

CONNECT:INNER WEST

Community Transport Group Inc.



Annual Report

2019 – 2020



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Connect: Inner West Transport Group Inc. acknowledges the Gadigal people of the Eora nation, the traditional custodians of the land on which we work. We pay respect to their Elders past and present and emerging.



About Us

Connect: Inner West Transport Group Inc. (Connect) is a not-for-profit organisation, which has been providing transport services since 1983. We believe in equal access so everyone can access the facilities and services they need.

We are an association registered in NSW under the Associations Incorporation Act (2009) and are a registered charity with the Australian Charities and Not-for-profits Commission.

Connect provides a door to door transportation service for seniors, people who need help getting out and about, people with a disability and other eligible people who can't afford or have difficulty accessing private or public transport.

Community Transport services in NSW are determined by where you live or as allocated by My Aged Care assessors. Our services are generally for those people living in the former Leichhardt and Marrickville Local Government Areas (now part of the Inner West Council). These include the suburbs of Annandale, Balmain, Birchgrove, Leichhardt, Lilyfield, Rozelle, Dulwich Hill, Enmore, Lewisham, Marrickville, Petersham, Stanmore, Sydenham, Tempe and some parts of Newtown and Camperdown.

Connect: Inner West services are primarily funded under two different programs:

- The Commonwealth Home Support Program (CHSP), which is focused on older people who need help getting out and about, and
- The NSW Community Transport Program (CTP) is aimed at those who are "Transport Disadvantaged". This is when you have limited or no access to private transport and can't make use of 'conventional' transport, like buses or trains. Unlike CHSP, these services are available to a person of any age, with or without a disability.

Connect is a registered (NDIS) provider and is able to provide services for people with a disability under the age of 65. We also provide transport to the recipients of Home Care Packages (HCP) under contract with their respective HCP providers.

We are passionate about providing a range of tailored transport options, enabling people to not only access the facilities and services they need, but to participate in community life and social activities, remaining as active and independent as possible.

In the 2019/20 financial year, we provided almost 30,000 trips to Connect clients. Our services include individual and group transport to medical and personal appointments and shops, shopping trips, shuttle services, social activities and recreational outings.



Mission

Our mission is to assist people disadvantaged by inequitable transport provision to achieve and/or maintain their independence and quality of life through the provision, or facilitation of, affordable, safe, accessible and appropriate community or public transport services.

We deliver this mission via working towards four key strategic objectives.



Transport services that achieve positive social outcomes



Long term financial viability



Organisational and workforce capacity



Skilled capable and ethical governance



The Board

The governing body of Connect is an elected volunteer Board who oversee the strategic direction and performance of the organisation. The Board is comprised of individuals with relevant expertise and a strong commitment to locally - based community transport services.

The General Manager reports directly to the Board and is responsible for a team of 22 staff members, as at 30 June 2020.

The team is made up of 16 drivers and bus assistants, and 6 office-based staff, who provide client liaison, scheduling, service coordination, fleet management and administrative support, enabling Connect to provide continued service to around 2,000 clients.

Board of Directors (as at 30 June 2020)		
Name	Position Held	Appointment/ Cessation (if occurred mid year)
Frank Breen	Chair	
Tim Sussman	Vice Chair	September 2019 (appointment)
Vic Andallo	Treasurer	September 2019 (appointment)
Helen Cahill (OAM)	Director	
Aoife McEldowney	Director	September 2019 (cessation)
Julie Robotham	Director	
Charles Watson	Director	



The Team

Connect Staff Team

(as at 30 June 2020)

Name	Position Held
In the office	
Brett Andrews	General Manager
Bich Letran	Operations Manager
Rhonda Byrne	Business Services Officer (PT)
Veronica Aye	Finance Officer (PT)
Yi Ming (Karen) Leong	Scheduling & Intake Officer
Lingasiva Na'a	Scheduler (Contract)
On the road	
Simon Bennetts	Driver (Casual)
Robert Finlay	Driver
Erica Freeman	Driver (PT)
Michael Frey	Senior Transport Officer
Julius Grafton	Driver (Casual)
Kristy Gregory	Bus Assistant (Casual)
Scott Kilpatrick	Bus Assistant (Casual)
Regan Matthews	Driver / Bus Assistant (Casual)
Chelsea Nichols	Driver / Bus Assistant (Casual)
Devasenapathy Periyaswamy	Driver / Bus Assistant (Casual)
Raymond Srour	Driver
Alana Tight	Driver / Bus Assistant (Casual)
Susan Tozer	Driver / Bus Assistant (Casual)
Taunee Tubbs	Driver / Bus Assistant (Casual)
Gordon Watson	Driver
Bernard Wheatley	Driver (PT)



Team News

This year saw the retirement of our longest serving employee. Julie Saunders, our Quality Assurance Services Officer, retired in October 2019. Julie was the second employee appointed to the organisation that eventually become Connect. Julie was fondly regarded by her colleagues clients over the years.



We wish Julie all the very best in her retirement.

Addison Road Community Centre Food Pantry Partnership

Covid19 had a massive impact on Connect clients this year. With the lockdown in place, many of our clients, and those in the wider community, found it difficult to go about their normal routines, and some needed further assistance with shopping.

With Connect clients heeding advice to stay at home and only undertake essential travel, Connect had the capacity to lend a hand in our local community. We quickly partnered with the Addison Road Community Centre Food Pantry to assist with the delivery of food hampers direct to vulnerable people in the wider inner west area.

The Food Pantry had rapidly ramped up their operations, putting together emergency Covid relief boxes for other community organisations, and helping those individuals who may not be able to readily access or afford supplies. Connect's contribution meant that the Food Pantry were able to increase their outreach beyond their normal capacity to deliver.



Connect continues to transport over 100 boxes of food each for the Food Pantry. We deliver bulk supplies to the Jesuit Refugee Centre in Westmead, an amazing organisation that supports refugees and people seeking asylum and other forcibly displaced people. Connect also continue to make regular deliveries to the Rozelle Neighbourhood Centre for their pop up pantry.

Services Brochure

Connect's 'Get there with Care' brochure was translated into seven community languages. The brochure is now available in Vietnamese, Chinese, Italian, Portuguese, Greek, Spanish and Arabic.

These languages are amongst the most common languages spoken by our clients and their families. We organised these translations to ensure our diverse clientele can easily access information to know what services are offered in our community.

For those who require a language not available in printed form, we have incorporated a translation button on our website in order to enable access our information in your language of choice.



Community Bus Stop



In late 2019, a new community bus stop was put in place on Victoria Road adjacent to the entrance of Marrickville Metro Shopping Centre. The new community bus stop is designated specifically for the use of community transport providers, in order to safely pick up and set down clients at Metro.

With so much construction work going on in the local area including the extension of Marrickville Metro, and the temporary closure and re-location of bus stops on Smidmore St planned for early 2020, Connect looked for safe, alternative locations to set down and pick up our clients' doing their weekly shop.

We acknowledge the support and practical cooperation of Metro centre management and the advocacy of the Inner West Council Mayor, Cllr Darcy Byrne, in achieving this outcome.

Women's Shed

Our Business Services Officer, Rhonda Byrne received a warm welcome from the members of the Inner West Women's Shed in October 2019. Connect was invited to the Women's Shed to share information and insights to the wonderful world of community transport, and to find out more about the group and what we could offer.

The Inner West Women's Shed is a creative social group of women of all ages who shares their skills and learn new skills from others in the group. Their main aim is "recycling and re-purposing something from nothing".

The "Shedettes" as they are known, take part in many fund raisers through the year raising money for wonderful causes such as local Aboriginal Women's and Children's Crisis Services.

Sydney Gay & Lesbian Mardi Gras Fair Day

Connect joined with other community transport providers to promote community transport to Sydney's GLBTQI community.

We were there to provide information about how to source local community transport services, what services are provided and eligibility to access the services.

Connect is an independent and secular organisation, a locally run service that proudly reflects our diverse inner west community. Our services are accessible to – and utilised by – all those who need them, irrespective of age, gender, cultural or religious affiliation, sexual orientation, mental or physical ability.

We had a great time at Fair Day and spoke to many wonderful and colourful visitors throughout the day!





Weekend Outings

Connect introduced 'Weekends Away' to our outings calendar this year. These three day trips proved very popular with our clients with full buses on each adventure.

In October 2019 we visited Canberra. The main event on this trip was Floriade, the capital's stunning flower festival held each year in Commonwealth Park. In addition to Floriade we visited a host of attractions including taking in an amazing glassblowing demonstration at the Glassworks, situated in the historical Kingston Power House.



In March 2020 we set off to Orange. We dropped in at Bathurst along the way for a quick hot lap around Mt Panorama and to visit the fascinating rail museum. We visited some lovely towns in the surrounding area such as Milthorpe and Carcoar and stopped in at museums, lakes and parks including a wonderfully impressive display of begonias. The group wound down on the Saturday afternoon by visiting Heifer Station, one of the areas premium vineyards.

These trips have been a real success with our clients and as soon as it is safe to do so, we intend to set off again. In addition to the weekends away, Connect is also looking forward to introducing, shorter overnight trips, in response to client demand.

Development / Implementation of Marketing Strategy

In February this year, Connect finalised the development of a new marketing strategy. In line with this strategy, Connect has increased its presence within the community in a few ways.

Initially, we have commenced using various community Facebook pages to increase awareness in the community, not only with potential clients, but the children and families of potential clients.

We now more frequently use our website and Facebook page to share news and content to keep the community up to date with Connect and other organisations which provide valuable resources for our clients.

Advertising Campaign – Marrickville Metro

Marrickville Metro is one of the largest shopping centres in our area. For this reason, we chose it as the location for our first large scale advertising campaign.



All photography, and design work was done in-house by Rhonda Byrne and all images used in the campaign were entirely made up of Connect clients and staff members.

The campaign lasted for two months and was located in three different areas of the shopping centre.

Connect saw a significant increase in website and Facebook traffic as a result of this advertising.



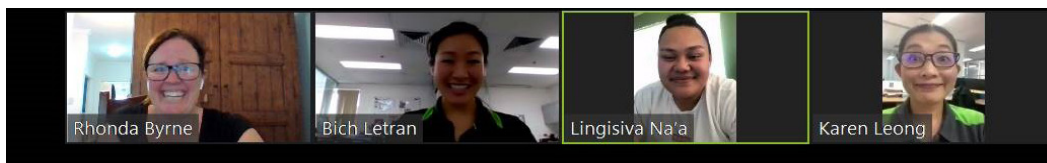
Facebook Page

Connect has increased its engagement through its Facebook page ensuring that timely news and content is delivered on a regular basis. We also try where possible to share pictures of our clients on fun social outings to be shared with friends and family.

With the upgrade of communications equipment across the organisation, we expect to increase our social posts using images taken by staff on their new phones so our followers can see what we are up to.

Into the 21st century

In the interests of moving with the times – Connect finalised its move to the “Cloud” this year. And just in time! We were lucky enough to get our migration finalised just as Covid19 graced us with its presence, meaning many staff were required to work from home where possible.



This progression in technology has meant that staff have been able to stay connected with each other despite the teams working remotely from each other. We have also regularly incorporated the (now very common) Zoom meeting. This has been utilized for both staff catch ups and Connect Board meetings in the past few months.

TANDA

Connect has just completed the implementation of a cloud based Workforce Management System.

This software streamlines the process from rostering to payroll, eliminating the need for paper based processes such as the submission of timesheets and leave applications.

Cashless Operations

Connect is moving towards being a cashless organisation by July 2021.

We now have the technology in place to accept debit or credit card payments in person (by tapping or swiping), or over the phone. We are currently developing direct debit and BPay options also.





Chair's Report

It is with pleasure that I present the Connect: Inner West Community Transport Group Inc. ('Connect') Chair's Report for the 2019 – 2020 financial year.

The past 12 months have again seen a tremendous amount of activity as Connect continued to work to delivering its 2017 – 2020 Strategic Plan. The Board continued our focus on client service, financial viability, staffing, and good governance.



Our most difficult challenge has been the Covid19 pandemic. This began to emerge in February 2020 and has only grown in seriousness and concern. I am proud to say, Connect, as an essential service, responded to the change in environment by adjusting its operations and continued delivering services to our valued clients and local community.

The challenges continue and the safety of our staff and clients and service to our community remain at the forefront of our actions.

Connect staff worked with the management of the Marrickville Metro Shopping Centre to put in place a safe pick-up and drop off point for our clients on Victoria Rd pending the eventual removal of public bus stops in-line with the expansion of the Centre.

With the support of Inner West Council Mayor Darcy Byrne, a 'Community transport vehicles only' zone was established. This dedicated zone is not only available for and used by Connect, but also by many of the other local, community based transport providers.

In March 2020, Connect was successful in re-accrediting as a registered NDIS provider. This was major undertaking, involving senior staff and Board members, as we worked through new and updated policies covering most aspects of the organisation's operations.

Based on the substantial work undertaken on re-accrediting as a registered NDIS provider, Connect has self - assessed as meeting the applicable requirements of the new 2020 Commonwealth Aged Care Standards.

I was particularly pleased that Connect staff were able to utilise additional resources to make welfare calls to our clients during the first Covid19 lockdown period from March – April 2020. We were also able to forge a partnership with the Addison Road Community Centre Food Pantry, helping distribute food hampers to those in need.

What was most heartening to hear was the way our community pulled together. Staff heard repeatedly from our clients that their neighbours, family and friends were also checking on them and lending a hand as needed.

It is incumbent on Directors to closely monitor their organisation's finances and risk exposure, some of which is mentioned in the Treasurer's report overleaf.

The Directors of Connect are no exception to these fundamental governance obligations and we do so at each Board meeting and through our Internal Audit & Risk Management sub-committee.



Board & Committees

The Board meets regularly and works through an agenda prepared by the General Manager in consultation with myself as the Chair. The agenda consists of standing items (financial and General Manager reports) in addition to annual and ad hoc items. The Board takes a collegiate approach to its responsibilities.

Two Board sub-committees were established in 2019:

- Internal Audit & Risk Management and;
- GM Recruitment and Performance Appraisal.

This move provides the necessary formality and professionalism now required of community run organisations such as Connect and supports us in meeting general good governance requirements.

Strategic Plan

The Board frequently reviews progress on the 2017 – 2020 Strategic Plan. It has been heartening to see staff work systematically toward achieving these goals.

A new strategic plan is being developed in the coming year for 2020-2023.

Technology

Collectively, our continued focus on using the technology we have available to the fullest extent possible, whilst being open to change has enabled Connect to expand and innovate in its activities.

Connect has continually implemented technology where it can be shown to reduce or control overheads proportionate to income, freeing up funds for direct service delivery.

Some of the advancements made in the past year include:

- the implementation of the RouteMatch client auto call system to advise our clients of their next day pick-up time.
- the rollout of Tanda. This HR system integrates staff rostering, payroll, and staff records and staff compliances with our accounts system.
- the upgrade of our IT system to the Cloud, reducing our forward technology costs and further securing our records.
- implementation stages of our conversion to 'fully cashless' from 1 July 2020.

Staff

Connect considered and updated its 'Team behaviours', first introduced in 2018.

We pride ourselves on the quality of our staff and this is reflected in our client feedback. Our Team Behaviours focus on how our team members interact not only with clients but with each other. We regard professional and collegiate relationships between colleagues in the workplace a key contributor to our consistently high customer satisfaction results.



Chair's Report

All staff undertake their mandatory training in CPR, first aid and other relevant qualifications, annually or as required. Our Tanda (HR) system tracks these staff requirements and prohibits staff from working where any mandatory requirements have expired or are not met.

All staff renewed their understanding of professional boundaries through externally delivered professional development activities.

Connect has re-committed to formal annual staff performance appraisals after a period of informal and ad hoc reviews. The General Manager has carriage of this and reports on the process and outcomes to the Board. My colleagues and I in turn review the performance of the General Manager with reference to equivalent external roles and organisations.

On 1 July 2019, a new staff structure took effect. The Board monitored progress and made some adjustments in response to advice from the General Manager. Overall the new organisational structure has been effective and in particular has reduced a number of the 'key person' dependencies evident in the former flat structure.

I would like to take this opportunity to acknowledge the contribution of our former Quality Assurance Officer Julie Saunders who retired toward the end of 2019. Julie was our longest serving employee and saw what has now become Connect through many changes. On behalf of the Board, staff and clients, I wish Julie all the best for the future.

Connect staff continue in these challenging times to deliver industry best practice, affordable, safe and reliable services to our inner west community.

On behalf of my colleagues on the Board and clients, I acknowledge and thank the staff of Connect for their efforts.

I also acknowledge our continued funding by the NSW and Commonwealth Governments without which we would not survive.

Finally, I would like to acknowledge our clients. Thank you for your continued support.

Francis Breen

Chair



General Manager's Report

The 2019-2020 financial year has been a roller coaster year, especially the second half!

A significant amount of the year has been spent focussing on service delivery and client well-being.

At the beginning of the financial year, Connect substantially changed its social outing program. We regularly survey our clients and undertake market and benchmarking research. Our changes to outings were reflective of this analysis.



We brought in a new format and wider variety of outings to better address the varied socio economic and cultural profile of our client base. It has been great to see our clients take to our new social outing format with great enthusiasm numbers and provide us with impressive feedback.

In the 2019-2020 year, Connect received an outstanding 99.6% positive feedback score from surveys collected, relating to the choice of outing destination provided to clients.

'Weekends Away' were introduced, and thus far we have facilitated two major trips to Canberra, in October 2019 and Orange in March 2020. The trips have been a great success and we remain committed to providing our clients with the opportunity to get away from Sydney with friends, experience new people and places, all in the company of our caring and trusted staff.

Our most complex challenge this year has been Covid19. As the pandemic escalated, Connect, as an essential service, quickly adjusted to ensure we were able to maintain high quality, uninterrupted services to our clients and the local community.

During the lockdown, at the height of the pandemic, Connect staff were tasked with making welfare calls to all clients, ensuring they were ok, and in receipt of support and assistance as appropriate. Our clients were grateful for the calls, even if just for someone to have a chat with.

I have the pleasure of speaking with clients regularly. A diverse and interesting bunch understates it! I reflect that through Covid, our clients have demonstrated acceptance, resilience and equanimity. These qualities make our clients a pleasure to work with.

Connect staff have equally responded with patience, resilience and good humour. I am pleased we managed to retain all our staff through the pandemic. This positioned us well as demand picked up toward the end of the financial year.

With our regular services operating at a markedly reduced level through the first part of 2020 due to Covid restrictions, Connect took the opportunity to seek new opportunities within the community in which to deploy our staff and available vehicle capacity.



General Manager's Report

Since March 2020 we have been very proud to partner with the Addison Road Community Centre Food Pantry, assisting with their vital activities, distributing food hampers across the inner west to the most vulnerable members of our community.

While the demand has fortunately lessened for now, we continue to provide transport and logistical support to the Food Pantry.

The Treasurer has noted that by 30 December 2020, Connect was tracking well financially. We were also on track at 30 December 2020 to have increased our delivered trips to contract by an estimated 10%, a significant turnaround in the organisational performance, built on the work of my talented team.

I would like to acknowledge the efforts of all our staff through this challenging year. I want to particularly draw attention to the organisational achievements that were coming to fruition before Covid19 enveloped us. Well done!

There is no doubt the future has challenges in store for Connect: primarily strategic and financial. I look forward to meeting these challenges!

Finally, I would like to thank the Chair and his colleagues on the Board for the opportunity to be involved with Connect.

Brett Andrews
General Manager



Treasurer's Report

The financial year 2019 – 2020 is really a story of two halves.

Like many organisations, Connect's financial position has been and will in future years be impacted by the economic downturn caused by Covid19.

The six months 1 July to 30 December 2019 saw Connect tracking well against budget. However, the next six months to 30 June 2020 offset some of the gains achieved in the first six months.



This financial year (FY2019-2020) was the third and final year of Connect's contract with TfNSW to deliver community transport services in the inner west.

While this contract provides some certainty to financial decision-making, the contract is not fully indexed. On that basis, Connect is required to supplement TfNSW grant income with other income such as driver and vehicle hire, NDIS work and so on. Connect like all other community transport providers is also contractually obligated to levy transport fees on its clients.

The Board and General Manager have an ongoing focus on cost control to ensure maximum funds are available for quality client services. The Chair's report has already outlined some of the technology systems implemented to reduce and control overheads. Collectively, these systems have allowed the organisation to expand its service offerings without the need for additional support staff, a significant financial saving.

The Board considered and accepted the General Manager's recommendations on particular work practices to optimise staff resources and effectively control staff costs. Our grant indexation is not sufficient in itself to cover annual staff award wage increases. On this basis it is incumbent on Connect to carefully monitor and manage its staff spend while maintaining the quality of service for which we are known.

As mentioned, Connect is required to charge client fees as a condition of its operating contract with TfNSW. With careful cost control and income generation through our commercial activities, we managed to keep 2019 – 20 client fee increases to modest levels. Benchmarking has demonstrated that our fees are generally equal to or less than other metropolitan community transport providers.

The Board approved a new marketing strategy in early 2020 which included a focus on commercial activities to generate additional income to support our core business. Unfortunately, Covid19 has put paid to this strategy for the most part although we are hopeful of moving on this as soon as possible.

Data presented to the Board showed Connect had increased its trip output to 30 December 2019 without significant increase in delivery cost. This indicates the business is running more efficiently and cost effectively.



Treasurer's Report

Actual trips delivered are also a reportable, contractual KPI. It was pleasing to see our performance to contract improve. Our hardworking staff are acknowledged for their effort in achieving this turnaround.

The six months 1 January – 30 June 2020 saw a profound drop in our non-grant income. This was sufficient to make Connect eligible for the government's JobKeeper and Cash Flow Support schemes. These subsidies enabled Connect to retain its staff without any forced stand-downs or involuntary separations.

While Covid19 restrictions eased toward the end of the financial year, Connect is yet to see an increase in its external commercial activity. We have increased our core business activities but are yet to return to previous levels. This is consistent with the experience of other community transport providers and is to be expected given the vulnerability of the community transport client base.

While Covid19 has had a severe impact on Connect, Commonwealth support sees the organisation finish the year in a strong cash position. As Covid19 continues to impact through FY2020 – 21 and possibly beyond, the Board needs to carefully consider how to best use this surplus to support Connect's return to the strong financial position it was in as at 30 December 2019. This will be a challenge to the Board, General Manager and staff.

I would like to thank my colleagues on the Board for their support, and the General Manager and his staff for their hard work and dedication to Connect, its clients and the local community.

Vic Andallo
Treasurer



FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2020



CONNECT:INNER WEST
Community Transport Group Inc.

**CONNECT: INNER WEST COMMUNITY
TRANSPORT GROUP INC.**



**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2020**

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.

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C M PITT & CO

Chartered Accountants

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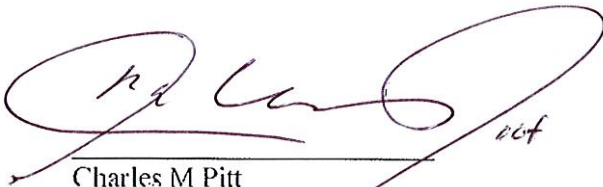
AUDITOR'S INDEPENDENCE DECLARATION

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.

As lead auditor for the audit of Connect: Inner West Community Transport Group Inc. for the year ended 30 June 2020, I declare that to the best of my knowledge and belief, there have been:

- (i) no contraventions of the auditor independence requirements of the Section 60-40 of the Australian Charities and Not for profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Connect: Inner West Community Transport Group Inc. during the period.



Charles M Pitt
C M Pitt & Co
Units 6 & 7, 2 Philip Street
STRATHFIELD NSW 2135

Dated: 3 September 2020



CHARTERED ACCOUNTANTS
AUSTRALIA - NEW ZEALAND

Liability is limited by a scheme approved under Professional Standards Legislation

DIRECTORS' REPORT

The Board of Directors submit the financial statements of Connect: Inner West Community Transport Group Inc. for the year ended 30 June 2020.

Board of Directors:

The names of the Directors throughout the year and at the date of this report:

Frank Breen	Chairman
Vic Andallo	Treasurer
Charles Watson	Director
Julie Robotham	Director
Helen Cahill	Director
Timm Sussman	Director

Brett Andrews	General Manager
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Principle activities

The principle activities during the financial year were to provide transport options to the community of the inner west of Sydney.


Significant changes

No significant change in the nature of these activities occurred during the year. The impact of COVID-19 cannot be predicted on the future operations of service and is referred to Note 10 of the financial statements.

Operating result

The surplus on operating and non-operating activities for the year was \$123,787.56

Signed in accordance with a resolution of the Board of Directors.



Frank Breen
Chairman



Vic Andallo
Treasurer

Dated:

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.
Statement of Comprehensive Income
For the year ended 30 June 2020

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	2020 \$	2019 \$
INCOME		
Grants		
- Transport for NSW CHSP (Recurrent)	1,258,755.99	1,243,062.99
- Transport for NSW CTP (Recurrent)	122,397.00	122,397.00
- Transport for NSW - CHSP Growth	127,249.08	-
- Transport for NSW-Growth Assistance	-	73,133.01
- HACC Transition fund	-	30,000.00
- NDIS Top-up Subsidy	22,269.96	2,756.00
- CSSS(ADHC) Transition	-	340.00
- Community Building Partnership	-	30,000.00
- NDIS	14,630.37	16,142.00
Total Grants	<u>1,545,302.40</u>	<u>1,517,831.00</u>
OTHER INCOME		
Interest received	23,210.28	30,789.25
Membership Fees	852.28	645.49
Bus Hire & Fares	155,274.08	163,145.37
Driver Hire	20,507.24	24,331.45
Donations	-	300.00
Reimbursements & Refunds	5,651.00	2,304.00
Job keeper Payment	147,000.00	-
Cashflow Boost	50,000.00	-
Total Other Income	<u>402,494.88</u>	<u>221,515.56</u>
TOTAL INCOME	<u>1,947,797.28</u>	<u>1,739,346.56</u>
EXPENSES		
- Wages	1,188,549.35	1,147,889.57
- Superannuation	100,655.93	104,622.87
- Employee Benefits - Leave Entitlements	12,174.23	24,352.80
- Workers Compensation	30,111.32	2,848.60
- Staff Uniforms	1,384.00	160.00
	<u>1,332,874.83</u>	<u>1,279,873.84</u>
Service Subsidies		
- Bus/Car Expenses	<u>113,371.46</u>	<u>123,932.29</u>
Administration Expenses		
- Advertising	10,480.25	12,369.70
- Audit Fees	9,699.92	5,000.00
- Bank Charges	1,206.69	1,421.85
- Cleaning & Waste Removal	8,387.26	6,908.18
- Consultancy	7,559.70	2,258.05

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.
Statement of Comprehensive Income
For the year ended 30 June 2020

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	2020	2019
	\$	\$
EXPENSES (cont'd)		
- Electricity	6,138.92	6,069.36
- Depreciation	62,528.61	60,550.38
- Equipment & Computer Software	38,993.34	26,705.68
- Fees & Charges	404.62	534.66
- Insurance	5,609.79	3,289.02
- Printing, Postage & Stationery	22,817.28	17,257.88
- GIW Expenses	1,299.26	107.63
- Legal Expenses	3,726.45	-
- Meeting Expenses	2,930.00	98.72
- Rates and taxes	109.99	1,395.03
- Rent	122,228.12	117,571.48
- Recruitment	2,990.30	1,060.00
- Telephone	15,732.94	11,932.86
- Repairs & Maintenance	-	604.30
- Subscriptions & Training	19,051.08	11,990.37
- Staff Amenities	3,365.78	8,003.77
- Office Expenses	1,906.09	541.55
- Other Staff Expenses	1,923.50	7,018.94
- Volunteer Expenses	45.45	589.09
- NDIS Audit	5,067.25	-
- Client Support	23,360.84	13,606.95
	<u>377,563.43</u>	<u>316,885.45</u>
TOTAL EXPENSES	<u>1,823,809.72</u>	<u>1,720,691.58</u>
 OPERATING SURPLUS/(LOSS) FROM ORDINARY ACTIVITIES	 123,987.56	 18,654.98
 Non Recurring Expenses		
Logo Development	-	4,000.00
Strategic Plan Programme	-	26,367.69
Vehicle Rebranding	200.00	36,718.70
Total Non Recurring Expenses	<u>200.00</u>	<u>67,086.39</u>
 TOTAL OPERATING SURPLUS/(LOSS)	 <u>123,787.56</u>	 <u>(48,431.41)</u>
 Other comprehensive income		
Reduction in Vehicle replacement fund	683,623.00	-
TOTAL COMPREHENSIVE INCOME	<u>807,410.56</u>	<u>(48,431.41)</u>

The accompanying Notes form part of these financial statements.

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC
Statement of Financial Position
As At 30 June 2020

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	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,671,834.09	1,447,304.19
Receivables	3	84,742.87	36,484.89
Prepayments	4	3,791.49	47,385.51
TOTAL CURRENT ASSETS		<u>1,760,368.45</u>	<u>1,531,174.59</u>
NON-CURRENT ASSETS			
Motor vehicles, Furniture and Fittings	5	192,730.58	255,259.29
TOTAL NON-CURRENT ASSETS		<u>192,730.58</u>	<u>255,259.29</u>
TOTAL ASSETS		<u>1,953,099.03</u>	<u>1,786,433.88</u>
CURRENT LIABILITIES			
Payables	6	146,457.85	115,704.41
Income in Advance	7	27,469.47	35,519.47
Provisions	8	70,960.18	58,513.13
TOTAL CURRENT LIABILITIES		<u>244,887.50</u>	<u>209,737.01</u>
NON-CURRENT LIABILITIES			
Provisions	8	65,626.58	57,899.48
TOTAL NON-CURRENT LIABILITIES		<u>65,626.58</u>	<u>57,899.48</u>
TOTAL LIABILITIES		<u>310,514.08</u>	<u>267,636.49</u>
NET ASSETS		<u>1,642,584.95</u>	<u>1,518,797.39</u>
EQUITY			
Vehicle Replacement Fund		356,382.00	1,040,005.00
Capital Contribution/Transfer		161,032.42	161,032.42
Retained earnings at the beginning of the year		1,001,382.97	366,191.38
Current Earnings/ (Loss)		123,787.56	(48,431.41)
TOTAL EQUITY		<u>1,642,584.95</u>	<u>1,518,797.39</u>

The accompanying Notes form part of these financial statements.

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020

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	Vehicle Replacement Fund	Retained earnings	Capital Contribution	Total
Balance at 1 July 2018	1,040,005.00	366,191.38	161,032.42	1,567,228.80
Profit/(Loss) for the year	-	(48,431.41)	-	(48,431.41)
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	-	(48,431.41)	-	(48,431.41)
Balance at 30 June 2019	1,040,005.00	317,759.97	161,032.42	1,518,797.39
Profit/(Loss) for the year	-	123,787.56	-	123,787.56
Other comprehensive income	(683,623.00)	683,623.00	-	-
Total comprehensive income/(loss) for the year	(683,623.00)	807,410.56	-	123,787.56
Balance at 30 June 2020	356,382.00	1,125,170.53	161,032.42	1,642,584.95

The accompanying Notes form part of these financial statements.

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC
Notes to the Financial Statements
For the year ended 30 June 2020

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Note 1 This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act N.S.W. The committee has determined that the Association is not a reporting entity.

The financial report has been prepared on an accrual basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Depreciation of Property, Plant and Equipment

Property, plant and equipment are carried at cost. All items of property, plant and equipment are depreciated over their estimated useful lives commencing from the time asset is held ready for use. Profits and losses on disposal of plant and equipment are taken into account in determining the result for the year.

(b) Employee Benefits

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries which will be settled after one year, have been measured at their nominal amount.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred

(c) Comparative Figures

When necessary comparative figures have been adjusted to conform with changes in presentation in the current years

	2020	2019
	\$	\$
Note 2 Cash Assets		
Cheque account	66,663.82	6,700.40
Bank guarantee	49,503.55	48,103.35
Investment account	1,553,501.57	1,388,989.90
Visa Debit Card	1,665.15	3,010.54
Petty cash	500.00	500.00
	<u>1,671,834.09</u>	<u>1,447,304.19</u>
Note 3 Receivables		
Accrued Interest	5,829.05	10,614.67
Trade and other debtors	78,913.82	25,870.22
	<u>84,742.87</u>	<u>36,484.89</u>

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC

Notes to the Financial Statements

For the year ended 30 June 2020

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(cont'd)	2020	2019
	\$	\$
Note 4 Prepayments		
Prepayments	<u>3,791.49</u>	<u>47,385.51</u>
Note 5 Motor vehicles, Furniture and Fittings		
Toyota -DZK82J	36,689.73	36,689.73
less: accumulated depreciation	<u>(6,827.31)</u>	<u>(2,424.54)</u>
	<u>29,862.42</u>	<u>34,265.19</u>
Toyota Coaster at cost - BC26GC	120,340.00	120,340.00
less: accumulated depreciation	<u>(120,340.00)</u>	<u>(120,340.00)</u>
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BH47RI	120,740.92	120,740.92
less: accumulated depreciation	<u>(120,740.92)</u>	<u>(120,740.92)</u>
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BY49CO	96,232.27	96,232.27
less: accumulated depreciation	<u>(76,451.09)</u>	<u>(68,752.49)</u>
	<u>19,781.18</u>	<u>27,479.78</u>
Toyota Coaster at cost - CA97NM	96,945.40	96,945.40
less: accumulated depreciation	<u>(74,327.71)</u>	<u>(62,694.31)</u>
	<u>22,617.69</u>	<u>34,251.09</u>
Mercedes Sprinter at cost - BPF80B	81,920.00	81,920.00
less: accumulated depreciation	<u>(81,920.00)</u>	<u>(81,920.00)</u>
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BU52YL	107,127.27	107,127.27
less: accumulated depreciation	<u>(92,843.13)</u>	<u>(84,272.97)</u>
	<u>14,284.14</u>	<u>22,854.30</u>
Mercedes Sprinter at cost - CC76QS	86,565.09	86,565.09
less: accumulated depreciation	<u>(57,714.80)</u>	<u>(47,327.00)</u>
	<u>28,850.29</u>	<u>39,238.09</u>
Honda Odyssey at cost - DSL31Q	40,030.00	40,030.00
less: accumulated depreciation	<u>(12,699.95)</u>	<u>(7,896.35)</u>
	<u>27,330.05</u>	<u>32,133.65</u>

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC
Notes to the Financial Statements
For the year ended 30 June 2020

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(cont'd)	2020	2019
	\$	\$
Honda Odyssey at cost - CTU22K	44,823.64	44,823.64
less: accumulated depreciation	<u>(34,031.97)</u>	<u>(28,653.21)</u>
	<u>10,791.67</u>	<u>16,170.43</u>
 Honda Odyssey at cost - YDM85T	 40,222.72	 40,222.72
less: accumulated depreciation	<u>(20,616.10)</u>	<u>(15,789.34)</u>
	<u>19,606.62</u>	<u>24,433.38</u>
 Honda Odyssey at cost - YDM85U	 40,222.72	 40,222.72
less: accumulated depreciation	<u>(20,616.20)</u>	<u>(15,789.34)</u>
	<u>19,606.52</u>	<u>24,433.38</u>
 Equipment at cost	 44,925.71	 44,925.71
less: accumulated depreciation	<u>(44,925.71)</u>	<u>(44,925.71)</u>
	<u>-</u>	<u>-</u>
 Furniture at cost	 10,765.00	 10,765.00
less: accumulated depreciation	<u>(10,765.00)</u>	<u>(10,765.00)</u>
	<u>-</u>	<u>-</u>
 TOTAL NON-CURRENT ASSETS	 <u>192,730.58</u>	 <u>255,259.29</u>
 Note 6 Payables		
Trade creditors	38,845.81	45,240.46
Accrued expenses	14,313.31	3,626.63
GST liabilities	23,733.28	30,842.97
PAYG Withholding Tax	38,474.68	20,141.70
Superannuation	29,440.77	11,135.65
Salary Sacrifice	1,650.00	1,650.00
Staff Benefits Payable	<u>-</u>	<u>3,067.00</u>
	<u>146,457.85</u>	<u>115,704.41</u>
 Note 7 Income in Advance		
NDIS - Subsidy in Advance	16,598.66	24,648.66
CSSS NDIS Transition	<u>10,870.81</u>	<u>10,870.81</u>
	<u>27,469.47</u>	<u>35,519.47</u>
 Note 8 Provisions		
Current		
Annual leave	<u>70,960.18</u>	<u>58,513.13</u>
	<u>70,960.18</u>	<u>58,513.13</u>
Non Current		
Provision for make good	15,999.92	8,000.00
Long service leave	<u>49,626.66</u>	<u>49,899.48</u>
	<u>65,626.58</u>	<u>57,899.48</u>

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC
Notes to the Financial Statements
For the year ended 30 June 2020

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Note 9 Economic Dependence

Connect: Inner West Community Transport Group Inc. is dependent on Transport NSW for the majority of its revenue used to operate the business. At the date of this report the directors have no reason to believe the Ministry will not continue to support Connect: Inner West Community Transport Group Inc., after the contract review on 31 December 2020.

Note 10 Events subsequent to balance date : COVID - 19

The Impact of COVID - 19 cannot be reasonably estimated nor predicted. There may be material change in the participants in events and conditions due to COVID - 19, subsequent to balance date. Other than the impact of COVID -19, no other events have occurred and no facts have been discovered since balance date which would make the financial statements for the period materially inaccurate or misleading, nor are any matters pending which might have such an effect, which have not already been disclosed.

CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC

**Directors Declaration
For the year ended 30 June 2020**

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The board of directors has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board of directors the financial report as set out on pages 3 to 10.

1. Presents a true and fair view of the financial position of Connect: Inner West Community Transport Group Inc. as at 30 June 2020 and its performance for the year ended on that date.
2. Complying with Australian Accounting Standards - Reduced disclosure requirements (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Act 2012.
3. At the date of this statement, there are reasonable grounds to believe that Connect: Inner West Community Transport Group Inc. will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the board of directors and is signed for and on behalf of the board of directors in accordance with Subsection 60-15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013 by:



Frank Breen
Director



Vic Andallo
Treasurer

Dated: 3 September 2020

Chartered Accountants

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CHARLES M PITT B.BUS Dip Ag FCA
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PO BOX 580
E-MAIL: cpitt@cmpitt.com.au

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.

REPORT ON THE AUDIT OF THE FINANCIAL REPORT

Opinion

We have audited the financial report of Connect: Inner West Community Transport Group Inc., which comprises the Directors report, balance sheet as at 30 June 2020, income statement for the period then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Directors declaration (responsible entities).

In our opinion, the financial report of Connect: Inner West Community Transport Group Inc. has been prepared in accordance with Division 60 of the Australian Charities and Non-for-Profits Commission Act 2012, including:

- i. Giving a true and fair view of Association's (registered entity's) financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- ii. Complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Non-for-Profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Accounting Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Committee for the Financial Report

The board of directors of the Association is responsible for the preparation of the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The board's responsibility also includes such internal control as the board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the board either intends to liquidate the Association or to cease operation, or has no realistic alternative but to do so.

The board is responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by board of directors.
- Conclude on the appropriateness of the board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board of directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


Charles M Pitt
C M PITT & CO
CHARTERED ACCOUNTANTS

CA ANZ Membership No. 20180
Registered Association Auditor No.2944
Unit 6 & 7, 2 Philip Street Strathfield

Date: 3 September 2020



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**Connect: Inner West
Community Transport Group Inc.**

**Unit C, 6 Carrington Road
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