additional funding from Transport NSW for continuation of the DARTS community transport service, the contribution fee from Home and Community Care (HACC) clients, and the carried forward balance of unspent HACC Growth funds from 30 June 2014, which was fully utilised and acquitted in 2015. Other additional revenue included two Medicare Local Pilot programs.

The majority of our income (95%) continues to be grant funding. The balance income was sourced from our training services, public contributions and interest earned. Total expenses increased in line with budget and the increased revenue. We posted an additional \$10k in depreciation expenses in relation to the buses coming into our programs at 1 March 2015.

Northside's financial base improved to \$1.4m from \$1.2m. Cash assets at the end of the financial year were \$2.3m and total liabilities \$1m. The liabilities comprised deferred government income received, unsecured trade creditors and liabilities in relation to staff provisions.

The majority of our funding is in a transitional phase and extends to dates during 2017-2018. The Board and management continue to work on a new business model and revenue sources with a view to having the organisation in a strong position to continue to support our community after that time. Our net asset position provides us with a sound base to work from in future funding scenarios.

I would like to thank my fellow members of the Board, especially the members of the FAC who have welcomed me to this role. My thanks also to the Northside staff who have always been committed, and have faced the challenges posed to Northside in the current reform environment with great enthusiasm and strength. Northside is a worthy organisation and has genuine commitment to serve the Northern Sydney Region community; I do feel privileged to be associated with it.

Dr Rosy Walia, MAICD

Chair of the Finance and Administration Committee

Statement of Financial Position

30 June 2015

	2015 \$	2014 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,314,112	2,120,174
Trade and other receivables	26,153	24,190
Other assets	43,057	28,365
TOTAL CURRENT ASSETS	2,383,322	2,172,729
NON-CURRENT ASSETS		
Property, plant and equipment	138,424	34,455
TOTAL NON-CURRENT ASSETS	138,424	34,455
TOTAL ASSETS	2,521,746	2,207,184
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	512,450	445,101
Short-term provisions	402,987	215,143
Other liabilities	96,789	171,152
TOTAL CURRENT LIABILITIES	1,012,226	831,396
NON-CURRENT LIABILITIES		
Long-term provisions	38,005	181,223
TOTAL NON-CURRENT LIABILITIES	38,005	181,223
TOTAL LIABILITIES	1,050,231	1,012,619
NET ASSETS	1,471,515	1,194,565
FUNDS		
Accumulated Surplus	1,471,515	1,194,565
TOTAL FUNDS	1,471,515	1,194,565

Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2015

	2015 \$	2014 \$
Revenue	4,787,836	4,149,503
Other income	260,921	126,007
Employee benefits expense	(1,815,606)	(1,975,925)
Depreciation expense	(28,922)	(18,757)
Occupancy expenses	(226,303)	(224,928)
Brokerage and client care expenses	(2,167,816)	(1,640,283)
Management and administration expenses	(533,161)	(404,812)
Surplus / (deficit) before income tax	276,950	10,805
Income tax expense	-	-
Surplus / (deficit) after income tax	276,950	10,805
Other comprehensive income for the year	-	-
Total comprehensive income	276,950	10,805

Board Members Declaration

The Board Members of the entity have determined that the association is not a reporting entity and that these special purpose financial statements should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

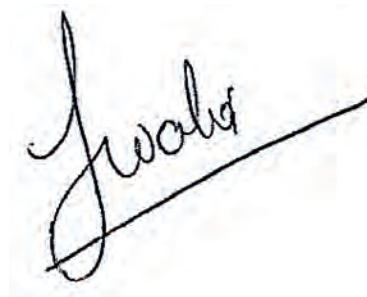
In the opinion of the Board Members the financial statements:

1. Present a true and fair view of Northside Community Forum Incorporated as at 30 June 2015 and its performance for the year ended that date and:
2. At the date of this statement there are reasonable grounds to believe that Northside Community Forum Incorporated will be able to pay its debts as and when they fall due.

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



Janet Grant
Board Member



Dr Rosie Walia
Board Member

Dated 26 October 2015

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

We have audited the accompanying financial report being a special purpose financial report, of Northside Community Forum Incorporated, which comprises the statement of financial position as at 30 June 2015, the statement of surplus or deficit and other comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Board Members declaration.

Board Members' Responsibility for the Financial Report

The Board Members are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the *Associations Incorporations Act NSW 2009* and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Board Members of Northside Community Forum Incorporated, would be in the same terms if given to the Board Members at the time of this auditor's report.

Northside Community Forum Incorporated

ABN 87 309 151 625

Independent Audit Report to the Members of Northside Community Forum Incorporated

Additional Scope Pursuant to the *Charitable Fundraising Act 1991*

In addition, our audit report has also been prepared for the Members of the association in accordance with Section 24(2) of the *Charitable Fundraising Act 1991*.

Accordingly we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Charitable Fundraising Act 1991*. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising activities pursuant to the *Charitable Fundraising Act 1991* and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year end financial adjustments for such matters as accruals, prepayments, provisioning and valuations necessary for year end financial statements preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial statements. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

Our audit opinion pursuant to the *Charitable Fundraising Act 1991* has been formed on the above basis.

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 2015, and of their financial performance and cash flows for the year then ended in accordance with the Australian Accounting Standards described in note 1 and the *Associations Incorporations Act NSW 2009*.

Audit Opinion Pursuant to the *Charitable Fundraising Act 1991*

In our opinion the financial report of Northside Community Forum Incorporated is in accordance with the *Charitable Fundraising Act 1991*, including

- (a) the financial report and associated records have been properly kept during the period in accordance with the *Charitable Fundraising Act 1991* and its regulations;
- (b) monies received as a result of fundraising appeals conducted during the period have been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and its regulations; and
- (c) there are reasonable grounds to believe Northside Community Forum Incorporated will be able to pay its debts as and when they fall due.

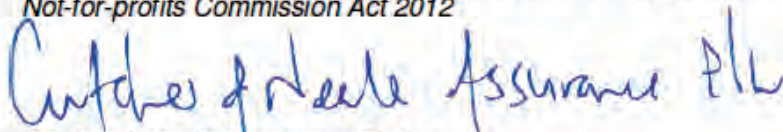
Northside Community Forum Incorporated

ABN 87 309 151 625

Independent Audit Report to the Members of Northside Community Forum Incorporated

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*



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



M.J. O'Connor CA
Director

NEWCASTLE

30 October 2015

Minutes from the 28th Annual General Meeting

28th Annual General Meeting

Wednesday, 1 October 2014,

12.30pm, Dee Why RSL Club

12.35pm	Opening and Welcome	Janet Grant Chair
	<p>Janet Grant opened the meeting.</p> <p>Janet acknowledged and paid respect to the traditional owners of the land on which the meeting was held.</p> <p>Janet welcomed everyone attending and the members of Northside Community Forum. She confirmed there was a quorum.</p>	
	<p>Apologies Apologies were received from:</p> <p>Phil Kerrigan Northside Community Forum Board Member</p> <p>Betty Johnson Northside Community Forum Board Member</p> <p>Mary Potter Northside Community Forum Consumer Engagement Committee Member</p> <p>Denise Ward Executive Officer, Crows Nest Centre</p> <p>Helen Crouch Executive Officer, North Ryde Community Aid & Information Centre Inc.</p> <p>Paul Sadler Chief Executive Officer, Presbyterian Aged Care NSW & ACT</p>	Janet Grant Chair
	<p>Motion: Acceptance of the Minutes from the 27th Annual General Meeting on page 63 of the Annual Report for 2013/2014.</p> <p>Moved by: Judy Wood</p> <p>Seconded by: Dr Rosy Walia</p>	Janet Grant Chair
	<p>Board Chair's Report</p> <p>Janet Grant spoke to her report on page 6 of the Annual Report.</p> <p>It has been a year of continuing change and uncertainty with shifts in public policy. Northside Community Forum has continued its commitment to delivering support to the community and building a strategy for the future. Central to the strategy is the need to collaborate at all levels and defining new joint care projects.</p> <p>Janet reflected on Northside Community Forum's achievements, and thanked Irena Liddell, immediate past Executive Officer for her management of the organisation over the last 10 years. Irena retired in July. She built a strong foundation for future development through her skill and commitment. Janet wished Irena well.</p>	Janet Grant Chair

	<p>Board Chair's Report (continued)</p> <p>Janet thanked Katrina Horman, Program Manager and the Northside Community Forum team.</p> <p>Janet also thanked the funding bodies, members and other supporters of the organisation and in particular the Commonwealth Department of Social Services and the NSW Department of Family & Community Services.</p> <p>Janet thanked the organisation's volunteer Board members.</p> <p>Janet welcomed Marika Kontellis and Gary Jacobson who have been engaged as Interim Executive Officer for the next 12 months. Their brief is to continue to manage the organisation and delivery of services, and to focus on the change management needed to support the development and implementation of the strategy.</p>	<p>Janet Grant Chair</p>
	<p>Interim Executive Officer's Report</p> <p>Marika Kontellis spoke to her report on page 7 of the Annual Report.</p> <p>It is a privilege to work with Northside Community Forum and the services in the Northern Sydney Region.</p> <p>Marika thanked the presenters from the Regional Forum held in the morning.</p> <p>Marika congratulated Northside and said that she is looking forward to work with the organisation.</p>	<p>Marika Kontellis Interim Executive Officer</p>
	<p>Motion: Chairperson and Interim Executive Officer Reports moved for acceptance by:</p> <p>Moved by: Michael Fine</p> <p>Seconded by: Dr Rosy Walia</p>	<p>Janet Grant Chair</p>
	<p>Receipt of the Financial Statements for the Year Ended 30 June 2014, Including the Statement by Members of the Board and the Auditor's Report</p> <p>Marea Salisbury read the Treasurer's Report on page 57 of the Annual Report, noting that Northside Community Forum's financial result for the year was a modest surplus. The organisation continues to maintain a sound financial base with existing funding agreements remaining in place until 30 June 2015.</p>	<p>Marea Salisbury Treasurer</p>
	<p>Financial Reports moved for acceptance by:</p> <p>Moved by: Michael Fine</p> <p>Seconded by: Dr Rosy Walia</p>	<p>Marea Salisbury Treasurer</p>
	<p>Appointment of Auditors for the Financial Year Ending 30 June 2015</p> <p>Motion: Cutcher & Neale of 77 Berry St, North Sydney NSW be appointed again as auditors for the financial year 2015.</p> <p>Moved By: Marea Salisbury</p> <p>Seconded By: Janet Grant</p>	<p>Marea Salisbury Treasurer</p>

	<p>Marea Salisbury advised that she is resigning from the Board. She thanked her colleagues on the Board, in particular Janet Grant, and she also thanked Irena Liddell and the staff.</p> <p>Janet Grant thanked Marea for her contribution as Treasurer over three years, and presented her with flowers.</p>	<p>Marea Salisbury Treasurer</p> <p>Janet Grant Chair</p>
	<p>Appointment of Returning Officer</p> <p>Janet Grant appointed Gary Jacobson, Interim Executive Officer, Northside Community Forum as Returning Officer.</p>	<p>Janet Grant Chair</p>
	<p>Election of Four Members of the Board</p> <p>Gary Jacobson declared four Board positions vacant. A nomination was received from Michael Fine, whose profile is on page 9 of the Annual Report.</p> <p>As only one nomination was received for the four vacancies, Michael Fine was elected unopposed.</p> <p>Gary congratulated Michael.</p>	<p>Gary Jacobson Interim Executive Officer</p>
	<p>Any Other Business</p> <p>Janet Grant resumed the Chair.</p> <p>No other business.</p>	<p>Janet Grant Chair</p>
	<p>Janet Grant thanked the Dee Why RSL Club and its Community Support Program.</p> <p>Janet also thanked the attendees and invited them for lunch.</p>	<p>Janet Grant Chair</p>
12:50pm	AGM Adjourned	<p>Janet Grant Chair</p>

Membership 2014/2015

Organisation Members

- ACL Disability Services Ltd
- Australian Healthcall Group
- Baldwin Care
- Bee Cos We Care Pty Ltd
- Care1
- CatholicCare
- Community Aid Lifeline Harbour to Hawkesbury Inc.
- Community Care (Northern Beaches) Ltd
- EarlyEd
- Home Instead Senior Care
- Home Instead Senior Care - Lower North Shore
- Hornsby Ku-ring-gai Community Transport
- Hornsby Shire Council - Hornsby Ku-ring-gai Home Modification & Maintenance Service
- Hunters Hill Council
- Hunters Hill Ryde Community Services Inc.
- Just Better Care Community Services
- Lane Cove & North Side Community Services
- Lifeline Northern Beaches Inc.
- Lower North Shore Community Transport Inc.
- Manly Warringah Pittwater Community Aid Service Inc.
- Mosman Council Aged and Disability Services
- Northern Beaches Community Services Ltd
- Northern Sydney Medicare Local
- Oxley Home Care
- Parkhill Cottage Day Centre
- Presbyterian Aged Care
- Riverlink Interchange Inc.
- Schizophrenia Fellowship Inc. NSW
- St Catherines Aged Care Services Ltd, Elaroo Day Centre
- The Housing Connection

Individual Members

- Jane Floyd

Associate Members

- Home Health HQ
- Kopwa

Board Members

- Janet Grant
- Dr Rosy Walia
- Betty Johnson
- Bob Trbojevich
- Helen Tuxworth
- Judy Wood
- Margaret Kay
- Michael Fine
- Phil Kerrigan

Notes

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