



# Sydney Community Services



SYDNEY COMMUNITY SERVICES SUPPORTS YOU  
WHEREVER YOU ARE ON LIFE'S JOURNEY

## ANNUAL REPORT 2021

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LANE COVE (HEAD OFFICE), 1 POTTERY LANE, LANE COVE  
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[www.sydneycs.org](http://www.sydneycs.org)

# Chairman's and Chief Executive's View

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## Message from John Devine, Chair of Sydney Community Services



This past year has been difficult for everyone. Sydney Community Services has had to change and adapt to a new environment. In shaping those changes we have had magnificent support from the staff, volunteers, Board Directors and most importantly, our clients. All services continued to be delivered, admittedly in many different ways.

To ensure continuity of service provision we were much helped in

financial and other ways by our federal, state and local funders. We also received amazing responses to our requests for food and other donations to help the local community who we knew were doing it tough.

In January 2021 SCS merged with The Meeting House in Lane Cove North. This means that we now have extended our reach geographically but also in the ways we can support the community, through playgroups, family events and broadening opportunities

for the local community to get together. Covid has inevitably curtailed some of our plans but we have made good use of the time by applying successfully for a \$15,000 grant from the Stronger Communities Program through our federal MP Trent Zimmerman to help us fully refresh and refurbish the facility.

Our state MP Anthony Roberts helped us successfully apply for \$69,100 with a NSW grant which meant we could replace one of our big Coaster buses.

We are very grateful to Trent and Anthony for their continued support.

This year we celebrated 60 years of providing support to local residents. Our plans for a celebration have been put on hold. However, like the Olympics, we have decided to move the occasion one year forward and look forward to marking this momentous occasion early in 2022. Lane Cove Community Aid was one of the first of its kind in Australia and the model Cllr Claudia Leach put in place has been replicated across Australia and indeed the world.

Once again I would like to thank everyone who has helped us make 2020-21 a very successful year in spite of the challenges we faced.

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## Message from Gillian Batt, CEO of Sydney Community Services



I remember that this time last year we were all celebrating the end of a horrible year and thinking that surely 2021 would be better. How wrong we were. Masks and sanitiser still dominate our lives at work, leisure and at home.

Despite all that we have now reached the stage where Covid is simply something we deal with.

Throughout the pandemic we have continued to provide all the essential

services that the seniors and people living with a disability need to stay safe, healthy and independent in the community. The nurses have effectively been operating in an isolation bubble, not coming into the office when any other staff are around, restocking bags with supplies when the office is empty and standing outside and getting emergency supplies with contactless support from their coordinator. They have also been taking fresh linen to make the beds of their patients. We are truly blessed by their dedication. They are not alone in the way that they make our clients' health and wellbeing the centre of their work. Meals have been delivered, gardens made safe, ramps and rails fitted, feet made comfortable

by the podiatrists, people contacted to keep them supported, shopping done and houses cleaned.

We have recently started almost all of our social activities, including Movement Matters, meditation, table tennis, scrabble and bus trips to interesting places.

Other activities like our disability support services and the other supports we provide for our senior citizens are also back, many now provided by our wonderful volunteers. We obviously ensure that everyone is double vaccinated and all precautions are still in place to prevent any adverse event.

Recently we conducted a survey of the staff of Sydney Community Services and to ask how they were faring following the last few months and what they felt about the future. In fact, more than 80% of our staff believe that 2022 will be productive and successful.

They all noted that their work makes "a positive impact in the world" and almost all staff said they feel inspired by their role.

When we asked them what their perceptions are of SCS's strengths they listed, strong leadership, reliability, high employee morale, dedication and a focus on values.

All of that makes me feel very optimistic about what 2022 might bring.

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### BOARD OF DIRECTORS

**John Devine** (Chair), **Warren Bell** (Vice- Chair and Chair of Finance and Audit Committee, **Rod Cooke** (Chair of Strategy and Risk Committee), **Dr Carl Wong** (Chair of Clinical Governance Committee), **Peter Fay** (Chair of Marketing and Fundraising Committee), **Mark Bennett**, **David Brooks-Horn**, **Deborah Hill**, **Ian Longbottom**, **Alexandra Meldrum** and **James Shevlin**.

# Survey Results

## High satisfaction reported in consumer survey

We completed our Service Quality Survey for this year with **97%** of respondents saying they are either satisfied or very satisfied with the services they are provided.

The objective of the Service Quality Survey was to enable consumers and their representatives to express their opinions and comments regarding the quality of the organisation's aged care services.

The data that was captured is highly beneficial as it allows Sydney Community Services to better understand the views and perceptions of the consumers, while also implementing possible changes to services. This receptive and adaptative mindset will prove highly advantageous for future service quality improvements.

**96%** of consumers said they are comfortable giving positive and/or negative feedback, including making a complaint, while they also felt as if they had been treated with respect in relation to their culture and diversity (**99%**).

**99%** of consumers felt safe and free from abuse and/or neglect while receiving services from Sydney Community Services, and **99%** of consumers felt as if they had been always treated with dignity and respect.

## Results of Staff Survey

### RESPONSE RATE

- 73% of our 70 staff responded

### GOOD STAFF RETENTION

- More than 50% of staff have worked at SCS for more than five years
- 35% between two and five years

### HIGH LEVEL OF SATISFACTION

- 48 staff members noted a good or high level of work satisfaction in the past year (Graph 1)

### OPTIMISM FOR 2022

- More than 80% of staff believe that 2022 will be productive and successful (Graph 2)

### OTHER HIGHLIGHTS

- 43 staff members felt that SCS makes good or excellent use of their skills
- All staff noted that their work makes "a positive impact in the world"
- Almost all staff said they feel inspired by their role.

### STAFF MOTIVATION:

- Making a difference to people's lives
- Working with a good, professional team of people
- Social interaction and meeting people
- Flexibility – 48 respondents valued flexibility in their role

### STAFF PERCEPTIONS OF ORGANISATION'S STRENGTHS

- Strong leadership
- Reliability
- High employee morale
- Highly capable team
- Dedication
- Focus on values

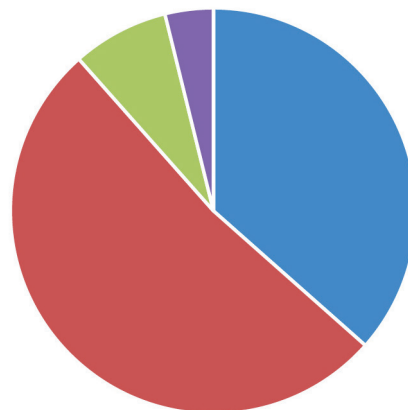
### STAFF PERCEPTIONS OF ORGANISATION'S WEAKNESSES

- Systems and amount of administration – paperwork!

### FEEDBACK AND SUGGESTIONS

- Majority would like opportunity to upskill and engage in training
- Opportunities for team to socialise together

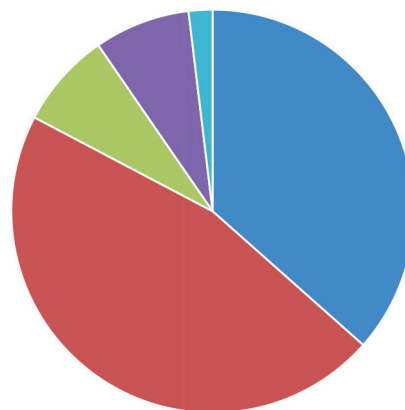
*Overall, how satisfied are you with your work at SCS?*



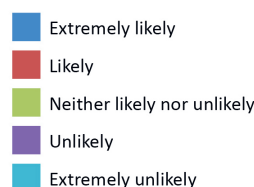
Graph 1 - Staff Satisfaction



*Thinking about your professional life in 2021, what is the likelihood that you will have a productive and successful year in 2022?*



Graph 2 - Staff Optimism



# Survey Results

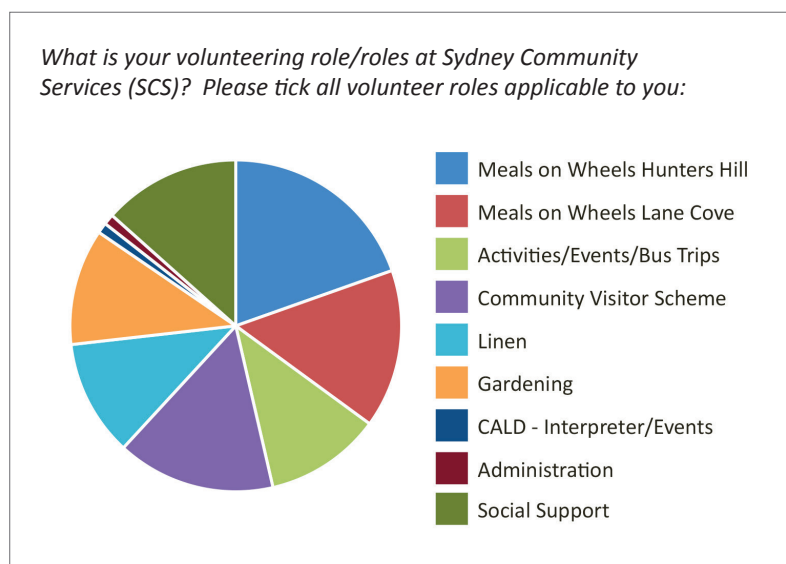
## Results of Volunteer Survey

### OVERVIEW

- We have a list of 194 registered volunteers and 80 of those responded to the survey, which was in keeping with what we expected.
- The volunteers have proved remarkably resilient and loyal over the last 21 months as we have dealt with lockdowns and the pandemic. That is testament to the relationships our co-ordinators have nurtured with them.
- Of the 80 respondents, more than 40% dedicate four to seven hours per month with us.

### VOLUNTEERING BY SERVICE

The spread of volunteers to service is as follows:



### VOLUNTEERS SURVEY HIGHLIGHTS:

- 90% were satisfied or very satisfied by the communication between volunteers and SCS
- 94% were happy or very happy with the training they receive
- 97% are either likely, or very likely to continue to volunteer with us

### POTENTIAL AREAS OF IMPROVEMENT/IDEAS

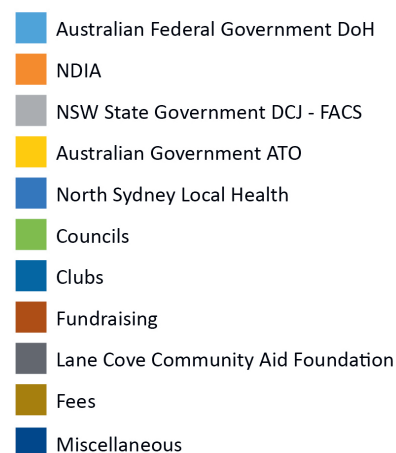
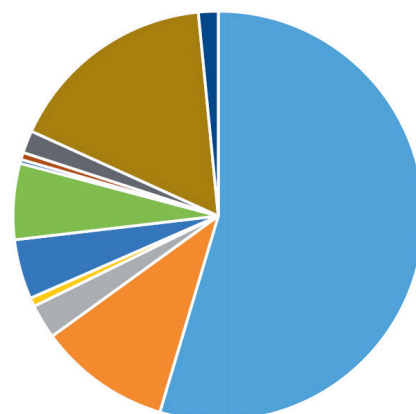
Volunteers were mostly positive; however, they noted a few potential areas for improvement:

- A better understanding of other volunteering opportunities that are available.
- Regular information on different opportunities to help.
- Extending volunteering into other areas.
- A "lunch and learn" or morning tea where volunteers can learn about SCS as a whole.

### POSITIVE FEEDBACK

- The culture at SCS was widely described as "appreciative, compassionate and caring".
- "SCS does very important work and support for the community and as a volunteer I like to help and be part of it and we are always told how appreciated we are."
- "The clients always express their gratitude, and it is very clear that my/our support is needed. That is sufficient for me to feel valuable. Additionally, my service coordinator especially, and the rest of the SCS team in general, always express their gratitude for our services."

## THANK YOU TO OUR FUNDERS AND SUPPORTERS



### SUPPORTERS

- Australian Government Department of Health
- Australian Government Department of Social Services
- National Disability Insurance Agency
- NSW Government Department of Communities and Justice
- Department of Veterans Affairs
- North Sydney Local Health
- Lane Cove Community Aid Foundation
- Lane Cove Council
- City of Ryde Council
- Willoughby Council
- Hunters Hill Council
- Trent Zimmerman MP
- Anthony Roberts MP
- Hunters Hill Conference of St Vincent de Paul Society
- Gladesville RSL and Community Club
- Chatswood RSL
- North Ryde RSL Community Club
- Ryde Eastwood Leagues Club
- Hunters Hill Food and Wine Festival and committee
- Help Street Foundation
- Northcote
- IGA Hunters Hill
- Hunters Hill Hotel
- Longueville Hotel
- Raine & Horne
- Rotary Club of Lane Cove
- Discover Hunters Hill
- Lane Cove Fun Run
- Hunters Hill Quilters
- Streetsmart
- Action Against Homelessness
- Anglican Parish of Hunters Hill
- St Mark's Anglican Church Hunters Hill
- C3 Church Lane Cove
- Gladesville Boronia Park Uniting Church
- Gladeshill Presbyterian Church of Australia
- Westpac
- Dooleys Lidcome Catholic Club
- Probus Club Hunters Hill
- Mixed Probus Hunters Hill
- Ciena Australia – corporate volunteers
- Harris Farm Market
- Ryde District Mums
- Happy Hens
- Touched by Olivia
- Gladesville Eastwood Rotary Club
- Hunters Hill Rugby Club
- Community Builders Program
- Bags with Dignity
- Hallam Avenue Tennis Club