



GYMEA
COMMUNITY AID
& INFORMATION SERVICE

Annual Report 2019

Contents

- 4** Vision, Purpose and Mission
- 5** Our Team
- 6** President & Treasurer's Report
- 8** General Manager's Report
- 10** Community Connections
- 12** Settlement & Multicultural Services
- 14** Our Volunteers
- 16** Our Supporters & Sponsors
- 17** Achievements
- 18** Financial Snapshot



Vision

To be a dynamic community force in bringing self-reliance, dignity and wellbeing to people's lives.

Purpose

To achieve Inclusiveness, Independence and Participation.

Mission

At Gynea Community Aid & Information Service (GCAIS), we are uniquely positioned to build the aspirations of individuals and families to achieve inclusiveness, independence and participation in the community while recognising diversity and desire for well-being.

Our longstanding presence in Sutherland Shire draws on both staff and volunteers to provide information and associate support services to the general community, our ageing members and people from culturally diverse backgrounds.

Through social groups, planned programs and activities, we strengthen and promote individuals' self-determination, enriching the broader community.

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
Peter Malhotra

Secretary
Wendy Ducasse

Member
Kaye Herald

Retired Treasurer
Alwyn Patterson

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

Cathy Chen

Kalpna Patel

Jenny Koutsonicolis

Suzanne Thomas

Danielle Purcell

Christine Valentine

President & Treasurer's Report

Considering the development at GCAIS during the last year, I truly appreciate the significant and valuable work that all our team and collaborators have done and how successful we have been.

We had an ambitious plan for the year which was to continue to deliver with excellence whilst keeping our caring nature in all our key platforms. These included the Garden Club, Water Safety and DriveTime whilst at the same time ensuring expansion of our social groups and activities reflecting the always changing needs of our community.

I can say without a doubt we have done both superbly! The introduction of Gymea Community Singers, Pet Owner's Network and Walking Groups have been a success.

I want to thank all our team, internal staff and volunteers for this great effort and for demonstrating we have a single purpose to have a positive impact on

people's lives. With your day to day actions you have demonstrated our care to everyone in our community. I want to reassure you all we appreciate what you do, we value it and we are grateful.

I want to emphasise the "We" because together (our team and our community) I know we will continue to have many successful years in the future. We have been granted extra funds (under the Over 65 Active and Social program), allowing us to expand our senior exercise groups. We are also fully funded for all key programs in 2020, by working together – and only together - the future looks bright for GCAIS and our community!

Marcio Salgado
President



OUR STRATEGIC THEMES:



Infrastructure



Funding and Growth



Programs



Research and Analysis



People and Culture

General Manager's Report

In preparation for this year's report I found myself looking over the report for FY2018. I finished this article with "I feel excited and confident that 2019 will be a year of progress and continued alignment to our community needs". As I reflect on the past year, I am pleased we delivered what we set out to do-and then some!!



When I consider "progress" I think of the introduction of new groups such as the Gymea Community Singers, The Pet Owner's Network, expansion of exercise for seniors through walking groups and Zumba Gold, a Book Club; Opal Card day trips. I also think about existing programs that expanded such as the Garden Club, Water Safety initiatives, DriveTime participation and transitioning to employment, Youth Leader Forums, Day Outings and Refugee Camps in Schools. We also showed progress in the way we manage our business through the introduction of social media tools such as Instagram, and EMarketing. EFTPOS facilities by phone and in person, gift cards, seamless cutover to NBN and an online donation facility.



All of the above has been achieved with a motivated and committed workforce, including over 80 volunteers and 13 staff who selflessly offer their expertise and time on an ongoing basis. What we have managed to deliver not only has kept our clients on board and utilising our services, it has added weight and evidence to our grant and funding applications which has seen us being granted good opportunities to support the expansions mentioned above. I can't thank this dedication to GCAIS and Clients enough. I'd also like to acknowledge the hard work and inputs offered by our Management Committee led by Marcio Salgado. They are a small group of 5 who help me to find my way through the fog to making the best decisions for the right outcomes. I look forward to doing this all again next year.

In this report, you'll learn more about what our key services, Community Connections and Settlement & Multicultural Services have achieved.

We also highlight our key results and acknowledge the generosity of our supporters and sponsors. To repeat my sign off from last year, I am both excited and motivated by the possibilities that FY2020 will bring. We have been recently informed that a sizeable amount of funding is granted to support seniors' exercise and activities. We also have financial support for our Gymea Community Singers, Water Safety initiatives and Garden Club. We will continue to look at ways to support our existing groups whilst expanding on what we know is valued by our Community. All comes back to our purpose of achieving inclusiveness, independence and participation. I thank you for the wonderful experience FY2019 brought to me and hope to lead the organisation to bigger and better outcomes through FY2020.

Joanne Cracknell
General Manager

Community Connections

The Community Connections Team were pleased to receive the news that the funding for the CHSP program has been extended to 30 June 2022. This provides the team with an extra 2 years to prepare for the strategic directions of the aged care services offered by Gymea Community Aid & Information Services (GCAIS).

An Aged Care consultant was engaged to assess the feasibility of GCAIS becoming an Approved Provider and offering Home Care packages as part of their services. This Approved Provider status will sustain our services if the CHSP program is incorporated into the Home Care Package program as part of the Government reforms planned post 2022.

Community Connections staff received training on the new Aged Care Quality Standards in readiness for their release on 1st July 2019. These new standards will be used across all community and residential aged care services. The focus of the new standards will be on consumer choice and their experience with the services they are receiving.

This year the Community Connections Team have delivered services for 760 clients and conducted over 1,750 sessions. We have delivered double of our funded target of 9,786 hours for Group Social Support and met our targets for Individual Social Support for the reporting period.



In December 2018 we received growth funding for Transport which increased our annual contractual outputs by 6%.

The Community Connections Team were one of the community partners involved in the Sutherland Shire Council Loneliness Project this year. This project was made possible by the Liveable Communities Grant and involved recruiting and training volunteers to visit socially isolated people in the Sutherland Shire. The volunteers could sign up to visit people in their homes on a regular basis through the Befriending program or conduct small groups to meet weekly at local coffee shops. The project finished on June 30, 2019 and although there was a high volume of volunteers applying to be part of the program not many people were willing to identify as lonely. It was a worthwhile project for GCAIS to be involved in as some of the volunteers have stayed with our organization.

Heart Foundation Walking Groups were introduced this year across the whole of GCAIS with walks taking place three days a week starting from Cronulla or Gymea. Walkers from these groups were then informed of the other activities offered at GCAIS and applied to be volunteers or register to participate in some of the groups. Clients from Community Connections also participated in GCAIS activities such as the Choir and Garden Club.

The Wednesday group was reconfigured to offer a variety of activities to cater to the different needs of the clients. The first Wednesday of the month clients have the opportunity to play board games over a light lunch. The second Wednesday of the month an OPAL card

trip is organized using trains and/or ferries to assist clients to visit places such as Cockatoo Island and a tour of NSW Parliament House. The third Wednesday of the month is a bus trip outing suitable for all clients.

This year a Book Club was established in conjunction with Sutherland Library. All clients can participate in this group held on the last Thursday of the month. Sutherland Library provide a list of books they have in stock for clients to loan or reserve.

The Zumba Gold group continues to grow with weekly attendances of 21 clients. The combination of exercise and music has appealed to a large number of clients and the light lunch served at the end has provided opportunities for friendships to be developed.

This year also saw the establishment of the Pet Owners Support Network Program. Our enthusiastic volunteer Sofi Sey established this program to assist clients to take care of their pets when their health conditions prevented them from looking after them.

We look forward to another year of exciting opportunities to increase our offerings to clients in Sutherland Shire. This will be facilitated by forming partnerships with other organisations or submitting applications for grants.

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 Engagement & Transition Support Program (SETS) and expand the settlement community of practice.

GCAIS provides settlement services to 220 clients to achieve the SETS policy objectives of:

- Equip and empower eligible clients and communities to address their identified settlement needs in order to improve social participation, economic well-being, independence, personal well-being through; provision of intake & casework services, youth services, settlement support groups; English conversation & citizenship classes, immigration advice as well as employment, health & wellbeing, community safety and leadership skills workshops and volunteering opportunities.
- Engage with services and agencies to build partnerships and referral channels that assist clients to engage and remain on pathways to achieve long-term outcomes of self-reliance and equitable participation in Australian society-: Activities include- Working Together Forum, St George & Sutherland Employment English & Training Network, Sutherland Shire Multicultural Network and Relationships Services Forum.

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

SUTHERLAND SHIRE WATER SAFETY CHALLENGE

Water safety has been a focus during this period with the delivery of swimming programs, water safety workshops and first aid courses to new migrants enrolled in English classes at Loftus and St George TAFE in addition to community groups. Volunteer water safety ambassadors were trained to assist with embedding water safety messaging within communities. This program is delivered in partnership with NSW TAFE & Sutherland Shire Council. As a member of the South East Sydney Multicultural Water Safety Committee an aquatic services directory was produced, and we advocate for increased resources and water safety services for multicultural communities.

DRIVETIME

A significant program for GCAIS having received two years funding to continue to deliver the program in Wollongong & Fairfield, assisting people from refugee backgrounds to achieve their NSW driving license. In addition, the Sutherland Shire based program expanded into the St George area with additional funding. Drivetime as a holistic program provides English language support, driving tuition and mentoring assistance with access to licensing fee and employment support. A successful partnership model involving community, business and government Drivetime has enabled over 160 people to achieve their NSW Driving license.

COMMUNITY GARDEN

Our community garden has expanded this year to include a space behind the Gymea Community Hall. With new funding we are developing the

garden with raised beds, water tanks and seating. Gardening courses have been held and a community committee established. A focal point for the local area with the growing and sharing of food and making new social connections.

YOUTH PROJECTS

Focusing on developing youth leaders, the CommUNITY Project has brought young people together across Sutherland & St George with an overnight camp, podcasting, film making and leadership workshops culminating in a youth forum, whereby the youth leaders inspired their peers to act to reduce social isolation, bullying and racism. The interactive Refugee Camp in my School was also delivered at St Patricks College Sutherland and visited by over 250 young people.

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 wellbeing, independence and community connectedness.

Jenny Grey
Manager



Our Volunteers

Offering your time and participating in volunteer programs and events can be a highly rewarding experience for everyone involved. Choosing to volunteer in the first place can be for a variety of reasons, for some it offers the chance to give something back to the community, for others it provides an opportunity to develop new skills. The volunteers at GCAIS 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
- Gymea Community Singers
- Community Gardening Club
- Pet Owners Network



- Computers for seniors
- One on One Tutoring
- Front desk reception
- Bus drivers and attendants
- Weekly social groups
- Knitting Group
- Men's Discussion and Music Groups
- English lessons for seniors
- Drivetime Program
- Shopping Assistance
- Participating in annual events such as Volunteer Week, Refugee Week, NAIDOC Week, Harmony Day, Seniors Week, the annual Gymea Village Fair and so much more.

Our small team of dedicated staff appreciate all our volunteers, we could not do what we do without their enthusiasm and warmth. In the past year we have also worked hard on ensuring our culture fosters a happy, vibrant and inclusive environment for all. Who we are today is because of the wonderful spirit of the volunteers that join us and add to GCAIS in every way.

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 Peppertree Café in Gymea, many commented on 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 Kareela Golf Club. To simply be together and congratulate ourselves on another productive and fun year.

THE YEAR AHEAD

2019 has been an enjoyable and productive 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.

Katrina Vavdinov

Corporate Services Coordinator

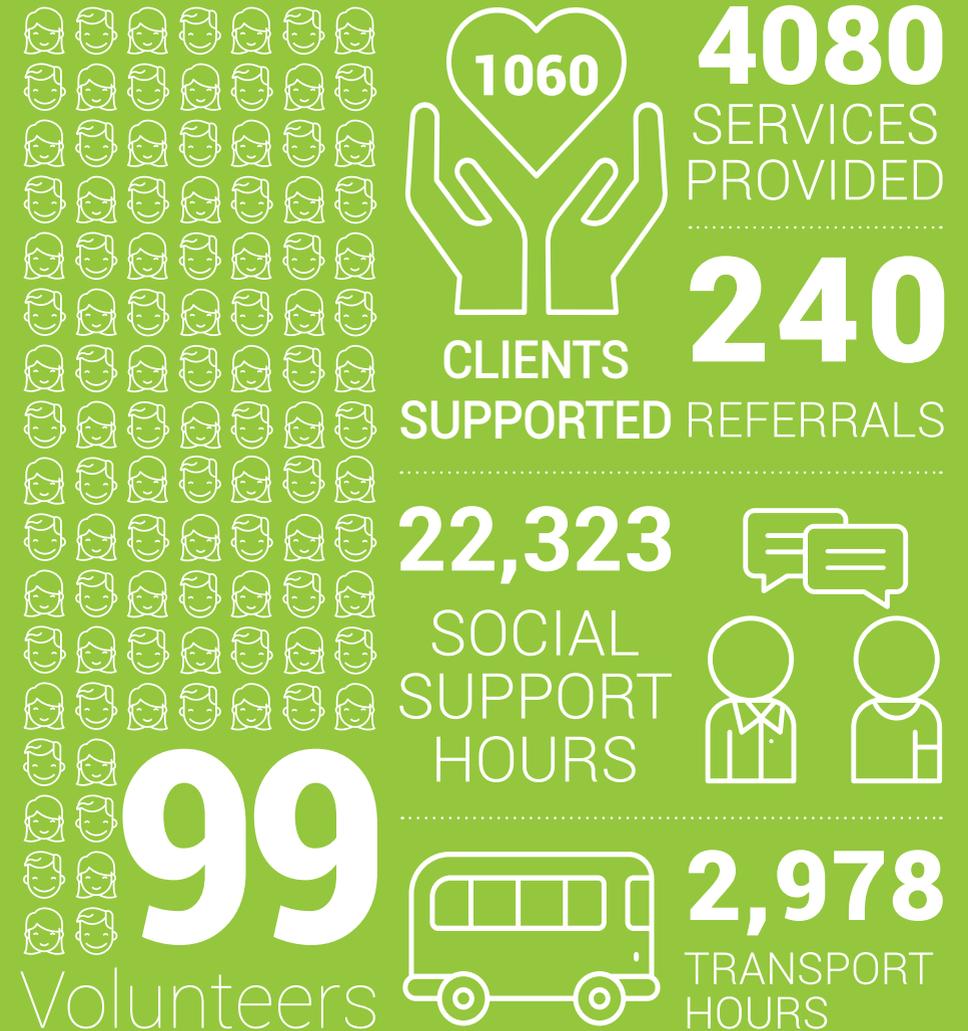
Acknowledging Our Supporters & Sponsors

GCAIS relies on the funding and generosity of government departments, organisations, donations and a variety of sources to deliver services to our community. We would like to recognise their generosity and contributions made over the past year.

Supporters and Sponsors

- 3Bridges Community
- Activus Transport
- Adam Lawdor, Vanguard House
- Advance Diversity Services
- BOOST I.T.
- BLUEfit Swimming
- Bunnings Kirrawee
- Cabra Vale Diggers, Fairfield
- Carol Gortmans
- Clubs NSW
- Collegians Rugby League Football Club, Wollongong
- Core Community Services
- Department of Health
- Department of Justice
- Department of Social Services
- Georges River Council
- Gymea Chamber of Commerce
- Harold Acar, St George Migration and Citizenship Planning
- Heart Foundation Walking
- HistoryHerstory
- Home Modifications
- Illawarra Multicultural Services
- Jesuit Refugee Support
- Kirinari - ACAS
- Lewis Creative Group
- Lina De Marco, De Marco Financial Services
- Metcom
- MIRVAC
- Multicultural NSW
- NRMA
- NSW Police
- NSW Department of Primary Industry
- NSW Department of Family and Community Services
- On Road Driving School
- Resourceful Australian Indian Network (RAIN)
- Red Cross Australia
- Royal Australian Historical Society
- Royal Life Saving
- Settlement Services International
- Shire Mobile Mechanic
- Shopfront Arts Co-op
- South East Sydney Local Health District
- Surf Life Saving NSW
- Sutherland Food Services
- Sutherland Shire Council
- Sydney Community Foundation
- TAFE NSW
- Thrifty Car Hire
- Tradies Gymea
- Transport for NSW
- Wollongong City Council

Achievements





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 2019. 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 2019 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 23rd September 2019
Miranda NSW

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Financial Position Snapshot

As at June 2019

	2019 \$	2018 \$
CURRENT ASSETS		
Cash Assets	307,982	232,995
Receivables	53,610	2,388
TOTAL CURRENT ASSETS	361,562	235,383
NON-CURRENT ASSETS		
Property, Plant and Equipment	2,425	3,637
TOTAL ASSETS	364,017	239,020
CURRENT LIABILITIES		
Payables	29,824	18,863
Provisions	40,473	28,677
Subsidies in Advance	69,954	-
Total Current Liabilities	140,251	47,540
NON-CURRENT LIABILITIES		
Provisions	14,361	11,939
Total Non-current Liabilities	14,361	11,939
TOTAL LIABILITIES	154,612	59,479
NET ASSETS	\$ 209,405	\$ 179,541
ACCUMULATED FUNDS & RESERVES		
Accumulated Funds beginning of the Year	179,541	168,473
Funds transferred to Income & Expenditure	-	(45,992)
Surplus (Deficit) for the Year	29,864	57,060
TOTAL FUNDS	\$ 209,405	\$ 179,541



GYMEA
COMMUNITY AID
& INFORMATION SERVICE

*Celebrating Inclusiveness,
Independence and Participation*

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