



Sydney Community Services



ANNUAL REPORT

2023

SUPPORTING YOU WHEREVER YOU ARE ON LIFE'S JOURNEY

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**THE DIRECTORS OF SYDNEY COMMUNITY SERVICES ARE PLEASED TO
SUBMIT THE ANNUAL REPORT FOR 2022-2023.**

Acknowledgment: Sydney Community Services acknowledges the Traditional Owners of Country throughout Australia and recognises continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders past and present.

Sydney Community Services. 1 Pottery Lane, Lane Cove, NSW, 2066.
P | 02 9427 6425 F | 02 9427 7933 E | support@sydneycs.org www.sydneycs.org
<https://www.facebook.com/SydneyCommunityServices>
<https://www.instagram.com/sydneycommunityservices/>
<https://www.linkedin.com/company/sydneycommunityservices>

ACN 000 597 697. ABN 22000597697

MESSAGE FROM THE CHAIR

John Devine

This year we have seen a gradual re-emergence from the substantial disruption of the pandemic, but many challenges still remain which directly affect Sydney Community Services, our consumers, and what we do.

Even when faced with change and difficult choices this year, I am extremely grateful for the dedication and work undertaken by the employees and the many volunteers of Sydney Community Services.

Regulatory changes, funding pressures, and workforce shortages have had a significant impact in aged care. As an organisation, we have needed to look to the future and place great value on sustainability, whilst ensuring we continue to deliver excellent standards of care.

The expectations of local residents and our consumers have risen, so we have had to assess what we have on offer to ensure we remain relevant and attractive, and a provider of choice.

As well as increased demands in aged care, we are now witnessing many more local people requiring financial assistance as the cost of living continues to increase and place stress upon families and individuals. Sydney Community Services is regularly being approached for both food and financial assistance.

A major focus of the Board has been the development of a robust response and strategic plan in these challenging times. The Board has been pleased to provide guidance, advice and support to CEO Gill Batt and the senior management team as they have grappled with challenges and devised a strategic approach to prepare Sydney Community Services for a viable, enduring future. As Chair, I am thankful for the experience, knowledge and dedication Gill and the team bring to the organisation, and the efficiency with which they execute and deliver the strategic plan.

Our Board members provide a depth of knowledge, expertise and experience and are committed to maintaining high levels of governance when overseeing the operations of Sydney Community Services. As well



as participating in regular Board meetings, several members serve on one or more of our four Board committees. These committees include Finance and Audit; Strategy and Risk; Clinical Governance; and Marketing and Fundraising. Together these committees are essential to overseeing business areas and for monitoring Sydney Community Services' strategic direction, management and processes in principal areas.

In addition, during this time of great change, we continue to be focussed on our strategic direction and looking for opportunities to grow and develop our service offerings. Cyber Security remains an important focus for the Board and is under constant review.

I am extremely grateful to our Board members for giving of their time and experience voluntarily and generously to support and enable the work of Sydney Community Services' senior management team, especially as the pressures and complexities of the external environment continue to change and test us. By providing strong direction and oversight, the Board and senior management team look to create an environment in which staff and volunteers can serve local residents and consumers every day armed with the right tools, knowledge and skills. I am also truly thankful for the commitment and the multitude of skills all staff and volunteers bring to Sydney Community Services, as they are the face of what we do.

I commend to you this 2022-2023 Annual Report of Sydney Community Services.

MESSAGE FROM

Gillian Batt

CEO, Sydney Community Services

Sydney Community Services is an organisation with a long and successful history of recognising and reacting to the needs of people in the local community. We were established to improve and support the quality of life of all persons living in the local community by providing a range of comprehensive, holistic, community and health services no matter where people are on life's journey. Our aim is to increase community participation, boost health and wellbeing, develop life skills and enable independence for people from all walks of life so they can remain living safely and independently at home.

The Past Year

Since our inception in 1961 there have been great periods of change, innovation and growth, followed by times of consolidation. The current period of adjustment and transformation has allowed us to meet the challenges currently presented in both aged care and disability services. For Sydney Community Services, we have had to respond to a swiftly changing environment, and 2023 has presented a year of essential change. We have responded by putting in place new structures and processes to better equip us to meet the needs of our staff, volunteers and most importantly, our consumers.

Our mission, vision and values remain the same even as we have had to rethink our strategic direction and future. All changes that have been implemented over the past 12 months have been done by putting our consumers at the centre of what we do and deliver. We are investing in process improvements that will increase efficiency so our staff can focus on our consumers.

Quality Audit

A quality audit was undertaken at the Pottery Lane, Lane Cove hub by a delegate of the Aged Care Quality and Safety Commissioner in the first half of 2023. This audit was undertaken to assess the performance of



Sydney Community Services, in relation to the service, against the Aged Care Quality Standards. The Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others. We were extremely pleased to learn there were no specific areas identified in which improvements were required, and we are fully compliant with the Quality Standards. Moving forward we are required to actively pursue continuous improvement to remain compliant with the Quality Standards.

Training

The quality of what we deliver depends on those who deliver our services, and we want to ensure Sydney Community Services is a place that appeals to people keen to use and develop their skills.

Training remains an important component at Sydney Community Services for both the management team and staff members. We are always seeking ways in which staff can gain new skills, improve current knowledge, better understand the changing environment, so ultimately, they can improve their performance, efficiency and delivery of services.

Over the past 12 months training has included dementia awareness through Dementia Australia, NDIS quality and safety, Infection Prevention (COVID-19) ensuring

staff have a sound understanding in keeping with the service environment, First Aid and CPR training, manual handling, and fire and emergency. In addition, staff are trained on a regular basis in-house on industry standards, changes and updates.

Marketing and Events

We have had a very busy 12 months reviewing our services and reintroducing activities as the COVID-19 restrictions evolved. Our commitment remains to support people to live at home safely and independently whilst providing an opportunity for increased community participation. To deliver this, we have placed an important focus on our marketing and communications. We have updated our signage, commenced building a social media presence, reinstated the distribution of a monthly newsletter, and continued to utilise external, well-trusted marketing channels such as the Sydney Community Services publication, The Village Observer.

My Aged Care Information Sessions

As well as delivering services and activities for our consumers, we also recognise the need to provide information and guidance about registering with My Aged Care. Sydney Community Services ran three fully subscribed information sessions for current and new consumers about planning for the future, how to initiate the process of registration with My Aged Care, navigation of all the service providers, the Commonwealth Home Support Program, and where our organisation fits in all of this. All feedback was extremely positive, consumers felt they had the tools and information required to access help at home, and the support Sydney Community Services can offer local community members. As these events were so successful, we plan to again offer these sessions in the next 12 months.

Thanks must be extended to all the staff of Sydney Community Services. We only achieve what we do because of our incredible staff. They have continued to deliver high quality services and demonstrated resilience during this time of change and challenges. Gratitude is also extended to our many volunteers. We depend on our volunteers to help us support local seniors, families, and those living with a disability. Our volunteers are often essential in ensuring the wellbeing and safety of individuals. Finally, I thank the Board of Sydney Community Services, under the leadership of our Chair, John Devine. Our Board have continued to guide our organisation through uncertainty and a time of transformation, and provided oversight, guidance, and commitment to delivery of our vision.

***Thank you,
Gillian Batt.***

PUTTING IN PLACE NEW
STRUCTURES AND PROCESSES
TO BETTER EQUIP US TO MEET
THE NEEDS OF OUR STAFF,
VOLUNTEERS AND MOST
IMPORTANTLY,
OUR CONSUMERS

TRAINING REMAINS
AN IMPORTANT COMPONENT
AT SYDNEY COMMUNITY SERVICES
FOR BOTH THE
MANAGEMENT TEAM AND
STAFF MEMBERS

THANKS MUST BE
EXTENDED TO ALL THE STAFF
OF SYDNEY COMMUNITY
SERVICES.
WE ONLY ACHIEVE WHAT WE DO
BECAUSE OF OUR
INCREDIBLE STAFF

Our History



1950s - 1960s

1959: Claudia Leach founded 'Pool of Service' in Lane Cove

1961: Renamed Lane Cove Community Aid Service (LCCAS)

1962: LCCAS became independent of Council

1960s: Meals on Wheels began in Lane Cove

1966: Hunters Hill local community centre founded

1967: Meals on Wheels commence in Hunters Hill-Ryde



1970s - 1990s

1979: Hunters Hill-Ryde Migrant Conversation Group commenced

1981: Minibus donations at Hunters Hill-Ryde to expand services

1982: Welfare Counselling began at LCCAS

1983: Learning for Leisure started in Hunters Hill-Ryde

1983: Friends of Community Aid Shop began fundraising for LCCAS

1987: Home Maintenance & Modifications commenced

1991: NSW Government donated a 22-seater bus to Hunters Hill-Ryde

1993: Community Visitors Scheme commenced in Hunters Hill-Ryde

1994: Carers Support Program commenced in Hunters Hill-Ryde

1995: Hunters Hill Respite Care Centre opened at 42 Gladesville Rd



2000s - Present

2002: Easy Care Gardening Service started in Lane Cove

2003: In-home podiatry was added at LCCAS

2004: Linen Service added at LCCAS

2006: Social Support Gladesville and Culturally and Linguistically Diverse (CALD) programs funded

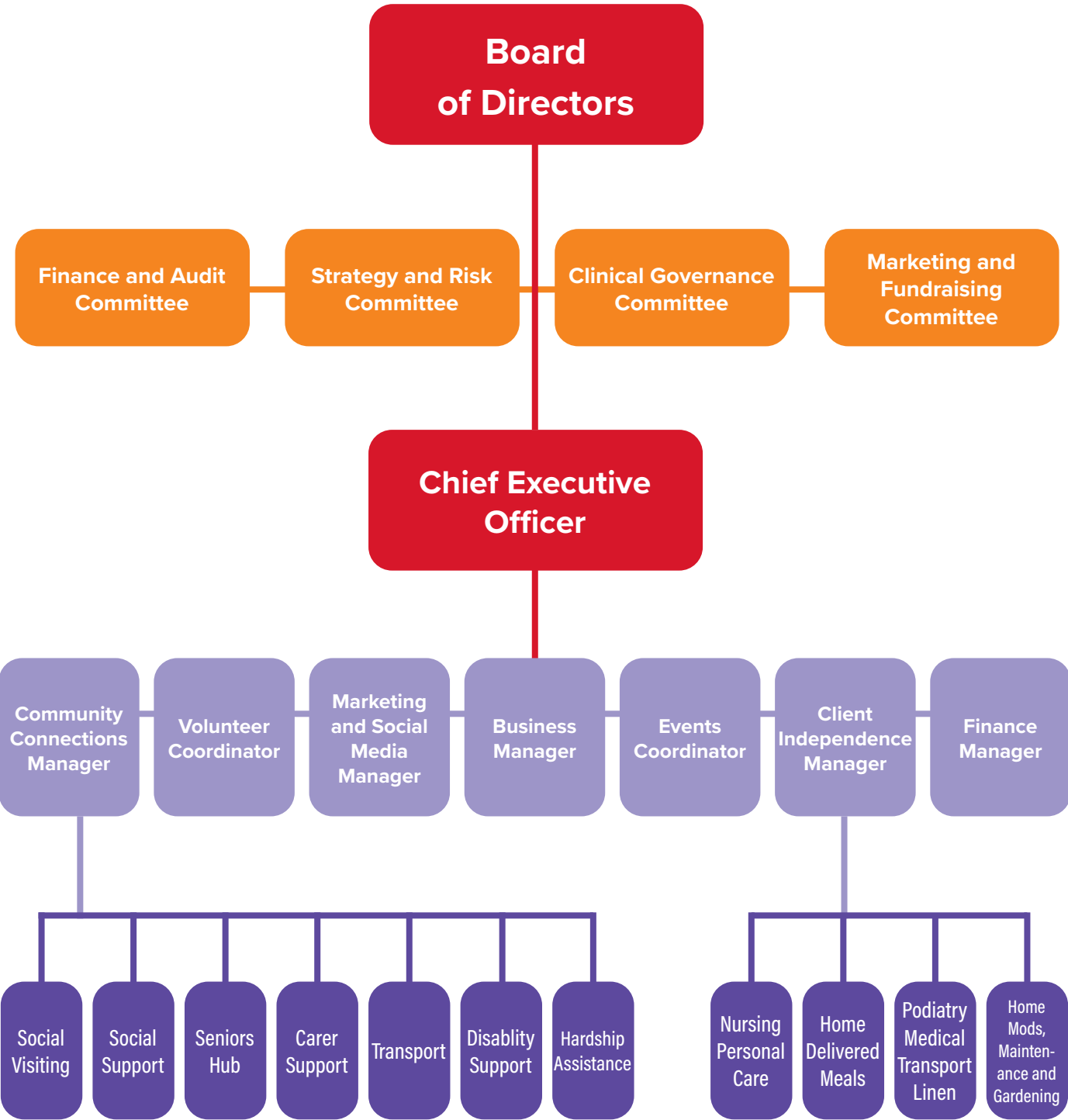
2008: Hunters Hill-Ryde Community Services formed after merger of Gladesville Community Aid & Information Service Inc, Hunters Hill Respite Care Centre Inc, and the Brain Injury Respite Development Service Inc.

2017: Sydney Community Services began operating after merger between LCCAS and Hunters Hill-Ryde Community Services

2021: Merger with the Meeting House, Lane Cove North

2023: Continence Advisory service added.

Organisational chart



Our Mission

Sydney Community Services aims to be a respected organisation, providing dynamic services, which enable our diverse community members to realise their potential and independence.



Our Aims and Objectives

- Assisting those in need to maintain and improve their quality of life.
- Encouraging self-esteem, self-respect and independence.
- Fostering community interest and involvement in the objects and activities of the organisation.
- Responding to the changing needs of the community.
- Providing services and information to the community and referring community members to other appropriate service providers.
- Cooperating with other relevant organisations in the provision of community support services.

Our Philosophy

SCS believes in the right of people to:

- Be treated and accepted as an individual, and to have their individual preferences respected.
- Be treated with dignity, with their privacy respected.
- Receive care that is respectful of them, their family and home.
- Receive care without being obliged to feel grateful to those providing care.
- Full and effective use of all their human, legal and consumer rights, including the right to freedom of speech regarding their care.
- Be treated without exploitation, abuse, discrimination, harassment or neglect.
- Receive accountable and responsive services.

Our Values

RESPECT:

We value each person as a unique individual and treat their needs, choices and beliefs with respect.

QUALITY:

We provide a high-quality standard of care at all times.

COMPASSION:

We take thoughtful, empathetic, and caring action to support people.

INCLUSION:

We welcome people from all backgrounds, ensuring that they feel seen and heard.

COLLABORATION: We welcome and action great ideas from new and existing stakeholders.

Our Strategic Pillars

Our Strategic pillars are the key areas of focus or priorities that Sydney Community Services chooses to achieve its long-term vision and strategic objectives. They represent the broad areas of focus that underpin our overall business strategy.

Pillar 1: Customer

- 1.1** Review Organisation Structure, communications and increase offerings for wellness market
- 1.2** Review organisation systems and staged restructure
- 1.3** Design structure and identify growth opportunities
- 1.4** Develop Consumer Information for Aged Care Reforms
- 1.5** Design a Consumer Engagement Roadmap

Pillar 4: Communications

- 4.1** Develop Clear Marketing Plans with particular attention to implementation of the Support At Home Program and diversity of service offerings at SCS
- 4.2** Develop Marketing and Communications Role
- 4.3** Develop internal communications plan

Pillar 2: People

- 2.1** Implement Sustainable Organisational Structure
- 2.2** Design and Implement a Volunteer Strategy
- 2.3** Attract, Develop and Retain Excellent Staff
- 2.4** Board Diversity & Inclusion Strategy
- 2.5** Board Engagement
- 2.6** Develop Long Term Goals - Set financial targets for the next 2-5 years

Pillar 5: Sustainability

- 5.1** Ensure Financial Viability
- 5.2** Meet and Exceed Quality Requirements
- 5.3** Increase our Revenue and Revenue Diversification

Pillar 3: Systems

- 3.1** Implement Cloud-Based CRM
- 3.2** Implement Cyber Secure Cloud-Based IT Support Framework
- 3.3** Integrate Finance, Human Resources, Risk and Quality Management Systems



Governance Committees

Board

The Board comprises the Directors of the Company and is responsible for issues related to business strategy, policy and procedure, overall organisational health and profitability and other matters of concern that require the attention of the Board. The Board consists of nine Directors. The Board meets on the fourth Monday of each month, face-to-face.

The Board of Directors has overall responsibility for the corporate governance of Sydney Community Services (SCS), including strategic direction, the establishment of objectives for management and monitoring the achievement of those objectives, the review of CEO and Senior Management performance, establishing a framework for the management of major business risk and ensuring that Policies are in place to satisfy SCS' legal and ethical responsibilities.

Finance and Audit Committee

The Finance, Audit and Risk Committee is responsible for ensuring the integrity of the financial reporting process, the risk management system, internal reporting and controls, management of strategic and major financial and operational risks and the external audit process. Oversight must be based on the principles of accountability, transparency and that responsibility.

The Finance and Audit Committee is responsible for ensuring that the Financial Policy set down by the Board are followed for monitoring the financial operations of SCS. This includes ascertaining on behalf of the Board that financial reports and other information reflect the actual financial situation of SCS.

Strategy and Risk Committee

The purpose of the Sydney Community Services (SCS) Strategy and Risk Committee is to assist the Board of Directors (the Board) in fulfilling its corporate governance oversight responsibilities, including:

1. Develop and monitor high standards of board and operational governance.
2. Developing an overall strategic direction inclusive of SCS' vision, mission, and strategic objectives.
3. Identifying, evaluating, and mitigating strategic, operational, and external environment risks.

Ensuring the Board has policies and procedures in place to guide the legal and ethical operation of SCS.

The Strategy and Risk Committee shall be appointed by and will serve at the discretion of the Board. The Committee shall consist of no fewer than four members, majority of whom shall consist of members of the Board. The Chairman of the Committee shall be a member of the Board.

Clinical Governance Committee

The Clinical Governance Committee provides assurance to the Board that Sydney Community Services (SCS) has a robust framework for the management of key critical clinical systems and processes.

These systems will include, but are not limited to:

- Incident and Accident Management and Reporting;
- Risk Management;
- Complaints and feedback;
- Continuous Improvement;
- Quality Care which is safe, effective with positive consumer experience
- Compliance with the Aged Care Quality Standards - Standard 3 Personal Care and Clinical Care;
- Consumer Records;
- Maintaining clinical competence.

The membership of this Committee consists of:

- Medical Doctor
- Regional Service Manager
- Board Director
- Clinical Care Manager - Nursing Services (RN qualified)
- Registered Nurse (RN) – this position can be rotated amongst the current RN's
- Project Officer – reports to the CEO

Chairs

- **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),
- **Ian Longbottom** (Chair of Marketing and Fundraising Committee)

Marketing and Fundraising Committee

The purpose of the Marketing and Fundraising (MAF) Committee is to make recommendations to the Board of Directors in relation to the promotion, marketing, fundraising, branding and communications (internal and external) activities relating to Sydney Community Services.

This includes, but is not limited to the following:

1. Marketing strategy
2. Fundraising activities
3. Digital communications (e.g., social media and website)
4. Communication to consumers and volunteers
5. Branding and visual identity
6. Promotional events

The MAF Committee is to be made up of 6 individuals, as follows:

1. Chair of MAF Committee
2. One member of the SCS Board of Directors
3. CEO
4. Marketing and Social Media Manager
5. Graphic Designer
6. Individual appointed by the Board.

Meetings shall occur every two months and will be chaired by the Board member, Chair of Marketing and Fundraising Committee.



Sydney Community Services
WHAT'S ON DECEMBER 2023

ENQUIRIES AND BOOKINGS FOR ACTIVITIES: 9427 6425 | support@sydneycs.org

HOURS OF OPERATION: 9:30am - 4:30pm | Monday - Friday | www.sydneycs.org

Book Club 1st Book: 12 Dec 2023 2nd Book: 19 Dec 2023 3rd Book: 26 Dec 2023 4th Book: 2 Jan 2024 5th Book: 9 Jan 2024 6th Book: 16 Jan 2024 7th Book: 23 Jan 2024 8th Book: 30 Jan 2024 9th Book: 6 Feb 2024 10th Book: 13 Feb 2024 11th Book: 20 Feb 2024 12th Book: 27 Feb 2024 13th Book: 6 Mar 2024 14th Book: 13 Mar 2024 15th Book: 20 Mar 2024 16th Book: 27 Mar 2024 17th Book: 3 Apr 2024 18th Book: 10 Apr 2024 19th Book: 17 Apr 2024 20th Book: 24 Apr 2024 21st Book: 1 May 2024 22nd Book: 8 May 2024 23rd Book: 15 May 2024 24th Book: 22 May 2024 25th Book: 29 May 2024 26th Book: 5 Jun 2024 27th Book: 12 Jun 2024 28th Book: 19 Jun 2024 29th Book: 26 Jun 2024 30th Book: 3 Jul 2024 31st Book: 10 Jul 2024 32nd Book: 17 Jul 2024 33rd Book: 24 Jul 2024 34th Book: 31 Jul 2024 35th Book: 7 Aug 2024 36th Book: 14 Aug 2024 37th Book: 21 Aug 2024 38th Book: 28 Aug 2024 39th Book: 4 Sep 2024 40th Book: 11 Sep 2024 41st Book: 18 Sep 2024 42nd Book: 25 Sep 2024 43rd Book: 2 Oct 2024 44th Book: 9 Oct 2024 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Sydney Community Services

Highlights 2022-2023



Total number of consumers **2111**

Total number of staff **65**

TOTAL NUMBER
OF VOLUNTEERS

160



VOLUNTEER
HOURS

8000

SERVICES DELIVERED: 1 JULY 2022 – 30 JUNE 2023

Meals
delivered

19,312

Hours of
nursing care

4329

Podiatry
home visits

2215

Hours of
respite

685

Beds
changed

612

Hours of
Disability support

15,319

Hours of
advisory

196

Homes
modified

354

Hours of
Social Support
Individual

3974

Homes
and gardens
maintained

410

Hours of
domestic
assistance

589

Hours
of Social
Support Group

32,256

6 Languages offered



SPANISH, ITALIAN, MANDARIN,
CANTONESE, PERSIAN AND ARABIC



Hunters Hill-Ryde Social engagement programs

19 162

HOURS OF COMMUNITY
CONNECTION ACTIVITIES

53

CULTURALLY SPECIFIC EVENTS, PEER
SUPPORT MEETINGS AND CULTURAL
CELEBRATIONS

9098

HOURS OF SUPPORT TO CARERS
THROUGH FLEXIBLE RESPITE AND
SENIORS HUB

4069

HOURS OF INDIVIDUAL SUPPORT

Hunters Hill-Ryde DisAbility Services provided

22,880

HOURS OF SUPPORT

Hardship Assistance program provided

300

FOOD PARCELS

120

CHRISTMAS HAMPERS

\$10, 600

UTILITY VOUCHERS

20

HOURS OF FINANCIAL COUNSELLING

Unique Activities



ACTIVITIES	HOURS	ATTENDEES
Movement Matters	998	79
Mahjong	1964	41
Scrabble	391	23
Table Tennis	2452	57
Games Bridge	1800	31
Yoga	395	10
Book Club	38	10
TOTAL HOURS	4898	

Unique Events



ACTIVITIES	HOURS	ATTENDEES
Park View Cafe	246	82
Fashion Parade	282	94
Melbourne Cup	48	16
My Aged Care sessions	308	154
TOTAL HOURS	884	

Seniors Festival



ACTIVITIES	HOURS	ATTENDEES
The Great Balancing Act	68	34
Lane Cove Choristers	90	45
High Tea + MAC info	68	34
Park View Cafe		
(Lets Celebrate)	90	30
TOTAL HOURS	316	



Facebook

Reach Increased **31%**

New Followers Increased **96.2%**



Instagram

Reach Increased **288.9%**

New Followers **51**

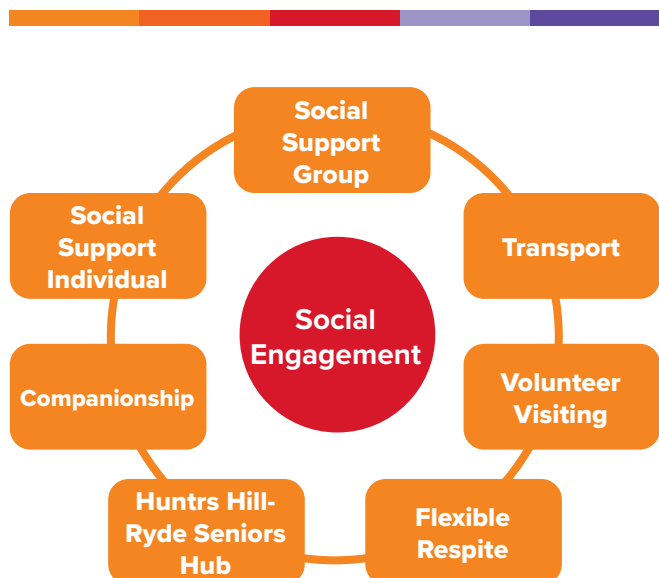


New Newsletter

distribution **480** contacts

Management Reports

Community Connections Manager Branka Ivkovic



Social Engagement services assist our clients in participating in the communities of their choice and feel socially included. Social connection is such an essential part of our lives; abundant evidence suggests that high levels of social engagement are associated with improved individual happiness, health, and general well-being.

The overwhelmingly positive feedback, happy consumers and returned business attest to the high-quality support provided by our staff, volunteers, and students on placement. A thank you from a consumer's loved one is always special, as they are often people who are short of time.

The **Seniors hub** received a generous donation from Lee Robinson, the son of a now deceased consumer, Jack Robinson. Lee was extremely grateful for everything the Seniors hub offered his father.

LEE

'When my father attended the Senior's hub it provided companionship, stimulation, it got him out of the house and expanded his world. He actually was back to a semblance of himself when attending the hub. I was also extremely grateful he could be picked up from home and importantly, I always felt confident he was well cared for and safe.'

Our carers can be rest assured that their loved one is looked after with empathy and utmost care while in our **In-home Flexible Respite** and **Seniors Hub** programs.

With the individual support services in place, our consumers stay independent longer as they can access shops, medical appointments, banks, and leisure activities accompanied by one of our **Support Workers**. Our workers are as diverse as our consumers; together, we speak more than 20 languages!

The individual and group-based programs are focused on delivering the consumer goals in line with the outcomes they want to achieve. The goal is often straightforward: our consumers tell us they want to meet new people, go out, and do something fun. And we do that!

Through our social engagement programs, we delivered:

- **19162** hours of community connection activities
- **153** culturally specific events, peer support meetings and cultural celebrations
- **19098** hours of support to carers through Flexible Respite and Seniors Hub
- **14069** hours of individual support



Our **DisAbility Services** support individuals to develop skills, participate in the community and develop friendships. Our services are delivered by competent, compassionate, and highly trained staff. The consumers take part in a wide variety of activities, from sailing, art, drama, and cooking to creative movement and walking.

In 2022, we achieved our Third-Party Verification with 100% compliance. Our National Disability Insurance Scheme services received a high-quality stamp of approval.

Through our DisAbility Services, we provide:

- **22,880** hours of support

STEVE

"I would like to say thank you for the fantastic outings that you arranged for us. These include the wonderful lunches, the very competitive ten pin bowling, the singing events and much more. Whilst I love them all, I wonder if the other members are able to express this as clearly as I can. For many people who have suffered brain damage like me, it is difficult to find good friends that can understand each other well. The Group at SCS is a very good one as it enables people with disability to be socially active together in one group. I believe that the SCS service is a very valuable one that should be supported by all."



Financial hardship issues have been exacerbated by the cost-of-living crisis, which has seen a rise in the cost of necessities, utilities, mortgages and the rental stress. Our **Hardship Assistance program** depends on donations, local community food drives and small grants.

Of our clients, 91% come from Gladesville, Hunters Hill, Ryde, and Lane Cove. Although those areas are not identified as socioeconomically disadvantaged, our consumers are affected by higher-than-average rental payments and mortgage repayments. Often, food is the last expense to be covered in a financially stressed household.

First Nations people make up 2.3% of our clients, as opposed to the 0.3% of the Lane Cove Electorate's average. A Torres Strait Islander elder delivers the SCS Hardship Assistance and is an essential link between our community members in need of our service.

Through our Hardship Assistance program, we provided:

- **300** food parcels
- **120** Christmas hampers
- **\$10,600** utility vouchers
- **20** hours of financial counselling

Client Independence Manager Cathy Commins

Sydney Community Services Client
Independence services continue to provide high quality in home support enabling older Australians to remain living at home for as long as possible.

Our Nursing services expanded its offerings to include **Continence Advisory** which is now available to people over 65 years for clinical assessment, planning and treatment, liaison with allied health, providing continence product advice for consumers and assistance with CAPS claiming.

Home Modifications has contracted a builder to undertake major projects such as installing ramps and add handrails to stairs to improve access and functionality so people can remain in their home living as independently as possible.

Our Gardening services has seen availability for the first time in 3 years with many long term consumers moving to different aged care programs.

An additional three **Podiatrists** have been recruited to cover the demand for this service and a new cleaner contracted to continue meeting the high demand for **Domestic Assistance**.

The work carried out by our **Volunteers in Food and Linen services** to deliver food and change bed linen is vital, highly regarded and much appreciated. Our team remain committed and passionate in providing the best support ever to older Australians and each work really hard to make things happen quickly and efficiently. In addition, these programs were externally audit by the Aged Care Quality and Safety Commission and each successfully achieved compliance with the National Standards.

Cyber Security for Data and Asset Protection

Anand Jaisingh

There has been an exponential rise in Cyber Crime and Fraud. Methods such as phishing, data theft, hacking, IoT Internet of Things, social media crimes, ransomware, DDoS, AI, Voice AI, Business E-mail Compromise, RDP Attacks etc.



With all these different methods used by Cyber Criminals who mostly operate across country borders, there is an ongoing effort from the Management, IT service provider and all staff to be on our toes and quickly adapt to remain safe and secure.

What we have done so far:

Essential Eight

- 1. Application control:** This is a restriction on Applications allowed to be run on a computer. MiCiS (our IT support), have placed restrictions and only properly authorised application can run on our computers.
- 2. Patch applications:** MiCiS makes sure all our programs and applications are regularly patched, keeping our systems safe.
- 3. Configure Microsoft Office macro settings:** Macros are disabled for most users as they do not use them.
- 4. User application hardening:** This means that all programs and applications should be made more stringent so as to avoid any attacks. MiCiS are regularly monitoring this to ensure wherever hardening is required, it is actually implemented.
- 5. Restrict administrative privileges:** Administrative privileges are only with MiCiS.

6. Patch operating systems: MiCiS makes sure all our operating systems are regularly patched, keeping our systems safe.

7. Multi-factor authentication: Multi factor authentication has been implemented in most of our applications.

8. Regular backups: MiCiS takes automated regular backups of all our systems, as well as takes an offline backup on predetermined content.

In addition:

- We have moved from hosting programs and applications on our server to hosting programs and applications on the cloud.
- We have moved from storing files on our server to Microsoft SharePoint.
- We have a robust Business Continuity Plan.
- We have held various training sessions for Employees, Volunteers and Board members.
- We have regular updates provided for staff during the All-Staff Meetings.
- We physically destroy all storage devices once they have been decommissioned.

What we are planning to do:

- Totally decommission our server and wipe all data on it.
- Some applications do not have the capability to implement MFA. We are working with them to get that implemented ASAP.
- We are running scenarios where different attacks do take place and how we handle them.
- Run a mock trial a mock trial to stop using our regular systems and run only from restored backups.
- Applications that are no longer supported by Vendors are uninstalled.
- Totally disallow use of USB sticks, memory drives, removable HDD.
- Introduce more training and courses for all our staff.
- Keep our staff members updated with the latest trends in Cyber Crimes and new modus operandi of these operators.

Climate Change and Sustainability Report

Climate change is a serious governance issue for all Australian organisations, including not-for-profits. It affects everything from workforce planning, to funding, to the safety of people and physical properties.

Sydney Community Services is taking necessary action to contribute to a greener future. As part of our ongoing commitment and action around climate change, we are adopting measures to help fight the climate crisis. It is a collective role for everyone in the organisation.

Below are measures Sydney Community Services has put in place so we can contribute to the fight against global warming.

As part of our ongoing commitment and action around climate change we are implementing:

Energy

- Switch off lights, air-conditioning, computers and other appliances when not in use.
- Purchase of equipment, such as refrigerators, with low energy ratings.
- Maintain equipment to ensure it performs efficiently. The air-conditioning and heating systems are serviced annually, and filters are changed or cleaned every month during peak seasons. Industrial refrigerators regularly serviced to ensure optimum performance and correct temperatures.
- Attempt to take the shortest transport routes where possible to minimise fuel usage.

Recycle

- Recycle whatever waste we cannot avoid generating, e.g. all plastic, glass, metal and paper waste.
- Nespresso coffee pods collected, returned and recycled.
- Purchase of cleaning products which have packaging with recycled content.

Water

- Purchase of office plants that consume minimum amounts of water.
- Staff to quickly report leaking taps.

Paper

- Store documents on the cloud instead of making hard copies.
- Only print emails and documents when absolutely necessary.
- Collect paper that has been used on one side for writing notes on the other.
- Recycle paper and toner cartridges from printers and photocopiers.
- Print on both sides of the paper to decrease paper consumption when possible.
- Email the Sydney Community Services Annual Report to members and stakeholders rather than sending printed editions. This also includes other documentation such as the monthly e-newsletter and consumer survey.
- Providing reusable mugs, glasses, crockery and cutlery, rather than plastic or paper.

Food

- Refrigerator is set at the optimal temperature to ensure food longevity.
- All home delivered food regularly rotated to minimise waste.
- All event leftovers are freely available to office staff following an event to lessen wastage.
- Careful catering for events to minimise leftovers and waste.

Sydney Community Services continues to explore additional ways to contribute to the fight against climate change whilst ensuring all the above practices are consistently implemented.



Volunteering 2023

Yvonne Hughes

Marketing and Social Media Report

Gillian Bailey

Sydney Community Services volunteers are extremely valued members of our organisation. **We have approximately 160 volunteers** that work locally supporting the vulnerable and connecting the elderly, frail and people with a disability to the community. A large number of volunteers returned after COVID-19 to more stringent guidelines and often completing their tasks wearing face shields and PPE, so we are continually grateful to them.

We have volunteers who have been with us for many years and some of our services could not be done without them. **One couple had been delivering meals in the community for 12 years and resigned in 2023 at the age of 92!** What an achievement. A number of volunteers were recognised at the NSW Volunteer Awards this year and attended a lovely ceremony at the Kirribilli Club. Volunteers from all different communities and organisations were applauded for the work they do.

We are in the process of completing a **3-year Volunteer Strategy which will form the foundation on which we plan to grow our volunteering program.** We will develop this strategy to ensure we can continue to welcome and support everyone who chooses to volunteer at Sydney Community Services.



Prior to October 2022 a team member had not been assigned to marketing and social media management for an extended period of time, therefore leading to many marketing activities being neglected.

Since taking up the position of Marketing and Social Media Manager in October 2022, focus has been placed on building a social media presence, developing consistent marketing collateral, reinstating a monthly newsletter, reviewing and updating the current website prior to developing a newer, more functional and user-friendly website, using existing marketing platforms such as the Lane Cove Connection, In the Cove and relevant external websites to promote our services and activities, and continuing to utilise the reach of The Village Observer.

Over the past year a social media presence has been established on Facebook and Instagram with regular posts scheduled about upcoming events, our services and activities. The number of followers is steadily increasing, and we now aim to explore paid advertising to further boost our audience.

Highlights in this reporting period have been the installation of new signage at both the Pottery Lane premises and the Meeting House. The messaging and imagery now clearly convey our services and offerings, as well as providing entry directions.

Consistent use of brand colours, font, and look and feel of all marketing material has also been a key goal. All flyers, invitations, social media posts, newsletters, posters and any other marketing collateral, are developed in collaboration with our graphic designer creating professionally branded materials.

Content on the current website is being reviewed and updated and a new website plan is being developed. A clear, concise website that is easy to navigate is being implemented and will be launched in the next reporting period.

A monthly newsletter has also been reestablished. Distribution includes consumers, volunteers, supporters, and staff, and provides information about our services, activities, events and resources highlighting what is on offer each month and what is upcoming.

I would like to thank all my colleagues for working with me over the past 12 months to ensure we create consistency of messaging and brand and further promote the fabulous services and activities of the organisation to the local and wider community. I look forward to the next 12 months where the Marketing and Communication Plan can be further implemented.

Finance Report

Warren Bell

**Vice-Chair and Chair of Finance
and Audit Committee**



The role of the Finance and Audit Committee is to oversee the financial wellbeing of Sydney Community Services (SCS) to ensure its continued support of the community. The committee, comprised of management and board members, meets on a monthly basis reviewing the current financial position, forecasts, plans and actions to be taken. The Committee reports to the SCS Board meeting each month.

Like the two preceding years which were dominated by the COVID-19 pandemic, FY23 was again a challenging year. From an operational perspective the task was to re-invigorate programs and activities in an environment where a significant proportion of our client base remained understandably cautious of group activities post COVID-19. Financially, the absence of any extra ordinary funding from government, and the inflationary impacts of the global environment and supply issues, resulted in some program budget shortfalls.

Management and staff continued to demonstrate their ability to pivot to the evolving environment, changes in demand, and demonstrating high levels of compliance with legislation and funding body requirements. A review of the organisation's structure for the future resulted in a number of positions being modified and/or reduced. Unfortunately this resulted in some staff redundancies.

In light of a continuing fluid and difficult operating environment, the final deficit of (\$195,159), of which \$133,000 related to redundancies, was a solid result demonstrating management's continued efforts to drive operational efficiencies within the organisation.

I would like to thank the members of the Finance and Audit Committee for their support, insights and good humour.



Directors

The directors of Sydney Community Services (the company) submit their annual financial report for the year ended 30 June 2023.

Directors

The following persons were directors of the company during the whole of the year and up to the date of this report, unless otherwise stated:

- **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)
- **Ian Longbottom** (Chair of Marketing and Fundraising Committee)
- **David Brooks-Horn**
- **Deborah Hill**
- **Alexandra Meldrum**
- **James Shevlin**

Information on Directors

● John Devine

CHAIR

Qualifications and experience:

Bachelor of Engineering in Electrical Engineering, University of New South Wales (29165). Member of Institution of Engineers Australia (1969). Fellow of Australian Institute of Company Directors (1992). Retired Company Director and CEO of a major Australian and International Public Company. Director, President and Consultant at Sydney Community Services since 2000. Resident of Lane Cove for over 30 years.

● Warren Bell

VICE- CHAIR AND CHAIR OF FINANCE AND AUDIT COMMITTEE

Qualifications and experience:

Principal owner of Taylor Bell & Associates Pty Ltd. Warren joined the Hunters Hill Ryde Community Services Board in 2012 and Sydney Community Services Board in 2017 with the merger. Master of Business Administration and postgraduate Diploma in Management.

● Rod Cooke

CHAIR OF STRATEGY AND RISK COMMITTEE

Qualifications and experience:

Company Director with an extensive management career in the military, public, private organisations and as a CEO in several not-for-profit organisations. Has over 30 years of board and governance experience. A Fellow of the Australian Institute of Company Directors. Holds a BA, MEd and an MBA.

● Dr Carl Wong

CHAIR OF CLINICAL GOVERNANCE COMMITTEE

Qualifications and experience:

Bachelor of Pharmacy (B.Pharm) Bachelor of Medicine & Surgery (MBBS (Hons) (USyd)), Diploma of Child Health Cert General Practice Dermatology, Advanced certificate of Skin Cancer Medicine (Bond), Advanced certificate of General Dermatology (Bond) FRACGP. Dr Wong has over ten years' experience working as a GP in the local area of Lane Cove. In 2016, Dr Wong was the recipient of the Lane Cove Citizenship award for recognition of his workplace contributions to the community life of Lane Cove. Dr Wong writes a monthly Health and Wellbeing article for The Villager Observer.

● Ian Longbottom

CHAIR OF MARKETING AND FUNDRAISING COMMITTEE

Qualifications and experience:

Retired International business executive. Served as a Councillor for Lane Cove between 1991-2012 (Mayor of Lane Cove 2004-2009). Founder/publisher of The Village Observer (1993 - 2010). Ian chaired the NSW Government Property Services Advisory Council. Former Director/President of Rotary Club of Lane Cove. Former Director/Chairman of the Lane Cove Club (1994-2016). Patron of the Lane Cove Art Society. Director of Sydney Community Services since 1991. Chair of the Lane Cove Community Aid Foundation. Resident of Lane Cove since 1984.

● David Brooks-Horn

Qualifications and experience:

Councillor of Lane Cove Municipal Council since 2008. Mayor of Lane Cove Council from 2013-2015. Current Director of Sydney Community Services and of Lane Cove Rotary Club. Resident of Lane Cove for his entire life.

● Deborah Hill

Qualifications and experience:

Deborah is a practising accountant since 1989 and has been operating an accounting business in Lane Cove since 2005. Member of the Institute of Chartered Accountants Australia and New Zealand. Resident of Lane Cove for over 16 years. President of the Lane Cove Chamber of Commerce. Appointment as a Director of Sydney Community Services in June 2013.

● Alexandra Meldrum

Qualifications and experience:

Bachelor of Science, Bachelor of Engineering (First Class Honours and University Medal), MBA (Executive) and Masters of Economics.

Alexandra is a Fellow of the Australian Institute of Company Directors (FAICD), Fellow of the Institution of Chemical Engineers (FICHEME), Fellow of the Institute of Engineers Australia (FIEAust) and Chartered Professional Engineer (CPEng).

Alexandra Meldrum is an engineer and economist, with broad experience. She has twenty-five years' management experience in government, industry, universities, and not-for-profit organisations. She has held responsibility for production, people, quality, safety, and budget. Alexandra has developed strategy and policy, and delivered transformational change of strategy, structure, systems and culture.

Alexandra brings expertise in strategy, transformation, change management, project management, risk and sustainability. She has taught in business schools at universities for fifteen years.

An experienced director, she has twenty years of directorship and governance experience.

● James Shevlin

Qualifications and experience:

Solicitor in sole practice in Lane Cove.
Director of Sydney Community Services for over 22 years. Resident of Lane Cove for his entire life.

Meetings of Directors

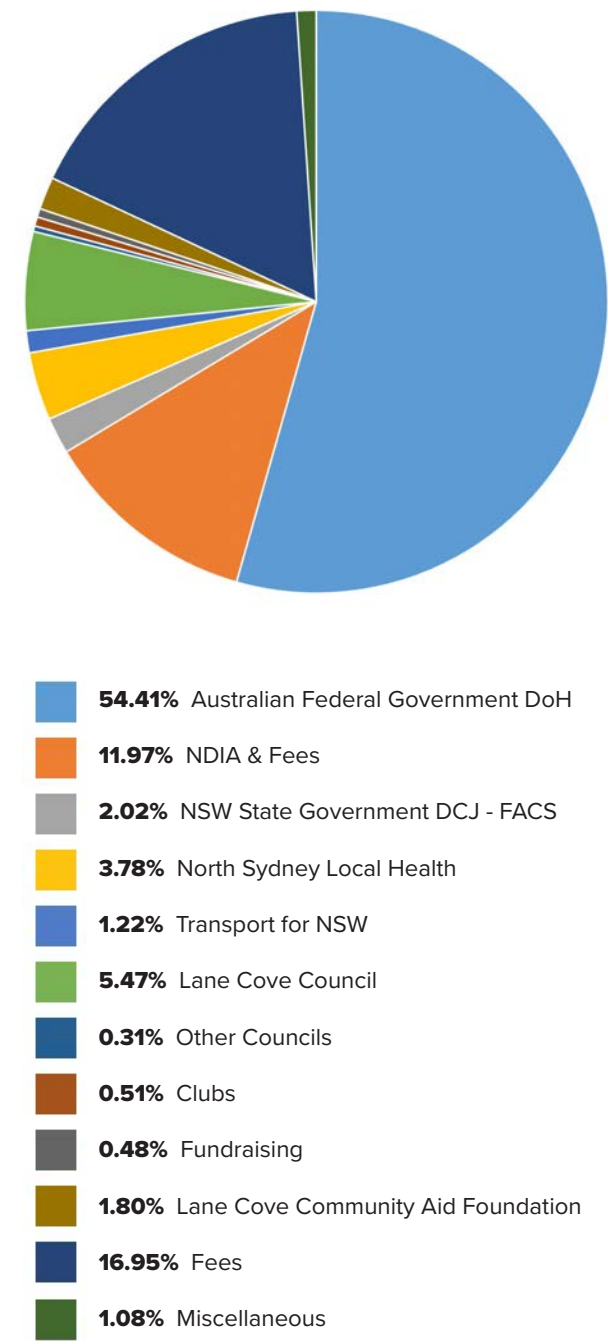
During the year, 10 meetings of directors were held. The constitution states there must be no less than 4 meetings held each year.

Attendances by each director were as follows:

DIRECTORS MEETINGS	Number attended
John Devine (Chair)	10
Warren Bell (Vice- Chair and Chair of Finance and Audit Committee)	10
Rod Cooke (Chair of Strategy and Risk Committee)	8
Dr Carl Wong (Chair of Clinical Governance Committee)	10
Ian Longbottom (Chair of Marketing and Fundraising Committee)	9
David Brooks-Horn	7
Deborah Hill	9
Alexandra Meldrum	8
James Shevlin	6

Thank you to our Funders

Thank you to our Supporters



- Anglican Parish of Hunters Hill
- Boronia Park Uniting Church
- Chatswood RSL
- Ciena Australia
- Gladesville Presbyterian Church
- Gladesville RSL and Community Club
- Gladesville Shopping Village
- Grill'd
- Hunters Hill Congregational Church
- Hunters Hill IGA
- Hunters Hill Ladies Probus
- Hunters Hill Preschool
- Hunters Hill Quilters
- Jigsaw OOSH
- L J Hooker
- Lane Cove Country Club
- Longueville Hotel
- North Ryde RSL
- Rotary Club of Eastwood and Gladesville NSW
- Rotary Club of Hunters Hill
- Rotary Club of Lane Cove
- Ryde Eastwood Leagues Club
- Share the Dignity



Sydney Community Services supports
you wherever you are on life's journey.
Our aim is to enhance community participation,
boost health and wellbeing,
develop life skills and enable independence
for people from all walks of life.



Sydney Community Services



MEALS



HOME NURSING



RESPIRE



TRANSPORT



SHOPPING



**GROUPS AND
ACTIVITIES**



**HOME
MODIFICATION**



**MAINTENANCE
+ GARDENING**



**HOME
HELP**



www.sydneycs.org

Lane Cove Hub
1 Pottery Lane,
Lane Cove
9427 6425

Hunters Hill-Ryde Hub
46 Gladesville Road,
Hunters Hill
9427 6425

Meeting House Hub
23a Stokes Street
Lane Cove North
9427 1841



Supported by the Australian Government
Department of Health and Aged Care.