

Northern Illawarra Neighbour Aid Inc.

Annual Report 2019 to 2020

Sharon Gissane

*PART OF THE COM-
MUNITY WORKING
WITH THE COMMUNI-
TY*

*SUPPORTING THE
COMMUNITY*

*EMPOWERING THE
COMMUNITY*

*LISTENING TO THE
NEEDS OF THE COM-
MUNITY*

*RESPONDING TO THE
NEEDS OF THE COM-
MUNITY*



2019-2020

Ph: 4294 1900

Mobile: 0488 033 162

Email: recep-
tion@nina.org.au

PRESIDENT'S REPORT

What a year 2020 has been. In fact it really started for the Committee on 30th December 2019 when the Manager, Sarah James, formally resigned from her position, taking effect from mid-January. Twenty eight applications for the position were received from which we interviewed 8, and were very fortunate in being able to appoint Sharon Gissane as the new Manager. She has brought a fresh approach to the role and has worked closely with the Committee to expand the services provided by NINA. COVID-19 of course brought another layer of challenges and it is only in recent months that services have returned to something approaching normality. Sharon expands on this in her report.

The major project for the Committee over the last twelve months has been seeking additional funds to purchase a 12-seater minibus to complement the existing 19-seater bus and the Honda Odyssey. NINA submitted a grant application to the NSW Government through its My Community Project, the outcome of which was determined by voters in the Heathcote electorate. I would like to thank the Committee members who hand delivered our flyers throughout the area, and David and Nicola Oliver who put on a promotional sausage sizzle outside the Office. However unfortunately, despite the extensive advertising campaign, NINA just missed out on funding.

However, NINA was successful in obtaining a grant of \$10,000 from the Commonwealth Government through its Stronger Communities Programme, and I would like to formally thank Sharon Bird, our Federal MP, for inviting us to apply for this grant. We were also successful in obtaining a \$45,000 grant through the NSW Community Building Partnership Program which allowed NINA to finally take delivery of a Mercedes Sprinter minibus in September 2020.

NINA has contracts and funding from both the State and Commonwealth Governments on a 2-yearly basis. NINA now has a new contract with the Commonwealth Home Support Programme until June 2022. Transport for NSW, who administers the NSW Community Transport service, extended their previous contract until 31 December 2020 and have indicated that a new contract will be offered during December for the period ending June 2022.

The Committee, led by Peter Ryan, has revised the Strategic Plan for 2020-2022. This included updating the Mission and Vision statements.

Mission: Provide appropriate aid to Northern Illawarra residents to maintain an independent lifestyle.

Vision: Expand the range of activities and client numbers, while increasing volunteer numbers to ensure all service requests are met.

This has been followed by a marketing campaign to increase the number of clients and volunteers in the Austinmer and Thirroul areas, which is already showing signs of success.

Sharon, with input from the Committee, has been revising and updating NINA's policies and procedures. This is a tedious but essential task, and I believe that the end is in sight.

Of course, NINA would not exist without the invaluable contributions from all our volunteers. The time that volunteers freely give to NINA is acknowledged and greatly appreciated by the Committee and by the local community. I would also like to thank the many local organisations and businesses who continue to support NINA particularly Helensburgh Lions Club and Helensburgh Pharmacy. Their support is much appreciated.

I also wish to express my appreciation to all the Committee members who have given up their time this year as we have worked towards ensuring that NINA meets its contractual obligations. Meetings during much of 2020 have been via zoom to ensure appropriate social distancing. I would particularly like to acknowledge the assistance given to me by Peter Ryan, the Treasurer, who has assisted me in the running of the Committee and of NINA. Peter's attention to detail has been invaluable in sorting out our superannuation obligations to external contractors, as well as negotiating the CentreLink system to ensure that Jessica Lukins' parental leave was paid in a timely manner. I must also thank Sue not only for her meticulous minuting of our meetings, but also for putting up with my endless discussions about NINA over dinner.

Finally, I would like to express my thanks to Yvonne Morgan for her contributions to the Committee over the last couple of years. Yvonne is stepping down from the Committee at this time and she will be missed.

Richard Smart
President



MANAGER'S REPORT

2019-2020 will certainly be a year to remember, with tragic bush fires in the latter half of 2019, through to horrendous floods in early 2020 then moving on to the unprecedented COVID 19 pandemic NINA has stood fast through it all. We started with 144 clients on our system in CareLink and approximately 30 active volunteers, with a goal of increasing both groups throughout the year.

Staff

2019 started off as business as usual, the team consisted of Sarah James (Manager), Colleen Hunt, Jessica Lukins, and Kim Sandwell; the three part-time Client Service Officers and 36 volunteers. Jessica went on maternity leave in mid December and was replaced initially by Helen Oliver and then later by Barbara Ryan.

Throughout the December- February period, with the manager on leave and subsequently resigning and Colleen off due to health reason Kim and Helen worked tirelessly to ensure clients received the support they needed over the stressful Christmas period complete with raging bushfires. It's important to note that during this period the staff were contending with significant technical issues, including NBN issues which impacted significantly on the phones working correctly, an aging server and systems that staff were not adequately trained in using.

Sharon Gissane took over as Manager in February 2020, Colleen Hunt resigned and moved into retirement. In March 2020 Fiona Lawson and Barbara Ryan joined Kim Sandwell as part time Client Service Officers. It is expected that Jessica Lukins will return to NINA in early 2021.

NINA also needed to replace the book keeper and Angela Somerville was contracted in March to replace the outgoing book keeper.

Peter Dowell continues to provide NINA with expert Transport Management services, ensuring our vehicles run smoothly and are kept in workable order

The Management Committee were busy throughout the pandemic to ensure our strategic plan and ongoing agenda for the coming years was on track.

Program Activities:

NINA supported ongoing community transport, for CHSP eligible

clients and CTP eligible clients, CAFÉ club and Craft were busy activities throughout the year leading up to COVID. Group transport and outings seemed to be less busy through the last half of 2019 and then through the COVID months (March-June) were not operating. The outings that did occur included catching the Bundeeena ferry over to Cronulla RSL for lunch, a tour of Port Kembla harbour, Berrima Book barn and Bowral tulip time. We also had the bus trip to Sutherland for the movies at the Entertainment centre and Music in the Morning at Wollongong Town Hall on a regular basis. The shopping bus went regularly to various locations with trips to Bunnings once a month included.

COVID

Unlike any other year 2020 saw us live through a world wide pandemic. NINA remained open as a vital service during the initial weeks of general social lockdown. With many of our volunteers unable to work due to health recommendations that they should be isolating NINA was left with 4 volunteers that did not fall within the vulnerable age bracket. Community spirit stepped up and we were lucky enough to have four new volunteers join us that took some of the load off.

We supported clients with contactless shopping, over the phone social support and Zoom bingo group social support. Although our transport numbers were extremely low and the majority of our activities needed to be suspended the staff worked hard to ensure that clients were supported in other ways.

COVID allowed us the opportunity (time) to upgrade our systems and move to a cloud-based client management system (CareMaster). Staff were also trained in the use of the Transport NSW system (RouteMatch) to ensure that we were able to use the complete system. I began a major task of updating forms and other paperwork. Including our Policy and Procedures, that had not been reviewed in a number of years.

NINA was supported through COVID with some extra financial assistance from the government to allow us to continue supporting clients throughout the period.

NINA registered as a COVID Safe workplace and put in place a COVID Safe plan to ensure the safety and wellbeing of all volunteers and clients was our number one focus and priority. Through this period Pete was responsible for ensuring that NINA vehicles are cleaned after each activity to ensure we remain COVID clean.

Volunteers

As in previous years NINA services was fully supported by the wonderful group of generous and community minded volunteers. I would like to thank each and every one of the 37 volunteers that drove, shopped, and assisted in so many other ways during the last 12 months. I would especially like to mention the number of volunteers that were unable to continue with their volunteer duties due to COVID. Some were in the vulnerable age bracket, others had health issues that made them high risk. COVID was also responsible for bringing us 4 new volunteers, that joined our ranks out of a sense of community spirit.

Logistics

Throughout the year many logistic changes were made to the systems NINA uses. We were connected the NBN which turned our landline phones to VOIP phones, we moved from a server-based IT system to having our systems on the cloud. This has made it possible for remote working if required. CareLink was retired in March 2020 and replaced with the cloud-based system CareMaster. Training has made our reporting to Transport more accurate.

NINA began using one touch payroll in 2019 in line with changes determined by the tax department.

To end the financial year the NINA office had a makeover, a fresh coat of paint and some new colours as well. An overall office clean-out was undertaken and many years of old files were formally archived or destroyed as per legalisation expectations.

NINA also had to replace the cleaners in March this year.

Funding

NINA had continued funding through the Federal Government Commonwealth Home Support Program and the State Government Community Transport Program via transport for NSW. NINA was also successful in securing two separate grants, that was used to purchase the new NINA Sprinter bus. Due to the restrictions in place we held off the delivery of this vehicle until Sept 2020, with agreement of the two grant owners- Federal Government's Stronger Communities Programme and the State Government's Community Building Partnership 2019. Together with funds that NINA had saved over years before we took ownership of the Sprinter in September 2020.

Marketing

NINA participated in the 2019 Helensburgh Community Fair. Sadly, this was the year that some wild weather ripped through town. Anything that was not tied down seemingly became airborne- and so the event was subsequently cancelled.

During COVID, we were also able to revamp some of our branding and website. The NINA logo was updated, and website was improved and modernised www.nina.org.au The NINA Facebook page <https://www.facebook.com/northernillawarraneighbouraid> underwent some work and was brought to life and is now a regular vessel for advertising our activities.

NINA has also featured in the 2508/2515 magazine in May 2020 highlighting our service.

WHS

Although hampered by COVID, the WHS committee was still able to meet through the year to ensure that all aspects of NINA and the work we do remain safe for all service users.

Training

Staff were trained in the following areas:

- ◇ RouteMatch program from Transport for NSW.
- ◇ CareMaster client management system
- ◇ COVID safe training
- ◇ I attended the CHSP Futures Conference in March 2020

Volunteer training was also carried out through the year.

- ◇ Driver and Escort familiarisation, (Peter Dowell and Kim Sandwell)
- ◇ COVID training for all volunteers- (Online form Dept of Health)
- ◇ WHS & Safe Home Visiting (Volunteering Illawarra)
- ◇ Dementia Awareness- (Dementia Australia)
- ◇ Professional Boundaries and Confidentiality (NINA Manger)

Sharon Gissane
Manager



TREASURER'S REPORT

NINA's 2019-20 accounts were audited by Matthew Faulkner Accountancy Pty Ltd. The auditor prepared detailed financial statements and certified that they provide a fair representation of the organisation's financial performance during the year and financial position at the end of the year.

The summary tables presented below are based on data contained in the audited financial statements.

Income & expenditure

Account	2019-20 \$	2018-19 \$
<i>Income</i>		
Recurrent grants (Department of Health, Transport for NSW)	469,638	454,018
Non-recurrent grants (community grants, COVID-19 support)	88,129	0
Client fees for transport, social support and meals	25,622	32,654
Other income (incl. paid parental leave funds – Centrelink)	16,685	5,306
Total income	600,074	491,978
<i>Expenditure</i>		
Client service delivery operations	46,524	81,985
Employee & volunteer expenses	278,745	268,351
Other operating expenses	119,706	100,042
Vehicle purchase & replacement provisions	67,000	37,652
Unspent funds repayment provision	82,699	0
Total expenditure	594,674	488,030
Surplus	5,400	3,948

The main source of income was recurrent grants provided for the Commonwealth Home Support Program by the Australian Department of Health and Transport for NSW. The latter also provided funds for the Community Transport Program.

Non-recurrent grants included Australian and NSW Government

community grants towards purchase of a third NINA vehicle (Mercedes Sprinter minibus) and Government initiatives to address COVID-19 pandemic financial challenges in many businesses. These one-off grants underpinned the large increase in total income, notwithstanding a fall in client fee income due to reduced client activities.

The reduction in client activities, required especially during the early months of the pandemic (i.e. last four months of 2019-20), was also reflected in the sharp fall in client service delivery expenditure. Because of this, and despite additional provisioning for purchase of the minibus in early 2020-21, over \$80,000 of funds received were not spent: NINA's expenditure is limited to the specific purposes for which Government grants are made. Accordingly, provision has been made in the accounts for potential repayment of unspent funds to the Department of Health and Transport for NSW in 2020-21 or 2021-22.

The net result for the year, after expenditure and provisioning for future expenditure, was a surplus of \$5,400, up from \$3,948 in the previous year.

Balance sheet

Account	30/06/20 \$	30/06/19 \$
<i>Assets</i>		
Cash accounts	379,733	250,449
Debtors and other current assets	11,590	5,972
Motor vehicles (depreciated)	24,751	19,520
Furniture & office equipment (depreciated)	9,275	10,272
Total assets	425,348	286,214
<i>Liabilities</i>		
Accounts payable and other current liabilities	24,805	23,054
Employee leave provisions	14,326	31,496
Vehicle purchase & replacement funds	179,000	112,000
Unspent funds repayment provision	82,699	0
Total liabilities	300,830	166,550
Net assets	124,518	119,664
<i>Equity</i>		
Current earnings	5,400	3,948
Retained earnings	117,855	113,906
Reserves (IAG shares)	1,264	1,809
Total equity	124,518	119,664

During the year assets increased substantially, mainly as a result of the large cash injection from non-recurrent grants. Liabilities also increased significantly via the increased provision for a new vehicle and the provision for prospective repayment of unspent funds.

The overall effect was a moderate increase in net assets (total equity) from almost \$120,000 on 30 June 2019 to almost \$125,000 on 30 June 2020. This increase reflected the year's surplus (current earnings) of \$5,400, offset to a smaller degree by a reduction in reserves due to a fall in the IAG share price.

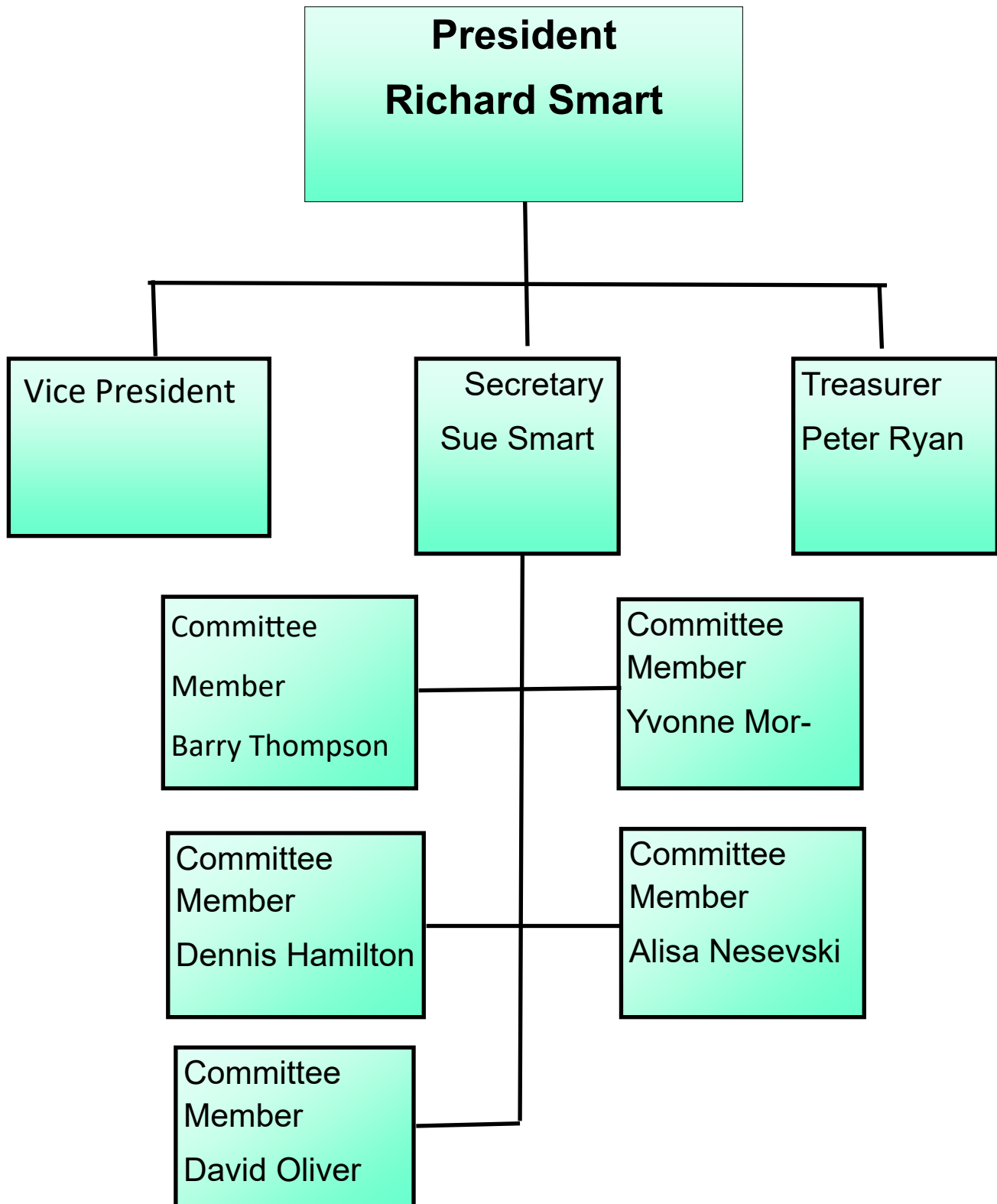
In summary, NINA's financial base strengthened a little during 2019-20 and was in a sound position entering 2020-21.

Peter Ryan

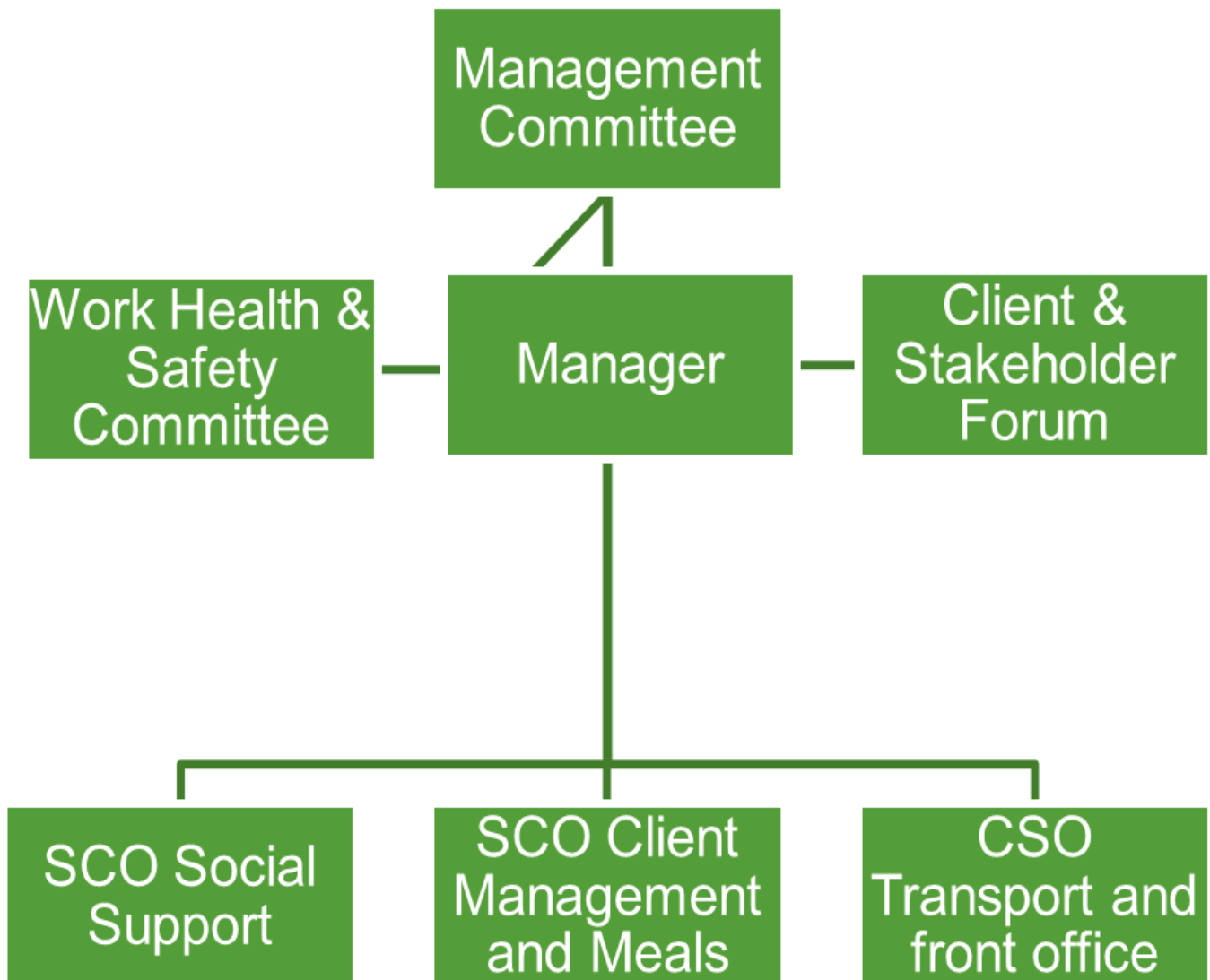
Treasurer



MANAGEMENT COMMITTEE 2019-20



ORGANISATIONAL STRUCTURE

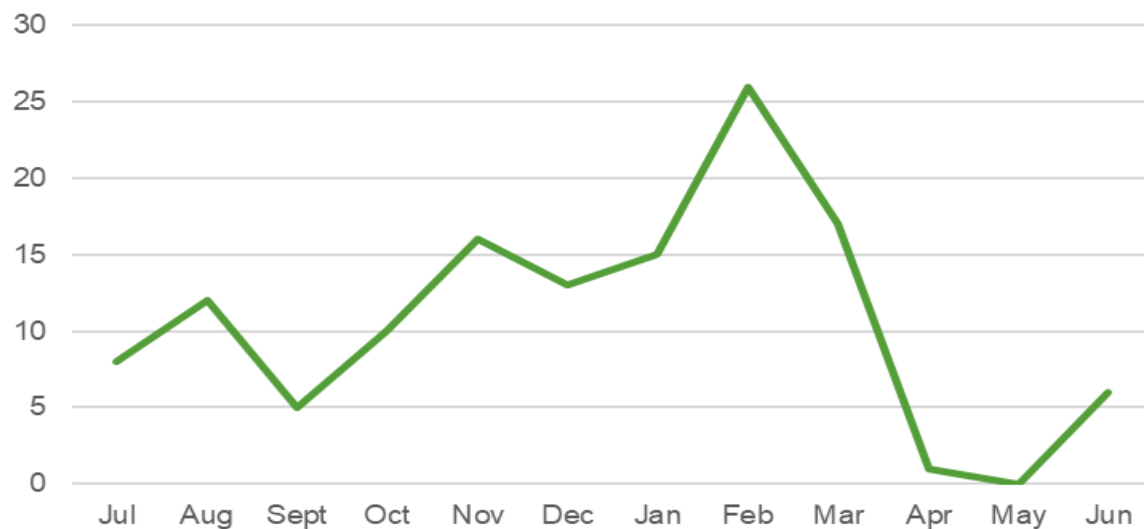


Program Statistics 2019- 2020

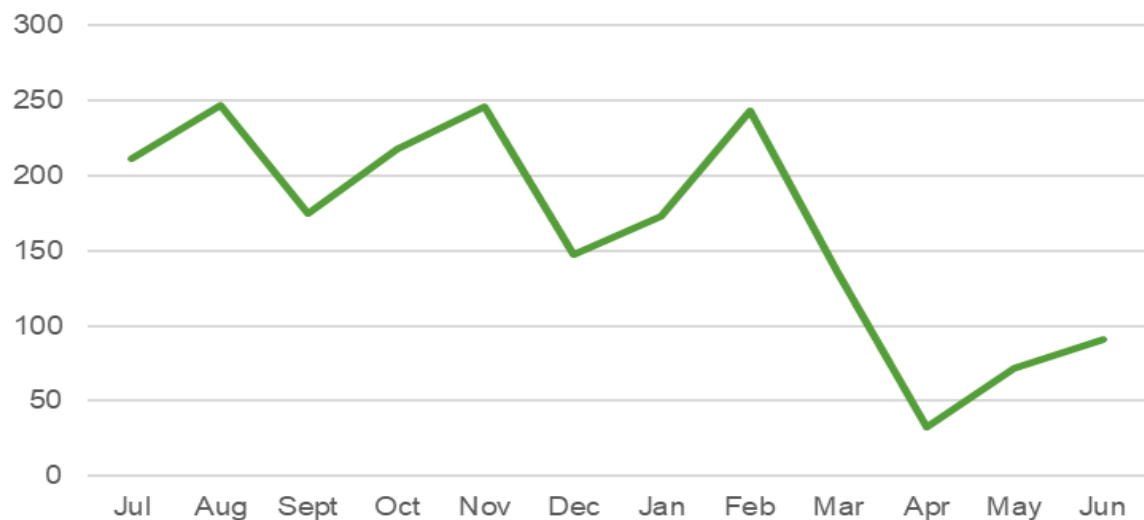
Meal Service



CTP Funded trips



CHSP funded trips



Program Statistics 2019- 2020

CHSP Group Support



CHSP Individual Support



