

Annual report 2017-2018



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



Acknowledgment Of Country

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

We pay our respects to Elders past and present.

FRIENDS AND PARTNERS

AMS - Aboriginal Medical Service Access Community Transport ACON NSW

> Australia Drug Foundation Alliance Health

Anglican Retirement Villages
ANHF- Stanley Hunt Chinese Day Care
Australian Chinese Community
Association

Bayside Council

Benevolent Society Home Assistance Better Planning Network

Botany Family and Children's Centre

Bridge Housing

Burger Centre

Catholic Community Services

Centre for Universal Design Australia Centrelink

City Futures Research Centre UNSW

City of Sydney

Communicare

COA Sydney

CHTN - Community Housing Tenant Network

CLOSE East

Clubs NSW

Counterpoint Community Services
Creativity Inc

Department of Social Services

EATS - Eastern Area Tenants Service

Eastern Sydney & City of Sydney Dementia Advisory Service

Ethnic Community Services

FACS - Family and Community Services

Jimi Fermanis

Flourish Australia

Groundswell Redfern Waterloo

Holdsworth Community Centre Hunters Hills Ryde Community Services Inner City Domestic Violence Action Group

Inner City Health Program - St Vincent's Inner West Council

IFS - International Federation of Settlement Houses

Koori Radio

Junction Neighbourhood Centres Kings Cross Community Centre

Kooloora Community Centre

LCSA –Local Community Services Association

Link Housing

Mental Health Carers NSW

Mental Health Recovery Network

Metro Local Aboriginal Lands Council

Mission Australia

Mudgin-Gal

National Parks Association of NSW

National Trust of Australia (NSW)

Nature Conservation Council of NSW

NCOSS – NSW Council of Social Services NEAMI

Newtown Neighbourhood Centre NSW Heritage Network

NSW Dept. of Planning of Environment

NSW Fire and Rescue

NUAA

NSW State Emergency Services (NSW SES)

NSW Police Force (NSWPF)

Office of Emergency Management – Dept. of Justice

OWN – Older Women's Network Randwick City Council

Randwick Waverley Community Transport

Red Cross

Redfern Community Centre Redfern Community Health

Redfern Legal Centre

Redlink

REDWatch

Rozelle Neighbourhood Centre

SGCH - St George Community Housing

Shelter NSW

South Eastern Community Connect

South East Sydney Local Health District

South Sydney Herald

St Vincent's De Paul Ability Links

Surry Hills Community Shed Assoc.

Surry Hills Public Tenants Association

Surry Hills Neighbourhood Centre

SWOP – Sex Workers Outreach Project

owor – Sex workers outreach rojec

Sydney Local Health District

TAFE NSW

Tenants Union NSW

Total Environment Centre

Transport NSW

Tribal Warrior

Uniting Home Modifications and

Maintenance

University of NSW

University of Sydney

UTS School of Architecture

Waterloo Public Housing Action Group

Waterloo Community Gardens and Market Inc

Waverley Council

Weave Family and Children Services

Western Sydney Community Forum
Woollahra Council

Wyanga

Inner Sydney Regional Council for Social Development Inc

(trading as Inner Sydney Voice)

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Statement of purpose

We support and advocate for community organisations and groups so as to build capacity of communities and people.

OUR KEY AIMS ARE TO:

Support people and agencies that support others

Work with others to empower
community and build resilience

Resource social justice campaigns

Work with others to improve access and equity to human services

Work with social service providers to aid in the building of stronger communities through fostering of connections, and providing opportunities that enhance community sprit

Advocate for the community voice and the NGO sector to be heard, valued and respected

Question and inform on social policies and NGO sector issues

Provide leadership in the community and be recognised as an advocate for social justice.

OUR AGENCY VALUES:

Respect for the diversity of our communities

The principles of social justice and equity

Good governance

Equitable access to community and human services

Commitment to community development

Inclusive communities.

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Board and Staff





Joel Pringle Chairperson



Fionn Taylor Treasurer



Phillipa Barr Board Member



Kelly Brazier Board Member



Kate Melhopt Vice-Chairperson



Graham Brecht Board Member



Nigel Salmons Board Member



Amanda Skropidis Board Member





Charmaine Jones Executive Officer



Ross Bennett CHSP Sector Development Officer



Samuel Beattie Project Officer, Community Resilience Program



David White Tenant Participation Officer



Saskia Eichler-Cheney Office Manager



Thomas Chailloux Waterloo Capacity Building project worker



Jinny-Jane Smith Aboriginal Liaison Worker



Susan Hawkeswood NAB Secretariat



Kat Hines NAB Secretariat



Katrina Hendriksen NAB Secretariat



Geoff Turnbull Publications Officer



Indi ISV mascot

• Executive Officer's Report

ANOTHER BUSY YEAR FOR INNER SYDNEY VOICE, its staff, its partners and stakeholders. We continued to deliver our core programs, albeit in an ever shifting landscape, and also invested time and energy in supporting our newer programs.

One of those newer programs is the Community Resilience Innovation Program funded through the Justice Department's Office of Emergency Management. This program is working with key stakeholders to create tools that will assist social housing tenants living in high-rise apartments to be prepared in the event of a disaster. The program has proven so successful it was nominated for and won the Resilient Australia Award. The key learning from this program is the value of the tenant voice in creating resilient social housing communities.

For our Community Builders program, our area of focus was the Targeted Early Intervention Reform (TEI) - FACS is working with services and clients to redesign the service system in an effort to make it flexible, locally responsive, evidence based and client centred. ISV has been assisting services and their staff to understand the reform and how to position themselves in a manner that will assist services and government to ensure the reforms implemented are meaningful and purposeful. In the Inner Sydney region, the TEI priorities include areas such as social housing communities, young parents, Aboriginal families and young people moving from Out of Home Care. To lessen some of the stresses associated with the reforms we also ran a Stress Less for Community Workers Laughter Workshop. Participants began the session with nervous, awkward twitters but finished a couple of hours later rolling on the floor, belly-laughing, tears streaming.



"ISV has been assisting services and their staff to understand the reform and how to position themselves in a manner that will assist services and government to ensure the reforms implemented are meaningful and purposeful."





"As we move in to the future, ISV will need to strategically manage the tension created by the need to prove to government the value of what community and cultural organisations provide as a financial metric, the competitive tendering environment and working with not-for-profits organisations left to compete with for-profits, especially in the disability and ageing arenas"

A wonderful therapeutic way to relax and refresh.

Communities Plus, and more specifically, the Waterloo Urban Renewal site has also consumed a lot of time and energy. During this time the NSW Government undertook Visioning Community Engagement sessions which asked residents to envision the Waterloo of the future, ISV stood beside the residents assisting them to participate in the process. This included our partnership Aboriginal Liaison program with the Waterloo Public Housing Action Group. We welcomed Jinny-Jane Smith in to role and she has embedded herself in the local community, building trust and relationships with the Aboriginal tenants to ensure their input in to the masterplanning processes are recognised and treated with integrity. ISV's vision for the future Waterloo is one where the Aboriginal community's culture and connections remain as strong as they are today. We would also like to see a Waterloo where all residents have equitable access to health and human services and, in

order, to support that vision, we have been been working collaboratively with Family and Community Services developing a human services framework. If we take the opportunity to improve service delivery and integration, referral pathways and ways of identifying systemic issues and their causes now, we can build a solid foundation for the community of the future.

One of the more exciting endeavours for ISV this year was our involvement with the International Federation of Settlement and Neighbourhood Houses conference in Helsinki. Finland. As the Executive Officer, I attended the conference, as part of a delegation from the Local Community Services Association (LCSA). This biennial conference is scheduled to be held in Sydney in 2020 and the LCSA delegates were there, not only to learn about the experience of neighbourhood centres globally, but to fly the flag for NSW and encourage IFS members to visit us down-under 2020.

I would like to thank all of our partners, including collaborators and

funders. I would like to acknowledge the valuable contribution of City of Sydney in providing ISV with subsided rent on its offices, FACS for the TPRS, Waterloo Capacity Building, Waterloo Aboriginal Liaison and Community Builders programs, the NSW Department of Justice and Commonwealth Dept. of Health. I can't praise the work of the staff and board enough. All of them are aligned with the core values of ISV and demonstrate this daily through the quality of, and commitment to, their work.

As we move in to the future, ISV will need to strategically manage the tension created by the need to prove to government the value of what community and cultural organisations provide as a financial metric, the competitive tendering environment and working with not-for-profits organisations left to compete with for-profits, especially in the disability and ageing arenas. Challenging days ahead, but as always, the team here at ISV are well and truly up for it!

Charmaine Jones Executive Officer











Social Mix How do we make redeveloped Waterloo a great community to live in? A CHARLES OF THE STATE OF THE





A YEAR **IN PICTURES** ...





Chairperson's report



The 2017-2018 year was one of expansion for Inner Sydney Voice. One of our core strategic directions was to diversify income and program streams and we have successfully met that through attracting funding from new funders such as the Office of Emergency Management and the Land and Housing Corp. These new programs are a fantastic complement to our existing projects.

This year the Board has utilised it skills and perspectives to ensure the future of Inner Sydney Voice, to strengthen probity, governance and direction and in the coming months the board will, in consultation with staff and other stakeholders, develop a new three-year strategic plan for 2019-2022.

Our staff, led by Charmaine Jones, should be acknowledged for significant successes over the year, "I firmly believe the work of organisations like Inner Sydney Voice are critical to allow the less advantaged and more marginalised in our communities to have a voice and an avenue to contribute to conversations about their communities and homes"

including our Disaster Preparedness program winning the Community Resilience Australia Award and Jinny-Jane Smith's recognition from the Metropolitan Local Area Lands Council NAIDOC Awards for the work Jinny is delivering in Redfern and Waterloo. Jinny is ensuring the voice of the local Aboriginal communities is not lost through the planning and redevelopment, protecting Aboriginal culture and connections in the process.

I firmly believe the work of organisations like Inner Sydney

Voice are critical to allow the less advantaged and more marginalised in our communities to have a voice and an avenue to contribute to conversations about their communities and homes.

As I reach the end of tenure in the role as Chair, I would like, as always, to thank the rest of the Inner Sydney Voice Board members, the amazing and committed staff, volunteers and members of the community we meet along the way.

Joel Pringle

Community Home Support Program (CHSP) Sector Development Project

IN AUSTRALIA TODAY 3.5 MILLION PEOPLE are aged over 65 years. 3.7 million Australians have a disability which causes restriction or limitation to their daily life. The inclusion and full participation in community life of these older people and people with disability is to be celebrated, nourished and rewarded.

The National Disability Insurance Scheme arrived in Inner and Eastern Sydney for existing participants on 1 July 2017. In the past year participants who previously had no disability support moved on to the scheme. As of the end of June 2018, 89,622 participants in NSW were receiving support under the NDIS. This includes 27,718 participants receiving support for the first time not having transferred from the former disability support programs. This growth in funds to support new participants has been accompanied by a growth in the number of approved providers to nearly 8,485 with nearly half of new providers being individual or sole traders.

For many the promise of choice, portability, individualised plans and life time support was the highlight of the NDIS. In the past many people waited to access block funded services from local community services, charities or government providers. Now the supply of funds to deliver plans grows and moves with demand.

Access to community based home support services for the aged follows a different trajectory. There are now 48 providers of home care packages in the south east area. The number of home care packages in NSW as of the December 2017 quarter was 25,655, with 196 new entries into the program in south east Sydney. The supply of packages actually contracted over the quarter in the

"For many the promise of choice, portability, individualised plans and life time support was the highlight of the NDIS. In the past many people waited to access block funded services from

local community services, charities or government providers. Now the supply of funds to deliver plans grows and moves with demand"

south east region by three places.

The National Prioritisation Queue for home care packages is a waiting list for higher level in home support for aged people. Despite an investment of an additional \$1.6 billion to create an extra 20,000 higher needs home care packages since last December, the number of people waiting and the wait time continues to grow. Nationally there are currently 53,635 people receiving no services whilst waiting and a further 54,821 people on the queue who were either in, or assigned, a lower level home care package than their assessed need requires. In south east Sydney 1,528 are receiving no level of homecare package as they wait for services for which the average wait, can be up to 9 months to receive any level of support and a further 12 months to receive the appropriate level of support. These consumers are most likely relying on family or friends or receiving a lower level of support than they require through the Commonwealth Home Support Program (CHSP).

The Eastern Sydney Sector Support and Development program is funded thought the Commonwealth Home Support Program. The objective of the reformed CHSP is to "help

frail, older people who are living in the community to maximise their independence. Through the delivery of timely, high quality entry-level support services which takes into account each person's individual goals, preferences and choices" CHSP seeks to allow older people to stay living in their own homes for as long as they wish, with support for carers assisting older people.

The frail aged have also experienced significant variation in the quality and safety of the care they receive. The competition for limited places, constraints upon the workforce and cost pressures have produced many poor outcomes particularly in residential care for the aged. It is hoped the Royal Commission into Aged Care Quality and Safety and the possibility of another Royal Commission into Disability will provide opportunity to focus on the demand for services and the risks to safety caused by delays in accessing and commencing services. Ultimately better quality and safety will require additional investment in the most favored support, being timely consumer directed care in participant's own homes and community.

Aboriginal Liason for Waterloo

THE ABORIGINAL LIAISON FOR THE WATERLOO redevelopment has officially been on board now for the last twelve (12) months. The role is to ensure that cultural protocol is done accurately with community engagement.

This started with the visioning and engaging Aboriginal tenants to be involved with the consultation process that would feed the options for the Waterloo redevelopment.

To encourage ongoing engagement a regular Aboriginal tenant advisory group was established. This group initiated a three-week Aboriginal mental health first aid certified project. All participants were successful in gaining certification.

Given the communities issues with social behaviours, a grass root community group was created that wanted to address the youth antisocial behaviours along with the drug related issues within community. This group, called the Aunty and Uncles group is meeting regularly with politicians, police and Government agencies to create change in a culturally appropriate manner. Out of these meetings arose the idea of holding a traditional Aboriginal corroboree on Waterloo Green. It was a highlight event of the year for the community; this corroboree was not only to send a spiritual message through community but was to ensure that a spiritual cleansing for the community was had before the redevelopment is to start.

A general week in the role of the Aboriginal liaison officer is attending community interagency meetings and established groups to update community, as well as encourage more community involvement with the processes of the redevelopment as it rolls out. Time is also spent creating relationships with the local Aboriginal



"[The Waterloo Green] corroboree was not only to send a spiritual message through community but was to ensure that a spiritual cleansing for the community was had before the redevelopment is to start"

organisations, not only for the support of the liaison role, but to create partnerships to better support tenants of the Waterloo redevelopment precinct.

The Aboriginal liaison officer role is also committed to assisting tenants with current maintenance and housing issues such as homelessness, tribunal & case management support - this is why the partnerships with the Aboriginal NGO's within community are so important.

We are currently at the stage in the redevelopment where Land and Housing Corp will hold focus groups to discuss the three options presented and this will include Aboriginal specific meetings. We need to ensure there is a constant community conversation being had.

Jinny-Jane Smith Aboriginal Liaison Worker

Inner Sydney Voice Magazine and Communications

FOR SOME TIME WE HAVE BEEN trying to put a new website in place that would bring together our ISV magazine and ISV organisation websites into one website capable of expanding to accommodate resources and information about each of our activities. A series of problems on our old site and the need to get online presentation of capacity building materials became the impetus for us to get the new site finished and operational in the 2017-18 financial year.

Given the number of projects ISV runs it was important to build a website that could service each of the project areas as well as the organisation. ISV already had a separate site for the magazine articles but we double entered items we wanted also on the main website. Building a site that met the needs of our existing programmes and changing programmes into the future was not an easy task.

Once built, the second task on the website was to populate

it with relevant up to date information. The great majority of the 244 articles on the old website since 2012 were as relevant as the day they were written, so we wanted to bring them across to the new site. We could not automatically migrate the old

ISVM site into the new one. Photos and categories needed to be all reentered, so we took the opportunity to revise the categories we used on the site to make it easier to find articles and for them to be an ongoing resources. This alone was a large task.

Then there was a lot of new material

to add. As an example, the Waterloo capacity-building project produced resource materials that could not be easily distributed through ISV Magazine. With the new website, there was a way that the material from this project could be made publically accessible for Waterloo and for other communities undergoing redevelopment now or in the future.

The new website is now populated and we encourage you to explore it

and resident group email databases. For the first time we could see how widely these emails about the latest ISV magazine were read - 58% of Councillors opened our last ISVM email. While the percentage of opening by resident groups was lower at 44%...

ISV Magazine only came out twice this calendar year with issues focusing on the Waterloo Redevelopment and Developing

Sydney. The problems of getting special focus issues depending on busy outside specialists continued. Like the Developing Sydney issue, we are going back to a mix of more general content for future issues. As mentioned above a lot of time that would normally go into chasing up ISVM articles went into the website and making the material we already had more accessible.

A big thank you to our content writers, proof-readers and subeditors. Without you all, ISVM would not be possible. Thank you also ISV magazine designer, Alys Martin, and to Anthony Cummins for his work over an extended time to deliver a powerful (and complex) website to meet our needs. Also thank you to Samuel Beattie for his

expertise on Mail Chimp.

At the end of 2017-18 year, ISV had in place a solid communications platform online, in email, on social media and in print that gives us a number of avenues to communicate with the diverse networks that we service.

Charmaine Jones and Geoffrey Turnbull - Co-Editors



DEVELOPING SYDNEY
WHY BUILDING SUSTAINABLE. RESILIENT COMMUNITIES
INER SUBURBS

and the resources it provides. You will find it at www.innersydney.org.au.

We have also improved our email information system by moving to Mail Chimp. This move coincided with a periodical update of our local government councillors (after the second round of the split elections)

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 (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.

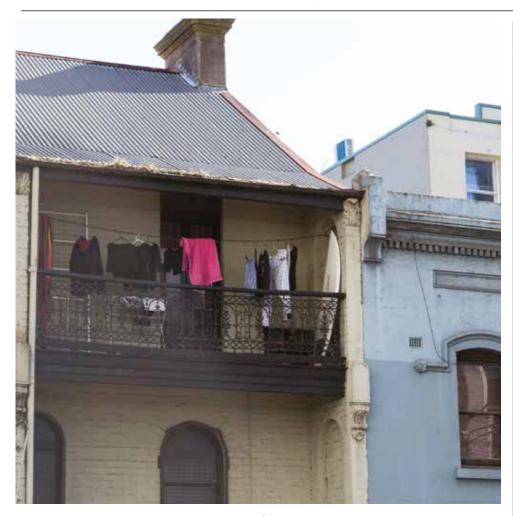
- Social Housing Tenants are engaged in Communities,
- Their needs are identified and considered in planning and service delivery,
- They are informed about their rights and responsibilities and are supported with their housing needs,
- They have skills and resources to participate in community life 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 4,000 TP related emails, sent over 1,400 emails, received over 1,000 mobile phone calls and received over, 1700 text messages. On a day to day basis, the CSNTPRS was available for dropin enquires, telephone enquiries, social networking enquires and emails and dealt with 458 outreach

meetings with Tenant Groups and Agencies, 46 of which were in NSD, 141 in SESD and 307 in SD. Whilst there was a reduction in emails and mobile phone call numbers from the previous, this was balanced by an increase in contact via forms of social media and face-to-face contact.

There were 132 meetings of Tenant Groups, 65 Neighbourhood Advisory Board meetings through the year & 61 interagencies & forums. The participation in these meetings is to allow the TP resource worker to work with interagencies and Tenant Groups to make a difference to social outcomes and to serve and strengthen the tenant voice. It involves working jointly on a range of issues affecting tenants, including mental health, crime, health & safety issues and seeking funding for projects and helping tenants



understand the processes and policies which impact their lives.

Tenants continued to prove they are interested in understanding what is happening in their local communities, but also in higher level policy areas.

Training provided to tenants over the year included Committee Skills, Effective Meetings and Precinct Rep Training. The CSNTPRS also provided input in to FACS 'Housing Connect' Digital solutions program, ensuring the online platforms used are accessible and user-friendly.

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 Team Leaders and most Senior Client Service Officer's. 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 27% of enquiries.

Women at 65%, accessed the service more than men.

The two highest age groups accessing the service were the 50-70 year old bracket with 39% and the 35-50 year old bracket with 34% of the Tenant enquiries.

Agency Staff accounted for 19% of enquiries. These include Area Health, Local Police, Local Government, NGO Service Providers and other TPRS Workers.

2% of enquiries come from applicants on the Pathways Housing waiting list and family or carers of tenants.

The number one enquiry asked of the CSNTPRS in the 2017-2018 financial year was again about antisocial behaviour and its variants, mental health issues and rebuilding community cohesion. Maintenance, which includes issues about

contractor work and attitudes came in second, an increase from the previous years, and enquiries about Housing Issues on a multitude of subjects came in third.

In Nov 2016, The NSW Government announced that around 18,000 additional Public Housing properties will be managed locally by community housing providers (CHPs) (They already manage around 19% of the Social Housing Portfolio across NSW). This announcement included all the Northern Sydney District, excluding the Ivanhoe Estate, which will be managed by MA Housing and AHO Properties. Management transfers of the 5000 Public Housing properties in the Northern Sydney District will start from December 2018 and take three years to complete. This has seen a large increase in the number of Community Housing tenants seeking independent advice about the Social Housing Management Transfer Scheme. The TP resource worker has met with the three CHPs - Link, Bridge/Women's and SGCH who will be managing the properties and has supported tenants as they prepare to transition to their new housing providers.

Earlier in the year, FACS announced a review of the Tenant Participation Resource Services and Housing Communities Programs across NSW which was undertaken without speaking to any tenants or some of the providers. This resulted in FACS forming a new program Tenant Participation Community Engagement (TPCE) for which Inner Sydney Voice was required to tender. Unfortunately, Inner Sydney Voice, along with the other existing TPRS and HCP providers in the region, was unsuccessful. We have been given a transition period to the end of November 2018, but in effect, this will be the last TPRS report. I am so grateful to have had the opportunity to work with so many wonderful people over the last fifteen years and hope to see you down the road somewhere.

Community Resilience Innovation Program



Above: The Redfern and Surry Hills Community Resilience Committee (CRC) meets – working to strengthen partnerships between government agencies, community organisations, emergency services, and people living in social housing. The CRC brings together a range of local stakeholders to discuss key issues and initiatives in disaster resilience.

PURPOSE

Everyone experiences disasters differently, due to varying degrees of vulnerability and resilience. Differences within a community or place, driven by social, political, and material processes, can contribute to a sense of connectivity or marginalisation, and thus influence one's ability to cope in the event of a disaster. Given this, it is important to address the needs and concerns of all societal groups such as rich, poor, men, women, old, young, indigenous and non-indigenous, to foster resilience and build disaster preparedness. This project therefore places the voice of various societal groups at the centre of disaster risk reduction policy, to mitigate vulnerability and build resilience.

The principle aim of this project is to see a community where key stakeholders: emergency services,

government agencies, community organisations, and social housing tenants, are connected and prepared before the event of a disaster. In doing so, the community will be better positioned to respond to a disaster, and 'bounce back' faster once the event has passed.

PROJECT OVERVIEW

This two-year project is funded by the NSW Office of Emergency Management's Community Resilience Innovation Program (CRIP), an initiative under the Joint State and Commonwealth Natural Disaster Resilience Program. Four phases underpin the timeframe for this project, which is due to complete in June 2019. The phases are:

- Consultation and partnership building;
- 2. Identification of key issues and barriers to building disaster

resilience;

- Development of disaster resilience initiatives embedded at local level, and
- 4. Developing best practice so that learning's can be replicated in other communities across NSW and Australia.

CONSULTATION AND PARTNERSHIP BUILDING

Recognising that disaster resilience is the collective responsibility of all sectors of society, the Redfern and Surry Hills Community Resilience Committee (CRC) was established to coordinate effort and lead change at the local level. The CRC brings together government agencies, community organisations, emergency services, and importantly people living in social housing to strengthen partnerships, identify key issues, and co-design iniatives that contribute to

"This project places the voice of various societal groups at the centre of disaster risk reduction policy, to mitigate vulnerability and build resilience."

a more disaster resilient community.

A number of highly engaged and dedicated community representatives sit on the Committee each month, contributing over 250 hours to the project this financial year alone. Such eagerness to represent the local area on the CRC highlights the importance of this project, and can be representative of a willingness by a number of local stakeholdes to share in the responsibility of building disaster resilience.

KEY ISSUES IDENTIFIED

Three primary issues have been identified by the CRC. They are:

- Individuals are not engaging in steps advocated by agencies to be prepared, e.g. developing a personal emergency plan, practicing an emergency evacuation, etc.
- A lack of integrated, coordinated emergency plans, training or awareness raising programs with tenants.
- 3. Individuals, communities and building owners position the responsibility of disaster preparedness with emergency services, rather than sharing the responsibility.

DISASTER RESILIENCE INITIATIVES

A number of initiatives have been developed, or are currently underway, to address the issues outlined above. To promote the level of individual preparedness', an *Emergency Preparedness Handbook* is being developed. This Handbook, being a joint effort from a number of agencies represented on the CRC, uses an all-hazards approach to outline likely hazards a tenant may face and what

steps to take to be prepared. The handbook is to be distributed by FACS Housing Client Service Officers (CSOs) at the first visit once a new tenant has moved into their new home, facilitating a discussion on disaster resilience at the same time. Concurrently to this, the Australian Red Cross has run a number of workshops to promote the adoption of a personal emergency plan.

Early during the consultation phase of this project, it became apparent that many tenants were not familiar with the emergency evacuation route, likely hazards, or relevant procedures to follow during an emergency. Whilst an emergency evacuation diagram is positioned on the back of each door, there is limited public information available to determine the roles and responsibilities of employees, tenants, or visitors when on site. The CRC is overcoming this barrier by developing a preferred emergency evacuation diagram that could be updated throughout a number of high-rise buildings, a finding also recommended by a recent fire engineers' report. Further to this, the CRC is co-designing an emergency plan with the building owners, Land and Housing Corporation (LAHC), that will include likely hazards, and agreed procedures on what to do in the event of each of these hazards occurring, such as heatwave, power outage, or a lift failure.

Finally, consultation between government agencies and emergency services found that there was an incoherence in who was responsible for what in terms of disaster preparedness. Emergency services encourage residential building owners to have a plan, and to practise it regularly with their tenants.

In contrast, building owners can often be under the impression that the emergency services are mandated and equipped to conduct regular campaigns to promote preparedness. Whilst services may conduct such campaigns, this is not part of their core mandate. This incoherence as to whom the responsibility of disaster preparedness lies with is being addressed through the CRC. Regular inter-agency meetings, facilitated by the CRC on a monthly basis, provide a useful platform for the ethos of a 'shared responsibility' approach to disaster resilience to be fostered. This will continue throughout the following financial year.

IMPLICATIONS AND BENEFITS

Local level practitioners and tenants are driving this project. Tenants have the lived experience and local knowledge needed to inform policy, and frontline practitioners know first-hand the consequences of not being prepared. Through this localled approach, Inner Sydney Voice has demonstrated how the local level can inform state level policy, and proven that an empowered community can promote positive change. It is intended that communities in the future will be able to take the findings and best practices from this project, and replicate the work in their own local area. In doing so, communities across NSW and Australia will be better positioned to inform local practice, enjoy greater resilience, and be more prepared for the event of a disaster.

Samuel Beattie
Project Officer, Community
Resilience Innovation Program

Waterloo Capacity Building Project



INNER SYDNEY VOICE STRIVES

TO support and advocate for disadvantaged communities. This is particularly important when our city is changing at a rapid pace. We try to ensure that the diversity of inner city communities is preserved, and that a social justice and equity focus guides new development and change in the urban landscape. The Waterloo Redevelopment Capacity Building project, started in March 2017, is a great example of how we do this.

In 2017-2018, we continued what we started last year, always with the same objectives; resourcing, supporting and empowering local residents, community organisations, and all of those who have a strong connection to the Waterloo area. Hopefully we have assisted the community in having a say about the future of Waterloo, and feeling confident that each and every one can have an impact on the Waterloo Master Plan.

"Hopefully we have assisted the community in having a say about the future of Waterloo, and feeling confident that each and every one can have an impact on the Waterloo Master Plan"

This was done in a variety of ways to suit all community members and their needs. In October 2017, we organised a movie night in South Sydney Uniting Church on Raglan St, followed by a debate and choir performance. Learning about the life and great battles of Jane Jacobs, a famous American activist and urban thinker, was an inspiration to many, and I believe that the messages of "Citizen Jane: The Battle for the City" should guide the work of planners and citizens alike, in Waterloo and elsewhere.

In the last few months, the Capacity Building project has worked to produce a whiteboard animation about the Waterloo Master Planning process. After securing a grant from the Law & Justice Foundation of NSW, we worked with an award winning illustrator, Lew Keilar, to draw and animate an accessible, original video, explaining the planning process and how to have your voice heard. This was done with community input from day one, involving residents in writing the script and with the storyboarding. Everyone who has participated in the project is very excited about the final result and how we can get more residents involved in thinking about Waterloo's future through this. You can watch the final product on Inner Sydney Voice's YouTube page.

Innovative and original projects are exciting and important to create momentum and long lasting community engagement and interest. In the long run, however, it is often the groundwork that matters. In 2017-2018, Inner Sydney Voice continued delivering capacity building workshops.

In February 2018, we discussed "Sustainable Urban Environments". A follow up session about "Social Mix: How do we make it work in redeveloped Waterloo?" was organised in April 2018, building on the foundations of our May 2017 workshop focusing on theory and concepts, and moving forward to what is required to make it work in Waterloo. In June 2018, our "Mapping & Spatial Literacy" workshop focused on how maps are made, and how to read them in the context of an urban planning process.

Through debriefing documents reporting on every workshop, monthly

columns in South Sydney Herald, the new version of our website which includes a dedicated 'Waterloo Capacity Building Resources' section, flyers and factsheets, we also deliver capacity building in written form. This complements and builds on the events and community discussions.

There are many conversations happening around the future of Waterloo. The Human Services Plan delivered by Land & Housing Corporation, the Waterloo Health Forums organised by Sydney Local Health District, the 'Visioning' community engagement process to gather what local residents love about Waterloo and what could be changed, are all part of a general reflection and work to maintain the health, spirit and resilience of the community as it evolves and densifies. What is important is that all of these conversations led by different agencies listen to the community, integrate the perspective of service users and community members, and serve the current and future communities of the area.

To conclude, I would say that the most important work I have done this year is not possible to measure or quantify. It has been to create a relationship of trust and understanding with local residents. Many people in Waterloo know that Inner Sydney Voice is here to provide them with independent information, resources and support. It is always a great achievement when you notice that people respect our work and expertise, and turn toward us when they need assistance in having their voice heard.

The current urban planning and design mantra, in Australia and elsewhere, is to create 'Places for people'. We work hard to make sure that this translates to planning 'places for all people, with all people'.

Thomas Chailloux

• Treasurer's Report

I AM PLEASED THAT I CAN STATE Inner Sydney Voice has had another successful year with a net operating surplus of \$41,526 for FY2017-18. This wonderful outcome is credited to good control and responsible practices of our financials from the Board members and staff led by our Executive Officer, Charmaine Jones.

The audited Financial Statements that have been made available to you outline these respectable results for the past financial year ended 30th June 2018.

The net operating surplus for the year is \$41,526, compared to \$33,812 for FY2016-17.

INCOME

Income for the 12 months ended 30th June 2018 was \$718,618 (previous year \$547,289). We received funding for our usual funded programs, along with some small one-year programs. Most of the funds in this year's surplus will be utilised to further our service improvement in FY2018-19.

EXPENSES

The total expenses were \$677,092 (previous year \$513,477). The major costs were staff salaries and consultants' fees. Our staff and consultants we engaged were essential for our service provision.

I would like to take this opportunity to thank my fellow Board members,

all our staff and all the volunteers for their hard work in pursuing the vision and mission of Inner Sydney Voice.

It may be challenging in the years ahead with different reforms ongoing 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.

I would especially like to thank our funders, without whom Inner Sydney Voice could not continue to provide the services it does.

Fionn Taylor Treasurer

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2018

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

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 2018.

Committee Members

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

Joel Pringle
Kate Melhopt
Graham Brecht
Fionn Taylor
Kelly Brazier
Nigel Salmons
Amanda Skropidls
Philippa Barr

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 \$41,525.66.

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

Committee Member:

Joel Pringle

Committee Member:

Fionn Taylor

Dated this 20 day of September 2018

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INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

		2018	2017
	Note	<u>\$</u>	\$
INCOME			
Grants			
Grants - DSS		131,372	129,686
Grants - FACS Community Builders		162,266	159,241
Grants - FACS HNSW		158,737	157,358
Grants - Other		253,117	90,844
		705,492	537,129
Donations		2,000	564
Interest Received		3,774	3,304
Membership Fees		462	1,142
ISV Contributions		-	40
Secretariat		5,735	3,917
Other Income		1,155	1,193
	_	718,618	547,289

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
EXPENDITURE			
Accountancy		11,364	12,119
Auditors Remuneration - Fees		2,350	2,500
Bank Charges		26	3
Board		120	305
Catering		5,871	7,056
Cleaning		2,700	2,755
Compliance		-	187
Communication			
E-mail		_	7,090
Postage		1,244	2,003
Telephone		-	3,658
•	-	1,244	12,751
Computer & IT Expenses		44	3,988
Consultants Fees		15,142	37,211
Depreciation		5,293	-
Equipment - Minor		397	7,441
General Expenses			(3
Insurance		5,896	6,183
ISV Contractors		36,765	2,760
Local Group Funding		2,821	1,555
Office Expenses		6,017	4,071
Programme Costs		3,282	4,607
Office Requisites		13,706	18,727
Productions/Media Designs		2,222	7,755
Rent		5,108	4,997
Repairs & Maintenance		· -	125
Staff Recruitment		103	720
Secretariat		5,734	5,436
Employment Expenses		,	
Salaries		437,296	331,162
Superannuation		40,663	29,879
Provision for Annual Leave		13,640	(4,809
Long Service Leave Provision		6,475	6,981
Other		113	50
Provision For Redundancy		28,259	
•	-	526,446	363,263

The accompanying notes form part of these financial statements,

Page 2

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

		2018	2017
***************************************	Note	 \$	\$
Conferences & Training		6,831	1,460
Subscriptions		3,994	2,619
Communication		10,441	_
Travelling Expenses		2,539	2,886
Website		636	· <u>-</u>
	_	677,092	513,477
Profit before income tax	_	41,526	33,812
Profit for the year	_	41,526	33,812
Retained earnings at the beginning	of the		
financial year		183,959	150,147
Retained earnings at the end of the financial year	the	225,485	183,959

BALANCE SHEET AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
SHARE CAPITAL AND RESERVES			
Retained earnings		225,485	183,959
TOTAL SHARE CAPITAL AND RESERVES		225,485	183,959
Represented by:			
ASSETS		•	
CURRENT ASSETS			
Cash in Hand		84	31
Bendigo Bank		11,368	17,023
Bendigo Bank Management		363,976	349,434
Bendigo Bank Office		773	1,321
Bendigo Bank Deposit		101,972	99,716
Income Accrued		926	992
Prepayments		10,642	3,325
TOTAL CURRENT ASSETS		489,741	471,842
NON CURRENT ASSETS			
Financial Assets			
Shares in Public Companies at Cost		21	21
		21	21
Fixed Assets			
Office Equipment - at Cost		94,977	89,683
Less Prov'n for Depreciation		(94,977)	(89,683)
		-	_
Total Fixed Assets		<u> </u>	_
TOTAL NON CURRENT ASSETS		21	21
TOTAL ASSETS		489,762	471,863
IOIREROULIO		-100,702	771,000

BALANCE SHEET AS AT 30 JUNE 2018

		2018	2017
**************************************	Note	\$	\$
LIABILITIES			
CURRENT LIABILITIES			
Trade Creditors		20,176	18,769
Grants in Advance		87,287	156,965
Provision for PAYG Payable		, -	5,798
Provision for Superannuation		10,302	2,642
GST & BAS Transactions		8,774	14,365
Provision for Annual Leave		62,488	48,847
Provision for Redundancy		28,259	-
Prov'n for Long Service Leave		46,991	40,518
TOTAL CURRENT LIABILITIES		264,277	287,904
TOTAL LIABILITIES		264,277	287,904
NET ASSETS	_	225,485	183,959

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	822,196	685,928
Payments to suppliers and employees	(810,029)	(562,005)
Interest received	3,774	3,409
Net cash provided by operating activities	15,941	127,332
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(5,293)	_
Net cash provided by (used in) investing activities	(5,293)	_
Net increase in cash held	10,648	127,332
Cash at beginning of financial year	467,525	340,193
Cash at end of financial year	478,173	467,525

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

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.

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**

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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

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)

Revenue, 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.

Cash flows in the cash flow statement are included on a gross basis and the GST component of cash flows arising from investing or financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

		2018 \$	2017 \$
3	Trade and Other Receivables		
	Current		
	Income Accrued	926	992
		926	992
4	Other Financial Assets		
	Non-Current		
	Shares in Public Companies at Cost	21	21
5	Employee Benefits		
	Gurrent		
	Provision for Annual Leave	62,488	48,847
	Provision for Redundancy	28,259	· •
	Prov'n for Long Service Leave	46,991	40,518
		137,738	89,365
6	Retained Earnings		
	Retained earnings at the beginning of the financial		
	year	183,959	150,147
	Net profit attributable to the association	41,526	33,812
	Retained earnings at the end of the financial year	225,485	183,959

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:

- Presents a true and fair view of the financial position of INNER SYDNEY REGIONAL COUNCIL FOR SOCIAL DEVELOPMENT INCORPORATED as at 30 June 2018 and its performance for the year ended on that date.
- 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:		5.12
•	Joel Pringle	
Treasurer:		Thyn
	Fionn Taylor	•

Dated this 26th day of September 2018

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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

Independent Auditor's Report To the Members of Inner Sydney Regional Council for Social Development Inc

Opinion

We have audited the financial report of Inner Sydney Regional Council for Social Development Inc, ("the Entity"), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration of the Committee.

In our opinion, the accompanying financial report of the Entity is 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 Entity's financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

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 Entity in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by Division 60 of the Australian Charities and Notfor-profits Commission Act 2012, which has been given to the Committee, would be in the same terms if given as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under 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.

Responsibilities of Management and the Committee for the Financial Report

Management is responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with the relevant Australian Accounting Standards in accordance with the Australian

Charities and Not-for Profits Commission Regulations 2013 and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, management is responsible for assessing the Entity'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 management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

The Committee are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the 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 Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the management'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 Entity'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 Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Committee with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Meagher Howard & Wright ICAA

Suite 505, 55 Grafton Street Bondi Junction NSW 2022 Greg Middleton Partner

Date 20 September 2018





Annual report 2017-2018

