Table Of Contents

Management Committee and Staff - Page 2 President's Report - Page 3 Treasurer's Report - Page 4 Fleet Manager's Report - Page 5 Website and Social Media Report - Page 8 Service Coordinator's Report - Page 10 Transport Scheduler's Report - Page 14 Executive Officer's Report - Page 17 Financial Statements - Page 24 **Funding Agencies** - Page 36

Attachment:

Audited Financial Statements Year Ending 30 June 2015

Leichhardt Marrickville Community Transport Group Inc. 2014 - 2015

Management Committee

President - Helen Dwyer
Vice President - Val Lees
Treasurer - Yulia Taylor
Secretary - Rosy Walia
Committee Member - Ken Saunders

Marie Thompson*Michael Cerrone*

Public Officer - Julie Saunders

Staff

Executive Officer - Michael Doyle Service Coordinator - Julie Saunders Fleet Manager - Anthony Layton Transport Scheduler - Bich Letran Transport Scheduler - Eliot Brigham Accounts Manager - Carolyn Hua Administration Assistant - Minh Ai Nguyen Quality Project Officer - Monica Bringolf

Driver - John Freeman Driver - Robert Finlay Driver - Vincenzo Riemma - Glenn Rapaport Driver - Anthony Layton Driver Driver - Andrew Tate - Andrew Paterson Driver - Ray Srour Driver

Casual Driver - Simon Bennetts
Casual Driver - Gordon Watson
Casual Driver - Bernard Wheatley
Casual Driver - Adam Baker
Casual Driver - Michael Frey

Shopping Assistant - Cheryl Crabb
Casual Bus Assistant
- Cheryl Crabb
- Jeremy Burrows
- Brett Donovan
- Caroline Nugent
- Fatima Fakih

Address: Unit C, 6 Carrington Road, Marrickville 2204

Phone: 9558 6800 Fax: 9558 8292

Email: admin@lctg.net.au Website: www.lctg.net.au

*Marie Thompson & Michael Cerrone – resigned from the Management Committee during the year.

Funding and Services

President's Report

This year Leichhardt Marrickville Community Transport Group (LMCTG) has received greater funding from the Department of Social Services to increase our services for clients over the age of 65. I am pleased to say that we have got very close to meeting the outputs that were required of us. The augmented funding has been designed to meet the needs of an ever increasing number of clients over 65. To do this we have had to employ more Drivers, Bus Assistants, and Transport Schedulers. A good deal of effort has gone into to trying to find the best people for these positions. I believe that we have been successful in obtaining the services of staff members who are committed to delivering a quality service.

Meeting the Demand

We do in general meet the vast majority of the demand for services. The area where the service has always had a difficulty has been with Individual Transport. I am told that it is difficult meeting the demand as it varies from day to day. I have been informed that if the demand for the service grows at the current rate, the service will be able to bring in a fifth Individual Transport vehicle in about 6- 9 months. The fleet has now increased to 11 vehicles to meet the demand.

Financials

Yulia Taylor (Treasurer) has given an account of the organisation's financial position. There is no need for me to focus on this here. We continue to occupy a sound financial position. I would like to take this opportunity to thank Carolyn Hua (Accounts Manager) for all her hard work and dedication in the role of Accounts Manager. Michael has informed me that there were a lot of changes to the budget required by the funding body that were complex in nature. Having the experience of Carolyn to rely on made this process less stressful. Carolyn has decided that her other commitments now make it impossible for her to continue in her role. So thank you Carolyn and good luck to you in the future.

All the Staff Members

Cheryl Crabb has decided to discontinue working as a Bus Assistant for personal reasons. I would like to thank Cheryl for her 18 year service to LMCTG and wish her good health and fortune in the future. John Freeman also resigned this year after many years of dedicated service. John is still an active member of the local Marrickville community. We were also very sad to lose highly esteemed staff member Andrew Patterson.

Thank you to all the existing staff members Bus Assistants, Drivers, Office Staff and Management for your dedication and commitment. Thanks lastly to my fellow committee members for making yourself available to assist a service that is essential for others to maintain their independence, health and wellbeing.

Helen Dwyer President LMCTG

โกษาชอกป_ริฟเอโลเดีย Assets

Treasu**Fteres** Man**ageo**is Report

As the note as diversity Stational Mannickville Community Transport Group, it gives me great pleasure to present the organisation's financial statements for the 200 edipon symmethical diappear in seat Mercedes Sprinter with variable seating capacity including a wheelchair lifter,

Statement when an and Resument Mercedes Sprinter with variable seating capacity,

During the 2014/2015 financial year Leichhardt Marrickville Community Znarīspycotta@oasteradvaithistamda ifdomnaaihscomreestoh&tati78c605.41 which is 2 anxintre acute of capters maittely via 556 Kefre eathrep poeycia city each utilized or the elchair bitherational expenses of the organisation have increased substantially. This is dupotoolia vooratadin overasen ariiyi om overavat naumbe eeratempla vooravire istatti dind a inguage exagenates associated with the expansion of the service. The total expenses in 2015 were \$1,529,931.59 compared to the operating expenses OTVB1, 272, 2005. And Ancian Veathreois 42 in 5 in clear of appropriese at each \$255 Bit on all 15 Seerenwaseates presenting sountely stof \$48 fees. 82 his vehicle contains a variable seating capacity accommodating up to 15 passengers. Although largely These dyane mean suprimition as \$356,000 to the verticle per per rementifund outine haaining na isceptional foor thirestional missial by the air of the 13.82. Our balance sheet shows total assets of \$1,620,729.16 for 2014/2015 and net assets of \$1,479,560.20. **Velsics Minigrementation & tRepairs**ious year which is another indication of the sound financial position LMCTG is currently in. These strong results have allowed us to a oper consentrations when the obravitable of a state of the second of t teplacementally servictor increase that size of MOTTG etuises decitable of the to necessame vehiclem to deliber, adding pervious resultatect the roadworthiness. safety and presentation of a vehicle, resulting in costly and time consuming Applements

During the financial senior of the local distribution of the local dis

Bus Hire

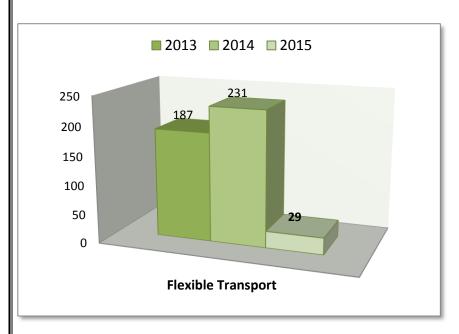
A huge thank you also to Michael Doyle, who has done a fantastic job over the pages fervolve accounts to one in the transposation of the pages of th

FleisabTeylinernsport (FT)

Treasurer

EMODG Transport enables LMCTG clients to travel to destinations beyond the organisation's regular operating boundaries, including transport out of normal business hours. Flexible Transport is provided on a case by case basis and is aimed at tailoring to the transport needs of the client.

LMCTG provides Flexible Transport at an affordable cost to clients, well below that of alternative transport options, as well as providing an extra level of assistance from the driver that LMCTG clients are accustomed to.

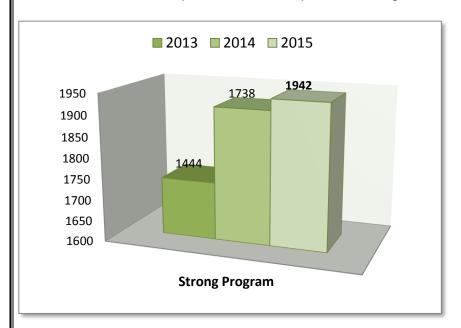


Since the introduction of changes to the provision of Flexible Transport (as outlined in the previous year's annual report, which included a limit to destinations located within 10 kilometres from existing LMCTG operating boundaries and return trips outsourced by issue of a taxi voucher), there has been a significant decrease in the number of FT trips conducted.

Strong Program

This service is aimed at providing transport for Marrickville and Leichhardt clients who regularly attend exercise sessions at The Centre for Strong Medicine at Balmain Hospital. The service provides transport for up to 12 clients, in 2 groups, from Marrickville & Leichhardt on Mondays and Fridays. With the cooperation of The Centre for Strong Medicine, the shuttle continues to accommodate a consistent number of clients each year.





Acknowledgements

Thank you to each member of the driver team Rob, Glenn, Simon, Enzo, Andrew, Adam, Ray, Bernard, Gordon and bus assistants Monica, Jeremy, Caroline, Brett, for the reliable and safe transport of clients' and the ongoing effort each driver contributes to the presentation of LMCTG vehicles. Together, we are able to provide a high quality service.

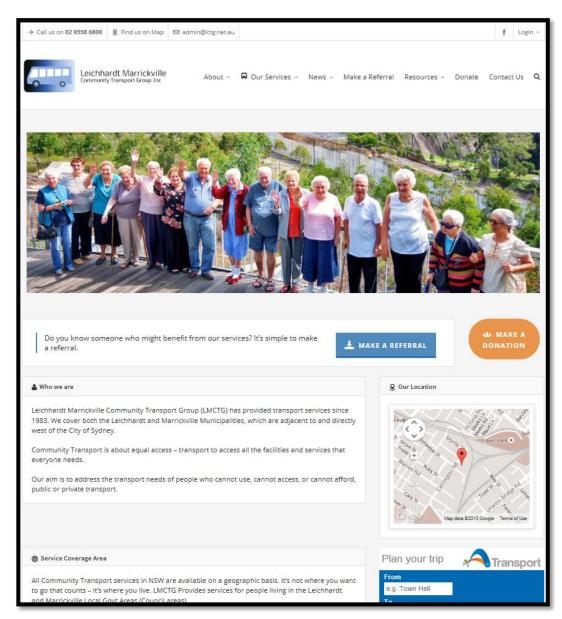
Thank you to all office staff Bich, Eliot, Minh Ai, Michael, Carolyn and Julie.

Anthony Layton
Fleet Manager
Flexible Transport Coordinator

The Website

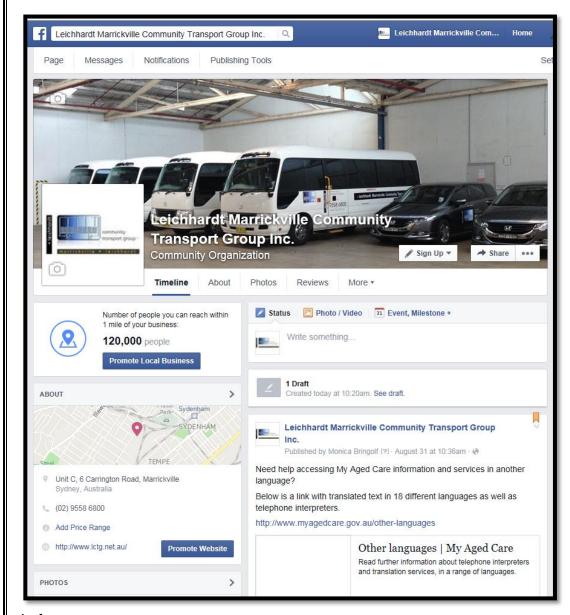
Website & Social Media Report

The new Leichhardt Marrickville Community Transport Group (LMCTG) website has been up and running for the past 12 months. Its improved design and user-friendly functions provide our clients an easier platform to access information via the web, in addition to giving their family and friends an informal method of obtaining information about LMCTG. The website contains information about who LMCTG is, and the different services we provide in the local government areas (LGAs) of Leichhardt and Marrickville. The website encompasses all the information we mail out to the clients such as newsletters and service information brochures. This can be viewed online but can also be downloaded into a document and saved for personal use. The website also has an online outing calendar showing upcoming shopping, short day, weekend and long day outings.



LMCTG Website front page - www.lctg.net.au

LMCTG also has a Facebook page that is regularly updated with photos from outings and important news and information about community transport in the Leichhardt and Marrickville area. There are also tips and informative information on self-protective strategies, help at home and other related services to help with the client's wellbeing. The Facebook page not only provides the clients another method to obtain information but also gives the client and their family and friends a social connection to LMCTG on an informal



platform.

LMCTG Facebook front page -

www.facebook.com/LeichhardtMarrickvilleCommunityTransportGroup

The LMCTG website can be found at www.lctg.net.au and our Facebook can by found by typing

www.facebook.com/LeichhardtMarrickvilleCommunityTransportGroup into your Internet browser. With the new advancements of technology and changes to the way people consume information, we hope the updated website and Facebook social media page encourage the clients and other users to seek alternative methods of finding information about LMCTG.

Monica Bringolf

Quality Project Officer LMCTG

Service Coordinator's Report

Introduction

Leichhardt Marrickville Community Transport Group (LMCTG) has achieved another successful year in spite of the many changes that have occurred in the last financial year. The increase in the number of new clients has proven that the services delivered by LMCTG enable them to participate and be part of the community. This is most pertinent in clients and their carers who are frail aged, less mobile and disabled, and those who are transport disadvantaged.

Shuttle Services

TigeRider

Since the inclusion of this service, it has remained very popular and indemand amongst Leichhardt clients. This service has been created purposely for Leichhardt residents and operates twice weekly – Tuesday & Friday. As a shuttle service, it has designated stops and a timetable to follow. Clients can book in advance if they prefer to be picked up from their homes. Otherwise, they have the option to hop on or off the bus at each designated stop. LMCTG provides a Bus Assistant to assist clients, especially for those who have mobility and vision problems. The Individual Transport service tends to book out quickly; the TigeRider takes the pressure off from this service and assists clients to get to their appointments where Individual Transport cannot meet these demands.

This year has been a tremendous one in terms of trips figures. TigeRider has delivered 4,456 trips, an increase of nearly 50% from the previous year (2,510 trips). LMCTG would like to congratulate the Drivers and Bus Assistants for their great performance in providing this excellent service and result.

JetStream

This shuttle service has similar features to TigeRider except this service is only for Marrickville residents. The Jetstream only operates every Wednesday and there is also a Bus Assistant who assists clients. The Jetstream also alleviates pressure from the Individual Transport service. There is a slight increase of trips numbers this year which is 1,121, compared to last year's 1,058.

Shopping Services

Leichhardt Shopping

As the name suggests, this service is for Leichhardt residents. Clients are taken to Leichhardt Marketplace every Wednesday and Thursday for shopping. A Bus Assistant is provided to assist clients with their shopping bags up to their door as well as getting on and off the bus. Due to some clients exiting the service for various reasons, the trip figures have been affected, but LMCTG is positive that next year's result will deliver a different outcome. The figures for this year show a total trips of 3,055 compared to last year's 3,253.

Marrickville Shopping

Considering this service has been operating for only two years, it is very clear that it is becoming an in-demand service to the community, based on the figures presented. With the same features as Leichhardt's shopping service, clients are taken to Marrickville Metro and a Bus Assistant is also provided to assist.

This year, the result show that there is an increase in the trips figures which is 1,270 compared to 1,030 last year. Well done to the staff involved in this service for their tireless efforts to achieve this result.

LMCTG & Newtown Neighbourhood Centre (NNC) Mutual Agreement shopping service

LMCTG & NNC have made a mutual agreement in terms of operating an NNC shopping service in Marrickville, where the two organisations will provide assistance to clients. The purpose of this agreement is to accommodate more of the clients' needs and improve the service. In the agreement, LMCTG provides the shopping bus, while NNC provides a Driver and Bus Assistant to support clients. The shopping service operates three times a week – Tuesday, Thursday & Friday and has resulted in a significant outcome. The total trips figure for this year is 2,596.

Amelie House Shopping Service

Last year, LMCTG started a shopping service for clients who live independently in Amelie House, a residential aged care facility. Every Friday, clients from this facility are taken to Leichhardt Marketplace for shopping. The service gives them the freedom to choose the items that they need. For some clients, it is also a way of getting out of their homes. Considering this service only operates once a week, the trips data showed that LMCTG provided Amelie House 648 trips.

Fish Markets Shopper

On the first Friday of every month, LMCTG takes clients to the Fishmarket, with side trips to IGA in Pyrmont and Norton Plaza in Leichhardt. Trip figures have been inconsistent since this service started many years ago. A proposal to change this service into another one had been planned. However, due to clients' patronage and changes in booking numbers, LMCTG decided not to go ahead with the proposal. The result is not impressive but considering there were trips that were cancelled due to bad weather and staff changes, we still managed to provide 220 trips.

Outings

Social Outings

This is the most popular amongst LMCTG services because the demand for both Leichhardt and Marrickville clients are very high. In September last year, LMCTG took clients to Floriade which coincidentally was also LMCTG's 30th anniversary of providing community transport. It was an overnight trip and besides witnessing the beautiful tulips, the clients also enjoyed the scenery plus the added destinations of the trip. With the success of Floriade, LMCTG is planning again next year to have another extended trip. Social outings also take clients to other exciting destinations, including a Mystery trip which is an added special feature to the outings calendar. Clients are being taken to destinations they haven't visited before and will only be notified on the day of the trip. Mystery trips always provide excitement to clients and they are always booked out.

The data from last year's figures have shown a very remarkable increase for both Marrickville and Leichhardt. Marrickville has 1,829 trips compared to 1,178 trips the previous year, while Leichhardt had an increase from 904 trips to 1,467 trips this year. This service has provided an outlet to many clients to be out and about, see places and meet people. This helps to avoid clients being housebound and minimises health deterioration. Congratulations to the Drivers and Bus Assistants for their tremendous effort in achieving this amazing result.

Shopping Outings

The concept of this service is to take clients to specialty retail outlets and shopping centres. Last year, it was reported that Leichhardt and Marrickville clients would join together when accessing this service, to make this service more productive and cost effective. Since the merging, the numbers have improved and last year there were 570 trips delivered.

Considering this service only operates once a month, this indicates a good result.

Boarding House Project (LRC)

As part of the transport needs of Licensed Boarding House residents, LMCTG has an agreement with other community organisations that have direct arrangement with licensed boarding house projects, to fund the transport needs of their residents. LMCTG recognises that boarding residents are the most disadvantaged clients, and the demand for transport significantly increases every year. As part of the funding agreement, these community organisations have to provide quarterly data reports to LMCTG. Comparing the figures from the previous year to last year's, there is a substantial increase from 8,255 trips to 9,471 trips.

Staff

Thank you to our dedicated Driver, John Freeman, who retired this year after 11 years of working with LMCTG; our Accounts Manager, Carolyn Hua, who opted for greener pastures, and our devoted and hardworking Bus Assistant, Cheryl Crabb who has moved on to pursue a career in pet therapy. We wish them all the best for the future and LMCTG recognises all the contributions they have made to the organisation.

Also our thoughts go out to a very loyal and hardworking Driver, Andrew Paterson who passed away this year. He will always be remembered as a dynamic person who combined his work ethic and professionalism beyond comparison.

New Staff

Welcome Eliot Brigham, our new IT Scheduler. Eliot has only been with LMCTG for a short time, but has already shown significant contributions to the organisation with his dedication and professionalism. Eliot will be an asset to the organisation.

Also welcome to Kevin Barwick, our new Accounts Manager. Kevin has just started working with us. With his experience and expertise, LMCTG accounts will be in good hands.

Acknowledgement

LMCTG would not have been able to achieve the progress and steady development this year without the teamwork, dedication and professionalism of its staff. Thank you to all our driving staff: Robert Finlay, Glenn Rapaport, Vincenzo Riemma, Simon Bennetts, Andrew Tate, Ray Srour, Adam Baker, Michael Frey, Bernard Wheatley, Lil Zafra and Joseph Ayoub. Thank you also to our hardworking Bus Assistants Jeremy Burrows, Brett Donovan, Caroline Nugent and Fatima Fakih. The same goes to all staff who work behind the scenes to keep the services running smoothly and keep clients happy – to Michael Doyle, Anthony Layton, Bich Letran, Eliot Brigham, Monica Bringolf and Minh Ai Nguyen. It has been a privilege and a pleasure to work with you all.

Julie Saunders
Service Coordinator
LMCTG

Transport Scheduler's Report

Individual Transport

LMCTG's Individual Transport (IT) is a weekday door-to-door service which delivers Clients to their appointments within a set area, bounded by the perimeters of the Leichhardt and Marrickville LGAs. IT also extends to areas bounded by a perimeter of five kilometres out from the LGA border.

IT combines the expertise of courteous professional Drivers with a modern fleet of vehicles. IT is an essential service for elderly Clients as well as Clients with a disability living in the community. IT vehicles are equipped with foldable manual wheelchairs to ensure Clients who are frail and less mobile are delivered to their appointments in a safe and comfortable manner.

With IT, essential services such as GPs, medical centres, hospitals, allied health services, post offices, banks, Centrelink and Medicare centres and hairdressers are now accessible to Clients with a simple phone call to the office. IT promotes healthy ageing amongst Clients by transporting Clients to classes and programs run by local organisations such as water aerobics classes, falls prevention programs and day activity centres in the local area. IT also promotes social engagement within the community as it can be used for social visits to family and friends living in the community and in residential aged care facilities.

The importance of IT cannot be overstated. In 2014-2015, 77% of IT trips were related to health purposes. In 2013-2014 this number was 89% and in 2012-2013 it was 64%.

In 2014-2015 LMCTG recorded 9900 verified one-way trips, compared to 7258 verified one-way trips in 2013-2014. This is a 25% increase which highlights the increased awareness and demand for the service.

The total number of unmet IT bookings can also be used to highlight the growing need for IT with 447 unmet bookings in 2014-2015, compared to 350 in 2013-2014 and 283 in 2012-2013. On average this is 2 Clients on the waiting list per day.

Throughout the year, the service experienced some disruptions and delays due to unforeseen circumstances including vehicle breakdowns and Staff Illness. The impact of these events was minimised through various means listed below:

- Reassigning vehicles
- Calling in back up Casual Drivers and Bus Assistants
- Reallocating Clients based on their purpose of travel so that Clients with medical appointments were prioritised and those with non-urgent appointments rescheduled for another time or day
- Combining trips for Clients with the same destination, living in geographically close areas
- Utilising other active services within the organisation e.g. shuttle services
- Utilising taxi vouchers Clients would be transported one-way by the Driver and then issued a voucher to cover the cost of taking a taxi home.

These various methods ensured that there were minimal disruptions to Clients and a minimal number of cancellations for the organisation.

Expanding service and care

LMCTG has identified a gradual need from Clients requiring one-on-one assistance. Although the demand at this stage varies, there is a noticeable need for more hands on assistance to safely transport some Clients to their appointments. At present it would not be financially viable to have an IT Assistant employed as demand is so unpredictable. However the organisation recognises the benefits of having one-on-one assistance, including but not limited to the following:

- Reduced pressure on Drivers
- Safer transport for Clients and reduced likelihood of incidents, accidents and injuries occurring whilst Client is at their appointment such as falling down or getting confused and disoriented
- Promoting independence and confidence amongst Clients with higher needs
- Preventing premature transition into residential aged care or boarding houses so that Clients can continue living in their own homes for longer
- Social engagement
- Reduce pressure on family members, friends and neighbours of the Client who normally take time out of their day to accompany Clients to their appointments

Looking ahead there is room for improving the IT service, including increasing efficiency by recruiting Volunteer Assistants to keep operating costs low. In the past, this has been a difficult endeavour for the organisation due to limited expressions of interest from volunteers.

Looking further ahead, the organisation would like to increase IT capacity to ensure Clients who require transport receive it. With greater capacity there would also be greater flexibility and reduced waiting times for Clients returning from their appointments.

To end, I would like to say a big thank you to all Staff at LMCTG, without which we would not have a Community Transport service. Drivers Rob Finlay, Vincenzo Riemma, Glenn Rapaport, Ray Srour, Simon Bennetts, Andrew Tate, Gordon Watson, Bernard Wheatley, Adam Baker, Michael Frey & Lil Zafra. Thank you to Bus Assistants Caroline Nugent, Jeremy Burrows, Brett Donovan & Fatima Fakih. Thank you to all of you in the office who make work interesting every day, Michael Doyle, Julie Saunders, Anthony Layton, Monica Bringolf, Eliot Brigham and Minh Ai Nguyen. I look forward to working with you all for many years to come.

Finally, thank you and farewell to Carolyn Hua, our previous Accounts Manager. It was a short but sweet year working with you. Further thanks and farewell to John Freeman, our longest serving Driver. Your dedication inspires me and you will be missed by all!

Bich Letran

Transport Scheduler LMCTG

Introduction

Executive Officer's Report

In general, 2015 has been a good year for Leichhardt Marrickville Community Transport Group (LMCTG) services. The government has increased our funding to meet the increased demand for services. The numbers of people over 65 requiring our service will increase greatly over the next 10 years, and the proportion of the population over 65 will also increase. It is positive that so many people can continue to live at home into their 80s and 90s. Community Transport is an essential part of enabling our clients to maintain their independence and live at home.

Accreditation against the NSW Disability Service Standards

LMCTG receives an amount of funding to provide services for clients who are under 65 and have disabilities. In order for us to continue to receive this stream of funding, we have to be compliant with the NSW Disability Service Standards. To be accredited against these standards we were reviewed by an external team of consultants. These consultants reviewed our operations and Policy and Procedures and made a number of recommendations. We were then required to implement these recommendations and make changes to our Policy and Procedures. We complied with these requirements and were then notified that we had completed everything required to obtain accreditation. We received our certificate in May 2015. I want to acknowledge all the hard work carried out by Bich Letran to achieve this milestone for LMCTG. This involved working at the weekends to get us ready for the review.

Changes within the sector

There have been a great number of changes in the Aged Care sector generally over the last twelve months. The programme under which community transport was funded was referred to as the Home and Community Care Programme (HACC). This programme is now referred to as the Commonwealth Home Support Programme (CHSP). Apart from changing the name, there have also been many changes to the nature of the services delivered. The services have been opened up to the competitive tendering process and for profit agencies are now included in the mix.

The government department in which we receive the bulk of our funding is now called the Department of Social Services (DSS). As stated elsewhere, community transport will increasingly be a part of the NSW Passenger Transport Act. This will mean increased compliance requirements. These requirements will become clearer as legislation is passed. Referral of a huge variety of different types of Aged Care services is now conducted via the My Aged Care website. The creation of this service has been muted for a long time and many agencies have awaited its introduction. I think it's fair to say that this service has been under-resourced. Its introduction has been poorly implemented and the staff have not been trained adequately. We hope these deficiencies will be remedied over time.

Disability services in NSW will soon come under the banner of the National Disability Insurance Scheme (NDIS). This scheme is currently still in its trial phase, but will in time be rolled out throughout NSW. This scheme is about giving clients greater choice about the services they can access.

Fee Increases Proposed by Government – Good News

During the information session on the 10th April we gave all clients information on the proposed fee increases. We also published a table of the proposed increase in our last newsletter. Most of our clients are on the full pension, so this price increase would have affected most of our clients. The Department of Social Services (DSS) received over 300 submissions from organisations like ours, requesting that the proposed fee increases be disallowed. The good news is that the DSS has decided not to go ahead with what was proposed at this time. They will go through another round of consultations. So if enough people are prepared to try to change government policy it can happen! We also know that some of our clients contacted federal politicians and lobbied against the changes.

Service Statistics

Julie has already given a detailed account of our service statistics in her report.

Progress Report on New and Existing Services

There has been a general increase in patronage in just about all our services over the year. Some services do experience a decline in numbers over the winter months. The only service that has declined during the year has been the Leichhardt Shopper. We are going to start to promote this service to try to bring the numbers back up.

Weekend Trips

We have introduced weekend services. To start this new service we have created some new destinations. Some of these trips have been popular and some have not been. We had to cancel the ones where we didn't get the required numbers. We are going to continue with the weekend trips but from October they will be every other weekend and we have changed the trip destinations to make these events more attractive.

Vivid Lights

This event was popular with clients. This was the first time that we have had this night time trip, and the feedback was positive. It will now be part of our normal services every year.

Fish Markets

The Fish Market attendance is going well. There has been a steady increase in patronage over the last two to three months.

Human Resources: Departures

In the twelve months to July 2015 there was quite a lot of coming and going with staff members. We said goodbye to Drivers John Freeman, Joe Ayoub, Michael Frey and Lil Zafra. We were also saddened by the loss of Andrew Patterson. Laura Tarvey who was a very popular bus assistant left to pursue a full time job with another organisation. Katherine Peers worked with us as a Transport Scheduler for about nine months and then decided to pursue

another career. We wish all our former employees good luck in the future. Cheryl Crabb who has worked for LMCTG for 18 years has decided to discontinue in her role as Bus Assistant for personal reasons. Our thanks go to Cheryl for her loyalty over the years.

Arrivals

We have employed some new drivers they are: Andrew Tate, Adam Baker, Bernard Wheatley and Gordon Watson. We have also employed another Bus Assistant Brett Donovan. We have also been able to employ more office staff. Welcome to all the new staff. I look forward to your continued participation with the team.

The Fleet

With the requirement to increase the number of trips by approximately 7000 this year, we have found it necessary to increase the size of the fleet to 11 vehicles. More detail on the Fleet is available in Tony's Fleet Managers Report.

The Website

For this Annual Report I have asked Monica Bringolf to write about our website and Facebook page. Monica has been working on this for about 12 months. She has done a great job of improving the quality of this site and increasing the amount of information available. We have encouraged our clients to visit our website as there are often updates available. We think that over time, more clients will access our website and Facebook page.

NSW Driver Authority

Community Transport will in future come under the NSW Passenger Transport Act. The changes in what will be required of Community Transport Organisations will become clearer overtime. Currently there exists a Drivers Safety Framework. This framework ensures that all drivers have all the required competencies and qualifications to transport our clients. Further to this requirement, we initiated a self-learning process and examination which resulted in seven of our drivers obtaining the authority. My thanks to Tony Layton, the Fleet Manager, for putting all this together.

Quality Management Systems

Part of the requirements to be compliant with the NSW Disability Service Standards is to have a computer-based quality management system. This system is now in place and is useful in ensuring the organisation complies with responsibilities. The system also makes it easier for staff to keep track of all our internal documentation.

Strategic Partnerships, Working Together and CALD Communities

Boarding House Project

Leichhardt Marrickville Community Transport continues to work effectively with a number of other community groups. We work with the Newtown Neighbourhood Centre, Aftercare and Uniting Care to provide transport opportunities for people living in registered boarding houses. People who live in boarding houses are amongst the most disadvantaged in our community, the level of mental illness in this client group is very high. Most of the boarding houses are situated within the Marrickville LGA. I would like to thank the agencies mentioned above for their continued cooperation in working together to assist this group of people. We look forward to continuing this collaboration in years to come.

Ethnic Childcare Community Services (ECCS)

We have continued to work with ECCS this year. They organise social recreational outings for Turkish and Arabic groups. Although there have been some changes in personnel in this organisation, we have maintained our association and continue to work together. Thanks to Bharat Rai and Tom Hinton for their continued cooperation and support.

Community and Cultural Connections

Another example of working together to achieve outcomes has been our work with Community and Cultural Connections in Marrickville. This partnership has paved the way for Vietnamese and Arabic groups using our service. Thanks to Ragaa Sidhom for her assistance in this area.

Three Bridges Community Program

This is the second year of our cooperation with the Three Bridges organisation. We transport clients to this centre based day care centre 4 days a week. They have changed premises to a more comfortable venue in St Peters. This client group has complex needs including dementia. Having the ability to attend centre based day care is therefore very useful to help clients maintain their independence and create a social network for them to interact with.

Amelie House

Amelie House is a retirement village In Lewisham run by St Vincent De Paul. This is now the second year or our cooperation with this organisation. We transport clients to the Leichhardt Shops one day a week. This is a very useful service for these clients.

Information Session+ Clients Feedback

We held our annual Information Day in April this year. The event was well attended with close to 80 clients attending. We introduced a new feedback form at the meeting.

The question below is taken from the feed-back survey and the suggestions under that are from clients.

What suggestions do you have about the ways that we could improve our service/s both for you as an individual and for the community you live in?

More information in newsletters

More outings e.g. Saturday trips to markets or op shops, visits to interesting museums; more research into outings

When ringing at 8:30am no staff answer the phone, only a message bank; more reaction from staff to return calls

Rotation of pick up roster on outings to avoid last person picked up always having to sit at the back on less comfortable seats causing physical pain/discomfort

A couple of times a year, maybe a flyer could be dropped off in neighbourhood boxes

Shorter booking duration

More shuttle buses to outer areas

Advertise the service at local GPs and Medicare centres: make people more aware that the service exists

Extend hours of service: later shut down time - "a later pick up time would be better as some appointments are too late for a 3pm cut off."

More cars and Drivers

Shorter shopping time when fewer people

Would be nice if Staff wore name tags

More efficient planning

"It would be nice to have an extra half hour to shop at Market Town on Thursdays."

We have been able to respond to some of these suggestions made by clients during the annual Information Day. For example, we now conduct Saturday trips.

Acknowledgement of LMCTG Staff

Drivers

Thanks to all the drivers: Tony, Rob, Glenn, Enzo, Ray, Andy, Simon, Michael, Adam, Bernie and Gordon. We have a group of very professional caring drivers. They are constantly making suggestions about how to improve the service. During our monthly staff meetings our drivers give us detailed accounts of their observations about our clients. These accounts are useful for the organisation to ensure that we comply with our duty of care to our clients. Our drivers also have a very good safety record and always attend training events. Our drivers are the lynchpin of the organisation; nothing happens without our drivers.

Bus Assistants

This year we have increased the number of bus assistants and this will be a permanent feature of the organisation. Having bus assistants makes things easier for the drivers and clients. It also means that the driver can focus on driving while the bus assistant focuses on the clients. From a WH+S perspective everyone benefits. Thanks to Brett, Caroline, Monica, Jeremy, Cheryl and Fatima for their work this year.

Office Staff

Thanks to all the staff members for their service this year. Thanks to Julie and Tony for their continued service to the organisation. Julie continues to do her very best for the service and the clients. She has maintained her enthusiasm for improving the quality of the services. Julie has a more complex role now. With the increase in service delivery we also now have about twice the number of staff members we had three years ago.

Tony has maintained the fleet and the depot to the usual high standards and been more involved in the orientation of new drivers and organising training for the drivers to equip the organisation for future challenges. More credit to Tony for managing the hiring of vehicles by external agencies. Tony assisted eight of our drivers in obtaining their NSW Drivers Authority this year.

Thanks again to Bich for her infectious good humour. Bich continues to manage a huge and complex workload and still comes up smiling. I am very grateful to Bich for all her hard work and dedication. Bich has also assisted our new Transport Scheduler Eliot to become familiar with his role.

New Office Staff

Minh Ai Nguyen now works in our office as a part time administration Assistant. Minh Ai has been a very useful addition to our team. She has a wide range of skills including her ability to capture in detail, the content of our monthly staff meetings.

Eliot Brigham is our new Transport Scheduler. Like Minh Ai, Eliot has a wide range of skills. He has a very positive and enthusiastic manner on the phone when talking to both our drivers and clients. Eliot has also demonstrated great patience in dealing with the My Aged Care referral organisation.

The Management Committee

Thanks to the Management Committee members Helen Dwyer (President), Val Lees (Vice-President) Yulia Taylor (Treasurer) and Rosy Walia (Secretary) for their support during the year. There was more reading required this year than ever before due to the accreditation process.

Thanks also to, Marie Thompson, Ken Saunders and Michael Cerrone. The funding bodies require LMCTG to have members with professional skills and competencies so that they can more effectively lead, govern and oversee the organisation. There will still be some clients on the Management Committee to represent the interests and views of clients. During the year Marie and Michael resigned from the Management Committee. I would like to thank Yulia Taylor in particular for her assisting LMCTG in gaining accreditation according to the NSW Disability Service Standards.

Conclusion

Community Transport has continued to grow and attract more funding. This is obviously a positive development. I hope that a service that makes such a positive contribution to community life will not be undermined by changes in government policy in the near future.

Community Transport is an essential part of a caring community. There are increasing numbers of elderly, frail people who depend upon community transport to maintain themselves in their existing accommodation. We all know that people are happier and healthier if they can continue to live in their own home. It is for this purpose that Community Transport exists. I hope that Community Transport continues to grow and thrive.

When I look through the Feedback sheets from our trips I will often come across something that reminds me why Community Transport is so essential. One client in the feedback form stated that she had been through some really difficult times, but when the LMCTG trips calendar arrives at her door she knows that she has something to live for. She knows that she is going to have a safe and enjoyable day out with her friends.

Michael Doyle Executive Officer LMCTG

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

CONTENTS

	Page No.	
Auditor's Independence Declaration	1A	
Committee Report	1	
Income Statement	2-3	
Balance Sheet	4	
Notes to and forming part of the Accounts	5-7	
Statement by Members of the Committee	8	
Independent Audit Report	9	

CMPITT&CO

Chartered Accountants

TELEPHONE (02) 9715 1555 FACSIMILE (02) 9715 1566

CHARLES M PITT B.BUS FCA

2 PHILIP STREET STRATHFIELD NSW 2135 PO BOX 580 E-MAIL cpitt@cmpitt.com.au

Page 1A

AUDITOR'S INDEPENDENCE DECLARATION LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

As lead auditor for the audit of Leichhardt Community Transport Group Inc. for the year ended 30 June 2015, I declare that to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements as required by the Institute of Chartered Accountants Australia and New Zealand; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Leichhardt Community Transport Group Inc. during the period.

Charles M Pitt C M Pitt & Co

Units 6 & 7, 2 Philip Street STRATHFIELD NSW 2135

Dated: 21

27 august 2018

(4)

Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation

LEICHHARDT COMMUNITY TRANSPORT GROUP INC. Committee Report

Page 1

Your committee members submit the financial statements of LEICHHARDT COMMUNITY TRANSPORT GROUP INC. for the financial year ended 30 June 2015.

COMMITTEE MEMBERS

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

President Helen Dwyer Valerie Lees Vice President Alistair Foggo Resigned

Ken Saunders Committee Member Marie Thompson Committee Member

Treasurer Yulia Taylor Rosy Walia Secretary

PRINCIPLE ACTIVITIES

The principle activities of the association during financial year were to provide transport options to members of Leichhardt and Marrickville Local Government Areas who are unable or find it difficult to access public or private transport.

SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

OPERATING RESULT

The surplus of operating and non-operating activities for the year was \$8673.82

Signed in accordance with a resolution of the members of the committee.

Helen Dwyer President

Dated:

27th August 2015

Vice President

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

Income Statement

For the year ended 30 June 2015

For the year enged 30 June 2015		Page 2	
	2015	2014	
	\$	\$	
INCOME			
Grants			
- Transport for NSW (Recurrent)	887,523.02	954,363.01	
- NSW Community Transport Program (Recurrent)	95,526.89	84,028.26	
- Transport for NSW - ADHC (Recurrent)	119,012.21		
- HACC Growth Assistance	304,171.84	52,562.00	
- HACC Transition Fund	4 400 000 00	40,000.00	
Total Grants	1,406,233.96	1,130,953.27	
OTHER INCOME			
Interest received	49,784.62	43,025.86	
Membership Fees	266.10	366.48	
Bus Hire & Fares	108,211.39	94,195.65	
Profit on sale of Motor Vehicle	10,929.33	50,000.00	
Donations	210.01	316.00	
Reimbursements & Refunds	2,970.00	3,760.60	
Total Other Income	172,371.45	191,664.59	
TOTAL INCOME	1,578,605.41	1,322,617.86	
EXPENDITURE			
- Wages	896,128.09	643,623.73	
- Superannuation	81,060.71	58,310.86	
 Employee Benefits - Leave Entitlements 	448.35	19,362.87	
- Workers Compensation	26,726.63	18,616.54	
- Staff Uniforms	5,941.41	1,757.96	
	1,010,305.19	741,671.96	
Service Subsidies			
- Bus/Car Expenses	109,567.75	101,937.12	
Administration Expenses	000 51		
- Advertising	999.51	4 000 00	
- Audit Fees	4,870.00	4,000.00	
- Bank Charges	1,090.66	900.36	
- Bookkeeping	1,645.00	- - 754 04	
- Cleaning & Waste Removal	6,317.11	5,754.84	
- Consultancy & Electricity	4,031.72	21,964.55	
- Depreciation	137,688.47	134,405.32	
 Equipment & Computer Software 	14,911.82	27,843.17	

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

Income Statement

For the year ended 30 June 2015

		Page 3
	2015	2014
	\$	\$
EXPENDITURE (cont'd)		
- Insurance	3,370.81	4,100.81
- Printing, Postage & Stationery	22,183.19	17,465.93
- GIW Expenses	69,780.40	79,605.79
- Meeting Expenses	685.03	3,247.33
- Rent	92,605.97	95,353.09
- Recruitment	4,585.54	6,197.58
- Telephone	15,520.78	8,709.02
- Repairs & Maintenance	2,851.09	5,639.64
 Subscriptions & Training 	15,748.71	4,011.24
- Staff Amenities	3,536.17	6,358.33
- Office Expenses	2,338.75	
- Other Staff Expenses	2,908.09	-
 Write off MOT funding arrears 	-	1,837.73
- Sundry Expenses	2,389.83	1,002.09
	410,058.65	428,396.82
TOTAL EXPENSES	1,529,931.59	1,272,005.90
OPERATING SURPLUS FROM		
ORDINARY ACTIVITIES	48,673.82	50,611.96
APPROPRIATION OF SURPLUS:		
Vehicle Replacement	40,000.00	50,000.00
	40,000.00	50,000.00
TOTAL OPERATING SURPLUS	8,673.82	611.96

The accompanying Notes form part of these financial statements.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC Balance Sheet As At 30 June 2015

As At 30 June 2015		Page 4	
	Note	2015	2014
CURRENT ACCETS		\$	\$
CURRENT ASSETS		1 224 207 47	1 265 000 04
Cash and cash equivalents Receivables	2	1,224,367.17 14,970.94	1,365,909.21 5,304.90
Rental bond		14,970.94	6,875.00
Prepayments			45.31
TOTAL CURRENT ASSETS		1,239,338.11	1,378,134.42
NON-CURRENT ASSETS			
Motor vehicles, Furniture and Fittings	3	381,391.05	301,816.06
TOTAL NON-CURRENT ASSETS		381,391.05	301,816.06
TOTAL ASSETS		1 620 720 46	4 670 050 49
TOTAL ASSETS		1,620,729.16	1,679,950.48
CURRENT LIABILITIES			
Grants in Advance	4		72,471.35
Payables	5	38,104.58	73,976.72
Annual Leave	6	56,862.18	59,679.58
TOTAL CURRENT LIABILITIES		94966.76	206,127.65
NON-CURRENT LIABILITIES			
Provision for Long Service Leave	6	46,202.20	42,936.45
TOTAL NON-CURRENT LIABILITIES		46,202.20	42,936.45
TOTAL LIABILITIES		141,168.96	249,064.10
NET ASSETS		1,479,560.20	1,430,886.38
			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
EQUITY		4 0 4 0 6 0 5 0 0	4 000 000
Vehicle Replacement Fund		1,040,005.00	1,000,005.00
Capital Contribution/Transfer		161,032.42	161,032.42
Retained earnings at the beginning of the year	al.	269,848.96 8 673 82	269,237.00
			611.96
Current Earnings TOTAL EQUITY		8,673.82 1,479,560.20	1,430,886.3

The accompanying Notes form part of these financial statements.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC Notes to and forming part of the Financial Statements For the year ended 30 June 2015

Page 5

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

		2015	2014
		\$	\$
Note 2	Cash Assets		
	Cheque Account	55,760.36	225,517.39
	Bank Guarantee	24,000.00	27,047.39
	Investment Account	1,140,737.82	1,109,174.72
	Visa Debit Card	3,368.99	3,262.78
	Petty cash	500.00	906.93
		1,224,367.17	1,365,909.21

LEICHHARDT COMMUNITY TRANSPORT GROUP INC Notes to and forming part of the Financial Statements For the year ended 30 June 2014

			Page 6
(cont'd))	2015 \$	2014 \$
Note 3	Motor vehicles, Furniture and Fittings		
	Honda Odyssey at cost - CDF 15E	40,084.27	40,084.27
	less: accumulated depreciation	(29,169.25)	(21,152.45)
		10,915.02	18,931.82
	Honda Odyssey at cost - CDF 15D	40,084.27	40,084.27
	less: accumulated depreciation	(29,169.25)	(21,152.45)
		10,915.02	18,931.82
	Toyota Coaster at cost - BC26GC	120,340.00	120,340.00
	less: accumulated depreciation	(120,340.00)	(120,340.00)
	•	-	
	Toyota Coaster at cost - BH47RI	120,740.92	120,740.92
	less: accumulated depreciation	(112,691.38)	(88,543.38)
	•	8,049.54	32,197.54
	Toyota Coaster at cost - BY49CO	96,232.27	96,232.27
	less: accumulated depreciation	(28,067.69)	(8,821.29)
		68,164.58	87,410.98
	Toyota Coaster at cost - CA97NM	96,945.40	-
	less: accumulated depreciation	(16,160.67)	
		80,784.73	
	Mercedes Sprinter at cost - BPF80B	81,920.00	81,920.00
	less: accumulated depreciation	(81,920.00)	(65,535.88)
		•	16,384.12
	Honda Odyssey at cost - BWW95A		39,072.73
	less: accumulated depreciation		(28,002.06)
			11,070.67
	Honda Odyssey at cost - CHC80L	38,596.36	38,596.36
	less: accumulated depreciation	(23,099.24)	(15,380.04)
		15,497.12	23,216.32
	Toyota Coaster at cost - BU52YL	107,127.27	107,127.27
	less: accumulated depreciation	(42,850.85)	(21,425.45)
		64,276.42	85,701.82

LEICHHARDT COMMUNITY TRANSPORT GROUP INC Notes to and forming part of the Financial Statements For the year ended 30 June 2015

			Page 7
(cont'd))	2015	2014
		\$	\$
	Mercedes Sprinter at cost - CC76QS	86,565.09	
	less: accumulated depreciation	(5,775.80)	-
		80,789.29	
	Honda Odyssey at cost - CTU22K	44,823.64	-
	less: accumulated depreciation	(7,138.17)	-
		37,685.47	
	Equipment at cost	43,516.62	45,020.66
	less: accumulated depreciation	(43,516.62)	(43,516.62)
	•		1,504.04
	Furniture at cost	10,765.00	10,765.00
	less: accumulated depreciation	(6,451.14)	(4,298.07)
		4,313.86	6,466.93
	TOTAL NON-CURRENT ASSETS	381,391.05	301,816.06
Note 4	Deferred Income		
	Grant in Advance		72,471.35
			72,471.35
Note 5	Payables		
	Trade and other creditors		23,952.09
	Bonds	400.00	400.00
	GST liabilities	25,800.52	29,945.03
	Accrued expenses	1,436.97	-
	PAYG Withholding Tax	10,467.09	8,130.59
	Superannuation		11,549.01
		38,104.58	73,976.72
Note 6			
	Annual leave	56,862.18	59,679.58
	Long service leave	46,202.20	42,936.45
		103,064.38	102,616.03

Note 7 Economic Dependence

Leichhardt Community Transport Group Inc. is dependent on NSW Transport for the majority of its revenue used to operate the business. At the date of this report the Committee Members have no reason to believe the Ministry will not continue to support Leichhardt Community Transport Group Inc.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC STATEMENT BY MEMBERS OF THE COMMITTEE

For the year ended 30 June 2015

Page 8

The committee 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 Committee the financial report as set out on pages 3 to 7.

- 1. Presents a true and fair view of the financial position of Leichhardt Community Transport Group Inc. as at 30 June 2015 and its performance for the year ended on that date.
- At the date of this statement, there are reasonable grounds to believe that Leichhardt Community Transport Group Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Helen Dwyer President

Vice President

Dated: 3/8/2015

Page 9

Chartered Accountants

TELEPHONE (02) 9715 1555 FACSIMILE (02) 9715 1566

CHARLES M PITT B.BUS FCA

2 PHILIP STREET STRATHFIELD NSW 2135 PO BOX 580 E-MAIL cpitt@cmpitt.com.au

Independent Auditor's Report to the Members of Leichhardt Community Transport Group Inc.

Scope

I have audited the financial statements, being a special purpose financial report comprising the Statement by the Board of Directors, Balance Sheet, Income Statement and notes to and forming part of the accounts of the Leichhardt Community Transport Group Inc. for the twelve (12) months ended 30 June 2015. The Board of Directors is responsible for the financial report and has determined that the accounting policies used are appropriate to meet the needs of the Associations Incorporation Act (New South Wales) and the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporations Act (New South Wales). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements. These policies do not require the application of all Australian Accounting Standards and other mandatory professional reporting requirements.

The audit opinion expressed in the report has been formed on the above basis.

Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies. In addition to my audit of the financial report, I was engaged to undertake the services disclosed in the notes to financial statements. The provision for these services has not impaired our independence.

Audit Opinion

In my opinion, the financial accounts present fairly in accordance with the accounting policies described in Note 1 to the financial report the Balance Sheet of the Leichhardt Community Transport Group Inc. as at 30 June 2015 and the results of its operations for the year then ended.

Charles M Pitt CM PITT & CO

CHARTERED ACCOUNTANTS

22 August 2018

ICCA Membership No. 20180 Registered Company Auditor No. 2944 Unit 6 & 7, 2 Philip Street Strathfield

Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation
All correspondence to: C M Pitt & CO, PO Box 580, STRATHFIELD NSW 2135

Funding Agencies







