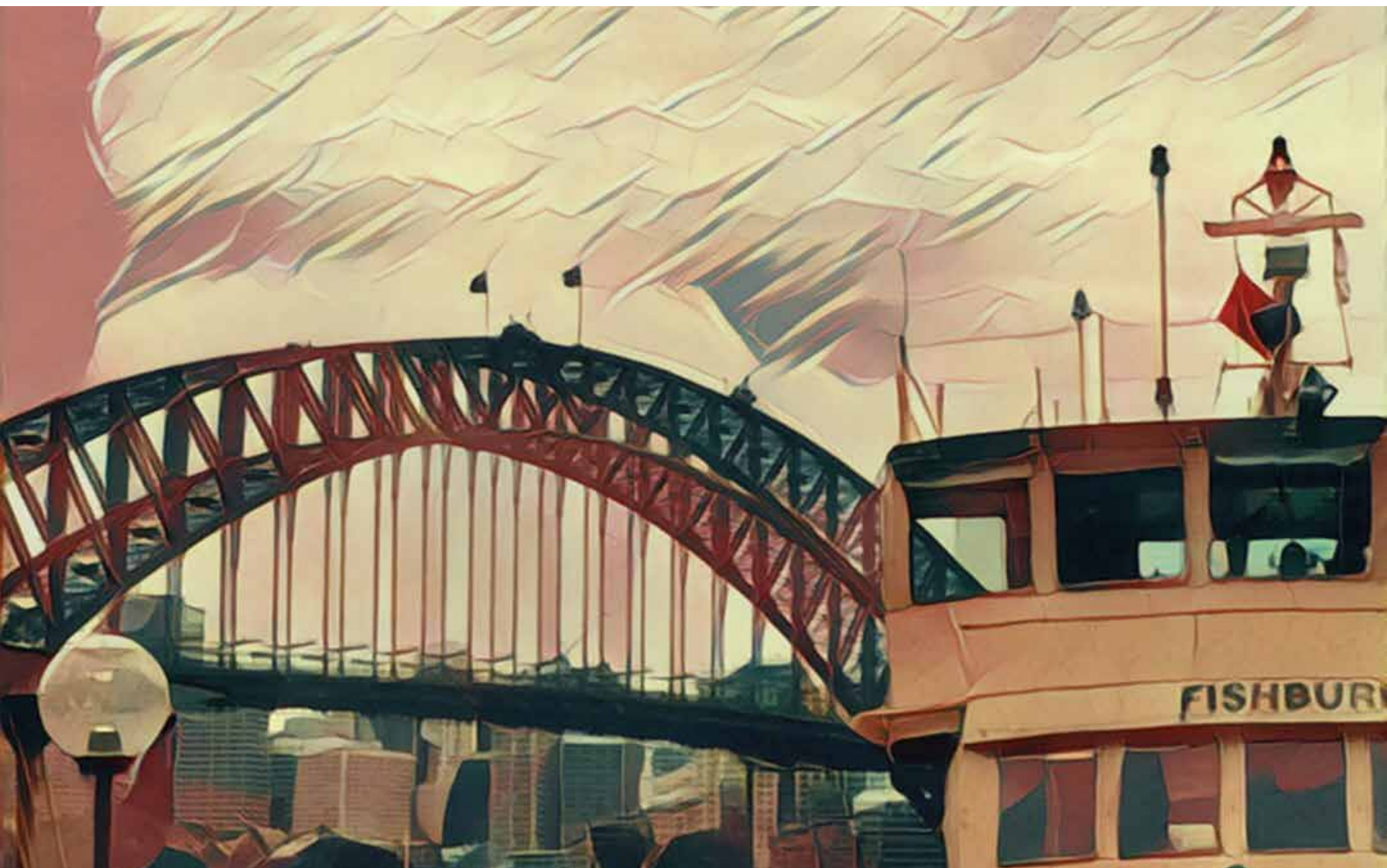




**INNER SYDNEY VOICE**  
regional social development council

# *Annual* report 2015-2016



• PROMOTING SOCIAL JUSTICE AND INCLUSION IN THE INNER CITY SINCE 1974 •





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## Acknowledgment Of Country

We acknowledge and pay our respects to the traditional owners of the lands across the areas we service, particularly the Gadigal people of the Eora Nation, traditional owners of the land on which our office is located.

*We pay our respects to Elders past and present.*

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### FRIENDS AND PARTNERS

Access Community Transport	GWC Community Services	Redfern Community Centre
ACON NSW	Holdsworth Community	Redfern Community Health
Alliance Health	Inner City Domestic	Redfern Legal Centre
Anglican Retirement Villages	Violence Action Group	RedWatch
ANHF- Stanley Hunt Chinese Day Care	Inner City Health Program	Rozelle Neighbourhood Centre
Australian Chinese Community Assn	- St Vincent's	St Vincent's De Paul Ability Links
Australian Chinese	Inner South West Community	Shelter NSW
Community Association	Development Organisation	South East and Sydney Area Health
Australian Unity Home Care	Inner West Council	Districts
Services Aged Care Services	Jim Diers	South Eastern Community Connect
Benevolent Society Home Assistance	Junction Neighbourhood Centres	South East Sydney
Better Planning Network	KinCare	Local Health District
Botany Council	Kooloora Community Centre	South Sydney Community Aid
Burger Centre	LCSA –Local Community	Surry Hills Public Tenants Association
Catholic Community Services	Services Association	Surry Hills Neighbourhood Centre
Centrelink	Mission Australia	TAFE NSW
City of Sydney	Mental Health Recovery Network	Tenants Union NSW
Care Connect	National Parks Association of NSW	Total Environment Centre
Communicare	National Trust of Australia (NSW)	Transport NSW
COA Sydney	Nature Conservation Council of NSW	Uniting Home Modifications and
Counterpoint Community Services	NCOSS	Maintenance Sydney Metro
Creativity Inc	Neighbour Connections	University of NSW
Department of Social Services	Newtown Neighbourhood Centre	University of Sydney
EATS - Eastern Area Tenants Service	NSW Heritage Network	Western Sydney University
Eastern Sydney & City of Sydney	Inner West Sydney	UTS
Dementia Advisory Service	Partners in Recovery	Waverley Council
Eastern Sydney Multicultural	Prince of Wales Community Health	Weave Family and Children Services
Access & Support Service	Randwick City Council	Western Sydney Community Forum
FACS - Family and	Randwick Waverley	Woollahra Council
Community Services	Community Transport	

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### Inner Sydney Regional Council for Social Development Inc

(trading as Inner Sydney Voice)

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ABN: 86 770 127 254

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# ● *Board and Staff*

## CURRENT BOARD



Joel Pringle  
Chairperson



Bill Yan  
Treasurer



Kirilly Woods  
Board Member



Fionn Taylor  
Board Member



Kate Melhopt  
Vice-Chairperson



Graham Brecht  
Board Member



Emma Couch  
Board Member



Sharyn Green  
Board Member

## CURRENT STAFF



Charmaine Jones  
Executive Officer



Enis Jusufspachic  
HACC Development  
Officer



David White  
Tenant Participation  
Officer



Saskia Cheney  
Office Manager



Geoff Turnbull  
Publications Officer



Jimmy Fermanis  
Maintenance



Katrina Hendriksen  
NAB Secretariat

### INNER SYDNEY REGIONAL COUNCIL BOARD MEETINGS:

	Meetings attended
<b>Chairperson</b>	
Current:	
Joel Pringle	3 out of 5
Former:	
Michael Shreenan	2 out of 2
<b>Vice-Chairperson</b>	
Kate Melhopt	3 out of 5
<b>Treasurer</b>	
Bill Yan	5 out of 5
<b>Members</b>	
Graham Brecht	3 out of 5
Kirilly Woods	3 out of 5
Emma Couch	3 out of 5
Sharyn Green	3 out of 5
Fionn Taylor	1 out of 2
<b>Former Members</b>	
Holly Stewert	0 out of 1
Natalie Bradshaw	0 out of 1
<b>ISRC Staff</b>	
Charmaine Jones	5 out of 5
Saskia Cheney	5 out of 5 (minutes)

# ● Chairperson's report

2016 HAD BOUGHT excitement for Inner Sydney Voice, but also reminders about how important this organisation continues to be for the communities that we serve.

Excitement has come from reflecting on our organisation's forty years since beginning operation. This organisation has stood as part of the community over a number of battles for the rights of working class and disadvantaged communities in inner Sydney and it's important to celebrate the victories as well as the lessons learnt along the way.

This year marked a shift in the public identity for our organisation, with a soft launch of our trading as Inner Sydney Voice. We remain as the Inner Sydney Regional Council for Social Development for legal purposes, although a change is up for consideration.

New issues faced by the community, including proposed redevelopment of housing estates or the expulsion of public housing residents from Millers Point, the underfunding of vital services and lack of genuine community consultation keep us focused on our mission.

Funding reform seems the perpetual status of our programs. What will the NDIS mean for sector support and development programs? What is the future for tenancy support, community development or early intervention funding? We are confident government wants what we want – healthy, happy communities. We have got to just find the right approach to do it and while this requires critical reflection, we also need to understand the impact of constant reform on the sector. Uncertainty lowers staff morale, community trust and the ability to plan long term.

The Inner Sydney Voice board acknowledge the need to diversify our



***“New issues faced by the community, including proposed redevelopment of housing estates or the expulsion of public housing residents from Millers Point, the underfunding of vital services and lack of genuine community consultation keep us focused on our mission.”***

funding and programs to ensure the future of the organisation, but never loses sight of where we have come from and our role building, supporting and representing communities. Ensuring our independence as an organisation means continuing to push for Governments to open up their decision making to communities, and supporting residents to participate.

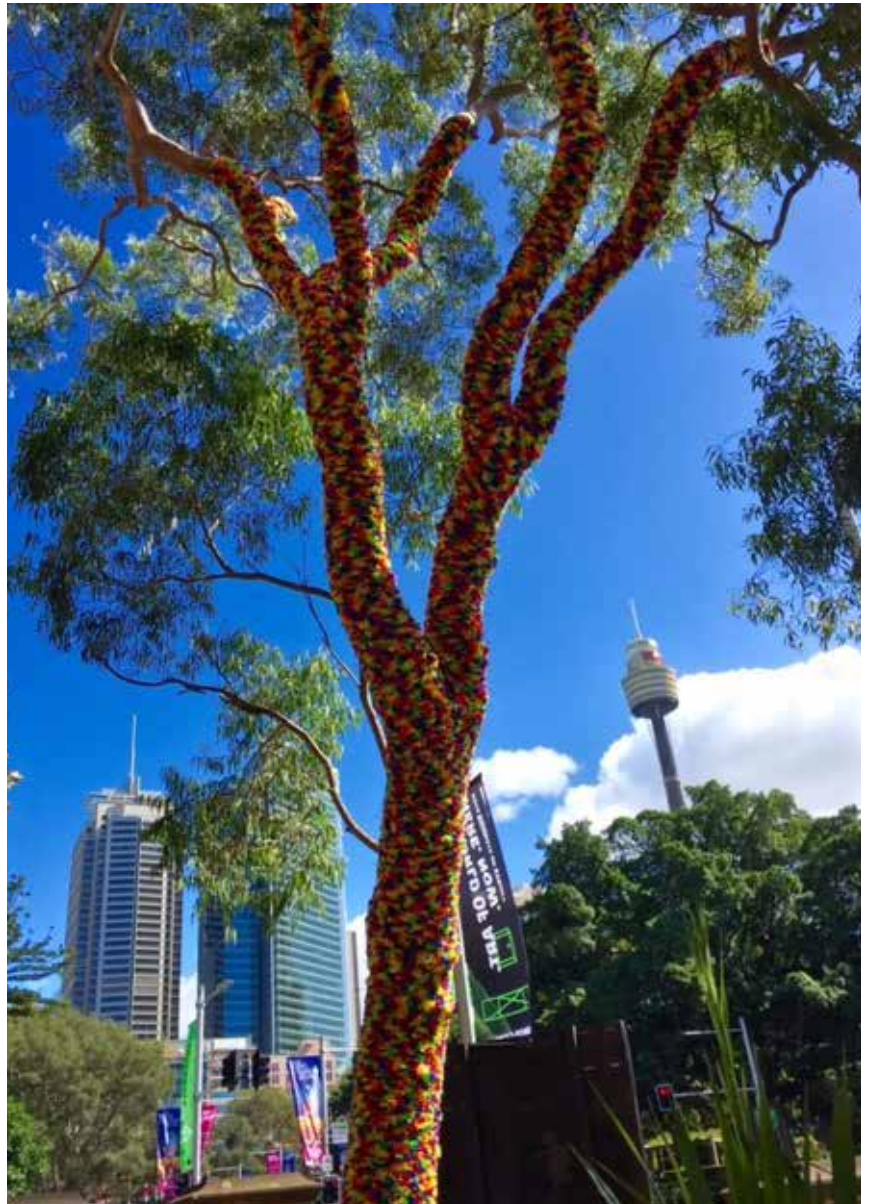
Inner Sydney Voice relies on the efforts of so many. We would like to acknowledge the many people, too many to name, who have worked

or volunteered in or alongside the organisation over the last 40 years. You laid the strong foundations on which we continue to build on today. To the current staff, thank you for your hard work and dedication. To the volunteers (including my colleagues on the board), thank you for your support. To our partner organisations, funders and in-kind supporters, thank you. 🙏

*Joel Pringle  
Chairperson*

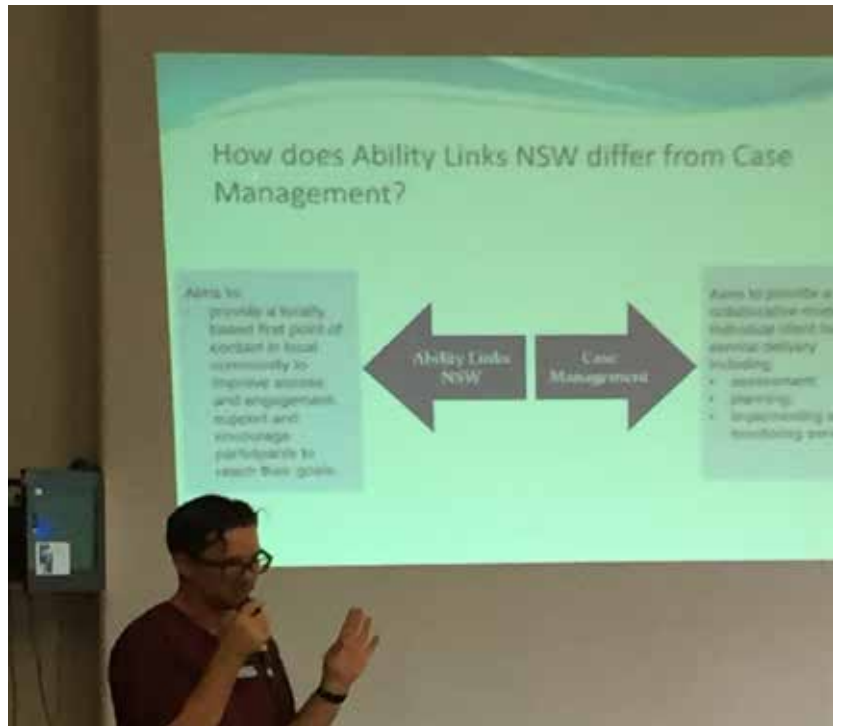


## A YEAR IN PICTURES ...





## A YEAR IN PICTURES ...



# *Executive Officer's Report*

THE DICKENS QUOTE 'It was the best of times, it was the worst of times' can be used rather tritely in this day and age, but I think 'The Tale of Two Cities', the novel from which the quote derives, certainly fits the bill when discussing modern day Sydney. The divide between the rich and the poor, the investment property portfolio holder and the low-income renter has never been wider.

Housing Affordability is a key issue and one that all levels of government, community housing providers and affordable housing advocates are grappling with. In an effort to combat the impact of affordability and the polarisation of Sydney, governments look to increase supply and create social mix.

Here at Inner Sydney Voice, we have been kept on our toes by these approaches. We have seen the displacement of the Millers Point community, the announcement then renouncement of the Eastern Suburbs Urban Activation Precincts, the arrival of the Communities Plus program which is driving the Ivanhoe Estate (Macquarie) and Waterloo redevelopments, along with the UrbanGrowth plans for the Bays Precinct and Central to Eveleigh.

Our focus during the year has been to ensure any communities being impacted by redevelopment are fully informed, fully supported and have the opportunities to build their capacity to allow them to understand and have input in to the redevelopment process. We will continue to consult with tenants to adapt and develop training and activities suited to their needs, as well as continue to talk with the relevant government and non-government agencies. Waterloo is going to be a 20-year process – that is going to require commitment and stamina from all involved.

We have also supported communities along the CBD and Eastern Suburbs Light Rail line. Works are well and truly underway and we have clearly outlined to Transport NSW and ALTRAC our concerns, especially for those more vulnerable communities, such as the Northcott Social Housing Estate. Transport NSW have been very responsive, making promises that all contractors will receive Conflict Resolution and basic Mental Health training before commencement of the major works.

Another year of reform in the Family and Community Services space

with the Targeted Early Intervention Reforms (TEIR). We welcome improvements to the funding process that see person-centred service delivery, a stream-lining of the contractual elements and solid evidence based outcomes. The framework is designed to target the most in need as early as possible. It is important though that the value of soft-entry points like community centres are recognised in the process.

A large piece of work for all our funded programs has been assisting organisations and community members to be in a state of preparedness for with the National Disability Insurance Scheme (NDIS) begins in this region in June 2017. The NDIS is a seismic shift in how Disability and other services are funded, delivered and procured. In effect, clients will become customers.

In partnership with Rozelle Neighbourhood Centre, we undertook a mapping exercise of Interagencies in the region, with an eye on creating a Coalition of Interagencies, to provide a space for various interagencies, whether they be children and family, youth,





mental health, domestic violence or generalist focused, to be kept informed about cross-sector and systemic issues as well as being a vehicle for advocacy in regards to those issues.

We again sat on the City of Sydney and Randwick Clubs Grants assessments panels. It is a wonderful way to see the breadth of work and commitment to improving the health, safety and well-being of local residents across the region.

We continued to refine and further develop the Cadre Connect 'Mental Health Neighbourhood Watch' program, which is designed to assist people in how to respond sensitively and appropriately in their local communities to the impacts of mental ill-health. The program has now built a Cadre network of over 100 Cadres across the inner city and inner west. We thank the Inner West Sydney Partners in Recovery (IWSPiR) for their support.

In partnership with FACS and Ability Links we formed the Black Team to take part in the Annual 'Don't Lose Your Marbles' mental health month challenge. This fun event raises mental health awareness as well as

providing an excuse for us community development workers to play like children. The Black Team, while not taking out the overall event, certainly was the fastest when it came to constructing our marble run. We aim to improve on that result this year.

We pride ourselves on being the nursery for the community development workers of the future and we have had a number of students do placement and internships with the organisation during the year. We had Beth Abbey, James Taylor, Jazz Stradbrook and Taizya Phiri, all Social Work students from UNSW, as well as interns from the University of Michigan and the University of Macquarie, plus another Diploma of Community Services student from TAFE NSW. I also had the pleasure of being asked to address the graduating Community Services Cert IV and Diploma graduating students at Ultimo TAFE.

Inner Sydney Voice is a member of a number of peak bodies, including sitting on NCOSS's Forum of Non-Government Agencies and being a regional representative at Local Community Services Association (LCSA). Through these platforms we

provide a voice for the inner Sydney communities and the providers servicing them.

We have had input in the City of Sydney's Social Sustainability plan, the draft NSW Human Services Agreement and Funding and Service Schedule, as well as sitting on the Inner City Urban Health and Wellbeing and FACS Housing Connect Online Advisory Groups.

Our usual suite of training occurred, aimed at building capacity in those smaller organisations who may not have access to some of the more expensive and high-level development opportunities. Part of this process sees us advise organisations on governance, finance and policy matters. Our Tenant Participation Resource Service and Aged and Disability Sector Support program were also both keep busy. Their reports will expand further on the work they've undertaken.

And now, as we move from the industrial to the technological age, Inner Sydney Voice, if it is to see out another 40 years, needs to be adaptive and flexible, but above all, we must do what we have always done and that is listen. 🙏

# *Eastern Sydney Sector Development Program – Ageing and Disability*



2016 WAS THE YEAR of putting into practise a new way of referring and assessing clients for community based aged care services, while at the same time addressing issues caused by the transition from Home and Community Care to the Home Support Programme, and block funded Disability services to the National Disability Insurance Scheme.

Future directions for community based aged care and disability support services are not entirely clear and so I have made it my mission to uncover exactly who requires support and where, the capacity of the service providers and where the Sector feels

we need to be moving towards and how to best support service users to exercise choice, voice and control. Please see below for a summary of my work over the last 12 months or so.

## **TRANSITIONING FROM HACC TO CHSP**

- Assisted service providers to renegotiate their 2015-18 contracts
- Advised providers who have been reclassified on how to establish a new service model
- Working with case management clients and services that have been extended until the end of the contract period

## **DIRECT SUPPORT FOR SERVICE PROVIDERS**

This year I have redoubled my efforts in terms of working directly with service providers around:

- Home Care Standards reviews,
- Applying for grants,
- Preparing for the NDIS,
- Becoming an approved provider under the aged care.

## **PLANNING AND COORDINATION**

- Worked on a Regional Planning initiative with three local council ageing and disability officers including designing a survey which went out to all service providers as

***“Future directions for community based aged care and disability support services are not entirely clear and so I have made it my mission to uncover exactly who requires support and where, the capacity of the service providers and where the Sector feels we need to be moving towards and how to best support service users to exercise choice, voice and control.”***

well as designing and running the actual face to face consultation where some 25 services were represented from across the sector.

- Consulted with service providers about current gaps in services in the region and innovative programs they're running and drafted a detailed report to the Department with regards to future funding allocations.
- Engaged with community representatives from Woolloomooloo around social isolation of older people in the area. Continuing to work with major service providers in the area.
- Consulting with community members in Malabar/South Maroubra about the needs of older people and people with disability in this area.

## LOCAL INITIATIVES

- Held Social Support Working Party, focusing on Wellness and re-ablement including Exercise Physiologist Accreditation for community workers, Nutrition, Cognitive Rehabilitation and Discharge Pathways for people with dementia.
- Convened local Elder Abuse Meeting.
- Organised NDIS Forum for City of Sydney including guest speakers, organising flyer, agenda and promotion. Some 75 people with disability and carers came along.
- In partnership with the Older Person's Mental Health Service organised and spoke at the Older Person's Mental Health Forum.
- After consulting with three local council ageing and disability officers we decided to bimonthly combined ageing & disability meetings.
- Together with Charmaine developed project plan for outreach around the NDIS to people with disability living in Redfern, Waterloo and Surry Hills.
- Aged Care Expo at Randwick Town Hall in partnership with Randwick Council. Some 100 older people

attended and 25 organisations held stalls.

## MY AGED CARE

- My Aged Care reforms have introduced many changes, the greatest of which is that all new clients need to be registered with My Aged Care (over the phone or using the web portal) and must be assessed by a dedicated assessment agency – the Regional Assessment Service (RAS).
- I organised a meeting where each of the Eastern Sydney providers could meet the Regional Assessors and give a 5-minute presentation. I asked each organisation to complete a one-page Form which I compiled into a resource for the assessors.
- Service Providers have reported numerous issues with portal and asked numerous related policy and procedure questions. In order to gain a better understanding of the issues, the Sutherland Shire Development Officer and I drafted a survey collecting these issues. We then prepared a summary of the issues and met with the three RAS Managers and the Regional ACAT Manager.
- We then had two meetings to work on local solutions. Discussions led to development of an information day for Home Support Providers. The Day was very successful with over 100 people in attendance.

## INFORMATION

- Home Support brochure adding following sections – exercise, individual social support and multicultural services.
- Translated Home Support Brochure into three key community languages.
- Produced a List of Unfunded Social Supports for older people
- Drafted list of community visitors scheme service providers
- Revamped Home Support Section on ISV's website
- Continuing to draft monthly digest of latest developments in Ageing

and Disability as well as a fortnightly digest of local community events for people with disability and older people

- Together with our Publications Officer produced the ageing issue of ISV magazine dealing with ageing in the city

## ADVOCACY

- Developed sound working relationships with Department of Health staff and sought advice on numerous issues that service providers have mentioned.
- Conducted strategic planning session for the Sector Support and Development Network where I also advocated for collective project that is to identify, collect and collate examples of good sector development in practice in community aged care in NSW.

The project brings together SSDN members to provide case studies and resources that can be packaged as a document:

- provides materials for use by the sector we support
- highlights the tangible benefits of community development in NSW
- demonstrates collaboration by SSDN members
- showcases each of the roles of SSDN members to government
- Wrote submissions about Home Care Packages Reforms following consultation with Forum
- Wrote submissions about the National Disability Advocacy Program
- Wrote submissions about Information, Linkages and Capacity Building Framework under the NDIS
- Wrote a Submission on the Data Exchange Reporting Framework
- Joined working group of the Community Care Issues Forum which came up with a position statement regarding the potential merging of CHSP and HCP. 🙏

*Enis Jusufspahic*

# ● *Cadre Connect report*

INNER SYDNEY VOICE, with support from the Inner West Sydney Partners in Recovery, and a number of partner agencies who sat on the working group, have continued to develop the Cadre Connect program, building and strengthening the Cadre network and introductory training.

The Cadre model was developed after the Mental Health Recovery Network, which works across high density public housing estates in the City of Sydney local government area, repeatedly heard tenants living in the estates say they felt like quasi-mental health workers. Due to the rationalisation and restricted eligibility to public housing, since the 2005 Reshaping of Public Housing policy, and the unaffordability of private rental options, the numbers of people living with a mental health illness now residing in public housing has risen dramatically. The impacts, especially in the high-density high rise apartments, are visibly, and audibly, noticeable and tenants struggled to find the balance between supporting their mentally unwell neighbours and complaining about them.

Building on the concept that people don't suffer mental ill-health in isolation; their illness may impact their community, their friends, family and neighbours, Inner Sydney Voice and the working group put together a program designed specifically for Inner Sydney, focussed on building strong community connections with the aim of creating a holistic community approach to mental health and wellbeing.

At any given time, almost one in five Australians (20%) will be diagnosed with a mental illness. The statistics would suggest that all of us, quite regularly, will be in contact with a person experiencing a mental illness. The Cadre model is about ensuring



that we, as community members, whether as the local librarian or friendly neighbour, know how to respond sensitively and supportively, while armed with the knowledge of where best to turn when help is needed.

Cadres initially attend two half-day workshops. These workshops are place based with information about the local mental health scene and exploring local community need and aspirations. The model is designed to be driven from the ground up. There is also an introduction to the Recovery-Orientated process, The Mental Health Care system, understanding types of mental illness, and also includes some general communications and community development skills. During the 2015-2016 year, 20 Cadres went through the program and the coming year, people will have the opportunity to join the network when Cadre Connect is delivered in Riverwood and Kooloora Community Centres.

Cadres are capacity builders. They assist the local community to develop strategies to cope with the impacts of mental ill-health, build awareness in the wider community about mental health and increase the community's capacity to respond to appropriately in either an early intervention or crisis situation.

With locally based trainers, there is no limit to where and when the Cadre program can be delivered. The model is not only supported by partners like Inner Sydney Voice and Partners in Recovery, it has also been recognised as good practice in the NSW Mental Health Commission's strategic plan.

If you are interested in learning more about your local Cadre network or would like to investigate establishing one in your local area, more information can be found at [www.cosnp.info](http://www.cosnp.info) or by emailing [char.jones@innersydneyvoice.org.au](mailto:char.jones@innersydneyvoice.org.au). 📧

# *Inner Sydney Voice Magazine*

This year the name of the magazine became the name of the organisation. It was encouraging for those that have worked on the Magazine over the years that the Inner Sydney Voice identity was seen as a natural transition for an organisation with a long history, and a long name that increasingly needed explanation as not being associated with local councils. From the magazine side it has opened up some challenges where we describe Inner Sydney Voice as the magazine of Inner Sydney Voice and where the two websites come together under the same domain name but needing differentiation. For this reason, we are starting to talk about the publication as *Inner Sydney Voice Magazine* (ISVM) even though the word magazine does not appear on the cover.

In the 2015-16 financial year we continued to produce themed issues. These included focuses on *Mental Health*, *Developing Communities*,

*Ageing and Redeveloping Public Housing*.

The Spring 2016 issue while technically in the 2016-7 year has been prepared to help celebrate our 40th year in the lead up to the 40th AGM so it needs a special mention. One of the ISVM sections we get most comment on is *From the Vault*. The Celebrating 40 years' edition looks back at our history and tries to relate it to where we are now and the challenges facing us in the future. This should be of interest to our vault readers as well as those that lived through and contributed to making our history. Being able to complement this issue with James Walker's video interviews and archival footage provided people with a variety of ways to explore our history and its implications.

We usually print 1,000 copies of each issue but knew that the *Redeveloping Public Housing* issue would be of particular interest to public housing tenants and so extra

copies were printed. More could have been printed and we have been rationing the few we have left. Thankfully the PDF and web versions of the articles are there for the use of academics who are keen to use this material in their courses as well as for the public tenants that missed out. Not only was this issue popular because of the topic we also received a lot of really good feedback about the way the articles fitted together to provide an overview of the changes in the government approach and the issues that need to be considered by tenants and government. The issue also underlined to people within government that ISV and the broader community have a good understanding of the issues under discussion and this was reflected in some of the praise received from government officials.

None of this is to play down the importance of our other themed issues. *Community Development* has been at the heart of Regional Council.



This ISVM issue brought together different stories and approaches to developing communities and was very well received. Similarly, ISV has put a lot of time into mental health through programmes like Cadre. The *Mental Health* themed issue with its practical suggestions, poems and overview of the work of the Mental Health Commission also hit the mark in helping people better understand and be equipped to deal with the mental health issues experienced by ourselves and those around us. Similarly, the *Active Aging in the City* issue was well received not only by agencies working in that sector but also by people struggling to navigate the changed aged care system.

While we have taken a themed approach we have also carried

articles that continue discussion from earlier ISVM issues and articles of general interest to our readers. The Mental Health Issue carried articles about Melbourne's experience with the East West Link as well as an article about what to expect from UrbanGrowth in the participation space. The following edition saw a couple of responses on community engagement and the opening up of the lack of places to play in the inner city. Articles also covered an analysis of Changing patterns of home ownership and of the history of public housing in NSW. Also covered were practical issues like using the media and changes impacting on renters and public tenants.

We have been pleased with the willingness of our writers to write

articles for our audience and with the quality of the articles. Most commonly we approach people with expertise, either through their research or "doing", and ask them to translate what they have to say into something our readers can readily digest. Without these willing unpaid writers ISV could not deliver what it does. We also appreciate the proofing that our writers also provide alongside that contributed by the ISV staff, students and volunteers like Lyn Turnbull who picks it up by virtue of living with Geoff.

In addition to the print copy distributed to our mailing list and distributed by our staff, we continue to promote the PDF version around resident groups, local government Councillors (where they still exist) and through social media. This helps to promote readership of our articles outside our usual readership circles without increasing the print costs.

Leading into the 40th AGM we are undertaking a readership survey.

This is over all our platforms – printed copies, PDF editions and our webpages. This will help us shape ISVM in the future and we encourage all readers to take a few minutes and share with us their thoughts.

Back in the pre internet days of 1982 Inner Voice, as ISVM was then known, conducted the last readership survey. So overwhelming was the positive response that they conducted a follow up phone poll to test what was being said. In the internet age we do not expect that overwhelming response but we are reasonably confident from the feedback we receive that ISVM still plays an important role in helping our network better understand the issues and the space they are operating in and provides some resources for working within that space. 🙌

Charmaine Jones &  
Geoff Turnbull Co-editors.



# *Tenant Participation Resource Service*

THIS REPORT IS A QUICK snapshot of the service provided. Central Sydney North Tenant Participation Resource Service (CSNTPRS), is a service funded by Family and Community Services Housing (FaCS), to support Social Housing Tenants in Northern Sydney District (NSD) and parts of Sydney District (SD) and South Eastern Sydney District (SESD).

As per the FaCS TPRS Program plan, the CSNTPRS worked to 5 core areas,

- Social Housing Tenants are engaged in Communities,
- Their needs are identified and considered in planning and service delivery,
- They are informed about their rights and responsibilities and are supported with their housing needs,
- They have skills and resources to participate in community life and That they receive services that are coordinated, flexible and responsive to their needs.

The CSNTPRS Program provided support to tenants and agencies to enable their involvement with each other and the broader community. This support included a mix of administration, resourcing, participating, hosting and/or facilitating meetings, taking on and implementing action points, and in maintaining links across all the groups. In terms of communication stats, the TPRS received over 4,500 Tenant Participation (TP) related emails, sent over 1,350 emails, received over 2,100 mobile phone calls and received over 2,400 text messages. On a day to day basis, the CSNTPRS was available for drop-in enquires, telephone enquiries, social networking enquires and emails and dealt with 427 outreach meetings with Tenant Groups and Agencies, 65 of which were in Northern Sydney District, 131 in South East Sydney District and 195 in Sydney District.



These included 144 meetings of Tenant groups, 56 Neighbourhood Advisory Boards, Housing and Tenant Liaison Groups and Area Tenant Council meetings through the year and 69 interagencies & forums. The participation in these meetings is to allow the TP resource worker to work with agencies and Tenant Groups to make a difference to social outcomes and to serve and strengthen their Tenant Communities. It involves working jointly on a range of issues affecting tenants, including Mental Health, Crime, Health & Safety issues and seeking funding for projects

and included visiting Tenant Groups and helping them with the process and procedures in dealing with a multitude of issues.

The CSNTPRS Program has seen an increase across the area in tenants participating in Tenant Participation (TP) activities. There has also been an increase in both First Nation Peoples and CALD tenants participating in TP and community activities, e.g. we now have 4 First Nation Peoples Tenant Representatives on the Redfern Neighbourhood Advisory Board (NAB).

The CSNTPRS auspiced the funding for a number of tenant

## “The number one enquiry asked of the CSNTPRS in the 2015–2016 financial year **was again about anti-social behaviour and its variants**”

projects this year, including the Community Gardens at Oakley Community Gardens, Thornleigh, Waitara Ave, Waitara and Dora Street, Marsfield. The worker also supports tenants through the development of projects like the Northcott Surry Hills Community Shed.

Training provided to tenants over the year included Committee Skills, Effective Meetings and Precinct Rep Training. The CSNTPRS also held forums on the Inquiry into Maintenance Contracts Submission workshop. The TPRS also provided feedback to FACS about their on-line products through their Housing Connect program as well as providing training about the tenant experience to the Broadspectrum Call Centre and Contract staff.

The CSNTPRS, together with the CSSTPRS and the Redfern/Waterloo HCP Community Development Worker helped FaCS Housing Services to organise the Sydney District Tenant Open Forum both in lining up speakers for the Forum as well as engaging a local Tenant Group with food handling skills to provide food for the event.

The CSNTPRS regularly liaises and provides feedback to FaCS Housing regarding Tenants social housing situation, which included over 100 meetings with FaCS Housing Staff, including all 3 District Directors, all 7 Team Leaders and Senior Client Service Officers and CSOs. This collaborative work with FaCS staff provides an avenue to ensure Tenants' needs are identified and considered in planning and service delivery.

### WHO IS USING THE SERVICE?

- 11% of inquiries were from CALD and First Nation Peoples tenants.
- Community Housing tenants accounted for 9% of enquiries.
- Women at 66%, accessed the service a lot more than men.
- The two highest age groups accessing the service were the 50-70 year olds with 45% and the 35-50 year olds with 29% of the Tenant enquiries.
- Agency Staff accounted for 17% of enquiries. These include Area Health, Local Police, Local Government, NGO Service Providers and other TPRS Workers.
- 6% of enquiries come from applicants on the Pathways Housing waiting list and family or carers of tenants.

The highest areas of enquiry came from Waterloo followed by Surry Hills, Redfern, Glebe/Camperdown, Millers Point/The Rocks, Macquarie Park, Leichhardt, Thornleigh/Eastwood, Woolloomooloo and North Sydney. Waterloo with 2,600 Social Housing dwellings, Redfern, 1,600 Social Housing dwellings, Glebe, 1,400 Social Housing dwellings and Surry Hills with 1,000 Social Housing dwellings have always been 1, 2, 3 & 4 in terms of enquiries from the CSNTPRS. Millers Point/The Rocks faces an eviction/sales program and Macquarie Park has started the eviction process leading to redevelopment, meaning all the Social Housing Tenants living in those suburbs are experiencing increases in health stress, both physical and mental due to the forced relocations.

The number one enquiry asked of the CSNTPRS in the 2014-2015 financial year was again about anti-social behaviour and its variants, mental health issues and rebuilding community cohesion. Overall, maintenance, which includes complaints about contractor work came in second and enquiries to the CSNTPRS about information on a multitude of subjects came in third. Smoking in public places has increased with more and more Tenants asking for advice about how to change the legislation to ensure that smoking in common areas in public housing ceases.

While the statistics show the physicality of what is being done, there is an underlying philosophy behind all the stats and that is to build community. Studies have shown that involvement in community has not only lessened drug and alcohol misuse but increased the mental wellness of people, making a difference to social outcomes while building the capacity of social housing tenants. As such, part of our strategy in building community is to work on programs like the Cadre 'Mental Health Neighbourhood Watch' Project and expand this working concept to other areas, such as the Inner West and the Northern suburbs.

The CSNTPRS looks forward to meeting and excelling the challenges in the year ahead. 🍀

*David White, Project Co-ordinator  
Central Sydney North Tenant  
Participation Resource Service*

# *Treasurer's Report*

INNER SYDNEY VOICE has had another successful year with a net operating surplus of \$8,074 for 2015/2016. This wonderful outcome is credited to good control and responsible practices of our financials from the board of directors and staff led by our EO, Charmaine Jones.

The audited Financial Statements (Profit and Loss Statement) that have been made available to you outline these respectable results for the past financial year ended 30<sup>th</sup> June 2016.

Again, the net operating surplus for the year is \$8,074 compared to \$708 for FY2014/2015.

## **INCOME**

Income for the 12 months ended 30<sup>th</sup> June 2016 was \$563,500 (previous

year \$504,770). We received some funding for different small one-year programs. Most of the funds in this year surplus will be utilise to further our service improvement in 2016/2017.

## **EXPENSES**

The total expenses were \$555,426 (previous year \$504,062). The major costs were staff expenses. This has been reflected in the increases shown for centre running costs and other service provision.

Also, this will be my last year as the Treasurer for ISV. Here, I would like to take this opportunity to thank my fellow directors, all our staff and all the volunteers for their hard work in pursuing the vision and mission of ISV.

I would also like to wish ISV well and successful into the future.

It may be challenging in the years ahead with different reforms on-going in our community sector. Still, I am confident that ISV will be the leading regional peak organisation in providing our sector capacity building and welfare services to all our clients and stakeholders.

To all our funders and partner organisations, I would like to say that we really appreciate your support as we work collectively in making a difference.

*Bill Yan,  
Treasurer*

## *Small Grants*

One of the other roles we perform here at Inner Sydney Voice is that of auspice for the funds of small unincorporated organisations and individuals grant applicants.

In the 2015-2016 year we managed funds for a number of projects including:

- Redlink
- Camperdown Tenant Capacity Building project
- Thornleigh Community Garden Project
- Poplar St Tenant Group Computer Project
- Ufab Disability Community Awareness
- Redfern Waterloo Community Drug Action Team
- Inner City Domestic Violence Action Group
- Mental Health Recovery Network
- Surry Hills Public Tenants Association

We congratulate all those involved in these projects for their commitment to their communities and look forward to more collaborative work in the coming year. 🙌

## **We are disability friendly**



### **We are committed to:**

1. Recognising the vital link between personal presentation and self-esteem.
2. Recognising the rights of people with disability to have routines of self-care that build self-esteem.
3. Recognising the rights of people with disability to have routines of self-care that build self-esteem.
4. Where possible, improving access to our premises, both getting in and getting around.
5. Seeking information about disability access and inclusion from trusted resources to enhance our understanding of our customers who experience disability.



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This project kindly supported by Marrickville Council

# ***The Financial Report***

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED  
86 770 127 254**

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2016**

***Meagher Howard & Wright  
Certified Practising Accountants  
Suite 505  
55 Grafton Street  
BONDI JUNCTION NSW 2022***

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**COMMITTEE'S REPORT**

Your committee members submit the financial report of the INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED for the financial year ended 30 June 2016.

**Committee Members**

The name of each member of the committee during the year and if different, at the date of the report;

Joel Pringle  
Bill Yan  
Kate Melhopt  
Graham Brecht  
Kirilly Woods  
Emma Couch  
Sharyn Green  
Fionn Taylor

**Principal Activities**

The principal activities of the association during the financial year were:

to act as a Regional Advocacy, information and community development agency working in and for the Inner Sydney Region

**Significant Changes**

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

**Operating Result**

The profit of the association after providing for income tax amounted to \$8,074.00.

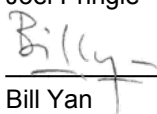
Signed in accordance with a resolution of the Members of the Committee.

**Committee Member:**



Joel Pringle

**Committee Member:**



Bill Yan

**Dated this 29 day of September 2016**

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**  
**86 770 127 254**

**INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b>INCOME</b>			
<b>Grants</b>			
Grants - DSS		127,769	132,686
Grants - FACS Community Builders		154,960	148,955
Grants - FACS HNSW		155,017	156,640
Grants - Other		66,036	45,222
		503,782	483,503
Interest Received		4,729	5,114
Membership Fees		1,119	1,340
ISV Contributions		46,030	-
Secretariat		6,154	2,775
Other Income		1,686	12,038
		563,500	504,770

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**  
**86 770 127 254**

**INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2016**

Note	2016 \$	2015 \$
<b>EXPENDITURE</b>		
Accountancy	12,000	12,000
Auditors Remuneration - Fees	2,200	2,200
Bank Charges	62	20
Catering	6,887	6,895
Cleaning	2,870	2,710
<b>Communication</b>		
E-mail	1,158	1,268
Postage	2,322	1,850
Telephone	11,296	11,366
Website	58	-
	14,834	14,484
Computer & IT Expenses	4,799	3,465
Consultants Fees	38,015	26,508
Depreciation	21	392
Minor Equipment <\$1,000	474	58
Equipment - Minor	1,020	-
Forum & Inter Agency	180	649
General Expenses	-	840
Insurance	5,138	5,047
ISV Contractors	1,600	4,800
Local Group Funding	1,171	864
Office Expenses	3,734	5,118
Programme Costs	13,217	5,339
Office Requisites	28,748	29,059
Productions/Media Designs	57,227	4,701
Rent	4,851	4,328
Repairs & Maintenance	-	349
Secretariat	5,751	6,765
<b>Employment Expenses</b>		
Salaries	298,626	280,754
Superannuation	27,485	26,597
Provision for Annual Leave	11,764	19,231
Long Service Leave Provision	3,254	8,770
Other	-	300
	341,129	335,652
Conferences & Training	2,773	7,214

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**  
**86 770 127 254**

**INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
Subscriptions		3,252	3,479
Travelling Expenses		3,473	21,126
		555,426	504,062
Profit before income tax		8,074	708
<b>Profit for the year</b>		8,074	708
Retained earnings at the beginning of the financial year		143,209	142,501
Acquittal Surplus Recovery		1,136	-
<b>Retained earnings at the end of the financial year</b>		150,147	143,209

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**BALANCE SHEET  
AS AT 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b>SHARE CAPITAL AND RESERVES</b>			
Retained earnings		150,147	143,209
<b>TOTAL SHARE CAPITAL AND RESERVES</b>		<u>150,147</u>	<u>143,209</u>
Represented by:			
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash in Hand		106	121
Bendigo Bank		7,192	6,790
Bendigo Bank Management		234,805	384,592
Bendigo Bank Office		893	962
Bendigo Bank Deposit		97,197	94,418
Trade Debtors		1,140	3,539
Less Prov'n for Doubtful Debts		(1,140)	(1,339)
Income Accrued		1,097	1,306
Prepayments		3,220	3,145
<b>TOTAL CURRENT ASSETS</b>		<u>344,510</u>	<u>493,534</u>
<b>NON CURRENT ASSETS</b>			
<b>Financial Assets</b>			
Shares in Public Companies at Cost		21	21
		<u>21</u>	<u>21</u>
<b>Fixed Assets</b>			
Office Equipment - at Cost		138,106	138,106
Less Prov'n for Depreciation		(138,106)	(138,086)
		<u>-</u>	<u>20</u>
<b>Total Fixed Assets</b>		<u>-</u>	<u>20</u>
<b>TOTAL NON CURRENT ASSETS</b>		<u>21</u>	<u>41</u>
<b>TOTAL ASSETS</b>		<u>344,531</u>	<u>493,575</u>

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**BALANCE SHEET  
AS AT 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade Creditors		17,026	11,729
Grants in Advance		78,601	237,653
Provision for PAYG Payable		4,904	-
Provision for Superannuation		2,171	-
GST & BAS Transactions		4,488	28,809
Provision for Annual Leave		53,656	41,892
Prov'n for Long Service Leave		33,538	30,283
<b>TOTAL CURRENT LIABILITIES</b>		<b>194,384</b>	<b>350,366</b>
<b>TOTAL LIABILITIES</b>		<b>194,384</b>	<b>350,366</b>
<b>NET ASSETS</b>		<b>150,147</b>	<b>143,209</b>

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED  
86 770 127 254**

**CASH FLOW STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2016**

	2016 \$	2015 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	381,146	766,144
Payments to suppliers and employees	(532,564)	(543,541)
Dividends received	4,729	-
Interest received	-	5,113
<b>Net cash provided by (used in) operating activities</b>	<u>(146,689)</u>	<u>227,716</u>
Net increase (decrease) in cash held	(146,689)	227,716
Cash at beginning of financial year	486,882	259,166
Cash at end of financial year	<u><u>340,193</u></u>	<u><u>486,882</u></u>

The accompanying notes form part of these financial statements.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

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The financial statements cover INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED as an individual entity. INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED is a not for profit Association incorporated in New South Wales under the Associations Incorporation Act (NSW) 2009 and reporting under the Australian Charities and Not-for-profits Commission Act 2012.

The functional and presentation currency of INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED is Australian dollars.

**1 Basis of Preparation**

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

**2 Summary of Significant Accounting Policies**

**Plant and Equipment**

Plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment of losses. Plant and equipment is depreciated on a straight line basis over the assets useful life to the Association, commencing when the asset is ready for use.

The depreciable amount of all plant and equipment is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED  
86 770 127 254**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

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**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 that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits are presented as current liabilities in the balance sheet if the association does not have an unconditional right to defer settlement of the liability for at least one year after the reporting date regardless of the classification of the liability for measurement purposes under AASB 119.

**Cash and Cash Equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

**Revenue**

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

**Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the balance sheet.

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

	2016 \$	2015 \$
<b>3 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	1,140	3,539
Less Prov'n for Doubtful Debts	(1,140)	(1,339)
	-	2,200
Income Accrued	1,097	1,306
	1,097	3,506
<b>4 Financial Assets</b>		
<b>Non-Current</b>		
Shares in Public Companies at Cost	21	21
<b>5 Property, Plant and Equipment</b>		
Office Equipment - at Cost	138,106	138,106
Less Prov'n for Depreciation	(138,106)	(138,086)
	-	20
<b>Total Plant and Equipment</b>	-	20
<b>Total Property, Plant and Equipment</b>	-	20
<b>6 Employee Benefits</b>		
<b>Current</b>		
Provision for Annual Leave	53,656	41,892
Prov'n for Long Service Leave	33,538	30,283
	87,194	72,175
<b>7 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	143,209	142,501
Net profit attributable to the association	8,074	708
Acquittal Surplus Recovery	(1,136)	-
Retained earnings at the end of the financial year	150,147	143,209

**INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL  
DEVELOPMENT INCORPORATED**

**86 770 127 254**

**STATEMENT BY MEMBERS OF THE COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial statements as set out on pages 0 to 9:

1. Presents a true and fair view of the financial position of INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED will be able to pay its debts as and when they fall due.

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

**Chairperson:**

  
Joel Pringle

**Treasurer:**

  
Bill Yan

**Dated this 29 day of September 2016**



## **MEAGHER, HOWARD & WRIGHT**

**CERTIFIED PRACTISING ACCOUNTANTS**

ABN 42 664 097 441

### PARTNERS

K.J. WRIGHT J.P. M.COMM. F.C.P.A

G. MIDDLETON B.COMM. ACA

### FINANCIAL PLANNING

MARK MAYCOCK J.P.

### ASSOCIATE

L.J. HOWARD O.A.M. J.P. B Ec. F.C.P.A.

Suite 505

Level 5 / 55 Grafton Street

BONDI JUNCTION NSW 2022

PO Box 653

BONDI JUNCTION NSW 1355

Phone: 02 9387 8988

Fax: 02 9387 8388

[greg@mhw.net.au](mailto:greg@mhw.net.au)

## **INDEPENDENT AUDITOR'S REPORT**

### **TO THE MEMBERS OF INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INC**

**A.B.N. 86 770 127 254**

#### **Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report of Inner Sydney Regional Council for Social Development Inc., which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

#### **Responsible Entities' Responsibility for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the Associations Incorporation Act 2009. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the responsible entities' preparation of the financial report that gives a true and fair view 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 registered entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion the financial report of Inner Sydney Regional Council for Social Development Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2016 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis of Accounting

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose.

Name of Firm: Meagher Howard & Wright  
Certified Practising Accountants

Name of Principal:

  
Greg Middleton 24953

Address: Suite 505, 55 Grafton Street BONDI JUNCTION NSW 2022

Dated this 29th day of September 2016

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*Annual* report  
2015-2016

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