



**2020  
2021**

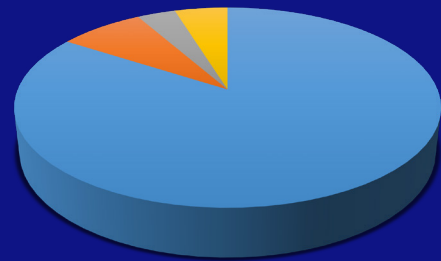
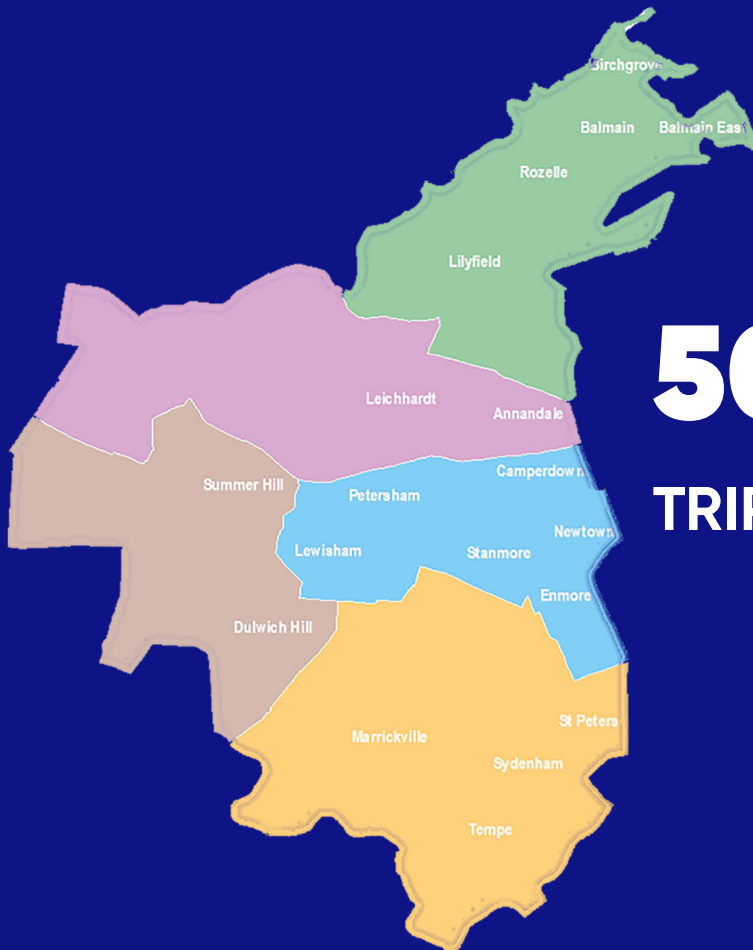


**CONNECT:INNER WEST**  
**Community Transport Group Inc.**

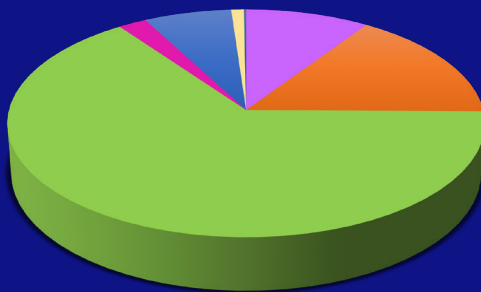
**ANNUAL REPORT**

**1,578**  
**ACTIVE CLIENTS**

**50,418**  
**TRIPS DELIVERED**

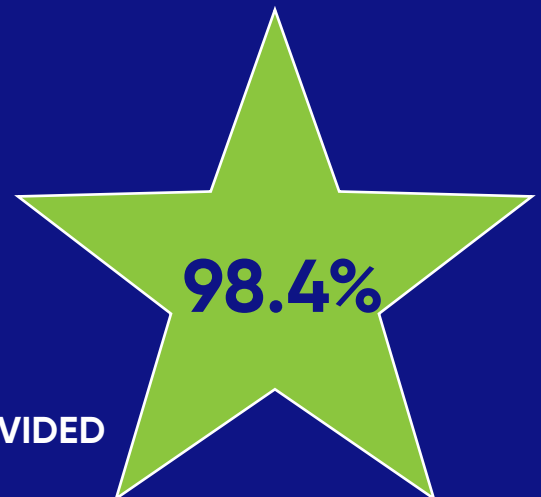


■ CHSP ■ CTP ■ NDIS ■ HCP



■ Shopping  
■ Individual Transport  
■ Social Outings  
■ Special Interest Groups  
■ Shuttles  
■ Cabcharge  
■ Food Pantry Deliveries

**184**  
**SOCIAL OUTINGS**  
POSITIVE APPROVAL RATING  
FROM FEEDBACK SURVEYS PROVIDED





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Connect: Inner West Community 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, present and emerging.



**Connect: Inner West Community 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, Balmain East, Birchgrove, Leichhardt, Lilyfield, Rozelle, Dulwich Hill, Enmore, Lewisham, Marrickville, Petersham, St Peters, Stanmore, Sydenham, Tempe and some parts of Newtown and Camperdown.

Connect 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) which 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. Our NDIS services are not geographically constrained to the Inner West.

We also provide transport to the recipients of Home Care Packages (HCP) under contract with their respective HCP providers. Our HCP services are not geographically restrained to the Inner West.

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 2020/21 financial year, we provided over 50,000 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.





## Vision

A community in which all individuals and groups have access to appropriate transport options in order to fully enable their participation, development and well-being within the community.

## Purpose

To provide and promote safe and affordable transport services, that fully enable all individuals and groups to maintain or achieve their independence and quality of life within their community.

## Values

Equity	Services accessible to – and utilised by – all those in need of them, irrespective of age, gender, cultural or religious affiliation, sexual orientation, mental or physical ability.
Safety & wellbeing	Striving to ensure the safety and to enhance the wellbeing of our organisation's workers, clients, and the wider community.
Quality	Best practice services responsive to new demands, opportunities and innovations.
Resilience	The maintenance of high quality community transport options for the future through strategic planning, advocacy and networking.
Collaboration	Engaging our clients and the community in service planning and working collaboratively with community and government organisations to build the regional capacity of community transport.
Integrity & compliance	Transparent governance, legally compliant administration, and ethically sound practice.
Sustainability	Developing ecologically sustainable transport options for the community.



**Connect has implemented a new strategic business plan, that aims to increase organisational resilience and maximise opportunities as we strive towards Connect's Vision.**

We look to initiate new, flexible service models that respond to the needs of a broader client base, resourced through diversified income streams, and built through community and stakeholder collaboration.

In doing this, we will remain true to our core Values and build on our strengths, including our 'care factor', staff expertise, and community connection.

## Strategic Areas



**Inovative transport solutions for positive social outcomes**



**Long term financial sustainability**



**Stakeholder and community engagement**



**Organisational capacity and resilience**



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 20 staff members, as at 30 June 2021.

The team is made up of 14 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 close to 1,600 active clients.

Board of Directors (as at 30 June 2021)				
Name	Position Held	Appointment/ Cessation (if occurred mid year)	Attendance	
			A	B
Frank Breen	Chair	Continuing	8	8
Tim Sussman	Vice Chair	Continuing	8	7
Vic Andallo	Treasurer	Continuing	8	7
Helen Cahill (OAM)	Director	Continuing	8	6
Julie Robotham	Director	Continuing	8	8
Charles Watson	Director	Continuing	8	5

**A** Number of meetings held.

**B** Number of meetings the director attended.



# The Team

## Connect Staff Team

(as at 30 June 2021)

Name	Position Held
<b>In the office</b>	
Brett Andrews	General Manager
Bich Letran	Operations Manager
Rhonda Byrne	Head of Business Services (PT)
Zarina Nawaz	Finance Officer (PT)
Kristy Gregory	Admin Assistant & Scheduling Officer (Cas)
Vesna Sajinovic	Data Entry Officer (Casual)
<b>On the road</b>	
Simon Bennetts	Driver (Casual)
Erica Freeman	Driver (PT)
Michael Frey	Senior Transport Officer
Julius Grafton	Driver (Casual)
Regan Matthews	Driver / Bus Assistant (Casual)
Devasenapathy Periyaswamy	Driver / Bus Assistant (Casual)
Susan Roseby	Driver / Bus Assistant (Casual)
Brendan Smith	Bus Assistant (Casual)
Raymond Srour	Driver
Susan Tozer	Driver / Bus Assistant (Casual)
Taunee Tubbs	Driver / Bus Assistant (Casual)
Trinh Verteouris	Bus Assistant (Casual)
Gordon Watson	Driver
Cindy Yeoh	Bus Assistant (Casual)





## Team News

Connect bid farewell this year to one of our longest serving employees, senior driver, Rob Finlay.

Rob was one of the early staff who helped to establish Connect's high quality service and our reputation for client care, reliability and integrity. He was well liked and highly regarded by both colleagues and clients.

Karen Leong, bus assistant, and more recently responsible for scheduling and intake, has also moved on.

We wish them both all the very best.



## On the Buses

This year saw three more female bus drivers take the wheel of Connect buses.



Sue Roseby joined us earlier this year, teaming with Erica and Taunee - two Connect staff who have undertaken the rigorous training we require to become licensed bus drivers.

These three women join Su Tozer, who has been with Connect for several years, giving us an impressive total of four female bus drivers getting you out and about.

As of the end of July, we have seven female driver/bus assistants and seven male driver/bus assistants.

Connect's staff overall gender composition has slowly changed from a 90:10 to a 50:50 ratio over the last three years!

## Fund Raiser - Hosting Australia's Biggest Morning Tea

In May, Connect hosted its first ever 'Australia's Biggest Morning Tea' in our office in Marrickville. In addition to the goodies baked and provided by Connect staff, clients were invited to bring along their own delicious treats, and enter in our inaugural baking competition.

General Manager, Brett Andrews was the appointed competition judge, and dutifully worked his way around the numerous delicious entries, making the difficult decision of who to crown the ultimate winner!

The lucky winner of the bake off was Irene Vlahopoulous with her fabulous Greek biscuits. Irene got up at 5am in order to bake these - so it was well worth the effort!



Irene won an all expenses paid outing of her choice on the winter calendar.



## Outings

Our overnight and weekend outings have gained significantly in popularity since their introduction in 2019.

In October we took two buses for an overnight stay to the beautiful Camden Valley Inn. A highlight of this trip was a visit to Genetically Gifted, a horse breeding stud farm. Clients thoroughly enjoyed this up close and personal experience with the horses.

In March we were lucky enough to take a group of intrepid travellers on a three day tour to the Lower Hunter Region, just before the lock-down hit!

We were all feeling very grateful to have caught a miraculous break in the weather for our excursion. The outlook was indeed very bleak the week previous!

We had a very full itinerary, taking in activities such as a visit to Fighter World Aviation Museum and feeding sharks and rays at the Shark & Ray Rescue Centre.

At the rescue centre we were greeted by "Tinny" the very friendly and accommodating owner. After providing us all with food to feed the rays and sharks, he very graciously escorted our brave volunteer client Marie, into the tank to have a paddle with the small rays. After a few minutes of watching her, another client, Ana, and a couple of staff couldn't help but join her in the tank and let the rays swim over and around our feet and ankles.



We also experienced a wonderful scenic guided tour on Newcastle's Famous Tram. Our knowledgeable guide Chris, gave us an informative tour of Newcastle and told us of some of its interesting history. We stopped off for a stroll on the ANZAC Memorial Bridge, taking the time to appreciate the stunning views. Chris very generously dropped us all off at the Newcastle Museum so we could take a look around and watch the light and sound show, showing us an insight to what it was like working at BHP back in the day.

From here we moved on to our last destination, Fort Scratchely, where we were given a tour around the grounds by Norm, a 93 year old volunteer. The end of our tour, and our weekend's activities was marked with the firing of one of the cannons, a time honoured seafaring tradition of firing a gun at 1pm to coincide with the Customs House time ball drop.

All twenty nine travellers set off back to the inner west, tired and happy, already making plans and throwing about suggestions for the next tour!

*Sorry guys – but a week in Byron might just be a bit too far!!*





## Social Work Students

Connect hosted two social work students, Kass and Christie from The University of Sydney on a social work placement this year.

Kass and Christie undertook an extensive 'Transport Needs' research project, identifying people and areas within our local community in need of Connect's services, and looking at how we could address those needs directly. The focus of the project was primarily aimed at public housing residents.



Connect Director Tim Sussman, a social worker of senior standing and a long time placement supervisor, provided academic oversight of the project, while Connect staff provided orientation, information and support.

There were four major components to this project, for which four different questionnaires were created with four different target audiences.

The four target audiences were:

- Staff members of Connect
- Current clients
- Dormant clients (clients who have not used Connect services in twelve months)
- Prospective clients (potential clients living in public housing within the Inner West).

The final recommendations resulting from the entirety of the research undertaken were to:

- Advocate for the transport needs of public housing tenants.
- Introduce / increase attendance at community outreach programs
- Increase Community Transport awareness
- Utilise current client base in order to gain new clients
- Conduct introductory follow ups
- Increase advertising
- Call dormant clients

Many of these recommendations are already incorporated into Connect's Marketing strategy, and others are being (or have been) rolled out since the completion of the research project.

## International Women's Day



This year we got staff and clients alike involved in raising awareness for International Women's Day. This year's slogan was **#Choose to Challenge**.

The theme was based around choosing to challenge and call out gender bias and inequality, choosing to seek out women's achievements and collectively help create an inclusive world.



## Addison Road Community Centre Food Pantry Partnership

Covid19 had a massive impact on Connect clients last year. With the lock-down 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.



Connect continues to transport over 100 boxes of food each week for the Food Pantry. We deliver bulk supplies to the Jesuit Refugee Centre in Parramatta, an amazing organisation that supports refugees and people seeking asylum and other forcibly displaced people. Connect also continue to make door-to-door deliveries to people living in the Inner West who have been isolated and disadvantaged by the ongoing pandemic.

## Advertising Campaign – Marrickville Metro

Connect undertook a second large scale advertising campaign at Marrickville Metro – one of the largest shopping centres in our area.



The campaign lasted for two months and was located in three different areas of the shopping centre aimed at reaching maximum foot traffic. Connect saw a significant increase in website and Facebook traffic as a result of this advertising.

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

## Social Media

Connect continues to increase its social media engagement through Facebook and Instagram, ensuring timely news and content is delivered on a regular basis.

We try where possible to share pictures of our clients on fun social outings to be shared with friends and family. If any of our clients take photos on outings, we are also happy to share these across our social media platforms if provided to us.

**Don't forget to follow us!**



<https://www.facebook.com/connectinnerwest.org.au>



[https://www.instagram.com/connect\\_inner\\_west\\_ctg/](https://www.instagram.com/connect_inner_west_ctg/)



## It is with pleasure that I present the Connect: Inner West Community Transport Group Inc. ('Connect') Chair's Report for the 2020 – 2021 financial year.



Last year I wrote that one of the organisation's most difficult challenges had been the Covid19 pandemic. Sadly, this continued into the 2020 – 2021 financial year.

I am again proud to say, that Connect accepted the challenges posed by Covid, adapting its operations in accordance with Public Health Orders, and other health and safety requirements, ensuring the continued delivery of essential services to our valued clients and local community.

The past 12 months have again seen a tremendous amount of activity, including the development of the 2021 – 2023 Strategic and Business Plan. The Board also continued its focus on client service, financial viability, staffing, and good governance.

### Strategic Plan

I am pleased to advise that Connect now has in place a 2021 – 2023 Strategic and Business Plan. The plan focuses on four key areas:

- Innovative transport solutions for positive social outcomes
- Long term financial sustainability
- Stakeholder and community engagement
- Organisational capacity and resilience

Perhaps the most challenging of the key areas of focus will be achieving Long term financial sustainability. Of course, this is a challenge for many organisations, but is particularly so for smaller, community based ones like ours.

Challenges are addressed step by step and Connect will continue seeking to broaden our income base, being flexible and pragmatic in the face of challenges such as Covid, actively monitor and manage operating costs and use technology where it frees up resources to focus more on client care.

### TfNSW Contract

Connect, like all community transport providers across NSW, commenced the 2020 – 2021 financial year with a six month extension to our operating contract with TfNSW. As discussion on the contract had commenced as early as 2018, it was hard to understand why this became an eighteen month process.

Connect, like all other providers, faced uncertainty about its ongoing viability during this period.

In the end and with some trepidation, Connect signed a contract variation with TfNSW in late December 2020. We now have a contract in place to deliver our services from 1 January 2021 through to 30 June 2022.



# Chair's Report



This contract is not without its challenges. An obvious and timely issue for the sector is the introduction of contract clauses providing for financial penalties for not meeting contracted trip outputs, notably with public health orders remaining in place, that restrict movement.

One pleasing aspect of the contract negotiation experience was the ability of community transport providers to support and assist each other through this process with TfNSW.

## Performance

It was most pleasing to learn that, in the 2020 – 2021 financial year, not only did we reach our contractual trip KPIs with TfNSW for the first time, but exceeded them!

This result is a testament to the hard work of staff who re-worked our social programs offer from top to bottom. It also reflects the resilience and zest for life of our clients, who never waste an opportunity to get out and about in the community.

Milestones such as these will become very much front of mind given the contractual and financial implications now attached to such achievements (or lack thereof). Our focus though will remain on the needs of clients.

Connect staff continue in these challenging times to deliver industry best practice, affordable, safe and reliable services to our inner west community. It has not been easy at times operating an essential service for older and more vulnerable members of our community through the Covid pandemic.

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

## Board & Committees

Successful organisations recognise the importance of good governance systems and processes. Board membership has been stable and this stability has allowed Directors to gain a deeper knowledge of what can be a complex sector.

The Board continues to meet at least eight to nine times per year. While Directors focus is generally on strategic and external issues, the Board does receive, discuss and at times challenge management and financial reports.

In addition to monthly scheduled meetings, all Directors participated in strategic planning workshops, and some Directors had additional duties on Board sub-committees.

I thank my Board colleagues for their contribution.

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

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

**Francis Breen**  
**Chair**





**The 2020-2021 financial year has been another eventful period, with the Covid19 pandemic once again having a significant impact on Connect services, staff and clients.**



With a continued focus on service delivery and client well-being during the lockdown, we were able to maintain our high quality, essential services to the local community.

Pleasingly, after the end of lockdown (2020), our clients were keener than ever to get out and about socially. Connect delivered an outstanding 61% more social outings this year over the previous year.

This increase can be attributed to a renewed staff focus and a new delivery model for our social outings program. The program delivers a wider variety of options, more frequently throughout the week and weekends, ensuring there is something to suit everyone in our diverse client base.

Our weekends away and overnight stays have become increasingly popular. We remain committed to providing our clients with more opportunities to get away with friends when Covid19 restrictions are eased and social outings can recommence.

Once again Connect has received a remarkably high feedback score from the thousands of client surveys administered. The impressive positive rating of 98.4% relates to the choice of outing and the high quality of service provided by our team.

The departure of some long serving employees this year left an opening for additional drivers to join the organisation. Connect took this opportunity to invest in existing staff by supporting two of our employees to pursue their bus licences.

This initiative, in addition to a new hire, increased the number of female staff we have driving on the road to seven. We have at last achieved gender balance in our driving team, fulfilling a commitment made three years ago when we had a 90:10 ratio.

Connect is committed to maintaining a culturally diverse and gender balanced workforce, reflecting our local community.

Connect made the move to cashless (and cheque-less) on 1 July 2021.

This decision was made primarily to streamline services and reduce our operating overheads through the use of technology. With no cash handling by drivers, our drivers get more time on the road, delivering more services. The move coincided with the pandemic, so by offering the cashless service, we presented the opportunity to reduce unnecessary points of contact.



# General Manager's Report

This change was announced eighteen months prior to the implementation date.

We communicated with our clients on multiple occasions in the lead – up. We wanted to ensure all our clients were prepared and equipped to make the transition with us.

The changeover has been seamless and many clients have indicated they have found the transition, and our range of payment options very easy to navigate.

Our biggest difficult challenge this year has been Covid19. As the pandemic and restrictions ebbed and flowed, Connect, as an essential service has needed to frequently and hastily adapt to the changing environment. Our essential services like shopping, and trips to medical and vaccination centres, continued without disruption. My thanks to all staff for their continued commitment to Covid safety.

With restrictions easing in the second half of the year, Connect reported an unprecedented increase in social outing trip numbers. This increase of social outings meant that not only did we reach our contractual trip KPIs with TfNSW for the first time, we exceeded them!

I would like to acknowledge the efforts of all staff for the work and commitment they have put in to achieve this outcome, despite the adversity that was thrown at us during the year. Fantastic result!

There are no doubt more challenges in store for Connect as we navigate the unpredictable road ahead. I look forward with my team to meeting these challenges.

Finally, I would like to thank the Chair and Directors of the Board for their ongoing commitment, and for the opportunity to be involved with Connect.

**Brett Andrews**  
**General Manager**



# Treasurer's Report

**For the information of the Board, members, and valued stakeholders, I present the Connect: Inner West Community Transport Group Inc. ('Connect') Treasurer's Report for the 2020 – 2021 financial year.**



One of the more unusual aspects of this year saw the Board consider two budgets reflecting contractual uncertainty with TfNSW: the first budget from 1 July 2020 to 31 December 2020, and then a second budget from 1 January 2021 to 30 June 2021.

The first budget included expected grant funding, the second budget included actual grant funding with TfNSW through to 30 June 2022. While there was an increase in grant funding, the increase did not adequately cover rising operating costs, primarily our staff wages, office and depot expenses, which make up more than half our annual expenditure.

In real buying terms, for an inner city-based fully staff-delivered service provider like Connect, grant funding is decreasing.

This year saw the final payment of the Equal Remuneration Order funding after eight years. From next year, community-based organisations will need to fund national wage case rises from their grant and other income.

Along with the scheduled increase in employer superannuation contributions to 10%, there will be further pressure on the wages budget.

With regards to the introduction of Connect's new 2021 – 2023 Strategic and Business Plan, as Treasurer, I have a focus on Long term financial sustainability. Unfortunately, I must report that Covid19 has again impacted on our ability to pursue some ideas around income diversification.

Thanks to the efforts of all staff, Connect was eligible to receive some JobKeeper payments and cash flow support. This will see Connect achieve a surplus off a budgeted deficit.

The underlying figures though are of more interest. When we remove JobKeeper and cash flow income and expenditure, Connect's underlying deficit was \$40,000 compared to a budgeted deficit of \$100,000. Staff were able to control costs in response to a greater than 50% reduction in non-grant income primarily arising from Covid19 restrictions.

Changes through the year to staffing and the organisational structure ahead of the final change to cashless saw a very pleasing improvement in Connect's financial administration. Of particular note was the dramatic turnaround in aged receivables, and the smooth and efficient preparation for cashless transacting.



# Treasurer's Report

Connect spent the year communicating with clients and assisting them in the preparation to go cashless (and cheque-less) from 1 July 2021. By 30 June 2021, well over 90% of our clients had already made the change to EFTPOS or account payment.

This move, in the works for over 18 months, reflects Connect's commitment to using technology to reduce overhead costs. This approach ensures more time and funds are directed toward services rather than administration.

In terms of financial sustainability, changes made to our service delivery model including social outings, strike a balance between supporting clients with a safe, reliable and friendly service within the funding parameters we have.

The Chair and General Manager have already noted that Connect met its contractual trip outputs for the first time. Members of staff are to be congratulated for this effort.

While Covid19 has again impacted Connect, Commonwealth financial support sees the organisation finish the year in a strong cash position. My colleagues and I carefully monitor and review organisational finances and will consider making strategic investments that position Connect for a more sustainable future.

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

**Vic Andallo**  
**Treasurer**



# FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2021



**CONNECT:INNER WEST**  
Community Transport Group Inc.

# **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

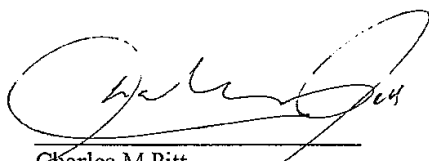
### CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.

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As lead auditor for the audit of Connect: Inner West Community Transport Group Inc. for the year ended 30 June 2021, 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: 27 September 2021



*Liability is limited by a scheme approved under Professional Standards Legislation*

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

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The Board of Directors submit the financial statements of CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC. for the financial year ended 30 June 2021

**BOARD OF DIRECTORS**

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

Frank Breen	Chairman
Vic Andallo	Treasurer
Charles Watson	Director
Julie Robotham	Director
Helen Cahill	Director
Tim Sussman	Director
Brett Andrews	General Manager

**PRINCIPLE ACTIVITIES**

The principle activities during 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 Profit on operating and non-operating activities for the year was \$128,752.40

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



**Frank Breen**  
Chairman



**Vic Andallo**  
Director

Dated: 27 September 2021

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

**Statement of Comprehensive Income**

**For the year ended 30 June 2021**

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	NOTES	2021 \$	2020 \$
<b>INCOME</b>			
Grants			
- Transport for NSW CHSP (Recurrent)		1,324,731.96	1,258,755.99
- Transport for NSW CTP (Recurrent)		103,033.04	122,397.00
- Transport for NSW - CHSP Growth		-	127,249.08
- Transport for NSW-CHSP SACS		67,265.04	-
- Transport for NSW-CTP Boost		23,372.96	-
- NDIS		-	36,900.33
- CSSS NDIS Transition		10,870.81	-
Total Grants		<u>1,529,273.81</u>	<u>1,545,302.40</u>
<b>OTHER INCOME</b>			
Interest received		9,481.15	23,210.28
Membership Fees		522.78	852.28
Bus Hire & Fares		188,407.97	155,274.08
Driver Hire		5,172.00	20,507.24
Donations		536.00	-
Fuel Tax Credit		4,392.00	5,651.00
Profit on sale of Vehicle		11,922.97	-
Job keeper Payment		174,000.00	147,000.00
Cash Flow Boost		50,000.00	50,000.00
Sundry Income		1,500.00	-
Total Other Income		<u>445,934.87</u>	<u>402,494.88</u>
<b>TOTAL INCOME</b>		<u><b>1,975,208.68</b></u>	<u><b>1,947,797.28</b></u>
<b>EXPENSES</b>			
- Wages		1,167,853.69	1,188,549.35
- Superannuation		101,553.19	100,655.93
- Employee Benefits Leave Entitlements		16,031.63	12,174.23
- Workers Compensation		16,111.40	30,111.32
- Staff Uniforms		3,317.48	1,384.00
		<u>1,304,867.39</u>	<u>1,332,874.83</u>
Service Subsidies			
- Bus/Car Expenses		<u>130,582.25</u>	<u>113,371.46</u>
Administration Expenses			
- Accounting		21,000.00	-
- Advertising		12,777.65	10,480.25
- Audit Fees	11	5,000.08	9,699.92
- Bank Charges		2,340.64	1,206.69
- Cleaning & Waste Removal		7,444.78	8,387.26
- Consultancy		15,752.50	7,559.70
- Donation		93.96	-

**CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC.**  
**Statement of Comprehensive Income**  
**For the year ended 30 June 2021**

Page 4

	2021	2020
	\$	\$
<b>EXPENSES (cont'd)</b>		
- Electricity	5,597.70	6,138.92
- Depreciation	58,046.26	62,528.61
- Equipment & Computer Software	10,922.36	38,993.34
- Conference cost	3,113.90	404.62
- Insurance	35,901.11	5,609.79
- Interest	438.03	-
- Printing, Postage & Stationery	21,843.44	22,817.28
- GIW Expenses	-	1,299.26
- Legal Expenses	-	3,726.45
- Meeting Expenses	1,059.56	2,930.00
- Rates and taxes	339.34	109.99
- Rent	125,419.48	122,228.12
- Recruitment	1,840.00	2,990.30
- Travel	95.17	-
- Telephone	13,048.76	15,732.94
- Repairs & Maintenance	440.44	-
- Subscriptions & Training	15,198.18	19,051.08
- Staff Amenities	4,086.41	3,365.78
- Office Expenses	2,500.17	1,906.09
- Other Staff Expenses	495.58	1,923.50
- Volunteer Expenses	-	45.45
- NDIS unexpended	22,494.31	-
- NDIS Audit	-	5,067.25
- Client Support	23,716.83	23,360.84
	<u>411,006.64</u>	<u>377,563.43</u>
<b>TOTAL EXPENSES</b>	<u><b>1,846,456.28</b></u>	<u><b>1,823,809.72</b></u>
 <b>OPERATING SURPLUS/(LOSS) FROM ORDINARY ACTIVITIES</b>	 <b>128,752.40</b>	 <b>123,987.56</b>
 <b>Non Recurring Expenses</b>		
Vehicle Rebranding	-	200.00
Total Non Recurring Expenses	-	200.00
 <b>TOTAL OPERATING SURPLUS/(LOSS)</b>	 <u><b>128,752.40</b></u>	 <u><b>123,787.56</b></u>
 <b>Other comprehensive income</b>		
Reduction in Vehicle replacement fund	-	683,623.00
<b>TOTAL COMPREHENSIVE INCOME</b>	<u><b>128,752.40</b></u>	<u><b>807,410.56</b></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 2021**

Page 5

	Note	2021 \$	2020 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	1,810,849.83	1,671,834.09
Receivables	3	17,022.10	84,742.87
Prepayments	4	78,456.50	3,791.49
<b>TOTAL CURRENT ASSETS</b>		<u>1,906,328.43</u>	<u>1,760,368.45</u>
<b>NON-CURRENT ASSETS</b>			
Motor vehicles, Furniture and Fittings	5	<u>124,789.11</u>	<u>192,730.58</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>124,789.11</u>	<u>192,730.58</u>
<b>TOTAL ASSETS</b>		<u>2,031,117.54</u>	<u>1,953,099.03</u>
<b>CURRENT LIABILITIES</b>			
Payables	6	107,108.77	146,457.85
Income in Advance	7	-	27,469.47
Provisions	8	83,912.46	70,960.18
<b>TOTAL CURRENT LIABILITIES</b>		<u>191,021.23</u>	<u>244,887.50</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	<u>68,758.96</u>	<u>65,626.58</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>68,758.96</u>	<u>65,626.58</u>
<b>TOTAL LIABILITIES</b>		<u>259,780.19</u>	<u>310,514.08</u>
<b>NET ASSETS</b>		<u>1,771,337.35</u>	<u>1,642,584.95</u>
<b>EQUITY</b>			
Vehicle Replacement Fund		356,382.00	356,382.00
Capital Contribution/Transfer		161,032.42	161,032.42
Retained earnings at the beginning of the year		1,125,170.53	1,001,382.97
Current Earnings/ (Loss)		<u>128,752.40</u>	<u>123,787.56</u>
<b>TOTAL EQUITY</b>		<u>1,771,337.35</u>	<u>1,642,584.95</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 2021**

Page 6

	<b>Vehicle Replacement Fund</b>	<b>Retained earnings</b>	<b>Capital Contribution</b>	<b>Total</b>
<b>Balance at 1 July 2019</b>	<b>1,040,005.00</b>	<b>317,759.97</b>	<b>161,032.42</b>	<b>1,518,797.39</b>
Profit/(Loss) for the year	-	123,787.56	-	123,787.56
Other comprehensive income	(683,623.00)	683,623.00	-	-
<b>Total comprehensive income for the year</b>	<b>-</b>	<b>807,410.56</b>	<b>-</b>	<b>123,787.56</b>
<b>Balance at 30 June 2020</b>	<b>356,382.00</b>	<b>1,125,170.53</b>	<b>161,032.42</b>	<b>1,642,584.95</b>
Profit/(Loss) for the year	-	128,752.40	-	128,752.40
Other comprehensive income	-	-	-	-
<b>Total comprehensive income/(loss) for the year</b>	<b>-</b>	<b>128,752.40</b>	<b>-</b>	<b>128,752.40</b>
<b>Balance at 30 June 2021</b>	<b>356,382.00</b>	<b>1,253,922.93</b>	<b>161,032.42</b>	<b>1,771,337.35</b>

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 2021**

Page 7

**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

	2021 \$	2020 \$
<b>Note 2 Cash Assets</b>		
Cheque account	509,672.32	66,663.82
Bank guarantee	49,788.71	49,503.55
Investment account	1,249,386.64	1,553,501.57
Visa Debit Card	1,752.16	1,665.15
Petty cash	250.00	500.00
	<u>1,810,849.83</u>	<u>1,671,834.09</u>
<b>Note 3 Receivables</b>		
Accrued Interest	1,780.76	5,829.05
Trade and other debtors	15,241.34	78,913.82
	<u>17,022.10</u>	<u>84,742.87</u>

**CONNECT: INNER WEST COMMUNITY TRANSPORT GROUP INC**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2021**

Page 8

(cont'd)	2021 \$	2020 \$
<b>Note 4 Prepayments</b>		
Prepayments	78,456.50	3,791.49
<b>Note 5 Motor vehicles, Furniture and Fittings</b>		
Toyota -DZK82J	36,689.73	36,689.73
less: accumulated depreciation	(11,230.07)	(6,827.31)
	<u>25,459.66</u>	<u>29,862.42</u>
Toyota Coaster at cost - BC26GC	120,340.00	120,340.00
less: accumulated depreciation	(120,340.00)	(120,340.00)
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BH47RI	120,740.92	120,740.92
less: accumulated depreciation	(120,740.92)	(120,740.92)
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BY49CO	96,232.27	96,232.27
less: accumulated depreciation	(84,149.55)	(76,451.09)
	<u>12,082.72</u>	<u>19,781.18</u>
Toyota Coaster at cost - CA97NM	96,945.40	96,945.40
less: accumulated depreciation	(85,961.36)	(74,327.71)
	<u>10,984.04</u>	<u>22,617.69</u>
Mercedes Sprinter at cost - BPF80B	81,920.00	81,920.00
less: accumulated depreciation	(81,920.00)	(81,920.00)
	<u>-</u>	<u>-</u>
Toyota Coaster at cost - BU52YL	107,127.27	107,127.27
less: accumulated depreciation	(101,413.30)	(92,843.13)
	<u>5,713.97</u>	<u>14,284.14</u>
Mercedes Sprinter at cost - CC76QS	86,565.09	86,565.09
less: accumulated depreciation	(68,102.66)	(57,714.80)
	<u>18,462.43</u>	<u>28,850.29</u>
Honda Odyssey at cost - DSL31Q	40,030.00	40,030.00
less: accumulated depreciation	(17,503.53)	(12,699.95)
	<u>22,526.47</u>	<u>27,330.05</u>

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

**Notes to the Financial Statements**

**For the year ended 30 June 2021**

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(cont'd)	2021	2020
	\$	\$
Honda Odyssey at cost - CTU22K	-	44,823.64
less: accumulated depreciation	-	(34,031.97)
	<u>-</u>	<u>10,791.67</u>
 Honda Odyssey at cost - YDM85T	 40,222.72	 40,222.72
less: accumulated depreciation	<u>(25,442.81)</u>	<u>(20,616.10)</u>
	<u>14,779.91</u>	<u>19,606.62</u>
 Honda Odyssey at cost - YDM85U	 40,222.72	 40,222.72
less: accumulated depreciation	<u>(25,442.81)</u>	<u>(20,616.20)</u>
	<u>14,779.91</u>	<u>19,606.52</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>
 <b>TOTAL NON-CURRENT ASSETS</b>	 <b><u>124,789.11</u></b>	 <b><u>192,730.58</u></b>
 <b>Note 6 Payables</b>		
Trade creditors	91,481.12	38,845.81
Accrued expenses	5,000.00	14,313.31
GST liabilities	(322.60)	23,733.28
PAYG Withholding Tax	150.43	38,474.68
Superannuation	7,022.32	29,440.77
Salary Sacrifice	-	1,650.00
Deposits	3,777.50	-
	<u>107,108.77</u>	<u>146,457.85</u>
 <b>Note 7 Income in Advance</b>		
NDIS - Subsidy in Advance	-	16,598.66
CSSS NDIS Transition	-	10,870.81
	<u>-</u>	<u>27,469.47</u>
 <b>Note 8 Provisions</b>		
Current		
Annual leave	83,912.46	70,960.18
	<u>83,912.46</u>	<u>70,960.18</u>
Non Current		
Provision for make good	24,000.00	15,999.92
Long service leave	44,758.96	49,626.66
	<u>68,758.96</u>	<u>65,626.58</u>

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

**Notes to the Financial Statements**

**For the year ended 30 June 2021**

Page 10

**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 2021

**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.

**Note 11 Audit Fee**

	2021	2020
	\$	\$
Audit Fee Accrued	5,000.00	4,699.92
Audit fee 2019 paid in 2020	-	5,000.00
	<u>5,000.00</u>	<u>9,699.92</u>

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

**Directors Declaration**

**For the year ended 30 June 2021**


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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 2021 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: 27 September 2021

# C M PITT & CO

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## Chartered Accountants

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E-MAIL: [cpitt@cmpitt.com.au](mailto:cpitt@cmpitt.com.au)

CHARLES M PITT B.BUS Dip Ag FCA  
ABN: 73 591 425 854

### 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 2021, income statement for the period then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Directors declaration.

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 2021 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.

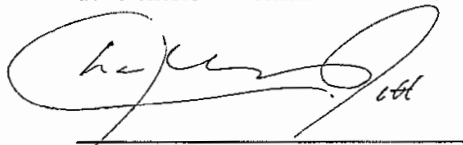
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- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- 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: 27 September 2021



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

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