

# BELONG BLUE MOUNTAINS INC. 2020 ANNUAL REPORT 1 July 2019 - 30 June 2020



Aunty Carol Cooper at the Belong BM AGM in December 2019

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Belong Blue Mountains acknowledges and respects the Darug and Gundungurra nations as the traditional owners and custodians of the land in which we work and live. We pay our respects to the Elders past, present and future.

We will promote mutual respect and understanding, paying respect to all Aboriginal and Torres Strait Islander peoples, their cultures and their heritage.

We recognise the impacts of past and present injustice and the role we can all play in working together towards a better future. Belong Blue Mountains supports the Uluru Statement from the Heart.

We acknowledge that this land is, was and always will be Aboriginal land.

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# Introduction

The Belong Blue Mountains Annual Report for 2019-2020 comes at a time when we are still living with the COVID-19 pandemic.

The impact of coronavirus COVID-19 was felt directly in March 2020. We worked hard for staff to be able to work from home during the lock-down and had to suspend many activities, programs, and services. And yet....

.... We managed to continue to provide services to the people in the community through creative ways of working differently, including the use of technology to maintain connection and communication with each other and with our clients through means of teleconferencing, video-conferencing and video clips

.... We developed the virtual neighbourhood centre, a creative way of mapping the ways in which we can

continue to deliver programs and services using virtual technology as we continue to work during the pandemic and to deliver services going forward and defining our 'new normal'

.... We enabled our staff and volunteers to work remotely, thereby maximising their safety and minimising the number of people being out in the community in order to assist the containment of the virus.

.... We developed policies, procedures and protocols to provide the framework for our staff, volunteers and community members to stay as safe as possible.

This, then, is the context in which we present to you our Annual Report for 2019-2020.

May 2021



# Section 1: An overview of Belong Blue Mountains

# Who we are, what we do, and why we do it

# Who we are

Founded in November 2018, Belong Blue Mountains (Belong BM) is the identity of our new local and place-based community organisation with centres in Katoomba, the Mid Mountains (Lawson) and Lower Mountains (Blaxland).

Our three Neighbourhood Centres have more than 100 years of community service between them. Run by a team of dedicated workers and passionate volunteers, our Centres are safe, welcoming places in which we work to build the strength, wellbeing, resilience and cohesion of our growing Blue Mountains community.

# What we do

We provide services and activities for people of all ages with many different needs. We aim to be inclusive and build connectedness and belonging to improve wellbeing, quality of life and social cohesion within the Blue Mountains community.

We create shared aspirations with our community. We link children, young people and adults with the support they need. We provide volunteering opportunities for those who want to give back.

# Why we do it

Our work is grounded in the principles of social justice - connection, inclusion and access, safety and conditions for wellbeing.

We focus our resources on the disadvantaged and least powerful groups in the community. We believe the development of networks, mutual support and collective action can improve the quality of life for our entire community.

# **Purpose, Way, Impact**

# Purpose

To collaboratively build a community across the Blue Mountains in which people feel enabled, connected and supported to live the best lives they can.

# Way

- · by providing accessible and responsive local services
- by offering opportunity for the community voice to be heard
- · by listening and responding authentically to community aspirations and need
- · by providing places and platforms for connection and high-quality person-centred support
- by working with our local communities to remove or reduce barriers to those who are vulnerable and disadvantaged
- · by building an economically-sustainable organisation
- by staying true to the social justice principles of access, equity, participation and human rights.

# Impact

A stronger, safer, connected, more inclusive and resilient community where people are able to influence their own potential, health and wellbeing.



# **Our People**

# Board members

Belong Blue Mountains is governed by a voluntary Board.

Board members for 2019-2020 were:

Chair: Ruth Bennett

**Deputy Chair:** Wendy Holland **Secretary:** Mahalya Middlemist

Treasurer: David Caton

**Members:** John Crichton, Warwick Fuller, Maria Katrivesis, Leanne Kent (resigned 4 December 2019), Don McGregor (resigned 15 August 2019), Elizabeth (Gay) Thornton

Public Officer: Len Kasper, Chief Financial Officer

# Chief Executive Officer

Kath Harrison

Executive Officer to the CEO: Neil Smith

# Executive Management Team

Chief Executive Officer: Kath Harrison
Director, Communities: Mick Barrett
Director, Care & Support: Barbara Cuthbert
Director, Corporate & Quality: Peta Williams

Director, Finance (Chief Financial Officer): Len Kasper

# **Directorates**

# **Care & Support Directorate**

(Chronic, Vulnerable, Aged & Disability Services)

**Director:** Barbara Cuthbert

# **ASSIST Building & Home Maintenance**

ASSIST Building Services Manager: Stephen Ramsay (resigned January 2020);

Steven Hart (from January 2020) **Administrator:** Patricia Kerry

Building & Maintenance Staff: Adam Hughes, Chris McKenzie-McHarg, Dave Noble (resigned June

2020), Thomas Redmond and Amos Tito (from October 2019)

Occupational Therapists: Vania Dickens and Gillian Menear (from February 2020)

# **Aged Care**

Blue Mountains Community Support Coordinator: Claire Grover

Administrative Support: Maureen (Eddie) Bosnich, Jenni Howard, Pauline Stafrace and Bren Sherring

Community Visitors Scheme Coordinator: Felicity Tonks (resigned August 2019);

Jo Newton (from February 2020)

Volunteer Home Visitors Coordinators: Marlene Churn, Narelle Mackander and Eva Regitz

Community Café Facilitator: Jennifer O'Brien-Neal Katoomba Film Club Coordinator: Korey Gunnis

# **HEAL (Healthy Elders Active Living) Program**

Manager and Social Worker: Christine Baird (from November 2019)

Allied Health staff: Adam Wilkes, Physiotherapist; Vania Dickens and Gillian Menear, Occupational

Therapists (from February 2020)

Administration Officer: Maureen (Eddie) Bosnich (from March 2020)

### Intake

Intake Officer: Korey Gunnis

# **Disability**

**Disability Services Coordinator:** Anna Tardent

NDIS Support Coordinators: Vickie Hastedt, Tracey Johnson NDIS Plan Management Administration: Kasey Arnold

# **Palliative Support**

Palliative Support Coordinator: Katrina Simmons

# **Communities Directorate**

(Children, Youth, Families & Neighbourhoods)

**Director:** Mick Barrett

# **Hubs and Neighbourhood Centres**

Community Engagement Manager: Danielle Wilding-Forbes

**Community Development Coordinators:** Nikki Boys (from January 2020), Kerin Pollock and Christopher Smith **Administration Support Officers:** Nguyet (Jenni) Howard (from March 2020), Bren Sherring, Amanda

Stephens (from October 2019) and Pauline Stafrace

NILS Support Officer: Pauline Stafrace

# **KOOSH (Katoomba Out of School Hours service)**

**Coordinator KOOSH:** Amy Gaymer (resigned January 2020), Cate Thompson (formerly Cate Harrison) (from February 2020)

Assistant Coordinator KOOSH: Cate Harrison (to February 2020)

**Childcare Workers KOOSH:** Louise (Cid) Bender, Hunter de Groot, Miranda Garofalow, Mia Gyaneshwar, Finn Hilferty-Warren, Aida Del Pilar Arce, Belinda Lopez, Tianara Isaac Sherring-Tito, Zoe Tombs

Administrator KOOSH: Katherine Johns

# **Corporate & Quality Directorate**

**Director:** Peta Williams

Information & Communications Technology (ICT) Manager: Dale Reardon

ICT Assistant Technician & Administration: Jordan Fiddling (from January 2020)

# **Finance Directorate**

Director & Chief Financial Officer: Len Kasper

Assistant Accountants: Leigh Gordon, Carole Williams and Neil Smith

**Accounts Officer:** Justin Reardon (from December 2019)

# **Volunteers**

# **Reception volunteers**

# **Lower Mountains Neighbourhood Centre**

Lynn McDonald (formerly Baggaley), Anna Bednarz, Yvonne Etherington, Diane Greenaway, Maureen Fuller, Kerrie Howson, Robbie McKenzie, Pam Murray, Denise Nixon, Gioia Price, Anna Russell, Jan Wilkinson and Lynn Willis

**Reception Supervisor and Trainer:** Lynn Willis

# **Mid Mountains Neighbourhood Centre**

Patricia Caton, Glenis Cole, Sue Grimble, Sarah Griffiths, Hamsa Lingham, Carol Lubbers and Helen Routledge

# **Katoomba Neighbourhood Centre**

David Armitage (also reception trainer), Dave Croll, Dianne Donnellan, Jackie Delaney, Jim Hennessey, Mary Lawson, Carol Price, June Rose, Angela Sharman, Denise Stott, Deb Dare and Bradley Young

# **Project/Service Volunteers**

**Lower Mountains Neighbourhood Centre** 

**Community Liaison Officer:** 

Merilyn Blacker

Transport Drivers (social, medical, bus transport): Peter Apps, Ray Barrett, Marek Bowman, Wayne Clark, Damon Cox, Jenny Dooley, Jim Fitzpatrick, Philip Gilchrist, Barry Henry, Diane Greenaway, Marn Harrex, Pip Kells, Russell Lang, Rick Paynter, Jan Wilkinson, Lynn Willis, Heather Lee, Beth Madden, Terry Madden

**Graffiti Management:** John Oakey (Coordinator), Kevin Archer, Lynn Cheshire, David Fuge, Aaron Govendir, Bob Treasure, John Watkins-Wilson and Roger Winterburn

**BUGs (Blaxland Ukulele Group):** 

Kay Burton, Coordinator

Blaxland Disco: Lani Fercher,

Coordinator

Harmony Art & Friendship Group: Neville Rowe,

Coordinator

Over 60s Social Group: Nancy Shying, Coordinator Art Group for Seniors: Shirley Williams (artist and

facilitator)

**Gaming Unplugged:** Gavin Latz

Christmas Day lunch: Christine Kelly and a large number

of volunteers

**Wrap With Love**: Susette Fleming, Mary Cox, and all those who contribute to the Wrap With Love project

**Other LMNC volunteers:** Maureen Aspinall, David Burnett, Gavin Latz, Andreea Lupuleasa, Joy Pierce, Lesley Willis

### Mid Mountains Neighbourhood Centre

**Book Club:** Sophie Williams

Mid Mountains Walkers: Nigel Armstrong

CFS/Fibromylagia: Therese Corbett

Cube Club: Robert Musgrave and Brian Sneddon

Bipolar Support Group: Kristy Mounsey, Anne O'Grady

and Natasha Simon

Multiple Diagnosis: Alexandra Holmes

Work Skills for Women: Barb Bee

Bushwalks Leader: Ken Goodlet and Ondine Evans

# **Katoomba Neighbourhood Centre**

Community Lunches First Thursday of the Month: David Armitage (set up), Adrian Gean (Music), Lyn Harrison, Jim Hennessey, June Rose (cooks the meals and plays music), Brad Young and Gillian

Below: Blue Mountains Palliative Support Service volunteers with Coordinator Katrina Simmons at left.



Film Club Volunteers: Greg Rich (Film Conversations Program), Suzie Rich (Film Conversations Newsletter), Aaron Thorn and Gino Baudo (Support Volunteer Screenings)

**Vision Impaired Group Volunteer:** Pat McCullough

# Event volunteers across Carers Week, Elder Abuse events and Seniors Festival:

David Armitage, Graeme Hudson, Carol Price, Angela Sharman, Denise Stott, June Rose, Wendy Jones, Dianne Donnellan, Mary Lawson, Jackie Delaney, Jim Hennessy, Brad Young and Dave Croll

# **Calligraphy Letter Connections:** Wendy Jones

**Book Conversations and Writers Conversations:** John Hockney and Lowell Traling, facilitators

# **Community Visitors Scheme**

Springwood: Meaghan Blattman, Antoni Cornado-Cornet, Laura Daly, Vicki Glew, James Henderson, Nerine Hide, Melissa Hill, Fiona Hill, Jill Hogwood, Petra Huber, Chris Hughes, Jenny Hughes, Marion Hughes, Louise Hughes, Wendy Hutchinson, Katherine MacLatchy, Elinor Maguire, Noreen Mason, Lily O'Leary Hunt, David Rees, Phiona Stone, Agnes Van Der Hoff and Lynne White.

Katoomba: Sabrinah Haberlah, Narelle Wilson, Patricia Woodley, Chantelle Wallis, Sara Nyssen, Wendy Jones, Carolanne van Leeuwen, Keith Davies, Arone-Ru Gumas-Lopez, Lyn Anag, Carol Price, Matthew Johnson, Julia Booth and Sooty

# **Volunteer Home Visitors**

### **Lower Mountains Neighbourhood Centre**

Andreea Lupuleasa, Anna-Maria Formanowicz, Beth Madden, Beth Strahan, Bev Bearman, David Burnett, Diane Greenaway, Elizabeth Rose, Gavin Latz, Greg Batten, Heather Lee, Jan Oliver, Jan Wilkinson, Jan Winterburn, Jenny Dooley, Joy Pierce, Lesley Willis, Lynette Neirinckx, Lynn McDonald (formerly Baggaley), Lynn Willis, Marek Bowman, Marn Harrex, Maureen Aspinall, Michelle Fitzgerald, Neville Rowe, Paul Etherington, Pip Kells, Steve Callaghan, Terry Madden and Zelda Harma.

# **Mid Mountains Neighbourhood Centre**

Greg Birtles, Harry van den Bout, Glenis Cole, Pam Cooley, Sue Grimble, Tony Hiam, Chris Kelly, Kate Litchfield, Anne Lydamore, Sandra Metcalf, Alex Mitcheson, Suzanne Morrow, Janet Noble, Jackie Rickard, Aysheh Esawee, Nyla Thomas, Susan Wedd, Elke Vogel, Yuping Xia, Suzanne Douglass and Margaret Haine.

# **Katoomba Neighbourhood Centre**

One to One Social Support: Antonio Cornado-Cornet, Narelle McIntyre, Robyn Fairbairn, Diane Stebbings, Sabrina Haberlah, Bernadette Power, Biruta Latta, Joy Constantine, Matthew Johnson, Rexann Maxwell, Gwen Meehan, Pat McCullough, Gino Baudo, Verna Van Ryswk, Suzanne Kuhn, Wendy Jones, Dave Croll and Di Dodds.

# **Blue Mountains Palliative Support Service**

Robyn Artup, Theresa Berrell, Kim Berthon, Margaret Clunne, Anthony Craig, Anne Davies, Ellen Della Bosca, Jill Dujuric, Maureen Doherty, Beth Edwards, Kaye Faizah, Vicki Glew, Ruth Grace, Margaret Gudgeon, Bill Harvey, Kerry Healey Binns, Agnes Jaccoud, Christine Killinger, Penny Kearney, Kelly Levy, Kerry Rice, Terry Ryan, Kathy Ryan, Christine Sinclair, Sophia Stephenson, Brenda Taffel and Melinda Turner.





# **Section 2: Governance**

# **Structure and Management**

Belong Blue Mountains is designed on a directorate model, with the four directors reporting to the Chief Executive Officer, who reports to the Board.

The three neighbourhood centres in Blaxland, Lawson and Katoomba are part of the community hubs within the Communities Directorate, with programs and services from the Communities and Care & Support directorates being delivered through these community hubs.

The Finance and Corporate & Quality directorates work across the organisation.



# **Chairperson's Report**

**Ruth Bennett** 

Belong Blue Mountains is proud to acknowledge that we are privileged to meet on the traditional lands of the Darug and Gundungurra nations. We pay our respects to their elders, past, present and emerging, and thank them for their wisdom and for their support for this organisation.

Any organisation faces challenges when we are in a time of far-reaching community sector reform. To add a global pandemic and the impact of adverse weather events (bushfires, floods, significantly low temperatures and so on) might make it impossible for some organisations to survive. And yet, in 2019-2020, faced with these challenges, that is exactly what we did. And indeed we have more than survived: we have thrived.

2019-2020 was only the second year of operation for Belong Blue Mountains. Formed in November 2018 through the

joining together of the Lower Mountains, Mid Mountains and Katoomba Neighbourhood Centres, this was a year that we were expecting to be able to bed down the organisation in its crucial second year. Not so. Instead, the organisation's leadership team, our staff and our volunteers were thrown into the maelstrom of working out how to ensure our services for the most vulnerable people of our community across the Blue Mountains would continue, in whatever form possible, in these difficult circumstances, albeit differently. It is testament to my fellow Board members, our CEO, Kath Harrison, the Executive Management team (Directors Mick Barrett, Barbara Cuthbert, Len Kasper and Peta Williams), our service managers (Christine Baird, Steve Hart, Dale Reardon, Anna Tardent and Danielle Wilding-Forbes) and all our staff and volunteer teams that we were able to survive the challenges of the year and maintain the strong and firm foundation of our work. I pay tribute to the creative and imaginative ways in which the staff were able to continue delivering services and activities to decrease social isolation, provide emergency services, consult with the people of our community, and provide vital information and referral services, in new and innovative ways, utilising new technologies and ways of working.



One of the Board's key work strategies for 2019-2020 was to develop the first Belong Blue Mountains Strategic Plan. This process, which began in February, was interrupted by the challenges of managing in the eye of the COVID-19 pandemic storm, in order to bed down safe COVID-19 operational standards and processes. We locked down in March 2020, and continued to ride the rollercoaster that was 2020. Nonetheless, a great deal of strategic planning work had already been done.

There was the work contributed by our staff through the transition processes that led to the formation of Belong Blue Mountains, which was strengthened by a robust process of consultation with community members, our volunteers, participants of our programs, and service users. The results of these interactions were then used to inform the series of workshops held with Board members and the Belong Blue Mountains Executive Management Team at the start of 2020. We are excited to announce that the Strategic Plan should now be published in June 2021.

I would like to warmly thank the members of the Belong Blue Mountains

Board who steadfastly focused on good governance throughout the challenges of 2019-2020. My thanks to the Deputy Chair, Wendy Holland, Treasurer, David Caton, Secretary Mahalya Middlemist, and Board members John Crichton, Warwick Fuller, Maria Katrivesis and Gay Thornton for their ongoing support to me and the organisation, and their willingness to grapple with the difficult issues we faced in 2019-2020. It is both an honour and a great pleasure to work with you all. I would like to acknowledge with thanks the invaluable work of Councillor Don McGregor for his work as a Board member until his resignation in August 2019.

I would like to thank the State and Federal governments (including our local representatives) for their staunch support, and for their ongoing financial funding that enables wide-ranging programs to be run in our community. I appreciate their understanding that we would not achieve the targeted outputs set for some of these programs, due to the lockdown caused by the COVID-19 pandemic. I thank our local government, the Blue Mountains City Council, for their support, our premises, their donations, and their understanding of the challenges facing the community sector. I thank the local business community for their support in a variety of ways. We draw strength from this confidence and trust in us from our community and funding bodies. In challenging times, this is what sustains us and keeps us to the task of moving forward, in our ongoing service to our Blue Mountains community.

Ruth Bennett, Chairperson



# **Chief Executive Officer's Report**

Kath Harrison

I wish to acknowledge that Belong Blue Mountains (Belong BM) operates on the lands of the traditional owners of the Blue Mountains, the Darug and Gundungurra peoples, and pay my respects to their elders past, present and emerging.

The challenges that Belong Blue Mountains faced in only its second year of operations have been referred to by the Chair, Ruth Bennett, in her report, and in the overview of 2019-2020 later in this Annual Report. My focus, then, for my report is about our people. Our Board, our staff, our volunteers, and the people of our community.

We are privileged at Belong Blue Mountains in having a governing body of professionalism, experience and integrity. Our Board truly embodies strength in citizenship and a commitment to the provision of relevant, dynamic local services delivered by staff and volunteers who are of and for our local communities. Board members are not afraid to challenge, question, re-think, debate and review the important issues that make up every Board Agenda in the quest to keep our organisation vital and sustainable. I thank the Chair, Ruth Bennett, and the Board Executive in particular for their support, and thank all Board members for their willingness to be available at any time during a period of crisis, and for their thoughtfulness, guidance and goodwill.

I thank and acknowledge all staff for their ongoing commitment to the work of Belong Blue Mountains through a year of significant challenge. It is a real privilege to be part of this team and I am humbled daily by our staff's capacity to care and continue to support the most vulnerable people in our community when they themselves are dealing with their own crises due to the COVID-19 pandemic and the other challenges we faced in 2019-2020. I have said this before, but our staff team is made up of remarkable people and our organisation is only as strong as it is because of their professionalism, expertise, creative ways of thinking, and agility to come up with new ideas of working. To all our staff, I honour and thank you.

Like our staff, our volunteer workforce was thrown into a deep pool of uncertainty when lockdown occurred at the start of 2020. Not all were able to continue to volunteer in some way due to their personal circumstances and their particular volunteering role, but many were able to support us in new ways of maintaining connection with our vulnerable clients, of navigating new ways of decreasing the social isolation of many. I thank you for your continuing warmth and generous hearts, and for your connection and care. I would also like to acknowledge the volunteers who were not able to stay on after the challenges of 2019-2020, a number of whom who had over 20 years of volunteering histories with our



Kath Harrison, CEO, Belong BM, at the Belong BM AGM in December 2019

neighbourhood centres. What you gave to your communities, and to the work of our neighbourhood centres, is beyond measure. Extraordinary and heartfelt service; I thank you on behalf of us all.

I am proud to lead an Executive Management team comprising the four Directors - Mick Barrett, Barbara Cuthbert, Len Kasper and Peta Williams. We thought the first year of transition to Belong Blue Mountains was challenging enough; year two was even more so. There were no precedents for dealing with a pandemic: there were no roadmaps to guide our way through. So, we did it together. I acknowledge and thank you for your ongoing commitment to Belong Blue Mountains and the work that we do, and for rising to the challenges of the year with me despite the professional and personal impacts on each of you.

I would like to acknowledge our service managers for their strength in holding together their respective services -Anna Tardent in Disability Services, Steven Hart for ASSIST Building & Maintenance, Christine Baird for our newest service, the HEAL project (Healthy Elders Active Living), Dale Reardon in IT, and Danielle Wilding-Forbes in her new role as Community Engagement Management. I would also like to thank and acknowledge our 'locum manager', Jo Ridley, who floats in and out of our organisation as required. Jo's calm and steady offerings have been such a support in 2019-2020, and I thank you.

And now to the people of our community.

I wrote in our last Annual Report of 2019 that Belong Blue Mountains faces complex challenges that are outside of pandemics and adverse weather conditions. Belong BM is grounded in neighbourhood centre philosophy, culture and practice, and continues to provide critical neighbourhood centre and community hub services to our communities as well as actively seeking the community voice. Alongside this is the need to establish, maintain and develop targeted services and activities in response to reform and to grow the existing Belong BM suite of disability, aged and chronic and childcare services across the Nepean Blue Mountains region and no longer just the Blue Mountains Local Government area.

In the centre is the reason we do what we do: the people of our community. The vulnerable people — older people, people with a disability, young people, children and families, people who are lonely, in need of a way through.

Our commitment is to working across the life-span, and yet at the same time we must respond to the requirements set by our government funding bodies, and to our financial capacity to deliver our programs and services. I would like to thank all the people of our community who contribute to our work in some way – through food donations, making donations, volunteering, facilitating social support groups, and in a myriad of other ways.

The official tag-line for the national Australian Neighbourhood Houses and Centres Association (ANHCA) is 'neighbourhood centres: the heart of the community'. Even though Belong Blue Mountains is more than a neighbourhood centre, this still gets to the essence of what we do: we are the heart of our community, and you, the people of our community, are the heart of us.

Kath Harrison,
Chief Executive Officer



# Section 3: 2019 - 2020 in review

# **Overview**

As referred to in the introduction to this report, the Belong Blue Mountains Annual Report for 2019-2020 comes at a time when we are still living with the COVID-19 pandemic.

Bushfires impacted our services at the end of 2019 and early 2020. Then came the impact of coronavirus COVID-19, which was felt directly in March 2020. Many of our service targets necessarily were affected, as will be seen in the service targets section. Nonetheless, we can still celebrate a year of achievement, and of particular resilience in the latter part of 2019-2020 as we continued to provide services and programs with and for the people of the Blue Mountains community.

Volunteering is part of building a caring community. Our work at Belong Blue Mountains could not be undertaken without our strong volunteer workforce; they are the foundation of who we are and what we do. The work they do is important and beyond measure. Whilst we count the statistics and report to government bodies of outputs and key performance indicators, the

qualitative contributions are important to recognise. In this particularly challenging year, we thank you for your time, energy, skills, expertise, patience, goodwill, and generosity of spirit.

Outside of bushfires and the COVID-19 pandemic, there were five significant matters that affected Belong Blue Mountains in 2019-2020:

- 1. new funding from the Department of Health from its Innovation funding program for the provision of Allied Health services. This led to the establishment of a new service, Healthy Elders Active Living (HEAL).
- 2. growth funding for our social support, home modifications and home maintenance services
- 3. a successful re-tender for funding for our Community Visitors service
- 4. one-off COVID-19 Pandemic funding
- 5. the loss of funding for our Reaching Out social and emotional health and wellbeing program.

The first four items allowed us to expand our work-force through mainly fixed term contracts, and enabled us to set up the new HEAL program for vulnerable older people; the last was a huge disappointment as we lost funding of some \$77,000 from the Nepean and Blue Mountains Local Health District (NBMLDH) due to this program being discontinued. Also known as the Vale Street mental health service, funding ceased in June 2019, thereby impacting the way we delivered mental health support in 2019-2020. Belong BM's ongoing commitment to mental health has been absorbed under our Community Development team.

# **Communities Directorate**

(Children, Youth, Families & Neighbourhoods)

Government support: NSW Department of Fair Trading, Department of Education NSW Department of Communities & Justice

The Communities Directorate continued its focus on providing a welcome space for the members of our community to access support and information that assists them in reaching their goals and aspirations.

Communities staff continued to strengthen what our neighbourhood centres in the Lower Mountains (Blaxland), Mid Mountains (Lawson) and Katoomba do in their role as community hubs, sharing what each hub has to offer and increasing information and referral capacity within our staff and volunteers.

The key areas of the Communities Directorate are:

 Community hubs and neighbourhood centres in Lower Mountains (Blaxland), Mid Mountains (Lawson) and Katoomba

Programs and services through the hubs include Linker services (information and referral), emergency relief and food hampers, social inclusion groups, mental health support, Tax Help, Graffiti removal, community access to computers, wi-fi and internet, printing and scanning.

As part of the establishment of Belong Blue Mountains, in 2019-2020 we were able to employ administrative support officers at our three community hubs and neighbourhood centres. We were delighted to welcome Amanda Stephens and Jenni Howard to our organisation, and give our warm thanks to Sara Fawcett for her sterling work at the Lower Mountains Neighbourhood Centre before her contract finished in November 2019. We were pleased to offer existing staff member, Pauline Stafrace, the opportunity to move into this administrative role in addition to her work as the Community Café Support Worker and NILS Officer.

 Community Development, operating within a strengths-based framework and according to social justice principles. Community Development has a primary focus on children, young people and families, as well as community consultation through the Harwood framework, which informs how we engage and collaborate with our communities.

Key achievements in 2019-2020 were the development of our YouTube channel and a revised way of working with social media.

We were delighted to welcome Nikki Boys to the position of Community Development Coordinator based at the Katoomba Neighbourhood Centre. Nikki joins the community development team of Christopher Smith (Lower Mountains) and Kerin Pollock (Mid Mountains). Nikki is also our Communications Officer, and was pivotal, along with our ITC Manager Dale Reardon, in developing our new website. We were also pleased to see Danielle Wilding-

Forbes successfully apply for the newly created job of Community Engagement Manager, which she commenced in June 2019.

# Facilitated playgroups and KOOSH -Katoomba Out of School Hours Service

The Kookaburra Playgroup runs weekly during school term, although it had to be suspended in March 2020. It is a facilitated playgroup providing a welcoming and energetic space for families to connect, play and share.

Our KOOSH service was greatly impacted by COVID-19. We saw numbers decrease dramatically with some days only having two or three children attend. Our vacation care periods also dropped to low numbers. This affected our funding and staffing. Ensuring the safety of all staff and children was challenging at times, but staff handled the situation extremely well, and we maintained a safe and happy environment for all children and families. Despite the challenges during COVID-19, our KOOSH service has slowly increased in numbers, with the highest beforeschool attendance recorded for several years. We also received a positive result for the accreditation of the KOOSH service.

KOOSH is funded by our fees received for childcare services provided, of which a significant portion is paid to us by the Federal Government's Child Care Subsidy Scheme. The Department of Education funds part of our vacation care programs throughout the year and we also receive Inclusion Support funding through KU Children's services from Department of Education and Training. At KOOSH we believe children learn and make sense of the world around them through play. Our emergent curriculum ensures staff are implementing a play-based program each day that is always flexible and responsive to the children's needs and everchanging interests.

We'd like to pay tribute to the former KOOSH Coordinator, Amy Gaymer, who resigned in January 2020, and express our delight that the Assistant Coordinator, Cate Harrison (now Cate Thompson), was successful in being appointed Coordinator, Nominated Supervisor and Educational Leader.

# No Interest Loan Scheme (NILS)

This valuable service caters for people on low incomes and government payments to obtain loans at no interest for certain essential items and services. Our clients include sole parents, students, casual and part-time employees, retirees and families fleeing domestic violence.

 Belong Blue Mountains auspices some projects of the Hazelbrook Association. Under its 'Tidy Towns' project, the Association has organised monthly gardening activities and rubbish collection within the Hazelbrook precinct. In 2019-2020 the Association organised nine working bees, averaging eight members of the association providing assistance. A positive side to neighbourhood involvement indeed.

The Communities team worked hard

when the whole community went into 'lock-down' in March 2020 due to the COVID-19 pandemic to continue providing support and services through the means of technology. Social isolation of so many of our community members remains critical. To that end, Belong Blue Mountains as a virtual neighbourhood centre was created. Through the creative and technological work of our IT team, staff and volunteers were able to work from home and remotely. This new way of working will continue as accepted practice into the future and will complement the activities that we provide in person.

The following map is a representation of the Virtual Neighbourhood Centre:



# **Care & Support Directorate**

(Chronic, Vulnerable, Aged & Disability Services)

Government support:

Commonwealth Department of Health, Department of Social Services

NSW Health – the Nepean Blue Mountains Local Health District (Palliative Support Service)

As with all of our programs and services, the services of the Care and Support Directorate were directly affected by the bushfires at the end of 2019 and start of 2020, directly followed by the COVID-19 pandemic and the lock-down restrictions applied from March to June.

We would like to acknowledge the

professionalism and creative ways in which staff were able to create ways of remaining in contact with the participants of our services and still provide a service in some form, and we thank the volunteers who were able to support the staff to do so. Social isolation remains a key impact on the health of older people and people living with a disability. Staff worked hard to maintain contact in any way possible, whether that was through sending cards and letters, making phone calls, and the

use of technology to set up meetings, although not every client had the capacity to manage the digital means of communication.

In addition, infection control was vital across the organisation, as was the need to wear personal protective equipment (PPE) for any client contact.

We would like to acknowledge the vital importance of our volunteers across the Care & Support services. Without volunteers, our social support programs would not exist. Volunteers are words in action - generous, kind, creative, flexible, willing, resourceful, committed, patient and resilient, adapting to the new circumstances with grace and ingenuity. We recognise the frustrations felt because of the suspension of face-to-face visits, volunteer meetings and group activities, a frustration born out of care for the people they visit.

Care and Support staff are involved in important external committees. Staff are represented on the Squalor and Hoarding committee of Blue Mountains City Council, and the Elder Abuse Collaborative.

The services of the Care & Support Directorate fall in the following distinct areas:

### ASSIST Building & Maintenance

Deemed to be an essential service, the ASSIST service provides home modifications and maintenance services for vulnerable older people and people with a disability to enable them to remain safely in their own homes. A major positive change to the ASSIST service during 2019-20, was the bringing on board of two Occupational Therapists, responding to the community need for occupational therapy assessment for home modifications, increasing capacity across the Mountains.

As an essential service, the ASSIST service continued to operate during COVID-19, although the team had

to change tack in their approach to providing service to their clients in order to minimise the risk to clients and to staff. Infection control training was completed by staff and the appropriate risk assessments undertaken on each project. While the bushfires had a minimal impact on ASSIST's service delivery, measures had to be taken while working with metal to ensure that sparks were not created during these volatile conditions. Internal work also took priority during periods of high smoke emission.

We would like to acknowledge with thanks our former ASSIST Building Services Manager, Steve Ramsay for his invaluable assistance during the handover to Steven Hart in January 2020 and for leaving the service in good shape for the future.

# Aged Care Services

» Volunteer Home Visitors (VHV) – social groups and one-to-one social support

The VHV service aims to support and enrich the quality of life for older people living independently in the Blue Mountains by providing a social support service with trained volunteers who give their time to visit clients in their own homes.

The challenge, when impacted by bushfires and COVID-19, was that the model of service delivery had to change. The Coordinators created and managed new ways of providing people with continuing social support. Hours that would usually be spent providing face-to-face contact, became fewer as we transitioned to predominantly phone contact support. Although we were still able to maintain a connection with our clients, the hours provided were dramatically reduced, due to the difficulty in engaging a client in meaningful conversations over the phone. Some bus trips and coffee outings also had to be cancelled, and other events were not able to be arranged due to the COVID restrictions.

Our inter-generational project for Christmas continued. This project involves a Year 3 school class in Sydney writing Christmas cards and letters to our VHV clients. We received amazing feedback from our clients who were thrilled to receive these messages from the children at this difficult and isolating time.

The VHV service nominated two individuals to the Seniors Week Recognition Awards for their outstanding contribution to their local community. Tony Hiam's voluntary service to enrich the lives of elderly residents reaches back many years before his joining the Volunteer Home Visitors program as social support volunteer over 5 years ago. Maxine Kerrison is a staunch advocate for the rights of people with a disability and their carers. She has volunteered in a number of community-based disability services in the Blue Mountains for over 30 years and currently is President of "Riding for the Disabled" in Blaxland. Carers were also acknowledged during National Carers Week in 2019, which recognises the contribution that carers make across the Blue Mountains – some of whom care for our VHV clients.

» Blue Mountains Community Support Program (CSP)

This program is funded to provide care in three key areas: domestic assistance, social support and transport.

In 2019-2020 the social inclusion groups supported through the CSP program included Shared Reading, Community café, Clak'n'Yak, Blaxland Ukulele Group (BUGs), Film Club, Best Men's Pie Shop, Art Group for Seniors, Cyber shed and Out & About.

We would like to acknowledge our partners, Blackheath Area Neighbourhood Centre (BANC) and the Springwood Neighbourhood Centre Cooperative, who also delivered social transport and social support groups through Belong BM funding.

There has been huge demand for domestic assistance in the Blue Mountains, so much so that CSP engaged a second contractor to provide this support. We thank our partners in this area, Wendy's Home Care and House Proud in delivering these services for us. The number of clients receiving Domestic Assistance increased from 50 to 60 over this financial year, and the service operated at full capacity.

During the month of December, with intense and extensive bushfires burning across the Blue Mountains, some clients could not access service to Domestic Assistance due to road closures, for a three to four week period, which had a minor effect on service provision.



Below: Art Group for Seniors (LMNC) with artist Shirley Williams (far right), plus artworks by participants



When COVID-19 hit, and lockdowns were introduced, the Domestic Assistance program was deemed an 'essential service', so we were able to continue operation. To be able to do this safely, providers and staff were required to undertake Infection Control training. This ensured that measures were taken to reduce the likelihood of transmission and that our clients were kept safe.

As volunteers had been asked to suspend their shopping visits, the service was also able to take on some of the VHV social support shopping clients. Workers from Wendy's and House Proud Cleaning shopped for the clients so they would not be at risk of infection by going out into the community.

We thank Katoomba Radio Cabs and Mid Mountains Cabs for partnering with us in our Social Transport services.

# » Community Visitors Scheme (CVS)

CVS aims to contribute to the improvement of the quality of life for isolated residents living in Residential Aged Care (RAC) as well as for residents who are living at home and are being supported by a Home Care Package (HCP), by matching them with volunteer visitors. Volunteers make a commitment to visit at least once per fortnight to enhance the resident's social contact with the larger community.

When COVID-19 hit early in 2020, things changed rapidly for the CVS. Face-to-face social visits were suspended, both in residential aged care, and in clients' homes. New ways of connecting with our clients had to be organised, and volunteers adapted to the changes with grace, interest and resilience. Social support in aged care facilities were completely suspended, so our ability to provide this service was

dependent on whether these facilities were willing and able to open their doors.

Arrangements were made for volunteers to make weekly or fortnightly phone calls to their clients, or to 'meet' with them via Zoom, Skype or Facetime in place of face-to-face visits. This was more easily implemented with the clients who were living in their own homes, rather than clients in aged care facilities, due to the need for staff to facilitate such meetings in aged care, which was not always possible. This kind of communication was also difficult for clients with hearing impairments or dementia, and despite best intentions was not a successful solution in some cases. Some volunteers sent cards and letters to clients in nursing homes, as this seemed the best way to connect.

We were delighted to welcome Jo Newton to the role of CVS Coordinator in February 2020.

# » HEAL (Healthy Elders Active Living) Program

The newest service in our suite of services for older people, HEAL is a program aimed at building individual capacity and resilience for older people within the Blue Mountains community, supporting wellness, reablement and restorative care. It was introduced to Belong Blue Mountains in November 2019.

We were pleased to welcome Christine Baird as the HEAL Manager, and the team she appointed – Adam Wilkes (physiotherapist), Vania Dickens and Gillian Menear (occupational therapists), and Eddie Bosnich as Administration Officer.

We would also like to thank Markesha Hartshorn, an independent contractor, for delivering Strengthening for Over Sixties (SOS) Exercise Classes as part of the HEAL program.

# » Intake Service

The Intake Service provides a regular intake referral, enquiry and information service. Referrals to Intake are primarily received through the Commonwealth Department of Health's web portal, My Aged Care.

Enquiries to Intake are also taken over the phone, in person, and by email. Referrals to Intake are for the range of aged care services operating within Belong BM, and some services operated by our partner organisations, Springwood Neighbourhood Centre Cooperative and Blackheath Area Neighbourhood Centre. These include referalls for for social support,

domestic assistance, home maintenance, garden maintenance and home modifications. Funding for the Intake Service is through the Commonwealth Home Support Program. Highlights for this reporting period include being able to assist people aged over 65 years to navigate the complexities of the My Aged Care system and being able to refer them to services which are best matched to their individual needs.

# Disability Services & NDIS

Our Disability Services team focuses on two areas to support clients of the National Disability Insurance Scheme (NDIS): Support Coordination and Plan Management. We are also a registered NDIS provider for Home Modifications and Maintenance and Household tasks, which are delivered by ASSIST Building & Maintenance for such services as garden maintenance and bathroom modifications. In 2019-20 there was an increase of 49% in the number of NDIS Plan Management participants, and an increase of 11% in the number of Support Coordination participants.

Similarly with other services, the impact of the bushfires and the COVID-19 pandemic was felt by our Disability services. As an essential service, staff continued working at Belong BM to be able to deliver services to NDIS participants. A business plan based on risk scenarios was devised, to make clear how to operate with minimal risk to staff and participants during the pandemic. Increased cleaning of the workplace was instigated, with the eventual transition of staff working largely from home. Infection control training was completed and procedures implemented by staff, so that they could meet with their participants safely.

It was noted by staff that NDIS participants took the threat of COVID very seriously, due to their vulnerability and the risk of them being highly impacted should they be exposed to the virus. This meant that some participants found their daily activities of social connection reduced, or in some cases, stopped. Whilst this limitation was frustrating, it did create some positive outcomes, with participants developing creative ideas to connect through technology and social media.

The bushfires impacted NDIS participants greatly. The smoke was an issue for the health of many participants, and planning for evacuation was an issue if participants did not have friends or family to directly assist them. This put a spotlight on the deficits in the area of planning for bushfires when living with a disability - an issue that stakeholders in the community are still grappling with.

# Blue Mountains Palliative Support Service

This service covers the Blue Mountains Local Government Area and Lithgow. It is funded by NSW Health through the Nepean/Blue Mountains Local Health District (NBMLHD). Referrals are made through the Nepean/Blue Mountains Palliative Care team.

In 2019-2020 the service launched a short story writing competition during Palliative Care Week on the theme 'Palliative Care. It's more than you think '. We received 29 entry forms and the top five stories were posted on our website and Facebook page in Oct 2020. The winners were:

1st Prize - 'Anne and I' by Dianne Donnellan, Katoomba 2nd Prize - 'Like Accompanying My Friend' by Wendy Gordon, Cranebrook

3rd Prize - 'Sunny Monday' by Luke Richards, Blaxland

4th Prize - 'Ted' by Donna MacKenzie, Windsor

5th Prize - 'The Me That Is' by Ellen Della Bosca, Lithgow

Our ability to provide service was dependent on the local health district and their determination of when volunteers could return face-to-face, and the processes needed during lock-down and beyond. The Coordinator provided significant training for volunteers as part of our bi-annual intake and training program, which is a major component of this service.

# **Finance Directorate**

The Finance Directorate continued to experience significant growth in the volume of transactions, increasing over 33% from just over 24,00 transactions to over 37,500 transactions. As a result, we were delighted to welcome Justin Reardon to the team in December 2019 in the position of Accounts Officer.

Key matters for the Finance Directorate in 2019-2020 were:

- Significant growth in transactions.
- Staff changes Neil Smith accepted the role of Executive

- Support to the CEO, transferring from the Finance Department in January 2020. Justin Reardon joined the team in December 2019.
- Keeping abreast of JobKeeper eligibility and other COVID-19 economic stimulus measures.
   The JobKeeper economic stimulus measure had a significant financial impact on Belong Blue Mountains.
- Integration of our new Human Resources platform, Employment Hero, with our payroll systems.
- Significant growth in staff numbers in response to JobKeeper and CHSP growth funding (full-timeequivalent from 24.4 to 33.3).

# **Corporate & Quality Directorate**

We were delighted to welcome
Jordan Fiddling to the Information
& Communications Technology
team, under ICT Manager, Dale
Reardon. Jordan joined us in January
2020 on a casual basis, and has
subsequently been made full-time
as our ICT Assistant Technician and
Administration.

Key matters for the Corporate & Quality Directorate in 2019-2020 were:

- Human Resources: the introduction of a new HR software platform, 'Employment Hero', in partnership with the Finance Directorate. Employment Hero is proving to be a valuable tool for our HR support and management.
- Policies, Procedures and Branding: the development of Belong Blue Mountains policies and procedures based on the previously individual

- centre policies and procedures continued, as did the branding of Belong Blue Mountains. A COVID-19 policy was developed for the organisation as was a business continuity plan and a return to work strategy.
- Information & Communications Technology
  (ICT): the ICT team continued to bed down the
  required hardware and security systems to ensure
  the technical efficiency and protection of our IT
  systems, as well as maintaining strong ICT auditing
  capabilities in line with government requirements
  and best practice. We would like to acknowledge the
  ICT Manager, Dale Reardon, in particular for the hard
  work that he and Jordan put in when the COVID-19
  lockdown occurred in March 2020 to enable all staff
  to work from home, streamlining equipment and IT
  processes.
- Streamlining of administration and operational functions across the organisation, including the introduction of a new online shared folder structure. The Director and ITC Manager also continued to the development of the new website for Belong Blue Mountains.

# **Snapshot of 2019-2020**

# COMMUNITIES

137 social inclusion program sessions

1,570 people attended social inclusion programs

21 events held

1,649 people attended our events

33.710 resource items produced

2,036 people connected with information in person

3,379 people connected with information by phone

1,202 people supported through assisted referrals

679 people attended our community consultation activities

90,010 items of Facebook engagement

8,720 website page reviews

790 items of practical assistance (food items and food hampers

1,546 graffiti tags removed

# KOOSH (Katoomba out of School Hours)

Number of families 161

Number of children 212

Number of days open for before and after school care 193

Number of days open for vacation care and pupil free days 47

Total days open 240

Total bookings for before school care 6,090

Total bookings for after school care 8,012

Total bookings for vacation care 3,214

Total bookings 17,316

# **DISABILITY SERVICES**

49% increase in Disability Support coordination participants

11% increase in Disability Plan management participants

# **CARE & SUPPORT**

9,465 hrs of social support through social inclusion groups and individual Volunteer Home Visitors services

284 Intake enquiries

\$174,692 expended on Home modifications for My Aged Care clients for 69 clients

5,405 hours given to Home maintenance for My Aged Care clients for 129 clients

79 clients being supported by 72 volunteers through Volunteer Home Visitors

1,399 hours of service in Palliative Support with 20 volunteers

1,787 social transport trips

2,964 hours of domestic assistance

# **Service Targets**

As noted earlier in this report, the impact of COVID-19 significantly affected the ability of our services to meet predetermined activity targets set under our individual funding contracts. Many clients and service users put services on hold, our services working with

volunteers to deliver community care were suspended and all group activities and events cancelled. This reality resulted in lower levels of activity in this period; however, this gave rise to innovative, creative and inventive approaches to care and delivery that will remain long after the immediate aftermath of COVID 19 and shape service delivery into the future.

# **Communities Directorate**

# **Activities, programs and services**

Activity	No. of sessions	No. of people engaged
Social inclusion programs	137	103
Interagencies	52	38
Targeted support programs	186	237
Services coordinated through the Hubs	1079	83
No. of events held	21	1649
Community consultation activities	10	679

# **Information & Referral**



	No. of people
No. of people supported through assisted referrals	1,202
No. of people connected with information in person	2,036
No. of people connected with information by phone	3,379
Facebook engagement	90,010
Website page views	8,720
Total:	105,347

# **Practical assistance given**

Food items	650
Food hampers	140
Total:	790

# **Number of resource items produced**

	No. of issues	Circulation	Total issued
Mid Mountains News	3	5,500	16,500
Lower Mountains News	2	7,600	15,200
Playgroup packs	20	40	800
ME CFS news	11	110	1,210
Total:			33,710



# No Interest Loan Scheme (NILS)

No. of enquiries	166
No. of scheduled appointments	66

# Katoomba Out of School Hours (KOOSH) service

KOOSH is a before and after school care service. We also offer a vacation care program to families during school holiday periods.

KOOSH is maximum 45 place service. For Belong BM, running at full capacity (within staff ratio requirements, staff employment arrangements and budget parameters) would mean 45 children attend each before-school care session, 45 children attend each after-school care session, and 45 attend each vacation care session daily.

No. of children	212
No. of families	161
No. of days open for before and after school care	193
No. of days open for vacation care and pupil free days	47
Total no. of days open	240
Total bookings for before-school care	6,090
Total bookings for after-school care	8,012
Total bookings for vacation care	3,214
Total bookings	17,316

# **Graffiti Removal service**

	Lower Mountains	Mid Mountains *	Total
No. of volunteers	9	10	19
No. of hours of service	383	399	782
No. of tags removed	781	765	1,546

<sup>\*</sup> Mid Mountains service through the Hazelbrook Association (including Springwood and Wentworth Falls):

# **Hazelbrook Association Tidy Towns project (auspiced by Belong Blue Mountains)**

No. of working bees	9
Average no. of volunteers 8	8
Total no. of instances of service	72



# **Care & Support Directorate**

# **ASSIST Building & Maintenance**

ASSIST was funded to provide 3,143 hours of home maintenance in 2019-20. This target was met and exceeded funding requirements.

129 Commonwealth Home Support Program clients received home maintenance and 69 clients received home modifications during 2019-20. A barrier for us achieving the home modifications target was the lag in employing both occupational therapists and carpenters to do the work.

	No. CHSP clients	Service target	Actual
Home Maintenance (including garden, minor & major maintenance)	129	3,143 hours	5,405 hours *
Home Modifications	69	\$415,007	\$174,692

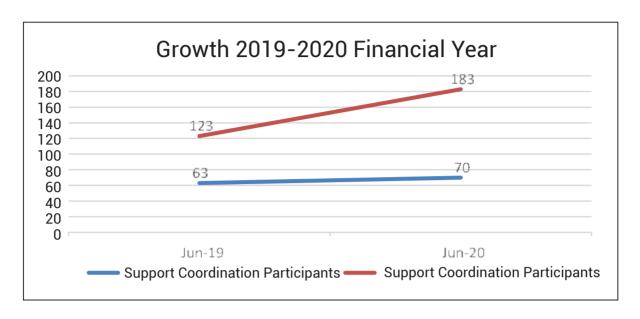
# The Home Maintenance breakdown is:

* Home Maintenance total	Actual
Garden Maintenance	3,437 hours
Minor Maintenance	342 hours
Major Maintenance	1,626 hours
Total:	5,405 hours



# **Disability Services**

NDIS Plan Management participants as of June 2020: 183 (49% increase) NDIS Support Coordination participants as of June 2020: 70 (11% increase)







Above: Some of Belong BM's NDIS participants

# **Blue Mountains Community Support Program**

	Service target	Actual
Domestic Assistance	3,760 hours of service	2,964 hours of service, meeting
		79% of the target

# Number of clients:

The number of clients receiving Domestic Assistance increased from 50 to 60 over 2019-2020, and the service operated at full capacity. The reason that our actual hours of service didn't meet our target was due to the difficulty in finding sub-contractors who had any spare capacity to support our service.



# **Community Visitors Scheme**

The performance of the program is measured and reported to the Department of Health based on the number of Active Visitors in service. An 'Active Visitor' is defined by the program operating guidelines as someone who visits a resident 20 or more times per year. Again, the impact of bushfires and COVID-19 and aged care facilities closing their doors, necessarily impacted on our ability to provide this service in a 'normal' way.

# **Outputs against targets**

	Target	Output achieved
Residential Care	90% of 36 active visitors	60% with 24 active visitors
Home Care Package	90% of 27 active visitors	30% with 9 active visitors

# **Number of clients receiving service:**

Springwood: 21

Katoomba: 12 individuals plus 2 groups with multiple residents attending

# Volunteer Home Visitors - social support individual and group

# **Outputs against targets**

	Target	Output achieved
Social support - Individual	17,981 hrs	8,904 hrs (50%)
Social support - Group	648 hrs	561 hrs (87%)
Social transport	3,840 trips	1,787 trips (47%)

	LMNC	MMNC	KNC
No. of clients	29	29	21
No. of volunteers	30	21	21
Social groups	<ul> <li>Harmony Friendship Group</li> <li>Over 60's</li> <li>Free 2 Flow</li> <li>Art Group for Seniors</li> <li>Tai Chi</li> <li>Golden Years Bus Outings</li> <li>Clak N Yak</li> <li>Blaxland Ukulele Group (BUGs)</li> <li>Book Group (monthly)</li> </ul>	<ul> <li>Community Café</li> <li>Best Men's Pie Shop social group for men</li> <li>All Thing's Life         <ul> <li>Conversations inspired by Art</li> </ul> </li> <li>Coffee and Culture Outings</li> <li>Copes - 'Caring Outgoing Positive Elders Support' telephone chat group</li> </ul>	Writer's Group (monthly)     Book Group (monthly)     Katoomba Film Society (bi-monthly)     Out and About and PLWHA (People Living with HIV and AIDS) weekly social meeting     Vision Impaired Group (monthly).

# Intake

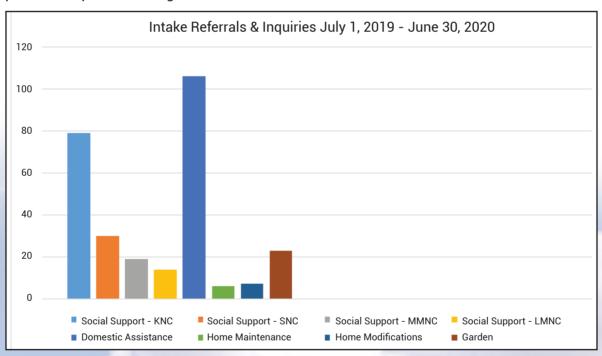
Domestic assistance, home and garden maintenance, social support service activity for the period 1 July 2019 to 30 June 2020 has included 284 individual referrals and enquiries received through the My

Aged Care portal, as follows:

Intake Referrals and	Actual
Enquiries	
Social Support - KNC	79
Social Support - SNC	30
Social Support - MMNC	19
Social Support - LMNC	14
Domestic assistance	106
Home maintenance	6
Home modifications	7
Gardening	23
Total:	284



A chart representing the breakdown of referrals to each service for this period is depicted in image below.



# **Palliative Care**

No. of active volunteers	20	
No. of new volunteers	12	
No. of hours of direct support to clients at home	1,399	
and in hospital		
Blue Mountains City Council Seniors Week	Long-term volunteers Vicki Glew from	
recognition awards:	Faulconbridge and Margaret Gudgeon from	
	Blaxland	

# **Acknowledgements**

Belong Blue Mountains wishes to acknowledge and thank the following:

### **Government support**

**Australian Government** Department of Health under the Commonwealth Home Support Program (CHSP)





### **NSW Government**

Departments of: Community & Justice, Education, Nepean Blue Mountains Local Health District and Fair Trading









### **Local Government**

Blue Mountains City Council Mayor: Mark Greenhill OAM General Manager: Rosemary Dillon



# **Members of Parliament**

State Member of Parliament: Trish Doyle MP, Member for Blue Mountains

Federal Member of Parliament: Susan Templeman MP, Member for Macquarie

# **Community donations**

Thank you to all individuals and organisations who have donated to Belong Blue Mountains over the last year, either through cash donations, donations of

wool or funding to the Wrap With Love project, or those who donated funds through the supply and purchase of books at our second-hand book stall.

# Community partnerships, collaborations and support

Thank you to everyone in all services across the Blue Mountains who are committed to working collaboratively for a community that values justice and equality. Belong Blue Mountains thanks the following businesses, organisations and partners for their contributions in 2019-2020:

Aged Care Assessment Team (ACAT) Aged & Community Services Australia Aids Council of NSW (ACON)

**Anytime Fitness** 

**Belvoir Theatre** 

Bendigo Bank - Katoomba & Upper Blue Mountains

Community Bank, Katoomba branch and

Blackheath agency

Blackheath Area Neighbourhood Centre

Blaxland & Districts Chamber of Commerce & Industry

Blaxland High School

**Blaxland Library** 

Blue Mountains Collaborative for Elder Abuse

Blue Mountains City Council Squalor and Hoarding

Committee

**Blue Fringe Committee** 

Blue Mountains Community Interagency (BMCI)

Blue Mountains Food Services

The Blue Mountains Gazette

Blue Mountains Leisure Centres

Blue Mountains & Lithgow Integrated Neighbourhood

Network (BLINN)

Blue Mountains TAFE

Blue Mountains Women's Health & Resource Centre

Bunnings Katoomba and Valley Heights

Bygone Beautys Leura

**Aunty Carol Cooper** 

The Carrington Hotel, Katoomba

Coalition Against Violence and Abuse (CAVA)

Community Care Forum and Prue Hardgrove BMCC

**Elder Abuse Collaborative** 

Elders Lunch Planning Group

Elizabeth Evatt Community Legal Centre

**Fantastic Aussie Tours** 

Friends of Melrose Park

**Gateway Family Services** 

Glenbrook Panthers

**GREAT Community Transport** 

Good Shepherd Youth & Family Service

(for NILS)

The Hattery

Hazelbrook Association

House Proud Cleaning

HUBitat -

Lower Mountains Community Hub

Junction 123

Katoomba Radio Cabs

Katoomba First Fitness

Kinship at Christmas Foundation

**LEEP Understand Technology** 

Lithgow Information & Neighbourhood

Centre

Local Community Services Association

(LCSA)

Megalong Books

Mental Health Commission of NSW

Mental Health & Networking Forum

Mid Mountains Cabs

Mid Mountains Family Support Network

Mountains Community Resource

Network (MCRN)

Mountains Multicultural Interagency

**Mountains Oddities** 

Mountains Outreach Community Service

(MOCS)

Mountains Youth Services Team (MYST)

Nepean Belle Paddle Wheels

NCOSS - Council of Social Services

NSW

Neighbourhood Aid Association

Nepean Blue Mountains NDIS CEOs

Roundtable

Nepean Community & Neighbourhood

Services (NCNS)

Partners in Recovery

Palais Royale Katoomba

**Pink Mountains** 

Positive Life Sydney

Radio Blue Mountains 98.1

Resilience & Preparedness Working

Group

Rotary Club of Upper and Lower Blue

Mountains

Springwood Neighbourhood Centre

Cooperative

Stronger Families Alliance

Thrive Family Support

United Cinemas (The Edge)

Wendy's Home Care

Western Sydney Community Forum (WSCF)

Winmalee Neighbourhood Centre

**Wentworth Community Housing** 

Wesley Counselling Support Services

Youth Mental Health Illness & Substance Abuse Network

# **Bread and Food Donations**

Central Blue Mountains Rotary

Farth Recovery Australia

Food Bank NSW & ACT

Hominy Bakery, Katoomba

Woolworths

Ananda Marga (Community Lunches)

Avalon Restaurant, Katoomba

# Other

Bennett's Office Supplies, Katoomba

Blue Mountains Food Co-op, Katoomba

Café Landseers, Leura

Fine Flowers, Katoomba

The Hatter's Café, Katoomba

Leura Newsagency

Leura Pharmacy

The Lunch Box. Katoomba

Megalong Books, Leura

Pears and Apples, Leura

# **Consultants and Contractors**

Cocoon Creative

Marty Walker, Still Moving Design

Michael & Wendy Farrell-Whelan, Farrell-Whelan &

**Associates** 

Virginia Field

Juan Perevra, PNYX

Wendy's Home Care

Jo Ridley

Wild Hive Studios

**Tracey Willow** 

# **Annual Report Acknowledgements**

This report was written by staff at Belong Blue

Mountains

Editor: Peta Williams

Proof-reader: Carole Williams

Photographs: Marty Walker and staff

Layout: Felicity Tonks

The Belong Blue Mountains Board and staff

acknowledge with thanks Bennett's Printing, Katoomba,

for the production of this report.

# **Section 5: Financial Reports 2019-2020**

# **Treasurer's Report**

**David Caton** 

Overall Belong Blue Mountains Incorporated (Belong BM) returned an operating surplus of a little over \$235,000, increasing reserves to just over \$552,000. A summary of the significant financial events impacting the financial affairs of the organisation over the year end June 2020 includes the following:

- Department of Health funding grew by \$867,000 due to the following:
  - » Belong BM granted Innovation funding relating to the provision of Allied Health services. This is now recurrent funding
  - » Growth funding in Social Support, Home Modifications and Home Maintenance services
  - » Successful re-tender for Community Visitors Scheme (CVS) Home Visits funding
  - » One-off COVID-19 Pandemic Funding
  - » Annual indexation
- One-off Economic Stimulus funding in response to the COVID-19 pandemic including Jobkeeper and Cash Flow Boost of \$452,600
- CHSP Growth funding carried into the 2021 financial year of \$497,000
- Decrease in Nepean and Blue Mountains Local Health District (NBMLHD) funding of \$77,000 due to the Reaching Out – Social and Emotional Health and Wellbeing Program being discontinued by NBMLHD.
- Other income fell by \$93,000. This reflects the suspension of many of the smaller programs and activities run by Belong BM, and associated

grants and client contributions, due to the COVID-19 pandemic.

- Staff costs increased by \$447,000 in line with Growth and Innovation funding
- Service/Program/Activities costs fell by \$58,000 as they were suspended in response to the pandemic.
- Administration costs rose marginally due to additional costs associated with the pandemic (e.g., Personal Protective Equipment - PPE, telecommunications costs etc.)
- Provisions and other costs grew by \$46,000.
- NDIS Plan Management throughput increasing by \$1,589,392. While this is neither income nor revenue, it represents significant financial activity of the organisation and hence is included in the Income and Expenditure Statement to provide a more comprehensive and accurate view of the financial activity of Belong BM for the financial year.

The financial position of Belong BM continues to strengthen with Reserves representing 14.5% of income (up from 10.2% last year).

I would like to take this opportunity to thank our Chief Financial Officer, Len Kasper, and his Finance team of Leigh Gordon, Carole Williams, Neil Smith and Justin Reardon for their continuing professionalism and incredible effort through a very challenging year. Not only have they successfully integrated the significant financial changes to the organisation as highlighted above, but they have also managed significant growth in financial activity. For example, during the year the team processed over 37,500 financial transactions, an increase of 33% over last year.

David Caton Treasurer

# Belong Blue Mountains Inc. ABN 59 334 227 797

# Financial Statements For the Year Ended 30 June 2020

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# Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) ABN 59 334 227 797

# **Committee's Report**

# For the year ended 30 June 2020

Your committee members submit the financial accounts of the Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) for the financial year ended 30 June 2020.

### **Committee Members**

The names of committee members at the date of this report are:

Ruth Bennett - Chairperson
Mahalya Middlemist - Secretary
Wendy Holland - Deputy Chairperson
David Caton - Treasurer
Elizabeth Thornton
Maria Katrivesis
Warwick Fuller
John Crichton
Leanne Kent (resigned 4/12/2019)

# **Principal Activities**

The principal activities of the association during the financial year were: Provision of Community Services.

# Significant Changes

During the 30 June 2019 financial year, the Katoomba Neighbourhood Centre Inc. ("KNC") changed its name to Belong Blue Mountains Inc.

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

# **Operating Result**

The profit from ordinary activities amounted to

Year ended	Year ended
30 June 2019	30 June 2020
\$	\$
(101,732)	235,366

During the 2020 financial year the association experienced changes to the provision of client services and internal operations due to the impact of the coronavirus ("COVID-19") pandemic. The impact of COVID-19 is unprecedented and has a profound impact on charities and Not-for-profit organisations both financially and operationally. The first confirmed case in Australia of COVID-19 was identified in January 2020 and resulted in induced lockdown in NSW in March 2020 due to public health orders.

The accompanying notes form part of these financial statements.

# Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) ABN 59 334 227 797

# **Committee's Report**

# For the year ended 30 June 2020

# Operating Result (cont.)

The lockdowns impacted the ability to provide services including group activities, NDIS service delivery, out of hours care, child care, individual support services, home modifications and maintenance services and the operation of our neighbourhood centres. However, where possible client services continued remotely via an online interface. The lockdown and pandemic negatively impacted attendance at child care centres during this period which resulted in the Australian Government intervening.

On 30 March 2020, the Government announced The JobKeeper Payment subsidy for eligible businesses. This was paid by the Government to BBM for each eligible employee. No BBM employees were made redundant during the 20FY and service delivery/support was maintained. BBM received \$376,500 JobKeeper payment subsidy in the 20FY (of which \$124,500 was due as receivable as at 30 June 2020).

On 2 April 2020, the Government announced new funding arrangements for the Early Childhood Education and Care (ECEC) sector in response to the coronavirus (COVID-19) pandemic and its impact on child care enrolments and attendance. The new arrangements made child care services fee-free for families. The changes took effect on 6 April 2020 and remained in place until 12 July 2020. Under the new arrangements the Child Care Support (CCS) system was suspended and BBM received a weekly Early Childhood Education and Care Relief Package payment.

The association received \$50,000 of Commonwealth Government support by way of a Cash Flow Boost incentive included in operating profit.

The association renewed its agreement for funding of services with the Department of Communities & Justice (previously known as Family & Community Services) for a five year term from 1st July 2020 until 30 June 2025.

In addition, the association secured increased CHSP funding from the Department of Health during the 20FY for additional growth funding and innovation funding (HEAL) (both recurring).

### After Balance Date Events

On 21 July 2020, the Government announced the extension of the JobKeeper Payment for a further six months until 28 March 2021 and is targeting support to those businesses and not-for-profits who continue to be significantly impacted by the Coronavirus. BBM is not be eligible to receive the JobKeeper payment extension from 28 September 2020.

Apart from the matter noted above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association the results of those operations, or the state of affairs of the association in subsequent financial years.

# **Auditor's Independence Declaration**

A copy of the auditor's independence declaration as required under section 60-40 of the Australian Charities and Not for Profits Commission Act 2012 has been included.

The accompanying notes form part of these financial statements.

### Committee's Report

### For the year ended 30 June 2020

Signed in accordance with a resolution of the Members of the Committee on this 29th day of October 2020:

Ashmunkt
Ruth Bennett Chair 29/10/2020

### Auditor's Independence Declaration

For the year ended 30 June 2020

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, I am pleased to provide the following declaration of independence to the Directors of Belong Blue Mountains Inc.

I declare that, to the best of my knowledge and belief, there have been:

- a. No contraventions of the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- b. No contraventions of any applicable code of professional conduct in relation to the audit.

Signed on this 7 day of October 2020:

William Tomiczek F. L. A., Registered Company Auditor 1425

William Tomiczek & Associates

66 Emu Plains Road, Mount Riverview NSW 2774

# Income and Expenditure Statement For the year ended 30 June 2020

	2020	2019
	\$	\$
Income		
Grant funding - DCJ (formerly FACs)	685,193	665,612
Grant Funding - Dept of Health	1,974,126	1,106,755
Grant Funding - Nepean BMLHD	157,400	234,798
Other Grant income	59,737	101,383
COVID19 Economic stimulus income	452,600	
Grant income carried forward	(496,978)	
Fee income	942,581	902,977
Plan Management throughput	5,050,684	3,461,292
Other Income	45,053	96,092
Total income	8,870,396	6,568,909
Expenses		
Administration costs	283,222	260,456
Other costs	90,395	44,239
Business combination related expenses		83,793
Plan management throughput	5,050,684	3,461,292
Program costs	467,619	525,461
Staff costs	2,743,110	2,295,400
Total expenses	8,635,030	6,670,641
Net profit attributable to the association	235,366	(101,732)
Total changes in equity of the association	235,366	(101,732)

### Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
Assets			
Current Assets			
Cash assets	2(a)	1,326,011	781,030
Receivables	3	281,892	76,818
Inventories		78,510	12,819
Other	4	16,383	2,533
<b>Total Current Assets</b>	-	1,702,796	873,200
Non-Current Assets			
Motor vehicles	5	133,013	82,644
<b>Total Non-Current Assets</b>	- -	133,013	82,644
Total Assets	-	1,835,809	955,844
Liabilities			
Current Liabilities			
Payables	6	211,359	168,319
Unearned grant income		507,230	32,140
Provisions	7	459,727	369,281
<b>Total Current Liabilities</b>	-	1,178,316	569,740
Non-Current Liabilities			
Provisions	7	104,786	68,763
<b>Total Non-Current Liabilities</b>	-	104,786	68,763
Total Liabilities	-	1,283,102	638,503
Net Assets	=	552,707	317,341
Net Assets  Members' Funds	=	552,707	317,341
Retained earnings		317,341	419,074
Current year profit/(deficit)	-	235,366	(101,733)
<b>Total Members' Funds</b>		552,707	317,341

## ABN 59 334 227 797

### **Statement of Cash Flows**

### For the year ended 30 June 2020

	2020	2019
	\$	\$
Cash Flow From Operating Activities		
Receipts from operating activities	8,662,030	6,589,742
Payments to Suppliers and employees	(8,048,617)	(6,673,623)
Net cash provided by (used in) operating activities (note 2(b))	613,413	(83,859)
Cash Flow From Investing Activities		
Purchase of motor vehicles	(68,432)	
Net cash provided by (used in) investing activities	(68,432)	
Net increase (decrease) in cash held	544,981	(83,859)
Cash at the beginning of the year	781,030	864,889
Cash at the end of the year (note 2(a))	1,326,011	781,030

## Statement of Changes in Equity for the year ended 30 June 2020

	Note	2020 \$	2019 \$
Equity			
Opening retained earnings		317,341	419,074
Net profit/(loss) attributable to the association		235,366	(101,733)
Retained profits	=	552,707	317,341

## Notes to the Financial Statements For the year ended 30 June 2020

### **Note 1: Summary of Significant Accounting Policies**

#### **Basis of Preparation**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act of New South Wales and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The committee has determined that the association is not a reporting entity as it is unlikely there are users of these financial statements who are not in a position to require the preparation of reports tailored to their information needs. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-Profits Commission Act 2012 and the significant accounting policies disclosed below, which the Committee have determined are appropriate to meet the needs of the members. The special purpose financial statements do not comply with all the recognition and measurement requirements in Australian Accounting Standards.

The recognition and measurement requirements that have not been complied with are those specified by (i) AASB15 Revenue from Contracts with Customers as in accounting for grant income \$496,978 has been deferred until the related expenses are incurred without assessing whether there are enforceable performance obligations to transfer a good or service to a third party, (ii) AASB1058 Income of Not-for-profit Entities as recognition of the second instalment of the government Cash Flow Boost income of \$50,000 has been deferred until related expenses are incurred, (iii) AASB 137 Provisions, Contingent Liabilities and Contingent Assets the association has recognised various provisions for which do not meet the recognition criteria in AASB 137 and (iv) AASB15 Revenue from Contracts with Customers as NDIS Plan Management remittances from the NDIA of \$5,050,684 have been accounted for as revenue of the association without considering the indicators of which entity is the principal versus agent criteria outlined in AASB15.

The financial report has been prepared on an accrual basis and is based on historical 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) Motor vehicles

Motor vehicles are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all motor vehicles is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

# Notes to the Financial Statements For the year ended 30 June 2020

### (b) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

### (c) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### (d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of twelve months or less.

#### (e) Revenue and Other Income

Revenue comprises of revenue from grant income, child care centre operations, NDIS services (including NDIS Plan Management activities), home modification and maintenance services, donations, bank interest, government COVID-19 JobKeeper payment subsidy and Cash Flow Boost instalment and other income.

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

The association recognises income in profit or loss when or as the association satisfies its obligations under the terms of the grant.

Interest revenue is recognised on an accruals basis.

All revenue is stated net of the amount of goods and services tax (GST).

#### (f) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

### (g) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

# Notes to the Financial Statements For the year ended 30 June 2020

#### (h) Income tax

The association is a registered charity and is exempt from income tax in accordance with Section 50-B of the Income Tax Assessment Act 1997. The association holds deductible gift recipient status.

#### (i) Leases

BBM do not have any contracted lease expenditure for any of its leased premises.

For leases that have significantly below-market terms and conditions principally to enable the association to further its objectives (commonly known as peppercorn/concessionary leases), the company has adopted the temporary relief under AASB2018-8 and measures the right of use assets at cost on initial recognition.

#### (i) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

### (k) Key estimates and judgments

JobKeeper wage subsidy income – this government scheme is a wage subsidy that entitles eligible entities that have suffered a specified decline in turnover to a payment of \$1,500 per fortnight for wages paid to eligible employees. Employers elect to participate in the scheme. Employees subject to the scheme must be eligible for JobKeeper payments, with the onus on the employer to establish that all eligibility requirements are met before applying for the scheme. Management exercises judgement in applying for this scheme which is based on future estimates and an employees declaration of eligibility.

Motor vehicles - as indicated in Note 1(a), the association reviews the useful life of motor vehicles on annual basis.

Employee entitlements - as indicated at Note 1(j), employee benefits have been measured at the amounts expected to be paid when the liability is settled. The association exercises judgment in the classification of employment arrangements in order to assess any obligation for employee entitlements.

Going concern - the COVID-19 pandemic has detrimentally effected the worldwide economy. The association has assessed its ability to continue as a going concern and there is no known material uncertainty as at the date of signing the financial report that would effect the ability of the association to continue as a going concern. Accordingly, the financial statements have been prepared as a going concern.

Revenue - as indicated in Note 1(e), the association has treated NDIS Plan Management activities as throughput from NDIS Plan management activities in the Income and Expenditure Statement.

## Notes to the Financial Statements For the year ended 30 June 2020

## (l) Economic Dependence

The Association is dependent on the Department of Communities & Justice (previously known as Family & Community Services) and the Department of Health for the majority of its grant revenue. The Association renewed its agreement for funding services with the Department of Communities & Justice for a five year term commencing 1st July 2020. The Associations agreement for funding with the Department of Health continues until the 2022FY. At the date of this report the Committee has no reason to believe these Departments will not continue to support the Association.

# Statement of Cash Flows For the year ended 30 June 2020

2020	2019

## Note 2(a) Reconciliation Of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

Cash Oli hand	1,140	781,030
Term Deposits Cash On hand	508,425	502,138
Cash At Bank	816,446	277,472

# Note 2(b). Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit

Operating profit (loss)	235,366	(101,732)
Depreciation expense	18,063	14,748
Changes in assets and liabilities:		
(Increase) decrease in trade and term debtors	(205,074)	(13,767)
(Increase) decrease in finished goods	(65,691)	
Increase (decrease) in trade creditors and accruals	490,429	13,141
Increase (decrease) in other assets	13,850	188
Increase (decrease) in employee entitlements	82,942	3,564
Increase (decrease) in sundry provisions	43,528	
Net cash provided by /(used in) operating		
activities	613,413	(83,859)

## Notes to the Financial Statements For the year ended 30 June 2020

	2020	2019
Note 3: Receivables		
Current		
Trade debtors	281,892	76,818
	281,892	76,818
Note 4: Other Assets		
Current		
Other	16,383	2,533
	16,383	2,533
Note 5: Motor vehicles		
Motor vehicles:		
- At cost	204,493	136,061
- Less: Accumulated depreciation	(71,480)	(53,417)
	133,013	82,644
	133,013	82,644
Note 6: Payables		
Unsecured:		
- Accounts payable	124,078	114,194
-Payroll liabilities	58,130	23,313
- Auspiced funds	29,151	30,812
	211,359	168,319
	211,359	168,319

# Notes to the Financial Statements For the year ended 30 June 2020

2020	
459,727	369,281
41,104	48,608
63,682	20,155
104,786	68,783
	459,727 41,104 63,682

There were 51 employees at the end of the year (19FY: 48).

### Note 8: Events Subsequent to Reporting Date

Since the end of the financial year, the Government announced the extension of the JobKeeper Payment for a further six months until 28 March 2021 and is targeting support to those businesses and not-for-profits who continue to be significantly impacted by the COVID-19. BBM will not be eligible to receive the JobKeeper payment extension from 28 September 2020.

There are no financial effects regarding the above to the accounts at 30 June 2020.

#### Note 9: Effect of Changes in Accounting Policy

The Association changed its accounting policy during the 2019 reporting period in relation to accounting for the provision for sick leave for employees. This provision is not required under Accounting Standards and accordingly this provision was written off in the 19FY. The financial effect of this change in accounting policy was to increase 19FY earnings by \$60,444.

#### **Note 10: Contingent Liabilities**

A landmark judgement in May 2020 by the Full Court of the Federal Court on the Workpac Pty Ltd vs Rossato (WorkPac vs Rossato) case, ruled that an employee previously considered by the employer as "casual" who worked regular and predictable shifts was entitled to additional paid leave. The higher pay rate received (casual loading) could not be used to offset leave entitlement obligations. Post 30 June 2020, WorkPac applied to the High Court for special leave to appeal the Full Federal Court's decision that Rossato was a casual employee. At the date of signing of the financial report, the High Court has not made a decision on the application.

BBM employs casual staff and does not recognise paid leave entitlements for casual staff. No leave entitlements have been recognised in the 30 June 2020 financial statements. The entity has assessed there may be a possible obligation at 30 June 2020, however, the estimate of the financial effect is unknown.

BBM was subject to a workers compensation claim during the 20FY. This claim was fully covered under BBM's workers compensation policy. However, BBM has provided for an additional \$45,000 in the 20FY in relation to any future claims arising from this matter. As at the date of signing of this report, there is no known claim in relation to this matter therefore the full extent of any further claims is unknown.

# Statement by Members of the Committee For the year ended 30 June 2020

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 Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements;

- 1. Presents fairly the financial position of Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) as at 30 June 2020 and its performance for the year ended on that date.
- 2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.
- 3. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

This statement is made in accordance with a resolution of the Committee and is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013 for and on behalf of the Committee by:

Ruth Bennett

octi Chai

29/10/2020

President

David Caton-

Treasurer

# Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) ABN 59 334 227 797 Independent Auditor's Report to the Members

## Report on the Audit of the Financial Report

## **Opinion**

We have audited the financial report of Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) (the association), which comprises the Statement by Members of the Committee, the Income and Expenditure Statement, Balance Sheet as at 30 June 2020, a summary of significant accounting policies and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2020 and [of] its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 2009 and division 60 of the Australian Charities and Not-for-profit Commission Regulation 2013.

We do not provide an opinion on the entities eligibility or verify the entitlement in relation to the Commonwealth Government Jobkeeper assistance.

### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing 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 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.

#### Emphasis of Matter – JobKeeper wage subsidy

We draw attention to Note 1(k) to the financial report, which describes the critical accounting estimates and management judgement exercised in relation to the government JobKeeper wage subsidy. The eligibility for the scheme is based upon management judgement and employees declaration of eligibility. Our audit does not include an opinion in relation to eligibility for this scheme. Our opinion is not modified in respect of this matter.

#### **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 to assist the association to meet the requirements of Associations Incorporation Act 2009 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

The special purpose financial statements do not comply with all the recognition and measurement requirements in Australian Accounting Standards. We draw attention to Note 1 to the financial report, which describes the material recognition and measurement requirements that have not been complied with. Our opinion is not modified in respect of this matter.

### **Independent Auditor's Report to the Members**

## Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act 2009 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that 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 related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

### 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 the 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 this 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 the 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.

### **Independent Auditor's Report to the Members**

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.

Signed on this 7 day of October 2020:

William Tomic Ck F.T.D.A., Registered Company Auditor 1425

William Tomiczek & Associates 66 Emu Plains Rd Mt Riverview 2774





We recognise, celebrate and thank everyone who contributes to the the work of Belong Blue Mountains for and with the people of the Blue Mountains community.