

Your Day, *Your* Life, *Your* Northside



Annual Report
2016-17

About Northside Community Forum

Northside Community Forum is a leading provider of support services for older people, people living with disability, mental health, and their carers throughout Sydney. Established 30 years ago, we've kept our commitment to give people greater choice and to enhance their independence and wellbeing. We continue to do that every day by providing our customers total care solutions as a one-stop shop for all your service needs. We have met with, selected, vetted and put together partnerships with high quality organisation so we can meet all your needs.

Our Service Promise

At Northside Community Forum, we put our customers first. Everything we do is designed to give our customers greater independence, greater choice, and a greater sense of wellbeing and lifestyle. This is why we consistently receive positive feedback, but we don't rest there. We want to ensure we continue to meet your needs.



Chairperson's Report Gordon Wing-Lun

I am pleased to report to you on the achievements of Northside Community Forum (Northside) over the past year.

Our Vision: Northside has been working hard to fulfil our Vision: *That every person can live their best life.*

Our Strategy

Over the past year, the Board has sharpened its focus on the strategy to bring this vision to life and has been actively engaging with the senior management team, led by CEO Danielle Ballantine, in implementing the strategy.

The strategy is simple: To both achieve client retention and grow our customer base by offering services to meet our customer needs; with excellence. Two important new and still maturing initiatives to that end are Northside's Community Circle, and our Total Care offering, which leverages Northside's existing strength of partnering for service delivery and offering access to a broader range of services.

It is vitally important Northside becomes a more customer focused organisation so it is aligned to the changing policy settings of our governments, which are bringing about a more market-driven and competitive sector. This is resulting in new entrants, including 'for profits', as well as new expectations of consumer-led choice and the need to be commercially competitive.

Our strategy recognises this important change to the industry.

As such, we are also on a journey of transformation, and this includes the need to not only provide improved existing services, but to offer new services such as gardening, cleaning etc so people can live their best life. We must also ensure we connect to our clients – current and new – providing easy access to our services. This means looking at new ways of connecting with people, being digitally accessible, and offering high levels of service and care. Our ethos is a 'client first' culture.

Our People

The Board seeks a sustainable future for clients and for the organisation. People are our most important asset. Our objective is to always have a Board that is high performing, with a senior management team that is outstanding, and staff who are passionate about what they do, who are committed and highly capable and well supported by the organisation.

I have been Chair since July 2016. Over this time, I have had and continue to have, a hardworking, intelligent and practical Board whose diverse backgrounds bring the necessary wider experiences

now needed in the Board's deliberations and decision-making. Board changes in the past year, include Rosy Walia, Michael Fine and Brad O'Hara, leaving to meet the demands of other challenges and I thank them. New members, in Stuart Snell and John McVicker. The Board continues to search for persons willing to take up the responsibilities of a Director.

The Board is pleased to continue working with our experienced and capable CEO, Danielle, who has led Northside through the first period of implementing our strategy, a sometimes demanding and challenging period given the changing requirements in our sector. But this is necessary to build the foundations of our people, systems and infrastructure to meet the new expectations of us.

Danielle has recruited a new, enthusiastic and highly capable senior team as part of our transformation. Kati, Tim and Simon provide not only increased capabilities in building a service and care-based business to meet our clients' needs, but also in our reporting systems and our interactions with our clients and partners.

Looking Ahead

Conscious of the challenges of sustainability, I, and the Board believe that Northside is now equipped to ensure that it has every chance of continuing to achieve its vision. We believe we have the people and infrastructure to address the changing funding and revenue future, to ensure rigor in our financial view of our business, and participate in the new market place.

Northside has met and often exceeded targets in delivering quality care, not only in accordance with its contracts with government, but also in its promise to each client.

Northside has a strong balance sheet and has achieved a notable surplus for 2016/17. This financial strength allows Northside to plan and implement actions for the long-term benefit to invest for the future. Northside's financial results are a leading indicator of our ability to sustain our mission.

Thank You

I thank our supporters and partners, in particular the Department of Social Services, Department of Health, NSW Family and Community Services and Transport for NSW. And of course our clients. We are pleased to be the provider of choice for our clients.

I thank all our people. Our team at Northside is to be commended for going the extra mile, committing to our clients, and helping us transform our business for the future so our clients can live their best lives.



Chief Executive Officer's Report Danielle Ballantine

Building on our strong foundations, Northside faced 2017 with a view to transform our business from a carer respite service to a universal provider of total care. Like all services supporting carers, people with disability, ageing and mental illness, Northside has considered our business, leveraging our strength of connecting people with services. We recognised early that our suite of services could be broadened to meet the complex and diverse needs of customers, and that our services would be more effective in improving social and emotional wellbeing by partnering with complementary providers. We have spent more than a year engaging with customers to understand their needs for today and in the future. Our business has been adapting so that we can thrive in the new consumer demand environment, and I am very pleased to update you on our key achievements.

A Year of Quality Progress

In the midst of change, we as a service and as a team have maintained a strong and unyielding focus on our clients and stakeholders and so, our customers remain highly satisfied in what we deliver. This past year, we optimised our customer care team to ensure we had the appropriate number of staff to meet our customer's needs. This included a full-scale restructure and an enhanced training program that focused on building the capacity of our people. As a result, we recorded a Net Promoter Score of +79, an improvement on last year. This great result demonstrates that customers positively promote the services of Northside to their friends and family.

We resoundingly passed our first NSW Disability Service Standards review with tremendous feedback from customers and auditors alike. Northside has always based our service offering on person centred principles, providing customers the option to engage in mainstream activities not limiting them to centre-based activities.

In July, we formally launched Community Circle, a free service that puts the power in the hands of its members by providing the resources needed to make informed choices about services and care. Within the year, we built a membership of almost 1000 people, seeking and giving support to others navigating the changing care system.

And, of course a very proud moment was the award for the Best Disability and Mental Illness Support plus Excellence Award for Carers in the 2017 Social Care Awards. The Northside team truly earned this recognition.

Value to Stakeholders and Performance Improvement:

Our focus continues to be to achieve the best possible value for

money for customers, government and the taxpayer. As funding slowly transitions from providers to consumers, Northside has negotiated new pricing structures with existing and new service providers. This resulted in Northside providing more services to more people for the same total expenditure as previous years.

To ensure we continue to offer our customers value for money, we also undertook a review of internal efficiencies, streamlining processes that resulted in a 30% reduction in administrative tasks. This saving meant that we were able to direct more funds to direct service delivery and, reduced our overhead costs. Our focus on effective resource management meant that we returned another healthy surplus to our strong balance sheet so that we can continue to meet our purpose and invest our resources back into the community in future years.

Universal Provider of Total Care

Northside's focus in 2018 is to continue to expand our Total Care solution. We will focus on increasing the number of customers who use our services and expand our service and product offering through existing and new strategic partnerships. We will continue to engage with customers and the sector about their needs and maintain our attention on bringing the two together.

We will measure our value through a newly introduced impact framework that will assess how Northside's services best contribute to the physical, psychological and social wellbeing of our clients.

Our future is certain; to be the universal provider of services and supports for carers, people with disability and older people.

Our Thanks

I have been particularly proud of the Northside team as they continue to face change with the greatest optimism, retaining their passion for our customers and our business as whole. Special mention goes to all of our wonderful volunteers who have provided enormous support. Our efforts would be greatly diminished without them.

I extend my gratitude to our strategic partners, who continue to respond quickly to customer needs and deliver high quality services.

I would also like to acknowledge the Board and their continuing commitment in leading and supporting Northside. The Board has led our strategic direction with courage and confidence. I appreciate the support and trust of the Board in taking Northside into a certain and positive future.



Northside Successful in NSW Disability Service Standards Audit Review

Northside registered under the NSW Disability Services Standards this year. The standards reflect contemporary practices that place people with disability at the centre of decision-making and choice about their supports and services. Northside undertook a third party verification of our performance against the Service Standards with overwhelmingly positive results. Feedback from clients through the verification process included;

"Northside is a really well run organisation."

"My life would be empty without Northside."

"We are all like one family, staff, drivers and friends."

"I couldn't recommend them highly enough."

"The best thing about my life is DARTS."

“ I didn't leave the house for 3 years until I started using Northside. ”



Norman awarded Volunteer of the Year

We were pleased to celebrate, Northside volunteer, Norman Wong, who was awarded Volunteer of the Year at the Third Sector Awards in Melbourne.

Norman was nominated for his longstanding contribution to the DARTS program. He retired in 2002 and wanted to give back to the community, volunteering with DARTS ever since. DARTS provides social and recreational door-to-door transport for adults with a disability and wheelchair users across Sydney. Norman, aged 82, has chalked up 682 trips in total!

Norman is a charismatic, dedicated individual of strong values and ethics which is important in an active volunteering role working with people with disability. He has enormous respect for the clients he supports and they are extremely appreciative of his level of respect and care. We'd like to share a few things clients and others had to say about him.

"Norman Wong has been an exceptional and outstanding volunteer for DARTS for many years. Norman is a real gem – kind, patient and a very understanding gentleman. He seems to relate well to any age group. He shows a lot of empathy toward members looking out for everyone on our trips." – Client

The Third Sector awards are dedicated to celebrating and recognising the best not-for-profit practices around Australia. Third Sector, in partnership with the Centre for Social Impact.

“ I had the pleasure to work with Norman Wong on my very first day volunteering with Northside on a DARTS trip. Norman looked after the welfare and the needs of the members and the volunteers. He is a great team member and an inspirational team leader. ”



Male Carers Honouring ANZAC Day

In honour of ANZAC day, Mahinder marched in Sydney after serving 22 years as an officer in the Singapore armed services, retiring as a Lieutenant Colonel. Mahinder served across Singapore, East Malaysia and Malaysia. During his tenure of Service with the Army, he was awarded 4 medals.

Mahinder is the primary carer for his wife, who lives with multiple health conditions. Up until 2 years ago he led the Sikh contingent of the parade, but this year took the opportunity to march with pride alongside his wife, with the support of Northside.

Mahinder, we thank you for your service in the military and we also thank you for your service as one of the many male carers in Australia.

“ On behalf of my wife, I sincerely thank Northside Community Forum, for the support & social activities organised for the Carers. ”



Helen's Story

Helen cares for her husband, Robert, who has dementia. Caring for him is a full-time job and Helen has found it difficult to find time to manage the housework and catch up with friends. Feeling a little overwhelmed, she reached out to Northside for support.

Our Customer Care Coordinator was able to guide her through the process of eligibility and securing government funding for support. Many of the services she didn't realise she was eligible for. She used our gardening & handyman jobs service to have her balcony swept and cleaned up so she could enjoy sitting outside and to fix the odd jobs around the house she hadn't had time to get to. She now has a cleaner come in fortnightly to tidy the house and gets fresh meals home-delivered to take the stress out of figuring out what to make for dinner each night.

Through connecting with Northside, Helen has also found resources and workshops to help her be better equipped to care for her husband living with dementia. Northside's Total Care services have made a world of difference in both their daily lives and wellbeing.

“ Having my balcony swept and tidied up allows me to feel comfortable sitting outside and enjoying the sunlight again. ”



Arthur's Story

Arthur, a 75-year-old Asquith resident, lives alone. After experiencing a spinal injury in 2012 that left him in a wheelchair he found it difficult to leave the house due to the challenges it presented and soon quit going out altogether.

Flash forward to 2017, now 80 years old, Arthur hasn't really left his home in over 3 years. Over feeling socially isolated and frustrated at not being able to enjoy a greater variety of activities he once used to do, he decided to try something different and got in touch with our team at Northside. He participated in our DARTS Recreational Transport combined with social activity planning program. There he made friends with another participant who gave him the confidence and boost he needed to do more trips.

He now regularly catches buses and trains and travels all around Sydney on his own. Through Northside's Total Care, Arthur was able to regain his independence, his confidence, and make the most of each day.

“ Northside helped me regain my independence and enjoy going out of the house again. I now regularly go out to enjoy activities and meet-up with friends. ”



Mary's Story

Mary is a 34-year-old woman whose daughter Shauna has an intellectual disability. Shauna is a very loving nine-year-old but sometimes her special demands had become a little overwhelming for Mary. Mary found maintaining her social bonds with family and friends had become increasingly difficult and she contacted Northside for help.

Northside organised respite care for Shauna so that Mary could travel the short distance to visit her sister. During this time all Shauna's specialised needs were catered for by an understanding and highly-motivated care-worker. Just a few hours break from her daughter's needs made all the difference for Mary, and she was able to return to her care of Shauna with a renewed energy, knowing that there was assistance available whenever she needed it.

Northside is happy to provide the kind of personalised one-on-one relief carers sometimes need. Mary continues caring for Shauna secure in the knowledge Northside is there to help.

“ I was worried about losing touch with the rest of my family because of the time I need to spend with Shauna, but Northside was there when I needed them to give me the break I really needed. ”

OUR CARE IN NUMBERS

SUPPORTING THE SECTOR

30 Staff Aged Care
Info sessions for
418 individuals

22 Community Aged
Care Info sessions for
571 individuals

Delivered 10 training
workshops to
200 participants

Delivered two
regional forums to
300 participants

WITH THE SUPPORT OF VOLUNTEERS

Assisting with research, administration
events and social activities

200 hours of
volunteering a week

223 Volunteers

Contributing
\$600k a year

OUR OTHER ACHIEVEMENTS



Achieved all funding
performance indicators



Reduced administration
burden by 30%



Awarded Best Disability and
Mental Illness Support plus
Excellence Award for Carers
in the 2017 Social Care Awards

CARE AT HOME

1,822
Home Assessments
Completed

4,200
People attended
events

7,210
Hours of cleaning
delivered

15,040
Hours of social support
delivered

5,755
Trips for people who
use wheelchairs

264
Social activities for people
on an NDIS plan

SUPPORT FOR CARERS



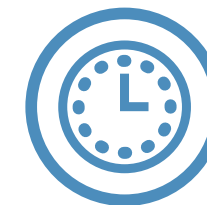
40 delivery partners



Increased direct spend on
carer respite by 25%



1,800 respite activities;
(an increase of 500 on 2015)



13,813 hours of 1:1 respite
delivered



8

Services came
to "Service Meet
me Series"

936

Community
Circle members
registered

20

Community Circle
Original Workshops
have been conducted

48

Community Circle
Original Resources
have been developed

Our Board



Gordon Wing-Lun Chair

Joined March 2016

Qualifications: Associate, UTS | MBA, MGSM | BE Electrical (Hons), UNSW | BSc Mathematics, UNSW

Gordon is an experienced senior executive, having had head of business roles at a number of international banks in Australia and overseas. Gordon has worked with and within a number of NSW government entities at senior levels. More recently, Gordon has undertaken a number of consulting roles. Gordon is also an occasional lecturer in investment and finance at the University of Technology Sydney. Since 2011, Gordon has been an active participant and volunteer in the not for profit sector. Gordon has also been an active board member of two different NGOs in the aged care and mental health sectors.



Margaret Kay Deputy Chair

Joined October 2014

Qualifications: Masters of Commerce, UNSW | Bachelor, Town Planning (Hons)

Margaret 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; and has worked for the NSW government. She is currently the Strategy Manager - Social and Community with Local Government NSW, which represents all councils in NSW. Margaret is responsible for advocating for Local Government in the development and implementation of social policy, including ageing and disability policy in NSW.



Janet Grant Director

Joined November 2009

Qualifications: Chartered Accountant | Masters of Commerce UNSW | Bachelor of Arts (Accounting) UNSW

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



Phil Kerrigan Director

Joined October 2010

Phil has over 20 years' experience as a senior executive; 15 of them as CEO of multi-national organisations. Additionally, he was the founding CEO of a successful start-up public company. Phil was also the founding Principal of 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.



Ramon del Carmen Director

Joined October 2014

Qualifications: Master of Arts (Business Research), MGSM | MBA, MGSM | Bachelor of Economics, Sydney University | Member, AICD | Member, Chartered Accountants Australia and New Zealand

Ramon is a senior organisational leader with extensive experience in highly competitive and heavily regulated environments and the not-for-profit health sector. He combines innovation and strategic thinking with strong leadership to deliver results in challenging environments that are undergoing significant and time-critical change. Ramon is currently the CFO of Sydney North Primary Health Network, which is one of 31 Primary Health Networks established by the Government to increase the efficiency and effectiveness of health and medical services for the community. He is also the Board Chair of Primary and Community Care Services Limited (PCCS). Ramon was previously the CEO of PCCS (previously trading as Northern Sydney Medicare Local), and also held the position of CEO and Executive Director of St John of God Health Care's two private psychiatric hospitals for over 10 years.



Stuart Snell Director

Joined October 2016

Qualifications: Graduate Certificate in Finance, UTS | Bachelor of Arts, Social Science (Communications), UTS

Stuart has over 30 years' experience in media and communications as a former journalist and senior leader in corporate communications and reputation management. He is a corporate affairs, communications and PR/media professional with extensive brand reputation and content planning and execution experience across traditional and digital channels, having worked for large government agencies and commercial organisations, mainly in the financial services sector. Stuart is currently Executive Manager, Public Affairs and Communications at Commonwealth Bank, and previously was leading the corporate affairs function of life insurance company, TAL, after being Head of Public Affairs at APRA. He was a journalist for 13 years spending his last years as a senior journalist and sub-editor at Sydney's Sunday Telegraph.

We thank the following for their contribution during the year.

Dr Rosy Walia Joined February 2013 – Resigned October 2016

Michael Fine Joined April 2014 – Resigned May 2017

Betty Johnson Joined November 2006 – Resigned September 2016

Brad O'Hara Joined October 2016 and Resigned July 2017

Your Care at Home

Sometimes life circumstances or a lack of time can make it difficult to maintain your health and home the way you'd like. At Northside, we listen to your needs and provide you with a range of health and home care services to support your wellbeing and allow you to do more of what you enjoy. We're here to help.



Recreational transport

Our DARTS transport service is the only door-to-door transport with activity planning for wheelchair users across Sydney. We take you to social outings, sporting events, shopping, theatres and more.



Laundry Service

We'll take care of your washing in-home or send it out for laundry service returned to you fresh and clean. We can also make up beds and assist with folding sheets and other linen.



Meal Preparation

Get assistance with meal preparation or get meals delivered so you can have nourishing food to feel good about. Dietitian coaching is available to help you with healthy eating advice and food intolerances.



Personal Care & Home Nursing

Get respectful assistance with personal care such as grooming, showering and dressing or get support to recover from medical procedures in the comfort of your own home.



Household Tasks & Cleaning

Our friendly and professional cleaning staff can help you with wiping benchtops and cupboards, mopping and vacuuming floors, dusting, cleaning bathrooms, windows and spring cleaning your home.



Gardening & Handyman Jobs

We'll help you with gardening and minor maintenance jobs such as lawn mowing, trimming shrubs, changing light bulbs, fitting alarms, replacing loose or broken pavers, and more.



Home Modifications

Live independently and safely in your own home by modifying it to suit your needs. Modifications may include handrails and widening doorways, installation of ramps or bathroom and kitchen modifications.



Medical & Mobility Movement

Enjoy your independence with equipment for medical and mobility requirements. We provide a range of equipment including mobility scooters, wheelchairs, bathroom and shower equipment, oxygen and more.

Summary Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2017

	2017 \$	2016 \$
Revenue	5,679,938	5,313,674
Other income	172,284	487,501
Employee benefits expense	(2,478,068)	(2,315,568)
Depreciation and amortisation expense	(40,154)	(105,933)
Client care expense	(2,601,527)	(2,146,064)
Administration expenses	(266,159)	(383,472)
Surplus / (deficit) before income tax	466,314	850,138
Income tax expense	-	-
Surplus / (deficit) after income tax	466,314	850,138
Other comprehensive income for the year	-	-
Total comprehensive income	466,314	850,138

Summary Statement of Financial Position

30 June 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,349,428	3,262,629
Trade and other receivables	86,412	97,981
Other assets	20,632	58,747
TOTAL CURRENT ASSETS	3,456,427	3,419,357
NON-CURRENT ASSETS		
Property, plant and equipment	82,192	113,716
TOTAL NON-CURRENT ASSETS	82,192	113,716
TOTAL ASSETS	3,538,664	3,533,073
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	423,979	637,552
Short-term provisions	192,973	237,197
Other liabilities	79,328	287,821
TOTAL CURRENT LIABILITIES	696,280	1,162,570
NON-CURRENT LIABILITIES		
Long-term provisions	54,417	48,850
TOTAL NON-CURRENT LIABILITIES	54,417	48,850
TOTAL LIABILITIES	750,697	1,211,420
NET ASSETS	2,787,967	2,321,653
FUNDS		
Accumulated surplus	2,491,788	2,025,474
Bus replacement reserve	296,179	296,179
TOTAL FUNDS	2,787,967	2,321,653

Northside Community Forum Ltd

ABN 87 309 151 625

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2017, the summary statement of comprehensive income, summary statement of changes in funds and summary cash flow statement or the year then ended, and related notes, are derived from the audited financial report of Northside Community Forum Limited for the year ended 30 June 2017. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with (or a fair summary of) the audited financial report, on the basis described in Note 1.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards – Reduced Disclosure Requirements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

M.J. O'Connor CA
Director

NEWCASTLE
28 September 2017

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

Directors' Declaration

The Directors of the Company declare that the summary financial statements of Northside Community Forum Limited for the year ended 30 June 2017, as set out on pages 7 to 12:

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

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

Gordon Wing-Lun
Director

Dated 14 October 2017

Margaret Kay
Director

Our Vision

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



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



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



Supporting a vibrant and integrated service system

Northside

Connected. Care. Community.



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