

Northern Illawarra  
Neighbour Aid Inc.

**NINA**  
www.nina.org.au

# Northern Illawarra Neighbour Aid Inc.

## Annual Report 2020 to 2021

PART OF THE COMMUNITY WORKING WITH THE COMMUNITY

### **Mission**

*Provide appropriate aid to Northern Illawarra residents to maintain an independent lifestyle*

### **Vision**

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

### **Values**

COMMUN**N**ITY

**I**NTEGRITY

CAR**I**NG

CRE**A**TIVITY



## 2020-2021

Ph: 4294 1900

Mobile: 0488 033 162

Email:  
reception@nina.org.au

[www.nina.org.au](http://www.nina.org.au)

<https://www.facebook.com/northernillawarraneighbouraid>

18 Walker Street Helensburgh NSW 2508

## PRESIDENT'S REPORT

Welcome to the Northern Illawarra Neighbour Aid Inc 2021 Annual General Meeting.

Attendance at these by as many members as possible is important in order for us to ensure a fair representation on the Management Committee on behalf of all members, and we offer proper services to our clients for whom NINA exists. So, I am pleased to see everyone here taking an active interest in our community organisation.

The Management Committee is elected to ensure NINA's objectives are met and delivered each year. This AGM allows members to vote for individuals whose nominations have been properly received by the Secretary.

The NINA Management Committee consists of 5 office-bearers and up to 4 ordinary committee members. Everyone elected to the committee has a vital part to play. The following Committee for the next term, is to be elected today.

President

Vice-President

Treasurer

Secretary (no nomination)

Immediate Past President

Ordinary Committee Members




























We also have to consider a Special Resolution where I propose that our Constitution be approved following an update. For this to be carried, we require three quarters of members eligible to vote here today to agree. If this is the case, it must then be lodged with the NSW Fair Trading Secretary within 28 days for approval and with the Australian Charity Commission.

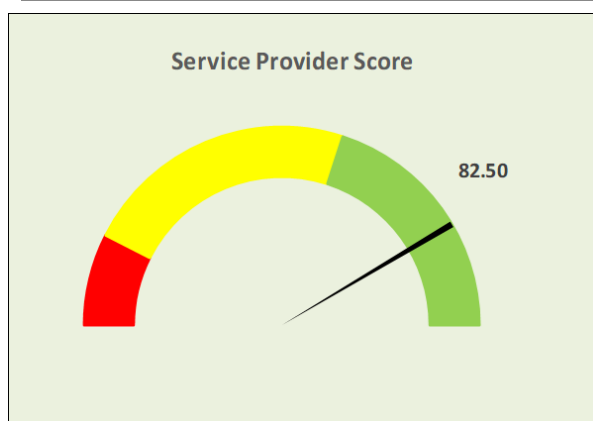
We have had to navigate the constantly changing health directives throughout this reporting period. This has often resulted in cancellations or postponement of activities which may have taken weeks of preparation, planning and coordination. NINA Staff have had to adapt to flexible remote working, which is new to NINA, mixed with having to attend the office to ensure our clients and volunteers are properly looked after. The disruption NINA has been subjected to, as with every other area of society, has been immense. Without the professionalism and dedication of our staff, led by Sharon Gissane, we can only guess what may have happened to NINA.

As an organisation that is publicly funded, we have an obligation to our funding bodies. They set us key performance indicators (KPIs) to measure us against upon which, our funding depends. The graphics below are from one such body, Transport for NSW. They show that overall, we scored 82.5%, which, given all of the factors I mentioned earlier, is very good. Thank you to everyone.

Looking forward, we have challenging times ahead. Our funding is changing from block funding to monthly payments – in arrears. Furthermore, if we do not meet service delivery targets (KPIs), we may be forced to return some funds accordingly, although this would be in exceptional circumstances. Our finances are ok. Grants have been approved until 2023. I must offer a huge thank you to Peter Ryan for his tireless work as Treasurer and for wishing to be re-elected for another term. Peter will give us a synopsis of the accounts later, in his report.

As a final paragraph of my report, I wish to extend my thanks to the outgoing Management Committee, all of whom are volunteers don't forget, for their dedication, enthusiasm and valuable contributions to the running of NINA allowing my role as President to be an honour and pleasure.

| KPI  | Source | Jan-Jun 2020 | Jul-Dec 2020 | Jan-Jun 2021 | Trend   |
|--|--------|--------------|--------------|--------------|---|
| KPI 1 – Owned Asset – Major                                      | N/A    | 1            | 0            | 0            |   |
| KPI 2 – Preventable Accidents                                    | N/A    | 0            | 0            | 0            |   |
| KPI 3 – % of trips delivered to Aboriginals, TSI and their carer | CHSP   | 4.37%        | 4.90%        | 2.09%        |   |
|  | CTP    | 0.00%        | 0.00%        | 14.16%       |   |
| KPI 4 – Provider Trip Performance                                | CHSP   | 53%          | 74%          | 103%         |   |
|  | CTP    | 5%           | 6%           | 15%          |   |
| KPI 5 – Customer Complaint                                       | N/A    | 100%         | 100%         | 100%         |   |
| KPI 6 – Cost Per passenger Kilometre Direct                      | CHSP   | \$ 3.58      | \$ 2.41      | \$ 1.94      |   |
|  | CTP    | \$ 8.58      | \$ 7.88      | \$ 4.69      |   |
| KPI 7 – Direct/Indirect Costs                                    | CHSP   | 38%          | 35%          | 45%          |   |
|  | CTP    | 38%          | 35%          | 45%          |   |
| KPI 8 - % of Funding Collected In Fees                           | CHSP   | 6%           | 7%           | 24%          |   |
|  | CTP    | 1%           | 2%           | 6%           |   |
| KPI 9 - Reporting  | N/A    | 0%           | 0%           | 0%           |  N/A   |



David Oliver  
President, Northern Illawarra  
Neighbour Aid Inc



## MANAGER'S REPORT

2020-2021 was a mixed bag of a year. It started with the ongoing issues of lock down through COVID 19, only to build our client numbers and also our volunteer numbers. It certainly was a year that taught us patience and change with a focus on doing things differently.

We started with 142 clients on our client management system (Caremaster) and increased our active client numbers to 165 by the end of June 2021 with approximately 30 active volunteers. Our goal of increasing our client and volunteer cohort was achieved throughout the year.

### ***Program Activities:***

Our program activities started with Zoom Bingo for clients who had access to the internet and were able to engage. Thankfully this only lasted a month then we were able to bring back CAFÉ Club, Chess, and Laugh & Craft. We introduced card group of a Monday in the office and later introduced a small morning tea group in Austinmer. This group started in October as a morning tea and has grown into an activity group similar to CAFÉ Club with a consistent regular attendance.

The regular shopping trips to local centres continued as a weekly event, with visits to Sylvania, Figtree, Menai, Shellharbour, Engadine, Warrawong, Campbelltown and Dapto. We introduced a Corrimal shopping bus fortnightly in May to meet the needs of clients from Austinmer/Thirroul. We also ensured we got to Bunnings once a month and began visiting a nursery each month as well.

Clients enjoyed outings to The Berkalouw Book Barn, Bundeena Services Club, the Brenchley's garden and Ruby's café, the Lifeline Book Fair, Woronora Boat Shed, Fitzroy Falls, Audley Weir, Hazelhurst gallery, Kangaroo Valley, Christmas lights tour locally, the Seniors Gala Concert in Darling Harbour, The Australian Museum (National geographic display), Lunch on the Nepean Belle, The Sutherland Highlands Great Pie Tour and Music in the Morning at Wollongong Town Hall.

Volunteers drove 432,700kms with clients over the course of 2020-2021. That was made up of 30995 in the three NINA vehicles and 401,705 in volunteer vehicles.

2020-2021 was the year we trialed a couple of overnight trips. In November a small group went to the Hunter Valley to visit the Hunter Valley gardens, and then in April another small group went on a tour of Bathurst. These trips were very well received and we are looking forward to be able to expand our ventures into the coming year.



## **COVID**

Covid remained an ongoing issue throughout the year. The ever changing conditions saw the introduction of the QR code to enter businesses, mask wearing in close / confined spaces and a great deal of patience. Both volunteers and clients alike were extremely compliant with the changing rules and guidelines from NSW Health. Although COVID did have an impact on the amount of services able to be delivered within the year, NINA funding was secure and ensured we could continue to provide urgent essential support.

NINA is registered as a COVID Safe workplace and put in place a COVID Safe plan. This ensured the safety and wellbeing of all volunteers and clients was our number one focus and priority.

## **Volunteers**

A snapshot of the NINA volunteers shows that they range in age from 24 years to 83 years of age. We had 13 male volunteers and 20 female volunteers throughout the year that supported almost 250 clients. Length of service from volunteers ranges from a couple of months to 31 years .

Many of our volunteers live in Helensburgh, however with a focus on increasing the numbers further south we have increased our volunteer residents to include volunteers from Thirroul, Wollongong and Engadine. Volunteers can be seen helping clients with transport to appointments, shopping with them, supporting social activities, meal delivery and general individual social support. That is what NINA is funded for, however volunteers do so much more. Volunteers can be the only people some clients see during an average week; they can offer much needed company and support to vulnerable and isolated clients.

Throughout the year all volunteers received First Aid training, WHS and Safe Home visiting, Safe Food Handling, Grief and Loss and Anti Bullying training.

## **Administration**

Throughout the reporting period NINA used CareMaster as the client management system and RouteMatch as our transport management system. The two programs are not integrated requiring regular administration time devoted to ensuring the reporting is accurate in both portals. Other government portals we use are DEX portal (reporting), and the provider portal for My Aged Care (referrals)

NINA is a member of Meals on Wheels, Community Transport Organisation, Volunteering Illawarra and relies on a number of these peak services for guidance and support to make sure we are meeting the requirements of the Aged Care Standards and National Volunteer Standards.

We added a security camera to the rear carpark for the safety of the vehicles parked there, as well as dash cams in the NINA fleet to assist with security and safety in the vehicles.

## Funding

NINA is funded federally through Department of Health and Transport for NSW. Our funding has been secure for many years and we continue to work hard at ensuring we are meeting our funding requirements as best as possible. The Royal Commission into Aged Care will impact the future of how we deliver services and what services we are able to deliver, however the committee and staff are working hard to have us best placed for continued funding. During the last year NINA received extra funding through NSW government in support of businesses affected by COVID. This funding assisted us to continue with our group activities as well as ensuring our vehicles were maintained at an increased level of COVID cleaning.

## Marketing

Marketing was heavily affected through Covid. We did have an opportunity to have a stall outside COLES in Thirroul (Sept 2020) to increase awareness of the services for the residents in the lower half of the northern Illawarra. This campaign saw us increase our client numbers. We also had a stall outside COLES Helensburgh in June 2021. NINA was showcased in the 2508 and 2515 magazines throughout the year.



Marketing stall at Thirroul Coles

## Staffing.

NINA was staffed throughout the year by a great team of friendly workers. Kim, who has been with NINA for many years continued as the social support coordinator. She lead our social groups throughout the year and kept many clients entertained.

Fiona, who ensured all the trips needed for clients were arranged and volunteers found. Fiona also planned and organised some wonderful trips and outings throughout the year.

Barbara spent her time talking and supporting clients navigate the government systems and managing our individual social support activities and meal deliveries.

Jessica, returned from maternity leave in Feb 2021 as the Volunteer Coordinator. This meant we had a dedicated position in supporting volunteers within NINA.



I'd like to thank the staff for their dedication and commitment to both the clients and volunteers of NINA to keep the places running so smoothly.

Finally I would like to take this opportunity to share my appreciation of the Committee. The Committee work tirelessly behind the scenes to safeguard NINA and ensure that we are compliant to all the government requirements as well as meeting our legal responsibilities. David, has been a great support as the President of the committee and Peter has been a blessing as the Treasurer. This made reporting to our funders a very smooth process. Thankyou to Sue, who kept the Committee on task and focused throughout the year as Secretary.

## Special Mention

NINA was the benefactor of two community fund raising events this year. The local Golf club donated \$461 to NINA from its annual fund raising golf day, and the staff at Coles Helensburgh also donated a \$400 Coles gift card from the fund raising within their team.



Sharon Gissane  
Manager



## TREASURER'S REPORT

NINA's 2019-21 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 position and that its funds were applied to the purposes for which they are intended. The summary tables presented below are based on data contained in the audited financial statements.

### Income & expenditure

| Account  | 2020-21 \$     | 2019-20 \$     |
|--|----------------|----------------|
| <i>Income</i>  |                |                |
| Recurrent grants (Department of Health, Transport for NSW) | 471,324        | 464,954        |
| Non-recurrent grants (community grants, COVID-19 support)  | 30,512         | 106,144        |
| Client fees for transport, social support and meals        | 48,937         | 25,622         |
| Other income   | 6,658          | 3,354          |
| <b>Total income</b>  | <b>557,431</b> | <b>600,074</b> |
| <i>Expenditure</i>   |                |                |
| Client service delivery operations                         | 99,926         | 46,108         |
| Employee expenses  | 332,825        | 276,457        |
| Other operating expenses                                   | 121,820        | 121,994        |
| Vehicle purchase & replacement provisions                  | 6,500          | 67,000         |
| Undelivered trips repayment provision                      | 16,547         | 0              |
| Unspent funds repayment provision                          | (29,843)       | 82,699         |
| <b>Total expenditure</b>                                   | <b>547,775</b> | <b>594,258</b> |
| <b>Surplus</b>   | <b>9,656</b>   | <b>5,815</b>   |

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 were based mainly on Government initiatives to address COVID-19 pandemic financial challenges in many businesses. One-off community grants received in the previous year were not repeated, resulting in non-recurrent grants declining and total income returning closer to normal trend growth of prior years.

Despite the impact of pandemic lockdowns for several months, growth in client numbers and activities during the remainder of the year was outstanding, as reflected in the sharp upturn in client fee income and client service delivery operations expenditure.

Following a build-up of funds set aside for an additional vehicle and subsequent purchase of that vehicle (Mercedes Sprinter minibus), the new vehicle provisioning account was written down considerably, with a relatively small net addition to the vehicle replacement fund during the year.



Transport for NSW introduced a new requirement to return some of its recurrent grant, based on a comparison between community transport trips undertaken and a notional target number of trips funded. While return of this amount has not been called upon by Transport for NSW yet, it was considered prudent to make provision for this possibility. This is shown as an expense of \$16,547.

Notwithstanding the substantial increase in client services, NINA was able to fulfil this demand without spending all the funds available. However, the unspent amount (\$52,856) was lower than in the previous year, resulting in a negative net movement in unspent funds repayment provisioning.

The surplus after provisions of \$9,656 was up from \$5,815 in the previous year.

#### Balance sheet

| Account   | 30/06/21 \$    | 30/06/20 \$    |
|---|----------------|----------------|
| <i>Assets</i>   |                |                |
| Cash accounts   | 354,177        | 380,190        |
| Debtors and other current assets                            | 5,711          | 11,590         |
| Motor vehicles (depreciated)                                | 78,115         | 24,751         |
| Furniture & office equipment (depreciated)                  | 8,520          | 9,275          |
| <b>Total assets</b>   | <b>446,523</b> | <b>425,805</b> |
| <i>Liabilities</i>  |                |                |
| Accounts payable and other current liabilities              | 24,948         | 24,846         |
| Employee leave provisions                                   | 30,427         | 14,326         |
| Vehicle purchase & replacement funds                        | 185,500        | 179,000        |
| Undelivered trips repayment provision (includes GST offset) | 18,202         | 0              |
| Unspent funds repayment provision                           | 52,856         | 82,699         |
| <b>Total liabilities</b>                                    | <b>311,933</b> | <b>300,872</b> |
| <b>Net assets</b>   | <b>134,590</b> | <b>124,934</b> |
| <i>Equity</i>   |                |                |
| Current earnings  | 9,656          | 5,815          |
| Retained earnings   | 123,679        | 117,855        |
| Reserves (IAG shares)                                       | 1,254          | 1,264          |
| <b>Total equity</b>   | <b>134,590</b> | <b>124,934</b> |

The reduction in cash and increase in motor vehicle value reflects purchase of the minibus during the year. Employee leave provisions increased in a year of no employee departures and build-up of untaken leave during a period of very strong client growth and associated employee workload.

Overall, both assets and liabilities increased moderately, with an increase of a little under \$10,000 in net assets (total equity), leaving NINA in a solid financial position at the end of 2020-21.

Peter Ryan  
Treasurer



## Management Committee 2020-2021

**President  
David Oliver**

**Past President  
Richard Smart**

**Secretary  
Sue Smart**

**Treasurer  
Peter Ryan**

**Committee  
Member  
Barry  
Thompson**

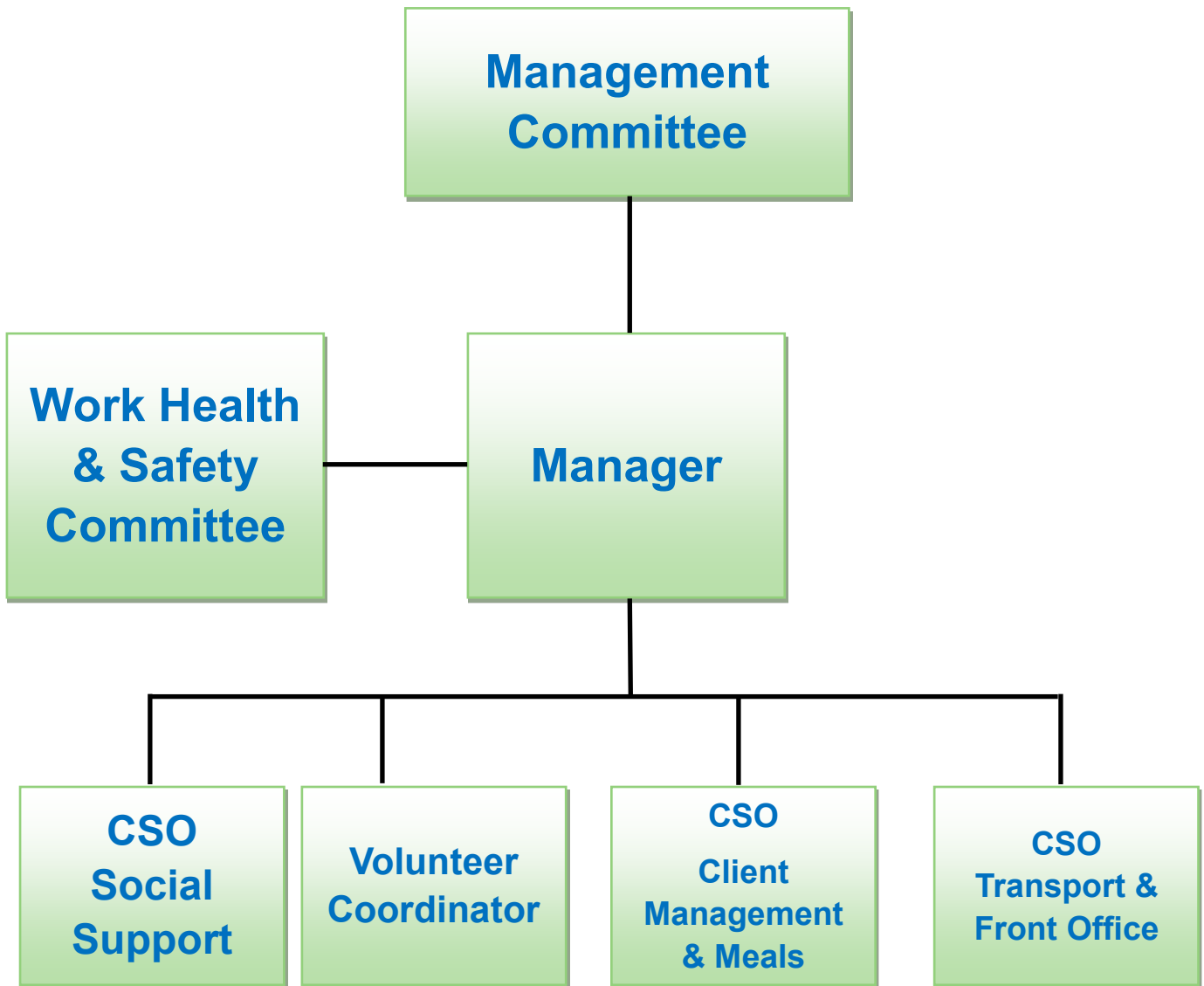
**Committee  
Member  
Sonia  
Markoff**

**Committee  
Member  
Dennis  
Hamilton**

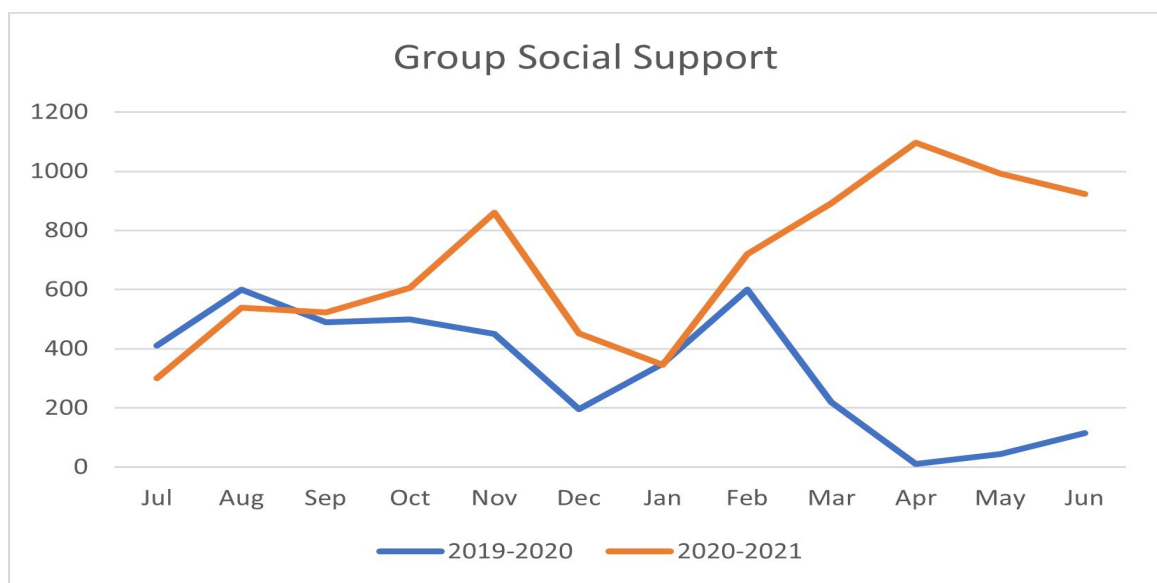
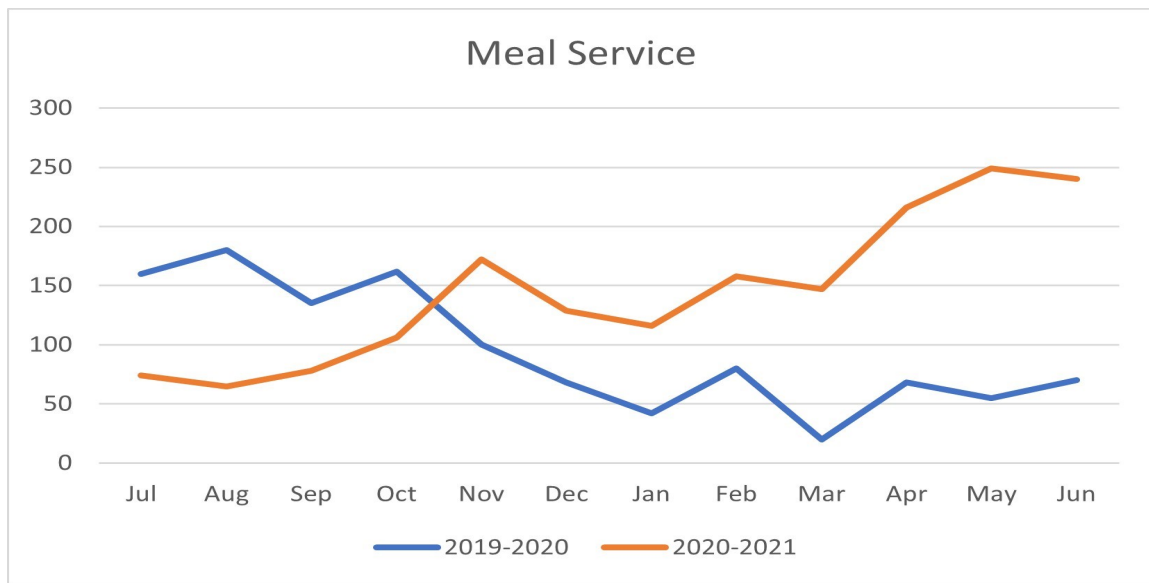
**Committee  
Member  
Alisa  
Nesevski  
(Res)**



# Organisational Structure



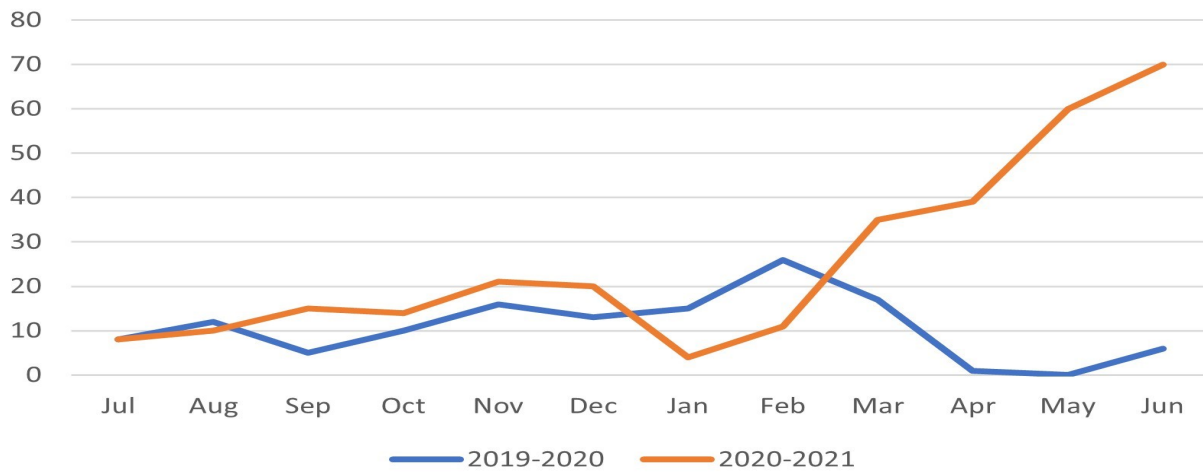
# Program Statistics 2019—2021



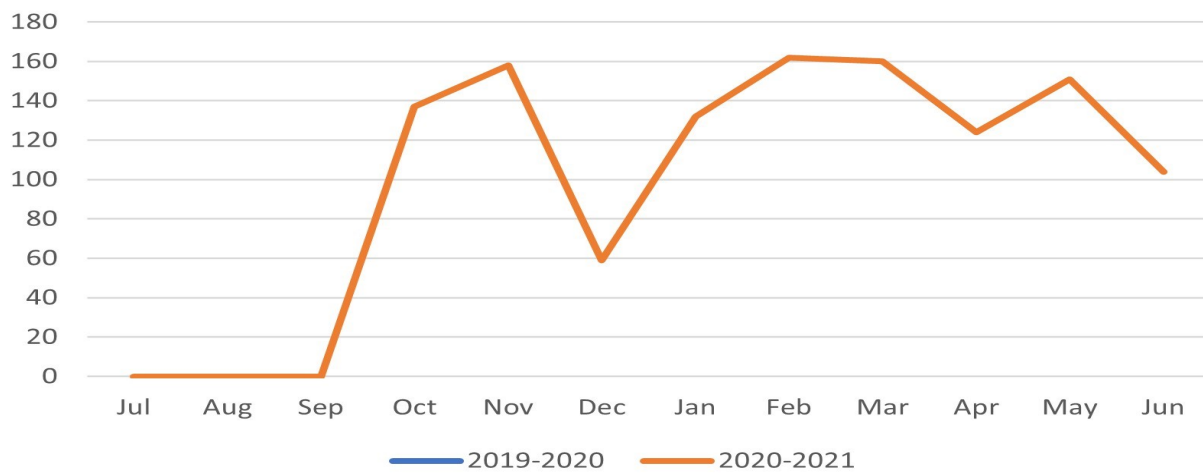


## Program Statistics 2019–2021

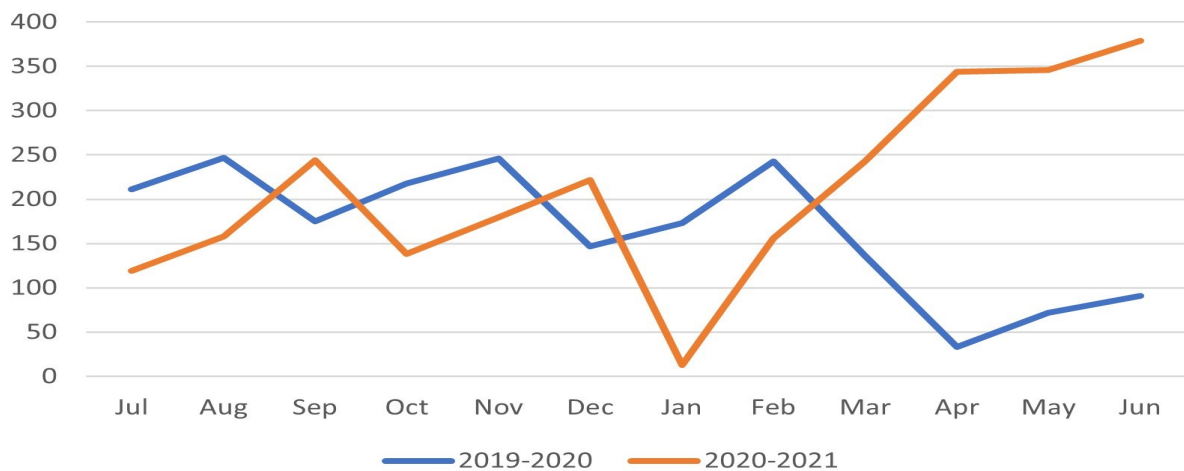
### Community Transport Trips



### Health CHSP Trips



### Transport NSW CHSP Trips





Fun at Craft on Wednesday's



Bathurst trip goes with the big gold miner



Café Club celebrating Australia day and St Patrick's day.



Clients at the Hunter Valley Gardens



A wonderful concert at the Senior's festival in Darling Harbour





COVID Zoom Bingo, social distancing for a photo at craft and putt putt golf at Austinmer.



Monday afternoon cards,

Café club games day

NINA Volunteers

