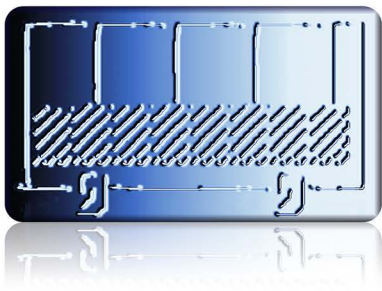




• leichhardt



community  
transport group inc.

marrickville • leichhardt



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# Leichhardt Marrickville Community Transport Group

**2016 - 2017**

## Management Committee

President	Max Dixon (resigned)
Acting President	Simon Emsley
Vice President	Jane Crowe (resigned)
Treasurer	Simon Emsley (resigned)
Acting Treasurer	Frank Breen
Committee Members	Val Lees (resigned)
	Ken Saunders (resigned)
	Bryn Hutchinson
	Marie Patterson
	Cecilia March
	Vicki Koncar
Public Officer	Julie Saunders

## Staff

Executive Officer	Michael Doyle (on leave)
Acting Executive Officer	Julie Saunders
Service Coordinator	Julie Saunders
Fleet Manager	Anthony Layton (resigned)
Acting Fleet Coordinator	Michael Frey
Transport Scheduler	Bich Letran
Transport Scheduler	Matthew Reilly
Accounts Manager	Kevin Barwick

Driver	Robert Finlay
Driver	Glenn Rapaport
Driver	Andrew Tate
Driver	Anthony Layton (resigned)
Driver	Ray Srour
Driver	Michael Frey
Driver	Adam Baker (resigned)
Driver	Su Tozer

Casual Driver	Simon Bennetts
Casual Driver	Gordon Watson
Casual Driver	Bernard Wheatley

Bus Assistant	Monica Bringolf (resigned)
Bus Assistant	Jeremy Burrows (resigned)

Casual Bus Assistant	Karen Leong
Casual Bus Assistant	Kerry Muldoon
Casual Bus Assistant	Scott Fitzgerald
Casual Bus Assistant	Fatima Fakhri (resigned)
Casual Bus Assistant	Alex Dickson

Volunteer	Iris Lin
Volunteer	Natalie Pappalardo
Volunteer	Julius Grafton

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 Fax: 02) 9558 8292  
 Email: [admin@lctg.net.au](mailto:admin@lctg.net.au)  
 Website: [www.lctg.net.au](http://www.lctg.net.au)



## Acting President's Report

Our organisation, Leichhardt Marrickville Community Transport Group provides a wonderful service to the community, the achievement of which we celebrate today. The organisation not only effectively addresses many of the practical transport needs of the frail-aged, people with disabilities, and their carers in the community. It does much more than that, as the participants in the recent service users' consultation for our Strategic Planning made clear.

By reducing the tyranny of distance faced by people with transport difficulties, services users are brought into the community as active citizens. They can address many of their important needs – to shop, to do banking, or to get a haircut perhaps. Our organisation, and the work of the people employed in it, allows people to get out into the community – and to be part of that community.

I learnt another thing at the service users' consultation I attended: the services provided by our organisation also builds a community of service users and breaks down isolation. People using our group outings and regular bus routes such as the Leichhardt Shopper enjoy the companionship of their 'fellow travellers' on the bus. By travelling to their destinations together our service users can enjoy and be part of a community of travellers while on their journey.

The sense of well-being and satisfaction enjoyed by our service users does not appear by magic. It is the fruit of the contributions of the dedicated and attentive staff of the organisation – the drivers and driver assistants, the schedulers, the administrative and the executive staff.

The reliability of the service, the high standard of assistance provided to travellers, the great safety record and responsiveness to client concerns are testimony to the great achievement of the organisation's team of professionals. On behalf of the Management Committee, I congratulate all staff who have supported our service goals over the last year.

Now is also the time to note the resilience of the organisation,

which I think really reflects its strength and the capacity of its staff and the organisation's culture more generally.

The recent and prospective changes to funding and the need to respond to Federal and State Government requirements to raise service fees are realities that the organisation has proved equal to. This resilience includes an intention to challenge, where possible through the provision of evidence, the inevitability of further service fee increases. As an organisation committed to access and equity in everyday provision, we don't ever want to see people turned away from our services due to the burden of fees. This commitment to principle further proves the strength of the organisation, and is something we can be proud of.

The organisation has experienced a blow in the recent absence due to illness of Executive Officer Michael Doyle. Michael's management over recent years has set in place processes and method which have allow service to continue at the same excellent level as always, even in his absence. The great continuity of service while he's been on leave is a credit to both himself and to the executive staff that have taken on many of his responsibilities at short notice, Acting Executive Officer Julie Saunders and her administrative team.

I became a member of the Management Committee of LMCTG because I thought the organisation's work was very important to the community. Having been part of the Committee for almost two years now, I know that both the staff and the clients of the organisation think it's important too. It shows in the way people talk about their work, about each other and about the organisation as a whole. It is a privilege for me to have acted as President for this organisation over the last six months following Max Dixon's resignation.

Many thanks to the staff and clients of LMCTG for being part of our organisation, and for helping strengthen the community in which we live. Your efforts over the last year have given us a better world to live in.

**Simon Emsley, Acting President.**

# Acting Treasurer's Report Report

## Introduction

As the Treasurer of Leichhardt Marrickville Community Transport Group Inc. it gives me great pleasure to present the organisation's financial statements for the 2016 - 2017 financial year.

## Statement of Financial Results

There was an operating deficit for the year ended 30 June, 2017, of \$8,785.86 compared with a surplus of \$6,702.07 for 2016. It should be noted that the 2016 surplus included \$25,239.12 profit on the disposal of 2 vehicles and that on an operating basis 2016 saw a deficit of \$18,537.05.

Total income from all sources was \$1,552,586.17, which is an increase of \$7,765.86 from the previous year. This is primarily the result of increased revenue from client fares and vehicle hire which increased \$26,245.63 year on year in response to Transport for New South Wales' requirement for the organisation to increase revenue from this area. Total expenses for 2017 were \$1,561,372.03, an increase of \$23,253.73 on the previous year, primarily as a result of increased Employee Expenses (\$18,932.46) and Vehicle Expenses (\$27,156.21).

The balance sheet at 30 June, 2017, shows net assets of \$1,477,476.41, reflecting the organisation's current sound financial position.

## Acknowledgements

I would like to express my thanks to the other members of the Management Committee, most of whom are new to the organisation. I would also like to express my thanks to Kevin Barwick the organisation's Accounts Manager.

Thank you also to Michael Doyle, who has done a great job over the past five years in growing the organisation and expanding the service delivery output.

Thanks also to the staff of LMCTG, the office staff, drivers and bus assistants.

Lastly, I would also like to thank the Federal and State governments for their financial support over the years.

**Frank Breen, Acting Treasurer.**

## **Acting Executive Officer's Report**

### **Introduction**

The first thing I would like to address is the temporary change in delegation of this role from our Executive Officer Michael Doyle to myself. Due to unfortunate health circumstances for Michael, I was delegated this role in July and there are matters that occurred before this that I do not have an adequate degree of information on.

While my report as Acting Executive Officer may not reflect the last year as holistically as Michael could, it is a privilege to partake this information to you all.

In spite of the unfortunate circumstances that have happened to our Executive Officer, LMCTG has continued to focus on its objective of delivering community transport services to its wide range of clients.

In July last year, LMCTG expanded its services by creating another service with the aim of meeting the gap Individual Transport could not provide. The service, Group Medical Transport is unlike our Individual Transport service, in that it is designed to meet the flexibility of the demands of our clients. The service operates as early as 7:30am and finishes at 4pm. In most cases, as the name signifies, clients are being picked up in a group and taken to their respective destinations. Since its operation, this service has taken a lot of pressure off our Individual Transport service as well as lowering the number of clients being put on a waiting list.

### **Funding**

The year 2016-17 has been a challenge to LMCTG in terms of meeting specific funding body KPI requirements while also maintaining the affordability of our services. Although there are no regulations from the Commonwealth government regarding fees and charges for community transport providers, our funding contract states that our services must endeavour to generate a minimum of 15% of our contract funding from client contributions. In order to meet this requirement, LMCTG



increased the contribution cost twice during this financial year – the first one took effect last October 2016 and the second one in April 2017. We also implemented the Late Cancellations Fees and recorded clients who missed payment. At first this strategy created some complaints from clients and affected trip numbers, but we are regaining their trust after their understanding of the reason behind this change. These increases are based on 'The Commonwealth Home Support Service Client Contribution Framework', which allows service providers to charge fees in accordance to their area demographics and service type.

## **NDIS**

In July this year, NDIS rolled out in the Inner West Area and LMCTG became an approved provider to deliver services to NDIS eligible clients. This scheme is for people who are under the age of 65 and have permanent disability. An eligible NDIS client will receive an individual package of money and they have the choice to select an appropriate service based on their individual needs.

## **Block Funding**

Like all other community transport providers, LMCTG will continue to receive block funding until 2020. This means we will continue to deliver services to eligible clients based on a subsidised cost. In future, the loss of block funding will impact this as clients will be charged on full recovery cost, which will put LMCTG in a competitive position. This decision could lead to clients shying away from using community transport due to high costs. Potentially, other means of transport, like taxis, will be more affordable if block funding ceases.

## **Acknowledgements**

During the year, we farewelled Max Dixon, our President, and Jane Crowe, our Vice President. LMCTG would like to thank both Max and Jane for their contributions during the time of their helm. We wish them both all the best for their personal and professional success.

Continuing forward, LMCTG is proud to say we have very

talented and committed MC members as well as new members joining the Board. A supportive Management is vital to the success of the organisation and they deliver just that.

I would like to thank and express gratitude to the Board led by the Acting President Simon Emsley, for the enormous support they have provided me.

Finally, I would like to express my appreciation and thanks to all members of the LMCTG team. Dealing with the role as Acting EO has been possible with your support and cooperation. In the same ways, LMCTG would not achieve its goals this year without your magnificent effort. All your hard work and dedication is greatly appreciated.

**Julie Saunders, Acting Executive Officer.**

## **Service Coordinator's Report**

The year 2016-17 has been busy for LMCTG as we saw remarkable achievements with existing services and also an increased in new clients, largely supported by the introduction of MyAgedCare. LMCTG added Casual staff to meet the increasing demands of the services.

### **Shopping Services**

#### **Leichhardt Shopping**

Leichhardt shopping service is experiencing a decline in patronages, specifically with the Thursday shopping trip, which affected this year's figures. Ageing is one of the factors that contributed to the drop of numbers, which lead them to move to a care facility. There were also clients who sadly passed away during the year and others have moved out of our area. This year's numbers are 2,465 compare to last year's 2,609. This service is for Leichhardt clients and operates twice weekly, Wednesday and Thursday, taking clients to Leichhardt Marketplace

#### **Marrickville Shopper**

While the Leichhardt shopping service is experiencing a decline, the Marrickville service is gaining popularity. This service is similar to Leichhardt shopping and also provides a bus assistant to assist clients with their shopping bags as well as getting on and off the bus. This shopping service is for Marrickville clients and only operates on a Thursday. The figures this year show a total of 2,090 trips, an increase of 490 trips from last year.

### **Shuttle Services**

#### **TigeRider**

This is a very popular service amongst our Leichhardt clients because it can be used for a variety of different purposes. Clients can attend their medical appointments and go shopping afterwards, or have a dip at Leichhardt pool, and then go to Norton Plaza. This service operates every Tuesday and Friday.

On both days a bus assistant is provided to assist clients who use this service. Over the years, the Tuesday service has shown demand but the last year saw a drop in patronage, which resulted in a decrease in trip numbers. This year's figures show a total of 3,215 trips compare to last year's 4,456.

### **Jetstream**

This is a shuttle service for Marrickville clients and similar to TigRider, this service was also designed to have designated stops and timetables. Jetstream runs every Wednesday, and the most popular destination is Marrickville Metro. The figures show last year's number of trips to be 1,121 compare to this year's 1,225. Although the increase is not largely significant, it highlights the growing popularity of the service, especially in the context of its struggle to build up clientele when it began in 2010.

### **Outings**

#### **Social Outings**

This service is very popular amongst Leichhardt and Marrickville clients. They always look forward to the long trips, such as the Bowral Tulip Festival or the Blue Mountains, and meeting other people on the bus who eventually become their friends. LMCTG also included a harbour cruise outing, and night outings, particularly the Christmas lights viewing, giving more variety for outings destinations. With these outings trips, three buses were allocated to accommodate the bookings demand. This year's figures show a total of 3,444 compare to last year's 3408.

#### **Shopping Outings**

LMCTG has been running this service for both Leichhardt and Marrickville clients for a number of years now. This service was designed to take clients to shopping centres and factory outlets where they can shop for anything they are interested in, with the exception of food and groceries, as these items are only offered on our shopping services. A very surprising result shows that the figures indicate a slight increase in trips figures from 354 last

year to 444 this year.

### **Fishmarkets**

This service takes Leichhardt and Marrickville clients to the Fishmarkets in Pyrmont and to Norton Plaza afterwards, on the first Friday of the month. This service started slow in terms of clients' interest but over time it improved and became increasingly popular. The trip numbers increased from 324 last year to 383 this year.

### **Boarding House Project**

Over the years, LMCTG has forged an agreement with other community organisations that have direct arrangement with licensed boarding houses, with the aim of providing a fund to be utilised for the transport needs of their residents. LMCTG recognises these boarding house residents are very disadvantaged members of the community and working together with Newtown Neighbourhood - Boarding House Project, Aftercare, and Uniting Care, will help alleviate their lives in some ways. As part of this agreement, LMCTG receives quarterly data reports from these community organisations. There is a drop in this year's data, indicating a decline from last year's 7,666 to 6,186 this year.

In July this year, the NDIS rolled out in the Inner West, and since most of the boarding residents are under the age of 65, they will be eligible to receive a package. The implementation of this scheme has made NNC decide to not apply as a NDIS provider. The decision resulted in the parting of our association with the NNC Boarding House Project, and our agreement with them.

We would like to thank NNC Boarding House project, and wish them all the very best for the future. Thank you also to Aftercare and Uniting Care for your continued cooperation.

### **Amelie House**

Amelie House is an independent living facility which LMCTG has an agreement with, to provide a bus and a driver to be used by their residents to go shopping. Residents are picked up every

Thursday and taken to Leichhardt Marketplace. Residents in this facility are very independent and they are very pleased to be provided with a service where they can go shopping, banking, see their doctor, or just have a day out within the timeframe allocated for their group. The total trips for this year have a slight increase from 1,272 last year to 1,492 this year.

### **LMCTG & Newtown Neighbourhood Centre (NNC) Mutual Agreement**

LMCTG and Newtown Neighbourhood Centre signed a mutual agreement aiming to provide and develop a shopping service to benefit both organisations, but most importantly, their clients. In the agreement, LMCTG will provide a bus, and NNC will provide a driver and a bus assistant. The service operates three days a week – Tuesday, Thursday, and Friday. Compared to last year's data, there is an increase with the trips figures this year, from 2,596 last year, to this year's 2,972 trips.

### **Staff Training**

In March this year, all LMCTG drivers attended the Defensive Driving training to enhance their driving skills. Additionally, all staff had in-house training conducted by CCWT called, "Accidental Counsellor" training. This training is very beneficial for all staff, as we directly and indirectly deal with clients who most of the time ask staff for advice. There are also eight staff who attended their "Manual Handling" training, to renew their certificates as per WH&S requirements. LMCTG's goal is to ensure each staff member is equipped with proper knowledge and information to increase their performance and service delivery.

### **Staff Resignation**

LMCTG lost four of its hardworking, competent, and long term staff. We said goodbye to Anthony Layton, Fleet Manager and Driver, who was with the organisation for 10 years; Monica Bringolf, Assistant Administration and Quality Improvement Project Officer and also Bus Assistant who worked with us for five years; Jeremy Burrows, our Bus Assistant for three years; and, Adam Baker, our Driver for two years. LMCTG would like to



thank you for all the hard work and dedication you provided to the organisation. We all wish you success on your endeavours and all the very best in the future.

### **Volunteer**

I would like to acknowledge our volunteers, Julius Grafton, as a Driver, and also our two Administration Assistants, Iris Lin and Natalie Pappalardo. Your significant contributions to the organisation are highly appreciated and a BIG THANK YOU for sharing your valuable time with us.

### **New Staff**

I would like to welcome Susan Tozer, our new Driver. Susan has been working with us since June this year, and the organisation has already received feedback on how reliable and efficient she is. Kerry Muldoon also joined our team as our Intake Officer, who handles all referrals coming from MyAgedCare. Kerry also acts as a Bus Assistants for our outings. With her experience as Shopping Coordinator of Newtown Neighbourhood Centre and her enthusiasm and efficiency, Kerry fits well into this job.

### **Acknowledgement**

I would like to say thank you to all our driving staff for their dedication, hard work and professional approach to make the trips with our clients safer and enjoyable – to Robert Finlay, Glenn Rapaport, Ray Srour, Simon Bennetts, Bernard Wheatley, Michael Frey, Gordon Watson, Vincenzo Riemma, and Robin Wicks. You all have done a marvellous job.

Also thank you to Kevin Barwick, our Accounts Manager, our Transport Schedulers Bich Letran and Matthew Reilly, who have done an excellent job in handling the continuous phone calls and bookings.

I would like to acknowledge and thank Matthew Reilly for being a great team player. At times when we are short of drivers, Matt will take on the role and drive clients to their destinations. There are also occasions that Matt will act as a Bus Assistant for shoppings and outings. LMCTG appreciate the hard work you've

done during the year.

Also thank you to Scott Kilpatrick and Eliot Brigham, our reliable and efficient shopping and outings Bus Assistants. Finally, a large thank you to Michael Doyle, our Executive Officer.

It has been a pleasure and a privilege working with you all.

**Julie Saunders, Service Coordinator.**

## **Acting Fleet Maintenance Coordinator's Report**

### **Fleet**

Leichhardt Marrickville Community Transport Group (LMCTG) currently has eleven vehicles in its fleet, catering to a range of requirements essential to clients. These vehicles include:

four Honda Odyssey station wagons, with seating for four;

one long-wheel-base Mercedes Sprinter, with seating for up to fifteen;

one short-wheel-base Mercedes Sprinter, modified with wheelchair hoist, and seating for up to ten;

two Toyota Coaster buses, modified with wheelchair hoists, and seating for up to nineteen; and,

three Toyota Coaster buses, with seating for up to twenty one.

In the twelve months to 30 June, 2017, LMCTG fleet vehicles covered a total of 165,397 kilometres.

### **Maintenance**

As a high-quality provider of community transport services, we consider the upkeep of the fleet to be of utmost importance, as our safety record and the condition of our vehicles directly affects service provision and reputation. In addition to assessments made by the fleet maintenance coordinator, our skilled drivers undertake daily vehicle pre-start maintenance checks prior to departure from the LMCTG depot, and provide ongoing feedback regarding matters of on-road performance. Our vehicles are serviced at 10,000 kilometres intervals, and when necessary, receive additional maintenance support, ensuring optimised safety and performance on increasingly congested inner western Sydney streets. This maintenance regime has enabled LMCTG to retain its vehicles for protracted timeframes, extending the life and functionality of the fleet.

## **Bus Hire**

In addition to our ongoing commitment to LMCTG programs, the organisation also seeks to support enterprises and groups in need of low-cost transport solutions, and the associated staffing to meet customer requirements. We have strong and recurrent connections with Newtown Neighbourhood Centre (NNC), Multicultural Respite Services (MRS), and a number of smaller social groups. The journeys undertaken cover a range of activities, from shopping services and destination-specific outings, through to culturally and linguistically diverse (CALD) group meetings, and seniors' activities.

## **Training and Certification**

LMCTG staff are highly-accredited. This accreditation ensures workers meet all industry and governmental expectations. LMCTG drivers undergo regular statutory checks, including Police Checks, and Working With Children Checks. Drivers with heavy vehicle licenses also possess a Bus Drivers' Authority, issued by Roads and Maritime Services (RMS). Further to this, regular training is undertaken by LMCTG drivers and support staff, ensuring they have the necessary skills to deal with day-to-day situations. In addition to annual CPR, and three-yearly First Aid training, drivers also possess advanced skilling in Defensive Driving, Manual Handling, Accidental Counselling, and a range of other programs essential to maintaining client/worker safety and the high-quality services LMCTG provides.

## **Acknowledgements**

Thanks go to the drivers and bus assistants for their committed efforts to clients and LMCTG: (drivers) Glenn, Rob, Ray, Andy, Adam, Simon, Gordon, Bernie, Sue, and Julius; (bus assistants) Scott, Eliot, Karen, Jeremy, Monica, and Kerry.

Thank you to the scheduling team, Bich and Matt, for providing exceptional driver support, and thanks to senior managers Julie and Michael, for essential administrative support.

**Michael Frey, Acting Fleet Maintenance Coordinator.**

## 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. Clients can also request IT to locations that extend up to five kilometres out from this border.

Individual Transport combines the expertise of professional drivers with a well-maintained, modern fleet of Honda Odyssey station wagons, and Mercedes Sprinter vans. Each vehicle is equipped with a foldable manual wheelchair to ensure clients, regardless of their mobility, all arrive at their appointments in a safe, dignified, and efficient manner.

Individual Transport is essential to elderly clients, and clients with a disability, living independently in the community. With a simple phone call important services such as GPs, medical centres, hospitals, rehabilitation centres, allied health services, banks, Centrelink, Medicare centres, post offices and hairdressers are within reach. The easy to arrange service also encourages clients to maintain an active lifestyle, whether it is attending locally run programs such as water aerobics classes, falls prevention programs, or the local gym.

The importance of the IT service cannot be overstated; in 2016-2017 83% of IT trips were for health related purposes. In 2015-16 it was 82%; and in 2014-15 it was 77%. We anticipate that clients will continue to rely on IT as their primary means of travelling to medical appointments.

This financial year 13,814 verified one-way trips were recorded, compared to 10,772 in 2015-16 and 9,900 in 2014-15. This 13% increase on the previous year highlights greater awareness and reliance on the service, as well as LMCTG's continuous effort to increase IT capacity - one of the results being the successful development of the Group Medical Transport (GMT) service.

Its purpose is not unlike IT. GMT is predominantly operated in the vans and has the ability to transport groups of clients

travelling from geographically adjacent areas to appointments nearby. The effect of doubling up or grouping clients, in addition to the extended operating hours of 7:30am to 4:00pm, has meant the total number of unmet IT bookings was greatly reduced this financial year. 259 unmet bookings were recorded this year, compared to 555 in 2015-16, and 447 in 2014-15. This means fewer clients are being told they cannot be transported to their appointments.

Despite the positive figures, this year has not been without its problems. Throughout the year IT & GMT experienced some disruptions and delays due to some foreseen and unforeseen circumstances. They included mandatory staff training days, vehicle breakdowns, fleet maintenance and repairs – both scheduled and unscheduled, staff illness and driver shortages. Wherever possible the impact of these events was minimised through:

- Mail outs – keeping clients informed ahead of time regarding upcoming disruptions to the service
- Grouping clients – short detours to collect multiple clients, ensuring everyone gets to their appointment on time.
- Reassigning vehicles whenever there was a breakdown or vehicle in service
- NRMA Roadside Assistance
- Scheduling drivers on non-IT services to assist with IT & GMT during their downtime, and transferring clients over to other unaffected services e.g. shuttle services
- Qualified office staff driving IT
- Recruiting casual drivers and volunteer drivers
- Implementation of a policy limiting the number of drivers taking leave at the same time
- Utilising taxi vouchers – clients who were promised two-way transport were transported one-way by the driver and then issued a voucher to cover the total cost of taking a taxi home.

Where it was not possible to avoid cancellations, clients were prioritised, based on their purpose of travel, so that those who had medical appointments were given priority on the day, whilst



others with non-urgent engagements were asked to reschedule to another time or day.

These various methods minimised inconvenience to clients and ensured clients continued to have faith in the service and maximised return patronage.

### **Expanding service and care**

LMCTG has received increasing feedback from clients raising their concerns and dissatisfaction of having to wait too long for their return journey home. With the capacity to transport more clients to appointments, comes the increased challenge of having to transport more clients home after their appointments - this is particularly tricky due to our inability to foresee or dictate when each client will be finished at their appointment.

Up until now it has been complex process of phoning the driver and requiring him/her to give an estimate time of when they can take a client home, whilst knowing this driver may be in transit with client(s) in the vehicle, and more often than not with another client scheduled in to be transported soon after. This process is understandably further complicated when more than one client is ready to go home at the same time, leading to some clients waiting upwards of an hour for their return journey.

At the forefront of our concern is both the safety of our clients and the Workplace Health and Safety (WHS) of our drivers. The pressures of increase capacity combined with the increasing congestion on Sydney Metropolitan roads only adds to the stress of each driver. In the near future, if not already, there is scope to develop a new position – a “Floating Driver”. This driver could be scheduled to start later in the morning and be on hand to transport clients home from their appointments, allowing all other IT drivers to focus on their inbound trips. Drivers would be under less time pressure. This would lead to a reduced number of stress related accidents or incidents, and we hope it would lead to greater confidence and satisfaction amongst clients. Clients will no longer need to rely on family, friends or neighbours to transport them.

To end, we would like to say a big thank you to all staff at

LMCTG, without which we would not have a community transport service; drivers, Glenn Rapaport, Andrew Tate, Robert Finlay, Ray Srour, Michael Frey, Simon Bennetts, Gordon Watson, Bernard Wheatley, Susan Tozer, Julius Grafton, and Robin Wicks. Thank you to all bus assistants; Scott Kilpatrick, Eliot Brigham, Karen Leong and Alex Dickson. Thank you to all of you in the office; Michael Doyle, Julie Saunders, Kevin Barwick, Sara Di Terlizzi, Kerry Muldoon, Minh Ai Nguyen, and our Volunteer Administration Assistants this year, Iris Lin and Natalie Pappalardo. We look forward to working with you all for many years to come.

Finally, a warm farewell to Anthony Layton, Adam Baker, Jeremy Burrows and Monica Bringolf; it has been a pleasure working beside you. We wish you all the very best in your future endeavours.

**Bich Letran and Matthew Reilly, Transport Schedulers.**

## Funding Agencies



**Australian Government**

**Department of Health and Ageing**



**Transport  
for NSW**



**Australian Government**

**Department of Social Services**

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC.**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 30 JUNE 2017**

# **LEICHHARDT COMMUNITY TRANSPORT GROUP INC.**

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# C M PITT & CO

Chartered Accountants

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## AUDITOR'S INDEPENDENCE DECLARATION

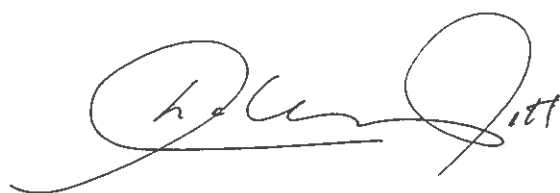
### LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

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As lead auditor for the audit of Leichhardt Community Transport Group Inc. for the year ended 30 June 2017, 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 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:

28 September 2017



Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation



**LEICHHARDT COMMUNITY TRANSPORT GROUP INC.**  
**Committee Report**

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Your Committee members submit the financial statements of LEICHHARDT COMMUNITY TRANSPORT GROUP INC. for the financial year ended 30 June 2017.

**COMMITTEE MEMBERS**

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

Simon Emsley	Acting President
Francis Breen	Acting Treasurer
Marie Patterson	Committee Member
Cecilia March	Committee Member
Val Lees	Committee Member
Vicki Koncar	Committee Member
Bryn Hutchinson	Committee Member

**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 loss on operating and non-operating activities for the year was \$8,785.86.

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

**Simon Emsley**  
Acting President

**Cecilia March**  
Committee Member

Dated: 28-Sep-17

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC.****Income Statement****For the year ended 30 June 2017**

Page 3

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants		
- Transport for NSW DOSS (Recurrent)	1,097,941.73	1,168,350.89
- NSW Community Transport Program (Recurrent)	130,209	69,701.42
- Transport for NSW - ADHC (Recurrent)	87,863	89,618.11
- Growth Assistance	5,830	17,653.56
- NSW Community Transport Program (Non Recurrent)	29,151	-
Total Grants	<u>1,350,995.56</u>	<u>1,345,323.98</u>
<b>OTHER INCOME</b>		
Interest received	31,757.35	34,003.03
Membership Fees	567.46	539.45
Bus Hire & Fares	163,848.90	137,603.27
Profit on sale of Motor Vehicle	-	25,239.12
Donations	89.20	674.80
Reimbursements & Refunds	5,327.70	1,436.72
Total Other Income	<u>201,590.61</u>	<u>199,496.39</u>
<b>TOTAL INCOME</b>	<u><b>1,552,586.17</b></u>	<u><b>1,544,820.37</b></u>
<b>EXPENDITURE</b>		
- Wages	1,004,669.49	933,760.25
- Superannuation	90,947.68	83,665.25
- Employee Benefits - Leave Entitlements	(15,061.43)	27,998.11
- Workers Compensation	15,615.10	31,415.54
- Staff Uniforms	2,218.00	2,617.23
	<u>1,098,388.84</u>	<u>1,079,456.38</u>
Service Subsidies		
- Bus/Car Expenses	<u>122,788.61</u>	<u>95,632.40</u>
Administration Expenses		
- Advertising	519.09	-
- Audit Fees	5,000.00	5,000.00
- Bank Charges	1,320.96	1,336.17
- Bookkeeping	-	672.00
- Cleaning & Waste Removal	6,893.99	6,984.09
- Consultancy	2,500.00	10,193.00
- Electricity	7,113.44	3,869.03
- Depreciation	61,783.30	79,676.02
- Equipment & Computer Software	15,494.67	16,761.58

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC.**  
**Income Statement**  
**For the year ended 30 June 2017**

Page 4

	2017	2016
	\$	\$
<b>EXPENDITURE (cont'd)</b>		
- Insurance	3,123.00	3,426.55
- Printing, Postage & Stationery	14,979.96	19,945.58
- GIW Expenses	69,475.85	72,501.80
- Meeting Expenses	764.91	273.86
- Rates and taxes	1,062.58	2,803.93
- Rent	100,704.62	97,286.96
- Recruitment	933.00	3,110.86
- Telephone	11,140.61	12,117.41
- Repairs & Maintenance	1,328.64	4,161.24
- Subscriptions & Training	14,967.75	5,993.13
- Staff Amenities	8,918.21	8,657.71
- Office Expenses	874.33	1,606.68
- Other Staff Expenses	700.56	953.85
- Volunteer Expenses	747.20	-
- Client Support	9,847.91	5,698.07
	<u>340,194.58</u>	<u>363,029.52</u>
<b>TOTAL EXPENSES</b>	<b><u>1,561,372.03</u></b>	<b><u>1,538,118.30</u></b>
<b>OPERATING SURPLUS FROM ORDINARY ACTIVITIES</b>	<b>(8,785.86)</b>	<b>6,702.07</b>
<b>APPROPRIATION OF SURPLUS:</b>		
Vehicle Replacement	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>
<b>TOTAL OPERATING SURPLUS</b>	<b><u>(8,785.86)</u></b>	<b><u>6,702.07</u></b>

The accompanying Notes form part of these financial statements.

# LEICHHARDT COMMUNITY TRANSPORT GROUP INC

## Balance Sheet As At 30 June 2017

Page 5

	Note	2017 \$	2016 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	1,373,301.40	1,315,604.19
Receivables	3	9,347.73	8,362.98
Prepayments	4	16,819.25	43,736.58
<b>TOTAL CURRENT ASSETS</b>		<u>1,399,468.38</u>	<u>1,367,703.75</u>
<b>NON-CURRENT ASSETS</b>			
Motor vehicles, Furniture and Fittings	5	302,198.62	368,808.68
<b>TOTAL NON-CURRENT ASSETS</b>		<u>302,198.62</u>	<u>368,808.68</u>
<b>TOTAL ASSETS</b>		<u><b>1,701,667.00</b></u>	<u><b>1,736,512.43</b></u>
<b>CURRENT LIABILITIES</b>			
Payables	6	61,052.28	119,187.67
Income in Advance	7	60,000.00	-
Provisions	8	67,092.48	75,179.61
<b>TOTAL CURRENT LIABILITIES</b>		<u>188,144.76</u>	<u>194,367.28</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	36,045.83	55,882.88
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>36,045.83</u>	<u>55,882.88</u>
<b>TOTAL LIABILITIES</b>		<u><b>224,190.59</b></u>	<u><b>250,250.16</b></u>
<b>NET ASSETS</b>		<u><u><b>1,477,476.41</b></u></u>	<u><u><b>1,486,262.27</b></u></u>
<b>EQUITY</b>			
Vehicle Replacement Fund		1,040,005.00	1,040,005.00
Capital Contribution/Transfer		161,032.42	161,032.42
Retained earnings at the beginning of the year		285,224.85	278,522.78
Current Earnings		(8,785.86)	6,702.07
<b>TOTAL EQUITY</b>		<u><u><b>1,477,476.41</b></u></u>	<u><u><b>1,486,262.27</b></u></u>

The accompanying Notes form part of these financial statements.

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 30 JUNE 2017**

Page 6

	Share capital	Retained earnings	Reserves	Total
<b>Balance at 1 July 2015</b>	<b>1,040,005.00</b>	<b>278,522.78</b>	<b>161,032.42</b>	<b>1,479,560.20</b>
Profit for the year		6,702.07		6,702.07
Other comprehensive income				-
<b>Total comprehensive income for the year</b>	<b>-</b>	<b>6,702.07</b>	<b>-</b>	<b>6,702.07</b>
<b>Balance at 30 June 2016</b>	<b>1,040,005.00</b>	<b>285,224.85</b>	<b>161,032.42</b>	<b>1,486,262.27</b>
Profit for the year		(8,785.86)		(8,785.86)
Other comprehensive income				
<b>Total comprehensive income for the year</b>	<b>-</b>	<b>(8,785.86)</b>	<b>-</b>	<b>(8,785.86)</b>
<b>Balance at 30 June 2017</b>	<b>1,040,005.00</b>	<b>276,438.99</b>	<b>161,032.42</b>	<b>1,477,476.41</b>

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 2017**

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

	2017 \$	2016 \$
<b>Note 2 Cash Assets</b>		
Cheque account	25,810.73	13,023.38
Bank guarantee	46,484.11	45,341.03
Investment account	1,296,405.90	1,251,676.61
Visa Debit Card	4,100.66	5,208.17
Petty cash	500.00	355.00
	<u>1,373,301.40</u>	<u>1,315,604.19</u>
<b>Note 3 Receivables</b>		
Accrued Interest	4,354.75	5,796.66
Trade and other debtors	4,992.98	2,566.32
	<u>9,347.73</u>	<u>8,362.98</u>

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2017**

Page 8

(cont'd)	2017 \$	2016 \$
<b>Note 4 Prepayments</b>		
Insurances prepaid	16,819.25	43,736.58
<b>Note 5 Motor vehicles, Furniture and Fittings</b>		
Honda Odyssey at cost - CDF 15D	40,084.27	40,084.27
less: accumulated depreciation	(35,582.28)	(32,375.52)
	<u>4,501.99</u>	<u>7,708.75</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	(51,163.37)	(39,615.53)
	<u>45,068.90</u>	<u>56,616.74</u>
Toyota Coaster at cost - CA97NM	96,945.40	96,945.40
less: accumulated depreciation	(39,427.51)	(27,794.11)
	<u>57,517.89</u>	<u>69,151.29</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	(67,132.65)	(55,705.65)
	<u>39,994.62</u>	<u>51,421.62</u>
Mercedes Sprinter at cost - CC76QS	86,565.09	86,565.09
less: accumulated depreciation	(26,551.40)	(16,163.60)
	<u>60,013.69</u>	<u>70,401.49</u>

**LEICHHARDT COMMUNITY TRANSPORT GROUP INC**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2017**

Page 9

(cont'd)	2017	2016
	\$	\$
Honda Odyssey at cost - CTU22K	44,823.64	44,823.64
less: accumulated depreciation	(17,895.69)	(12,516.93)
	<u>26,927.95</u>	<u>32,306.71</u>
 Honda Odyssey at cost - YDM85T	 40,222.72	 40,222.72
less: accumulated depreciation	(6,135.93)	(1,309.17)
	<u>34,086.79</u>	<u>38,913.55</u>
 Honda Odyssey at cost - YDM85U	 40,222.72	 40,222.72
less: accumulated depreciation	(6,135.93)	(1,309.17)
	<u>34,086.79</u>	<u>38,913.55</u>
 Equipment at cost	 44,925.71	 44,925.71
less: accumulated depreciation	(44,925.71)	(43,711.43)
	<u>-</u>	<u>1,214.28</u>
 Furniture at cost	 10,765.00	 10,765.00
less: accumulated depreciation	(10,765.00)	(8,604.30)
	<u>-</u>	<u>2,160.70</u>
 <b>TOTAL NON-CURRENT ASSETS</b>	 <b><u>302,198.62</u></b>	 <b><u>368,808.68</u></b>
 <b>Note 6 Payables</b>		
Trade creditors	3,900.25	112,144.54
Accrued expenses	4,837.87	-
GST liabilities	22,973.11	-
PAYG Withholding Tax	20,339.01	-
Superannuation	9,002.04	7,043.13
	<u>61,052.28</u>	<u>119,187.67</u>
 <b>Note 7 Income in Advance</b>		
NSW Transport Transition Funding	<u>60,000.00</u>	<u>-</u>
 <b>Note 8 Provisions</b>		
Current		
Annual leave	<u>67,092.48</u>	<u>75,179.61</u>
 Non Current		
Long service leave	<u>36,045.83</u>	<u>55,882.88</u>
 <b>Note 9 Economic Dependence</b>		
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 2017**

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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 8.

1. Presents a true and fair view of the financial position of Leichhardt Community Transport Group Inc. as at 30 June 2017 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 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 in accordance with Subsection 60-15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013 by:

**Simon Emsley**  
Acting President

**Cecila March**  
Committee Member

Dated: 28 September 2017

TELEPHONE: (02) 9715 1555

FACSIMILE: (02) 9715 1566

CHARLES M PITT B.BUS FCA

6/2 PHILIP STREET

STRATHFIELD NSW 2135

PO BOX 580

E-MAIL: cpitt@cmpitt.com.au

## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

### REPORT ON THE AUDIT OF THE FINANCIAL REPORT

#### **Opinion**

We have audited the financial report of Leichhardt Community Transport Group Inc., which comprises the Committee report, balance sheet as at 30 June 2017, income statement for the period then ended, and notes to and forming part of the financial statements, including a summary of significant accounting policies, and the statement by members of the Committee (responsible entities).

In our opinion, the financial report of Leichhardt 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 2017 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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Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation

***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 Committee 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 Committee's responsibility also includes such internal control as the Committee 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 Committee 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 Committee either intends to liquidate the Association or to cease operation, or has no realistic alternative but to do so.

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

***Auditor's Responsibilities for the Audit of the Financial Report***

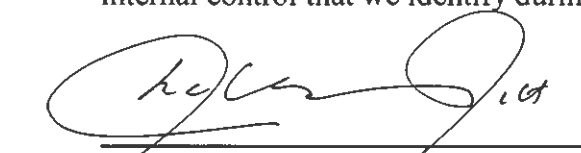
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that 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.
- 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 Committee.
- Conclude on the appropriateness of the Committee'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 Committee 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

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

Date: 28 September 2017



Chartered Accountants

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