

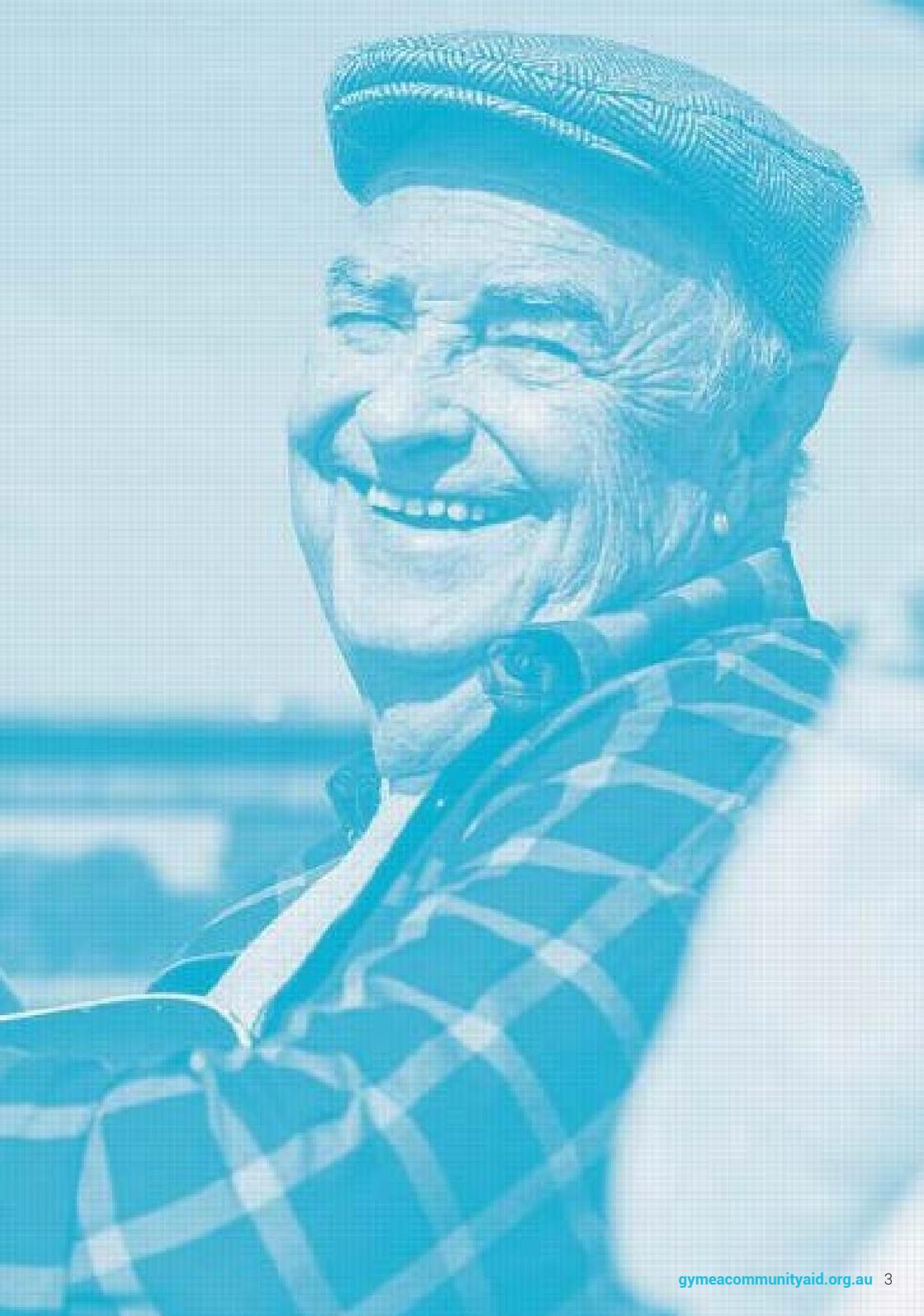


GYMEA
COMMUNITY AID
& INFORMATION SERVICE

Annual Report 2018

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Our Team

We are fortunate to have had a committed and dedicated team to delivering high level services to our community. We believe this differentiates us from other service providers in the industry.

Management Committee

President

Marcio Salgado

Vice President

Lisa Conyers

Treasurer

Alwyn Patterson

Secretary

Wendy Ducasse

Member

Kaye Herald

Retired/ President and Treasurer

Peter Eaton

Staff

General Manager

Joanne Cracknell

Community Connections Manager

Rita Napolitano

Settlement and Multicultural
Services Manager

Jenny Grey

Corporate Services

Katrina Vavdinov

Mona Chui

Rowena Condon

Safwan Aldod

Marie-Louise Mitchell

Cindy Zhou

Kalpna Patel

Craig Parker-Smith

Conny Cheng

Danielle Purcell

Christine Valentine

President & Treasurers Report

Looking back on the year of 2018 I can say we had a great year. We have broadened our reach in the community by increasing the services we offer within Community Connections, Settlement and Multicultural Services and Community Development and, have been recognized again by the community through the local business award.

We are a small team but we are committed to making a difference in everything we do for our community and the positive impact we have had this year is very visible.

The GCAIS team believes that our success is not an entitlement, but something we earn everyday supporting our community and always exceeding their expectations.

I want to thank all our team, our internal staff and volunteers for another amazing year. In 2019 we will continue to focus

on our key mission to support our community to feel included, independent and participate.

We will continue to deliver our most successful programs such as DriveTime, home work support, day trips, social groups, keeping active events and adding new ones such as walking groups and youth support, always striving to deliver the current needs of the community.

Marcio Salgado
President



GIVE A LITTLE
CHANGE & LOT
THANK YOU
CERTIFICATE OF APPRECIATION

General Manager's Report

Our past year has been a year of re-organisation, growth and looking forward. Our philosophy is making sure that our workers are given the tools to do the job.



This past year has seen us improve our technology, invest in support and maintenance of our systems, implement services such as EFTPOS for our customers and now inputting data in a customer relationship management system. This has enhanced our previous year of office and work restructure providing our workers with a positive and productive environment which is reflected in our service delivery and product offering to our Clients.

Both of our key services, Community Connections and Settlement & Multicultural services have received positive reviews from their funders with our outputs for aged care excelling against their KPIs.



We have moved past our 'housekeeping' to implementing some significant strategies created to sustain our business and remain accessible and viable to our Community. Placing a focus on broadening our age demographic by introducing new events and day trips, concentrating on more health and wellbeing options such as walking groups, exercise for seniors and water safety means we remain relevant and of value to our community.

We are proud of the way we present our facilities and communications through a variety of medians including social media.

With this has come a lot of hard work which doesn't look like slowing down in the future! To our service managers, Rita Napolitano and Jenny Grey who

embrace the moving feast which we refer to as progress, to our Management Committee headed up by our President Marcio Salgado, it has taken unwavering commitment and a dedication to clients to have us in the position we are in today.

I recognise both the financial support and resources offered to us along the way that has helped us survive in this changing environment. This also includes those who selflessly offer their time and expertise to help us. We were again recognised this year by way of being a finalist in the Local Business Awards 2018 in the Community sector. I feel excited and confident that 2019 will be a year of progress and continued alignment to our community needs.

Joanne Cracknell
General Manager

Community Connections

This year in May we received the new Commonwealth Home Support Contracts covering the period from July 2018 to 30 June 2020 with some alterations to the contractual requirements.

The Department will ensure this by sending all organisations a template to complete by 31 October 2018. In response to this all Community Connections staff have attended Wellness and Reablement training to ensure all clients will have a wellness and reablement support plan in place.

In December this year the Commonwealth Home Support Program underwent a Quality Review conducted by the Australian Aged Care Quality Agency. It was pleasing to report that the CHSP services adhered to the 18 quality outcomes associated with the Community Care Common Standards. The audit visits are conducted every 3 years so the next one will be in 2020. In the meantime, we can be confident that we are delivering quality services to clients

This year saw the expansion of the Chinese Social Support Group services to the St George area to ensure optimum outputs are delivered and to expose our services into the St George area. There was also a partnership formed with the Asian Women at Work organisation to conduct a social outing once a month. The Chinese community celebrated Chinese New Year at the Gynea Community Hall in February with over 100 Chinese clients attending. The entertainment was provided by our own clients with Tai Chi presentations, cultural singing and dancing.

This year also saw the inaugural Christmas in July celebration where all clients were invited to attend. This undertaking had not been conducted before. The clients were treated to a two-course meal, raffles and entertainment. Feedback from the event was very positive with clients appreciating the opportunity to interact with other clients attending different groups.

We have delivered services for 642 clients and conducted over 1,486 sessions during the 2017-18 financial year. We have delivered double of our funded target of 9,786 hours of group social support for the reporting period. We have improved our delivery of Individual Social Support and Transport by engaging the Team Leaders in this type of Service Delivery and by more effective capturing of these services. The funding received from 3 Bridges has also seen an improvement in outputs due to the Multicultural Group being transferred to this funding.

The next 2 years will be a period of change in the Aged Care Sector and the focus will be to ensure sustainability post 2020. I am pleased that the Community Connections team is united, so we can prepare for the future directions our services need to take.

Rita Napolitano
Manager



Settlement & Multicultural Services

As a consortium member of the NSW Settlement Partnership (NSP) of Settlement Services International (SSI), GCAIS has continued to deliver effective and innovative services to newly arrived migrants and humanitarian entrants in Sutherland Shire.

The NSP provides an opportunity for us to work collaboratively with other consortium members to address the aims and objectives of the Settlement Service Program and expand the settlement community of practice.

GCAIS has provided settlement services to 214 clients in 3 key areas:

- Casework /coordination and delivery of services includes; individual client sessions providing information and referral, Settlement Support groups; Chinese & Spanish Parents Groups, Multicultural Women's Group & English Conversation Classes and Immigration Advice. Our new outreach service at Loftus TAFE , Adult Migrant English Program enables us to deliver services directly to & consult with target group clients.
- Community Co-ordination and Development- clients are supported to participate in the broader mainstream community, with new and emerging communities developing skills, confidence and knowledge to meet needs of their respective communities through employment, health & wellbeing, community safety and leadership skills workshops and volunteering opportunities
- Youth Settlement Services are an increasing focus for GCAIS and we forge stronger links with schools, youth organisations and the SSI Youth Collective.



In addition to our core settlement services funding , we have been successful in attracting additional funding :

SUTHERLAND SHIRE WATER SAFETY CHALLENGE

Department of Justice funded the Sutherland Water Safety Challenge which aims to improve water safety knowledge and skills within multicultural communities and most importantly for new migrants enrolled in the Adult Migrant English program (AMEP). This program is delivered in partnership with NSW TAFE & Sutherland Shire Council. In addition, the South East Sydney Multicultural Water Safety Committee has been established to collaborate water safety activities and programs across the region.

DRIVETIME

GCAIS received two years funding to continue to deliver the program in Wollongong & Fairfield, assisting people

from refugee backgrounds to achieve their NSW driving license. To date 50 participants have obtained their licenses and 14 have transitioned to employment.

COMMUNITY GARDEN

An exciting new addition to our centre has been the establishment of our community gardening plot at the back of the centre. This has provided an opportunity for community members to gain skills & experience in basic gardening techniques as well as a focal point for sharing food and making new social connections.

We look forward to continuing to respond to the diverse needs of our client group, working with other settlement and mainstream services to improve social participation, economic and personal well-being, independence and community connectedness.

Jenny Grey
Manager

Our Volunteers

Volunteers are the lifeline of our operations, without their selfless contributions we could not offer to the community all the great benefits and programs that we do.



OPPORTUNITIES

Volunteering is a personal and community benefit; the value of which Gymea Community Aid and Information Service is always proud to acknowledge to all who will listen! Year in and year out, we aim to recruit, select and retain some of the Shire's most passionate people to enrich our community and our services.

GCAIS offers so much to the community, a few of these programs include:

- Walking Groups
- Gardening Group
- Computers for seniors
- One on One Tutoring
- Greek Group
- Indian Sub-Continent Group
- Homework Club
- Knitting Group
- Men's Discussion Group
- Men's Guitar Group – The Pickers
- Immigration Support
- Multicultural Group
- English lessons for seniors



- Drivetime Program
- Shopping Assistance
- Vision Impaired Group
- Zumba classes
- Tai Chi in the park
- Monthly outings to various places of interest in Sydney
- Participating in events such as Volunteer Week, Refugee Week, NAIDOC Week, Harmony Day, Seniors Week, the annual Gymea Village Fair and so much more.

RECOGNITION

We recognise our volunteers throughout the year and on special occasions like Volunteer Week and the festive season in December. This year we had a lovely morning tea for our volunteers at Camellia Gardens, many commented on how beautiful the setting was and how wonderful it was to spend a morning laughing and sharing stories with each other. For our end of year lunch, we

are looking forward to sharing some fantastic food and company at a local Italian Restaurant. To simply be together and congratulate ourselves on another productive and fun year.

THE YEAR AHEAD

2018 has been an enjoyable and busy year, as we continue to build our services and programs in Sutherland Shire, we will work tirelessly to continue to support and enrich our volunteers experience with us. We acknowledge and thank our dedicated volunteers who assist us in all that we do whether they are working in our office, in our social activity groups or other offsite programs. The best is yet to come!

Katrina Vavdinov

Corporate Services Coordinator

Interested in volunteering?

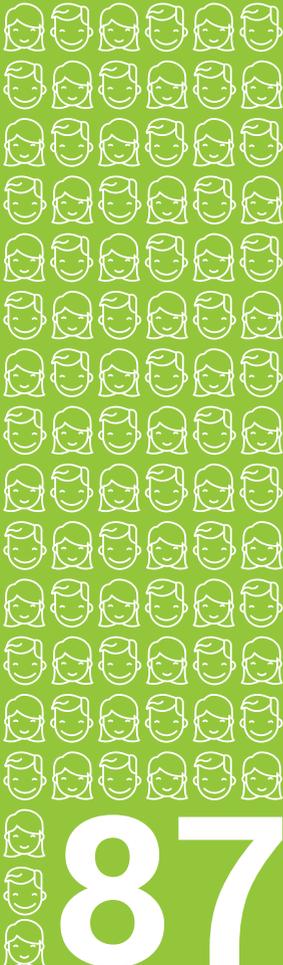
Contact us 9524 9559 or email reception@gcais.ngo.org.au

Acknowledging Our Supporters & Sponsors

GCAIS relies on the funding and generosity of government departments, organisations, donations and a variety of sources to deliver services to our community. We recognise and very much appreciate the support and sponsorship provided throughout the past year.

- 3Bridges Community
- Activus Transport
- Adam Lawdor, Vanguard House
- BOOST I.T.
- Cabra Vale Diggers, Fairfield
- Clubs NSW
- Collegians Rugby League Football Club, Wollongong
- Commonwealth Bank of Australia
- Department of Health
- Department of Justice
- Department of Social Services
- Gymea Chamber of Commerce
- Harold Acar, St George Migration and Citizenship Planning
- Heart Foundation Walking
- HistoryHerstory
- Illawarra Multicultural Services
- Lewis Creative Group
- Lina De Marco, De Marco Financial Services
- Metcom
- Motivator Driving School
- Multicultural NSW
- NRMA
- NSW Government-Community Building Partnership Program
- NSW Police
- Organised Occasions
- Resourceful Australian Indian Network (RAIN)
- Red Cross Australia
- Royal Australian Historical Society
- Settlement Services International
- Shire Mobile Mechanic
- South East Sydney Local Health District
- Sutherland Shire Council
- St George Community Transport
- TAFE NSW
- Thrifty Car Hire
- Tradies Gymea
- Wollongong City Council

Achievements



87
Volunteers



665
CLIENTS
SUPPORTED

2,180
SERVICES
PROVIDED

164
REFERRALS

20,657
SOCIAL
SUPPORT
HOURS



3,374
TRANSPORT
HOURS



CHARTERED ACCOUNTANTS
AUSTRALIA • NEW ZEALAND

SHEDDEN & GREEN PARTNERS

ABN 43 723 342 276

INDEPENDENT AUDIT REPORT

To: The Members of Gymea Community Aid & Information Service Incorporated;

Scope

We have audited the financial report, being a special purpose financial report of Gymea Community Aid & Information Service Inc. for the year ended 30th June 2018. The committee is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report and appropriate to meet the requirements of the Associations Incorporation Act (NSW), the Australian Charities and Not For Profits Commission (2012), and are appropriate to meet the needs of the members. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of Gymea Community Aid & Information Service Inc. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporation Act of NSW and the Australian Charities and Not for Profits Commission. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion the financial report of Gymea Community Aid & Information Service Inc. presents a true and fair view of the financial position of the Association as at 30th June 2018 and the results of its operations for the year ended in accordance with the accounting policies described in Note 1 to the financial statements.

Shedden & Green Partners
David C Shedden FCA – Partner
Registered Company Auditor 154657
Dated 20th November 2017
Miranda NSW

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Financial Position Snapshot

As at June 2018

| | 2018 \$ | 2017 \$ |
|---|-------------------|------------|
| CURRENT ASSETS | | |
| Cash Assets | 232,995 | 257,002 |
| Receivables | 2,388 | 15,948 |
| TOTAL CURRENT ASSETS | 232,383 | 272,950 |
| NON-CURRENT ASSETS | | |
| Property, Plant and Equipment | 3,637 | 4,849 |
| TOTAL ASSETS | 239,020 | 277,799 |
| CURRENT LIABILITIES | | |
| Payables | 18,863 | 43,441 |
| Provisions | 28,676 | 54,646 |
| Subsidies in Advance | - | - |
| Total Current Liabilities | 47,539 | 98,095 |
| NON-CURRENT LIABILITIES | | |
| Provisions | 11,939 | 11,231 |
| Total Non-current Liabilities | 11,939 | 11,231 |
| TOTAL LIABILITIES | 59,478 | 109,326 |
| NET ASSETS | \$ 179,542 | \$ 168,473 |
| ACCUMULATED FUNDS & RESERVES | | |
| Accumulated Funds beginning of the Year | 168,473 | 129,100 |
| Funds transferred to Income & Expenditure | (45,992) | - |
| Surplus (Deficit) for the Year | 57,061 | 39,373 |
| TOTAL FUNDS | \$ 179,542 | \$ 168,473 |



GYMEA
COMMUNITY AID
& INFORMATION SERVICE



A special thanks to all our voters, supporters, clients, colleagues and, staff and volunteers who helped steer us towards a finalist's position in the 2018 Local Business Awards.

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