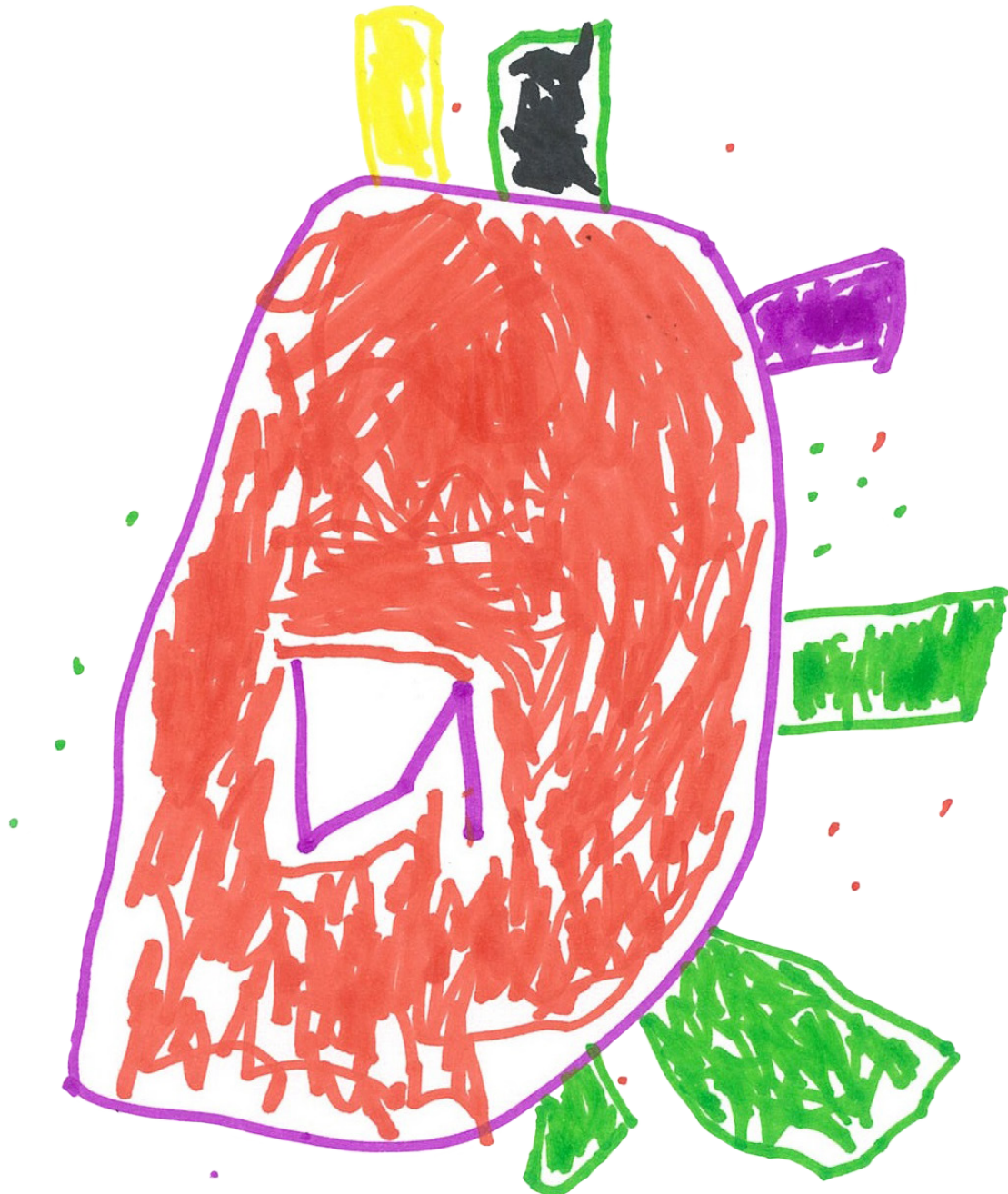


# NORTHSIDE COMMUNITY SERVICE ANNUAL REPORT 2016–2017




EXCEPTIONAL PEOPLE | COURAGEOUS PRACTICE





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**“ I was so used to services that don’t accept people, people like me. I don’t have to worry about being the right type of person now.**







# AARON'S STORY

**When we first met Aaron he revealed that rough sleeping felt safer to him than the rooming houses and shelters he had been exposed to over many years of experiencing homelessness.**

His experience living on the streets paired with long term substance abuse had almost wiped out his immune system and the constant threat of illness was taking its toll on almost every aspect of Aaron's life.

Aaron received Housing First through Common Ground Canberra, which gave him the space to focus on himself for a bit. He strengthened his physical and mental wellbeing, including visiting a dental health consultant for the first time since primary school. In the two years since accepting housing at CGC Aaron has joined his local gym, quit smoking, and is now working full-time in a building and maintenance company. Aaron describes Common Ground as his 'forever' home, adding that he feels he has been able to recover at his own pace.





# INTRODUCTION

**At Northside, we like to remind people that the Exceptional People and Courageous Practice in our tagline isn't actually about Northside.**

**It's about the **people** we work with.**



**We have the privilege, every single day, of working alongside and with some of the most exceptional and courageous people in our community.**


Whether it's the youngest infants in our Early Childhood Centres who are demonstrating their growing resilience, independence, kindness and empathy, to our older citizens who are finding new ways to give back to their own community, we're always amazed at how much we have to learn from them.

So thanks to each and every one of them for supporting us to be better involved, engaged and connected with our local community.







A child is walking away from the camera on a paved path. The path is made of light-colored, irregularly shaped stones. The child is wearing a blue shirt and dark pants. The background is filled with tall, green grass and a blue metal fence. The text is overlaid on the right side of the image.

**ONE OF THE MOST  
POSITIVE, AS WELL  
AS THE MOST  
CHALLENGING  
ASPECTS OF  
WORKING WITH  
YOUNG CHILDREN  
IS HOW MUCH  
THEY **CHANGE** IN  
A YEAR.**





# CHILDREN

**As I reflect on my third year leading the Children's Services team, I find myself reflecting not on what has changed for Northside, but more on what another year has meant for the children in our Early Childhood Centres.**

So many of the biggest and most obvious milestones will have passed — first steps, first words, moving to a new classroom. These events are so important in the life of a child and the special people in their lives, but at Northside we spend a lot of time and energy focusing on the milestones and developments that are harder to track and see.

Things like the growth of empathy and kindness; the continual development of resilience as some things don't go their way; the always-increasing realisation that children can change and affect the world around them. These things are harder to capture in a photo, or a description, but they are the things that will have a lasting impact on the future success of a young person as they move through their life.

For Northside, this means that we are always working to improve the work we do with young children. I'm proud that the majority of our Centres are now Meeting or Exceeding the National Quality Standards, and that we have

launched a new Leadership & Practice program that will deliver professional learning, development and consultancy services for the entire ACT children's education sector. This work can't be achieved without the incredible team of committed and professional educators in each of our Centres — I can't express my gratitude and admiration enough for the exceptional work they do each and every day.

It's also been a privilege to work with psychologist Beth Macgregor on a targeted professional development program for our team of educators and teachers focused on supporting children's learning and development through practices informed by understanding resilience, stress and brain development. It has significantly changed the work each of our educators undertake with children.

But at the end of another year of growth, development and learning, I'm already looking ahead to what another year will mean for the children and families we work with. I can't wait to find out.

ANNA WHITTY  
EXECUTIVE DIRECTOR,  
CHILDREN'S SERVICES



# CHILDREN'S SERVICES AT NORTHSIDE

## CIVIC EARLY CHILDHOOD CENTRE

Civic is based in the heart of the City, near the Australian National University. Civic's community of children, families and educators is very diverse, with a broad base of enrolments coming from students studying nearby and professionals working in the City. Despite operating out of an older building, Civic's internal environments are modern and progressive and based around an approach of "open doors", where children can access other rooms.

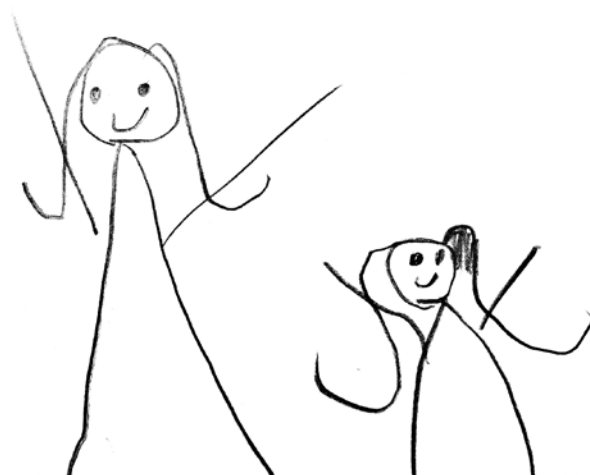


## MAJURA EARLY CHILDHOOD CENTRE

Majura is co-located at Northside's Head Office in Dickson, and has our strongest mix of permanent and occasional enrolments. It has strong connections with the local area, with children accessing local facilities such as the Library and tennis courts. The Centre is also able to take advantage of its location within Northside, for example by working with the Social Groups Program to engage with older citizens in reading and art experiences.

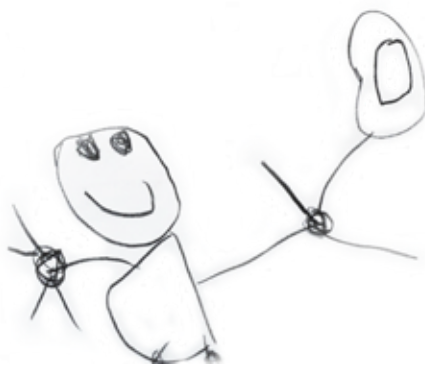
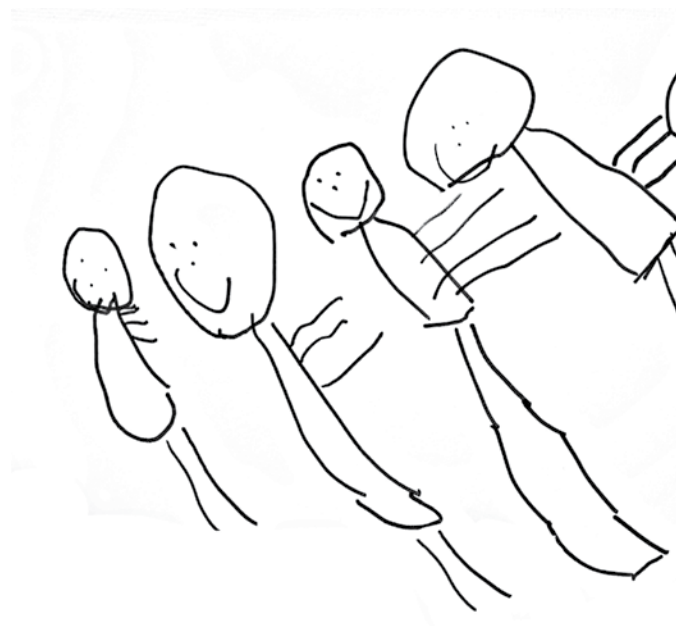
## TREEHOUSE IN THE PARK EARLY LEARNING CENTRE

Located in Turner, Treehouse is one of Canberra's oldest services for young children. It first operated as a Preschool in the 1950s, then as a parent-committee managed early childhood service before being acquired by Northside in 2007. It has one of Canberra's most unique and beautiful outdoor environments, and works strongly with families to raise the understanding and knowledge of modern early childhood education practice.



## HARRISON EARLY CHILDHOOD CENTRE

Harrison is Northside's largest and newest Early Childhood Centre, opening in 2011 and owned by Northside. Located in one of Gungahlin's newest suburbs, Harrison is strongly tied to its local community with the majority of families living close by in the area.



## CONNXTIONS EARLY CHILDHOOD PROGRAM

Working within the wider ConnXtions Program, the Early Childhood Program provides high-quality and culturally-competent early childhood education to Aboriginal and Torres Strait Islander children. As well as supporting the child's family to engage further in their studies, the EC Program is focused on improving outcomes for children.

## LEADERSHIP & PRACTICE

In 2017, the Children's Services team started delivery high-quality, locally-based and practice-focused professional learning, development and consultancy. These workshops and seminars are entirely focused on support sector engagement with the National Quality Framework and improving outcomes for children across the entire ACT sector.

A black and white photograph of a woman wearing a hijab, looking down with a thoughtful expression. The image is used as a background for the text.

**OUR CORE  
BUSINESS IS TO  
SUPPORT PEOPLE  
AND COMMUNITIES  
TO THRIVE.  
NOT JUST LIVE  
DAY TO DAY. NOT  
JUST GET BY, BUT  
TO MEANINGFULLY  
THRIVE, PARTICIPATE  
AND CONNECT.**







# INDIVIDUALS AND COMMUNITIES



**2016–17 has been an incredibly successful but also challenging year for the Community Service team and while we can celebrate and recognise some incredibly important outcomes achieved by the community and individuals who engaged us in their lives, this past year has highlighted the growing number in our community who are being pushed closer and closer to poverty and homelessness by systems which ironically label them as “hard to reach”.**

Our core business is to support people and communities to thrive. Not just live day to day. Not just get by, but to meaningfully thrive, participate and connect.

This year, many of the people who have engaged our community service team for the first time did so because the safety, affordability and stability of their homes had been put at risk.

A lived experience of homelessness and the fear, stigma and shame of being at risk of homelessness has a profound and enduring impact on families of all types, from all cultures and from all socio economic backgrounds. As a team of professionals who have the skills, experience and drive to make change, a significant and concerted effort has been made this year to ensure that anyone who comes through our doors is able to access support to remain in their home or to finally access a home of their own after a period of homelessness.



This year a large number of our team have worked tirelessly on the supporting tenants in the inner city public housing complexes earmarked for demolition under the ACT Government Public Housing Asset Renewal Program. You cannot possibly commence any type of project with the words ‘Tenant Relocation’ in the title without having a clear understanding about the importance of respecting an individual’s concept of home. By the time this project is finished more than 1200 individuals and families will have been moved out of their homes and into new houses, streets, and regions, to create new communities. I am exceptionally proud to have been privy to the respectful and dedicated practice of the Northside team during this process.

The ultimate outcome for our community is that if the Northside team continue to be exceptional their approach, their understanding of community and their intent to go above and beyond, then all community members who engage us in their lives at times of significant stress will come through the process feeling like their circumstances, including their housing situation, has permanently changed for the better.

KATE CVETANOVSKI  
EXECUTIVE DIRECTOR,  
COMMUNITY SERVICES

# PROGRAMS FOR INDIVIDUALS & COMMUNITIES AT NORTHSIDE

## CONNXTIONS TRAINING PROGRAM

ConnXtions provides opportunities for Aboriginal and Torres Strait islander people to study, increase skills or embark on a new career path. Delivered as a holistic, wrap around support service that includes and celebrates family and children, this program is a great opportunity to expand your career and grow your knowledge. Delivered in partnership with the CIT Yurauna Centre, ConnXtions provides eligible students with a Community Services Certificate III.

## WOMEN'S SUPPORTED ACCOMMODATION (NWSAP)

NWSAP is a confidential supported accommodation and outreach program for women with or without children who are homeless as a result of leaving domestic violence. Our NWSAP team recognise the courage and strength it takes to both stay in and leave a relationship that involves family and domestic violence. Our team aims to support clients to make choices to help achieve the goals they have for themselves and their children. The NWSAP team members are qualified to refer and advocate on behalf of clients with other services both government and non-government.





## COMMUNITY ASSISTANCE SUPPORT PROGRAM

The Community Assistance and Support Program (CASP) aims to enhance older citizens' health and wellbeing, and facilitate independence and participation in the community. CASP provides support if people are finding daily living activities difficult due to a health issue. This health issue may be one that comes and goes (is episodic) or is short-term. CASP assists by carrying out daily living activities such as mowing the lawn or providing meals, or by supporting people to perform those activities themselves.

## YOUTH ENGAGEMENT PROGRAM

Y.Engage is a youth engagement program for the Inner North and Gungahlin regions of the ACT. The program is delivered in partnership with Anglicare ACT. The Y.Engage team utilises a range of strategies to engage vulnerable and in need young people aged 12 to 25, who are unlikely to have strong connections with their family or other primary and secondary services. Y.Engage team members actively engage and transition young people towards a strengthened support network, or to services that will meet their individual needs.

## PARTNERS IN RECOVERY

Partners in Recovery (PiR) is a collaborative program designed to improve the lives of people in Canberra living with severe and persistent mental illness with complex needs. Northside Community Service is one of six partner agencies working as a consortium for this program, led by Medicare Local. The PiR team of agencies works together to improve quality, access and timeliness of services for individuals with severe and persistent mental illness.



## NDIS TARGETED SERVICES

Northside can support those people with NDIS packages to access a range of support, primarily around social inclusion and engagement.



## COMMON GROUND CANBERRA

Northside is delivering the support services to Common Ground tenants assisting with sustaining their tenancies, addressing unmet needs, developing personal skills and achieving independence. Northside will deliver a suite of services including onsite case management, peer support, life skills, education and employment options and social, and wellbeing programs.

## CBR LGBTI CONSORTIUM PARTNERSHIP

The Consortium is a partnership of four agencies brought together by the common goal of ensuring health, wellbeing, access, social inclusion and equity within the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community. The Consortium will encourage and build resilience by harnessing the strengths and resources of the LGBTIQ community, including families, friends, supporters and allies.

## COMMUNITY DEVELOPMENT PROGRAM

The Community Development team work as a community builder and collaborate with citizens in the ACT community to develop innovative and courageous practice models that promote active participation. By harnessing the strengths of each community and its members, Northside strive to initiate positive change in the communities we work in.

## PUBLIC HOUSING TENANT RELOCATION PROJECT

The partnership between Housing ACT and Northside Community Service has been successful in creating avenues for tenant participation in the relocation process. The partnership is also committed to providing support over the prolonged period of redevelopment consultation and subsequent consultation and eventual relocation of public housing tenants. To this end, Northside has focused on activities which support and strengthen this initiative and have moved away from the development and implementation for smaller community groups and activities.





A blurred background image showing a group of people in a meeting or office setting. A woman with blonde hair is in the foreground, and other people are visible in the background.

**THE TEAM'S  
SUPPORT HAS BEEN  
LIFE-CHANGING.  
I FEEL LIKE  
EVERYONE KNOWS  
ME AND ARE  
GENUINELY HAPPY  
TO SEE ME.**

# OLDER CITIZENS

**I cannot overstate the importance and value of the work completed by our Aged Care teams this year. People unfamiliar with the sector assume In-Home Support is about cleaning and cooking however those who engaged us in their homes and lives highly value the relationship and tailored support our team members bring with them.**

For some of our community members, the home support or transport teams are the only people they see each week, the only people who would recognise if someone wasn't quite themselves and the only person able to raise the alarm if someone needed help.

The value of our approach and support was really brought home to the team by the feedback we received from our 2016–17 feedback survey. Broadly we knew that Northside clients were very loyal. We knew that overall people were generally happy with our services and valued the approach our team takes in partnering with them to support their independence and connection to their community.

The 2017–17 Client Feedback survey not only confirmed our assumptions, they blew them out of the water. The response to the survey was immediate and detailed. 186 older community members took the time to not just tick the survey boxes but to write a narrative about how much they valued and appreciated their Northside worker.

No amount of statistics or data can really quite compare to an individual's raw and honest account of how they felt heard, seen and valued. The beauty of working with people like the Northside team is that this approach isn't taught, it just comes from a genuine interest in people and a love for what they do.

KATE CVETANOVSKI  
EXECUTIVE DIRECTOR,  
COMMUNITY SERVICES





WE COULD HAVE WRITTEN THE ENTIRE ANNUAL REPORT USING THE COMMENTS AND FEEDBACK ALONE HOWEVER HERE ARE A COUPLE WHICH CAPTURE THE THOUGHTS OF OUR OLDER COMMUNITY MEMBERS:

PETER—TRANSPORT DRIVER

**PETER NOT ONLY MAKES MY DIALYSIS TRIPS MORE BEARABLE WITH HIS HUMOUR AND FRIENDSHIP HE EVEN KNOWS THE QUICKEST ROUTE HOME. HE KNOWS WHEN I AM FEELING UNWELL, I DON'T EVEN HAVE TO TELL HIM AND HE MAKES A SPECIAL EFFORT TO GET HOME QUICK.**

PHIL—HOME SUPPORT TEAM

**PHIL KNOWS I NAME MY VACUUM CLEANER HENRY AND SOMETIMES I CAN HEAR HIM TALKING TO IT IN THE NEXT ROOM. 'COME ON HENRY PICK UP YOUR GAME OLD GIRL', HE SAYS. IT ALWAYS MAKES ME LAUGH.**



# PROGRAMS FOR OLDER CITIZENS AT NORTHSIDE

## ASSISTANCE CARE & HOUSING FOR THE AGED

For older people facing unstable housing arrangements or even homelessness, Northside provides support and helps solve housing problems. For example: help finding suitable accommodation; advice on how to fill out housing application forms; and assistance with financial and legal work such as rent relief, bond assistance, tenancy advice and legal services.

## COMMUNITY TRANSPORT

Northside provides community transport to and from medical appointments for the frail and aged, individuals with a disability or their carers. This service provides easier and more convenient access to medical appointments, eases the financial and time constraints of medical services and provides a cost effective alternative to taxis.

## SOCIAL INCLUSION SUPPORT

Our outreach and social inclusion services are offered to improve independence and quality of life. We work collaboratively with other service providers to ensure individuals receive the access, support and encouragement to achieve outcomes. These services are provided under the Commonwealth Home and Support Program (CHSP) and are delivered by a multidisciplinary team of qualified, experienced and empathetic staff members. Case managers and service coordinators work together to ensure individuals receive a consistent and exceptional standard of service.



## HOME SUPPORT / COMMUNITY CARE

We provide a wide range of services to older community members and people under the age of 65 who need some practical support for a short period of time. These services are designed and delivered to support people to maintain a healthy and independent lifestyle while living in their own homes and to remain active citizens in their community of choice.

## MAJURA MEN'S SHED

The Men's Shed is a shared space for local men both young and old, to get together and connect over shared hobbies and interests, to develop and share skills while building friendships and connections. The Majura Men's Shed includes a workshop space and a tea room. Men who participate work on projects for their community, including restoring or building furniture and organising fundraising and social events.



## PAWS PROGRAM

The Northside team works with pet owners to provide support with transport for pets to and from vet clinics for health appointments, arranging temporary homes, pet walking, feeding and grooming. Our volunteers and program partners work together to ensure clients need not worry about the wellbeing of their pets during difficult times.

## YOUNGER ONSET DEMENTIA PROJECT

This dedicated Men's Shed program engages men with younger onset dementia in a social enterprise focused on the design, creation and sale of wooden items. This program also strengthens the capacity of each partner to promote, coordinate and seek further funding for the program with an aim to expand the program.

A close-up photograph of a person's lower legs and feet. They are wearing blue denim jeans and black rubber boots. The boots are standing in a field of green, leafy plants growing in brown, textured soil. The text is overlaid on the bottom left of the image.

**2016-17 HAS  
BEEN A PERIOD  
OF TRANSITION  
AND GROWTH  
FOR NORTHSIDE.**





**Both our early childhood education and community service programs have responded to the significant changes and challenges affecting those sectors.**



**In both cases, Northside has responded positively and creatively to these challenges and we have built on the opportunities that have come our way.**

**Northside's Children's Services team has recognised and responded to a gap in the ACT market for high-quality, locally-based and practice-focused professional learning and development. These workshops are being offered to the ACT early childhood sector by Northside as a sector leader in this field.**

Northside's effective program of quality improvement, as illustrated by the positive change in our Centres' National Quality Framework ratings, is now being developed into resources and approaches that can be used to support other sector organisations. This consultancy work ranges from specific quality and operational audits, to full management support for early childhood centres and programs.

Working within the wider ConnXtions Program, and in partnership with the Yurauna Centre, the Early Childhood Program provides high-quality and culturally-competent early childhood education to Aboriginal and Torres Strait Islander children.

As well as supporting the child's family to engage further in their studies, the Early Childhood Program is focused on improving outcomes for children.

Northside is working closely with other ACT community based organisations to improve opportunities to put in place joint programs and initiatives and to better enable ACT community based organisations to put forward their ideas and suggestions to government. For example, Northside is a member of an 'alliance' of likeminded providers of early childhood education services. The main purpose of the alliance is the promotion of high quality early childhood education in the ACT.

Aged Care is a large and important part of Northside's community services portfolio, and we are committed to growing this part of our business. As we work to enhance Northside's aged care services, we very much want to ensure that our clients continue to regard Northside as providing them with an exceptional and positive service experience.

# EXCEPTIONAL PEOPLE — OUR PARTNERS

**People who have not worked with the Northside team might make the mistake of thinking that our **Exceptional People, Courageous Practice** tag line is all about us, our achievements, our approach and our expectations.**

But those that truly know us, those that have partnered with us, entrusted clients, family members, friends to our care will recognise that it refers to the people we work with and the critical and valued sector friends, who test our reasoning, hold us to account for our claims and who step up often to help us out.

At Northside we believe that you can tell a lot about a person by the company they keep, and fortunately for us Northside has been in exceptional company for the past few years. In 2016–17 this included:



**Yurauna Centre Team CIT**  
**Anglicare ACT**  
**Argyle Community Housing**



**Project Independence**  
**Housing and Community Services**  
**ACT Tenant Relocation Team**  
**Majura Men's Shed**

**Belconnen Community Service**  
**ACT Children First Alliance**  
**Beth Macgregor**



**Dickson Traders Association**  
**AIDS Action Council ACT**  
**Sexual Health and Family Planning ACT**  
**A Gender Agenda**

**Home Nursing Services**  
**ACT Chinese Australian Association**  
**One Link**

# FROM THE CHAIR OF THE BOARD



ROBERT KNAPP

**As Chair of the Northside Board, I am fortunate to work with a very professional and committed group of directors. The year 2016 ended on a note of sadness with the decision of Northside's CEO of six years, Simon Rosenberg, to retire from the position.**

Simon has been an excellent CEO of Northside. During his time leading the organisation, Northside has gone through major change and growth in both its community services and early childhood education activities.

As Chair of the Northside Board, I was able to welcome Bruce Papps as the new CEO of Northside. Bruce has had a distinguished career as a business and financial management consultant and partner based in Canberra and has also been active in supporting numerous community related organisations and activities in the ACT. He brings to Northside his strong business and financial skills and capabilities and his strong belief in the value and importance of Canberra's community sector. Bruce has quickly developed a positive working relationship with the Northside Board and is providing strong and well regarded leadership and direction to Northside and its staff.



The Board of Directors is very proud of what Northside has achieved during 2016–17 and recognises and appreciates that these achievements have been made possible through the hard work and commitment of all of Northside’s staff and volunteers.

This will be my last report as Chair of the Northside Board as I am resigning from the position with effect from November 2017. In this light, I would like to take this opportunity to express my appreciation and thanks to all the members of Northside’s executive and staff who I have worked with over the years that I have been a member of the Northside Board. I would also like to express my thanks and appreciation to all the Board directors who have voluntarily given their time to help make Northside such a valued and well regarded community sector organisation.

# FROM THE CEO



BRUCE PAPPS

**My first year at Northside has gone by very quickly. I would describe my first 12 months as being humbling, challenging and rewarding.**

Humbling because of what I see our fantastic people doing for our exceptional clients every day.

Challenging being in a new role for such a diverse and dynamic organisation.

And rewarding as I am able to bring very different skills and perspective to Northside, and build new meaningful relationships and networks.

The 2016-17 year has been another big year for Northside. We celebrated our 40th anniversary as a community services organisation; we said goodbye to our long-serving former CEO Simon Rosenberg; and we have welcomed a number of new board members. But more importantly we continued delivering our wide range of important services that make such an enormous impact on the lives of many in our community.



Looking towards the future, we are working on a range of innovations to further improve the quality and relevance of our services. These include the Children's Services Professional Leadership and Practice services for early childhood education providers in the ACT, and the introduction of our Housing First model for providing stable and permanent housing to people experiencing homelessness and/or who have experienced trauma or violence. We are also improving our organisation internally and developing strategies to ensure our long-term sustainability.

Finally I would very much like to thank the Northside team for everything they do, and for welcoming me into the organisation. I would also like to thank our Board for their guidance and support and Simon for his assistance in my transition into this role.

I'm looking forward to building on Northside's work this year, and all the years before, to continue to work with our local community in all the incredible things they do.





# THE FUTURE



**By their very nature, annual reports are about looking back. It is important for us to acknowledge all the hard work of our team and celebrate the strength, diversity and resilience of our community.**



**But at Northside, we're about looking ahead.**

**We're looking ahead to a  
**stronger**, more **diverse**,  
more **resilient** community.**

**A fair and inclusive community.**

We hope that whoever and wherever you are in our community,  
we are able to work with you to build that future together.

THE NORTHSIDE TEAM.



ABN: 81 090 394 261  
FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2017



## NORTHSIDE COMMUNITY SERVICE LIMITED

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## NORTHSIDE COMMUNITY SERVICE LIMITED

### Directors' Report

The Directors of Northside Community Service Ltd present this report on the Company for the financial year ended 30 June 2017.

#### Directors

The following directors are or were in office at any time during, or since the end of financial year ending 30 June 2017:

<i>Stephen Brand (appointed)</i>	<i>Ilea Buffier</i>	<i>Pui Cheung (appointed)</i>
<i>David Garratt (Deputy Chair)</i>	<i>Leanne Gibbs (appointed)</i>	<i>Paula Gonzalez (appointed)</i>
<i>Penny Gregory (resigned)</i>	<i>Nerida Hunter (resigned)</i>	<i>Robert Knapp (Chair)</i>
<i>Leanne Monte</i>	<i>Angela Morella</i>	<i>Vicki Williams (resigned)</i>

#### Information on Directors

##### Mr Stephen Brand

Qualifications	–	BSW Graduate certificate Health Services Administration Graduate member AICD
Experience	–	Director since 26/10/16
Special Responsibilities	–	Member of the Governance Chair Member of the Finance and Audit Committee

##### Ms Ilea Buffier

Qualifications	–	Graduate member AICD DipBus
Experience	–	Director since 27/11/13

##### Ms Pui Cheung

Qualifications	–	FCPA Graduate member AICD MBA
Experience	–	Director since 31/08/16 Finance and Audit Committee Chair since 30/11/16

##### Mr David Garratt

Qualifications	–	BEd Grad. Dip.(Re)
Experience	–	Director since 24/12/10
Special Responsibilities	–	Deputy Chair





## NORTHSIDE COMMUNITY SERVICE LIMITED

### Directors' Report Cont.

#### Ms Leanne Gibbs

Qualifications	–	MPPP BEd Post Grad. Dip Ed DIPT (Early Childhood) Adv. Dip. of Community Sector Management (NQF) Graduate member AICD
Experience	–	Director since 31/8/16
Special Responsibilities	–	Member of the Governance Committee

#### Ms Paula Gonzalez

Qualifications	–	Lawyer JD GDipLegPrac GradCertED (TESOL) BA (History and Government)
Experience	–	Director from 26/10/16
Special Responsibilities	–	Member of the Governance Committee

#### Dr Penny Gregory

Qualifications	–	BA (Hons) PhD
Experience	–	Director from 24/12/10, resigned 31/8/16

#### Ms Nerida Hunter

Qualifications	–	BA/BComm Masters of Government and Commercial Law
Experience	–	Director from 24/12/10, resigned 31/8/16

#### Mr Robert Knapp

Qualifications	–	BComm (Hons) (Econometrics)
Experience	–	Director since 30/11/11
Special Responsibilities	–	Chair

#### Ms Leanne Monte

Qualifications	–	MBA Registered Nurse
Experience	–	Director since 24/12/10

#### Ms Angela Morella

Qualifications	–	BA
Experience	–	Director since 24/02/16
Special Responsibilities	–	Member of the Governance Committee



## NORTHSIDE COMMUNITY SERVICE LIMITED

### Directors' Report Cont.

#### Ms Vicki Williams

Qualifications	–	BA (Acc) Chartered Accountant Graduate member AICD
Experience	–	Director since 24/12/10, resigned 30/11/16

The number of meetings of the Company's Board of Directors held during the year ended 30 June 2017, and the number of meetings attended by each Director were:

#### Directors' Meetings

	Number eligible to attend	Number attended
Stephen Brand	5	5
Ilea Buffier	10	8
Pui Cheung	8	8
David Garratt	10	6
Leanne Gibbs	8	8
Paula Gonzalez	5	4
Penny Gregory	2	1
Nerida Hunter	2	1
Robert Knapp	10	10
Leanne Monte	10	8
Angela Morella	10	8
Vicki Williams	5	5

#### Members' Liability

The Company is incorporated under the *Corporations Act 2001 and Australian Charities and Not-for-Profit Commission (ACNC) Act 2012* and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity.

At 30 June 2017, the total amount that members of the Company are liable to contribute if the Company is wound up is \$18.

#### Strategy and purpose

Northside is committed to provide exceptional services that support people to improve their lives. A range of services are provided for the local community and across the ACT, from early childhood education through to aged care home support.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### Directors' Report Cont.

The 2016-2020 strategic plan includes four strategic priority areas:

#### Children:

- Provide early childhood education that exceeds the National Quality Standards.
- Investing in attracting, retaining and developing early childhood teachers and educators.
- Working with partners to ensure access to early childhood education for all children.

#### Individuals and Communities:

- Creating opportunities for individuals and communities to strengthen their health and wellbeing.
- Demonstrate expertise in service innovation.
- Working with partners to refine our service offerings and increase engagement and access for marginalised individuals and communities.

#### Older Citizens:

- Provide support in the home and the community that exceeds expectation of older clients.
- Develop a sustainable service model that promotes innovation and flexibility.
- Collaborate with partners who share an appetite for innovation and courage.

#### Person Centred Organisation:

- Invest in improved systems and processes that meet client and staff needs, improve organisational efficiency, reduce corporate costs and increase effectiveness.
- Embedding quality across the organisation, ensuring all programs are ambitious and strive to exceed quality standards.
- Participate in policy development, system design and advocacy to improve the circumstances of clients and communities.

#### Principal activities

Northside is a community based, profit-for-purpose organisation established through the efforts of concerned people wanting to provide and develop support and services for residents of North Canberra. In responding to the needs of the community Northside currently delivers a diverse range of services, including:

- Children's Services – four early childhood education and care centres
- Services for older people and people with a disability
- Support programs for young people and families
- Supported accommodation for women escaping domestic violence and formerly homeless people

The key activities in the 2016-17 financial year are outlined in the Annual Report.

No significant changes in the nature of the Company's activities occurred during the financial year.

#### Performance measures

Northside measures its performance through:

- Regularly reviewing performance against the key indicators of success as outlined in the 2016-2020 strategic plan.
- Providing the opportunity for clients to provide formal and informal feedback, including through client surveys.
- Meeting and where possible exceeding the National Quality Standards for early childhood centres as set out by the Australia Children's Education and Care Quality Authority.
- Feedback received from partner agencies and other stakeholders.

## NORTHSIDE COMMUNITY SERVICE LIMITED

## Directors' Report Cont.

**Review of Operations**

The operations of the Company and the results of those operations for the year ended 30 June 2017 were less than expected due to unforeseen volatility experienced in the early childhood education market and investment in changes to service delivery models for aged care services.

The net result of the operations of the Company was a deficit of \$259,646 (2016: deficit \$17,282).

**Matters Subsequent to the End of the Financial Year**

No other matters or circumstance has arisen since 30 June 2017 that has or may have a significant effect on the operations of the Company, the results of its operations or the state of affairs of the Company in financial years subsequent to 30 June 2017.

**Directors' Benefits**

No Director of the Company has received or become entitled to receive a benefit by reason of a contract made by the Company or a related corporation with any Director or with a firm of which they are a member, or with a company in which they have a substantial financial interest.

**Insurance of Officers**

During the financial year, the Company paid a premium to insure officers of the Company.

The officers of the Company covered by the insurance policy include all staff and non-working Directors of the Company and members of Committees established by the Company, both past and present.

The liabilities insured include costs and expenses that may be incurred in successfully defending civil or criminal proceedings that may be brought against the officers in their capacity as officers of the Company.

**Auditor**

PricewaterhouseCoopers continues in office in accordance with Section 327 of the *Corporations Act 2001*.

**Auditor's Independence Declaration**

A copy of the auditor's independence declaration as required under section 60-40 of the *Australian Charities and Not-for-Profit Commission (ACNC) Act 2012* is included as part of this financial report.

Signed in accordance with a resolution of the Board of Directors.

  
Robert Knapp (Chair)

  
Pui Cheling

Dated this

25/10/2017





### Auditor's Independence Declaration

As lead auditor for the audit of Northside Community Service for the year ended 30 June 2017, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'D. Murphy'.

David Murphy  
Partner  
PricewaterhouseCoopers

Canberra  
25 October 2017

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## NORTHSIDE COMMUNITY SERVICE LIMITED

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	NOTE	2017 \$	2016 \$
Revenue	3	10,239,737	10,838,819
<b>Expenses</b>			
Employee benefits expense		8,217,905	8,533,855
Occupancy costs		343,012	356,628
Finance costs		30,089	35,475
Service delivery costs		696,726	643,453
Motor vehicles		67,841	89,176
Contractors and service provision costs		410,719	415,633
Other operating costs		470,504	444,793
Depreciation and amortisation cost		262,587	337,088
<b>Total expenses</b>		<u>10,499,383</u>	<u>10,856,101</u>
<b>(Deficit) before income tax</b>		<u>(259,646)</u>	<u>(17,282)</u>
Income tax expense		-	-
<b>(Deficit) for the year</b>		<u>(259,646)</u>	<u>(17,282)</u>
<i>Items that will not be reclassified to surplus / (deficit)</i>			
Gain on revaluation of Land and Buildings		-	-
<b>Total comprehensive income for the year</b>		<u><u>(259,646)</u></u>	<u><u>(17,282)</u></u>

The accompanying notes form part of these financial statements.



# NORTHSIDE COMMUNITY SERVICE LIMITED

## STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2017

	NOTE	2017 \$	2016 Restated \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	891,435	975,703
Trade and other receivables	6	196,004	420,359
Prepayments		72,927	70,217
<b>TOTAL CURRENT ASSETS</b>		<u>1,160,366</u>	<u>1,466,279</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	4,161,313	4,277,993
<b>TOTAL NON-CURRENT ASSETS</b>		<u>4,161,313</u>	<u>4,277,993</u>
<b>TOTAL ASSETS</b>		<u>5,321,679</u>	<u>5,744,272</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	374,894	231,821
Payroll liabilities		220,438	292,869
Provisions	9	373,699	406,975
Income in advance	10	297,005	309,042
Unearned revenue	11	217,695	295,953
Security deposits		229,936	201,513
Borrowings	12	144,759	138,650
<b>TOTAL CURRENT LIABILITIES</b>		<u>1,858,426</u>	<u>1,876,823</u>
<b>NON-CURRENT LIABILITIES</b>			
Borrowings	12	423,225	567,775
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>423,225</u>	<u>567,775</u>
<b>TOTAL LIABILITIES</b>		<u>2,281,651</u>	<u>2,444,598</u>
<b>NET ASSETS</b>		<u>3,040,028</u>	<u>3,299,674</u>
<b>EQUITY</b>			
Asset revaluation reserve		972,866	972,866
Retained earnings		2,067,162	2,326,808
<b>TOTAL EQUITY</b>		<u>3,040,028</u>	<u>3,299,674</u>

The accompanying notes form part of these financial statements. Certain amounts shown here do not correspond to the 2016 financial statements see Note 2 for details regarding the restatement.



NORTHSIDE COMMUNITY SERVICE LIMITED

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Retained Earnings Restated \$	Asset Revaluation Reserve \$	Total Restated \$
Balance as at 1 July 2015	2,344,090	972,866	3,316,956
Deficit for the year	(17,282)	-	(17,282)
Other comprehensive income	-	-	-
Balance as at 30 June 2016	2,326,808	972,866	3,299,674
Deficit for the year	(259,646)	-	(259,646)
Other comprehensive income	-	-	-
Balance as at 30 June 2017	2,067,162	972,866	3,040,028

The accompanying notes form part of these financial statements. Certain amounts shown here do not correspond to the 2016 financial statements see Note 2 for details regarding the restatement.





# NORTHSIDE COMMUNITY SERVICE LIMITED

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	NOTE	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Grants, fees, and other receipts		10,822,391	11,298,181
Payments to suppliers and employees		(10,612,377)	(11,219,578)
Interest received		8,058	11,342
Net cash provided by operating activities		<u>218,072</u>	<u>89,945</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for acquisition of property, plant and equipment		(162,902)	(82,305)
Proceeds from sales of property, plant and equipment		29,092	63,181
Disposal of investments		-	-
Net cash (used in) investing activities		<u>(133,810)</u>	<u>(19,124)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Loan repayments		(138,441)	(130,968)
Net proceeds – loan refinance		-	-
Interest paid		(30,089)	(35,475)
Net cash (used in) financing activities		<u>(168,530)</u>	<u>(166,443)</u>
Net (decrease) in cash held		(84,268)	(95,622)
Cash and cash equivalents at beginning of the financial year		<u>975,703</u>	<u>1,071,325</u>
Cash and cash equivalents at end of financial period	5	<u><u>891,435</u></u>	<u><u>975,703</u></u>

The accompanying notes form part of these financial statements.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

##### Statement of compliance

The financial report of Northside Community Service Limited (the Company) for the year ended 30 June 2017 was authorised for issue in accordance with a resolution on 25 October 2017 by the directors of the Company. The directors have the power to amend and reissue the financial statements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the *Australian Charities and Not-for-Profit Commission (ACNC) Act 2012*. The Company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards which set out accounting policies that the AASB has concluded would result in financial report containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

##### Basis of Preparation

The financial report, except for the cash flow information, has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial report are presented in Australian dollars and have been rounded to the nearest dollar.

The Company measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard.

"Fair value" is the price the Company would receive to sell an asset or would have to pay to transfer a liability in an orderly (ie unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. To the extent possible, market information is extracted from the principal market for the asset or liability.

##### Accounting Policies

##### a. Taxation

###### *Income tax*

No provision for income tax has been raised as the Company is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

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

Revenues, expenses and assets are recognised net of the GST amount, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of acquisition cost of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

##### b. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

##### c. Revenue recognition

Revenue is recognised and measured at the fair value of the consideration received or receivable to the extent the Company is legally entitled to the income and can be reliably measured. Revenues are recognised net of the amount of goods and services tax (GST) payable to the Australian Taxation Office.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT)

##### c. Revenue recognition (cont)

###### *Government grants*

Government grant monies are received to fund programs either for contracted periods of time or for specific programs irrespective of the period of time required to complete those projects.

Government grants are recognised in the statement of financial position as a liability when the grant

Non-reciprocal grant revenue is recognised in the statement of financial position when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the Company and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Where there is no firm commitment to return the funds to the grant provider, grant income received has been declared as income. This creates a commitment in future years (refer note 15).

###### *Other grants*

Other grant revenue received on the condition specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability and revenue is recognised as services are performed or conditions fulfilled. Non-reciprocal grants are recognised as revenue when the Company obtains control of the funds.

###### *Rendering of services*

Revenue from rendering of services is recognised upon delivery of the service to customers. Where income has been received prior to service delivery, it is carried forward as income in advance.

###### *Rental income*

The Company leases a number of properties, which are then sub-leased. Rent revenue is recognised as income when received by the Company from sub-tenants. Management fees received are included as revenue, and rent paid on these properties are included in occupancy costs in the statement of comprehensive income.

###### *Interest income*

Interest income from a financial asset is recognised when it is probable that the economic benefit will flow to the Company and the amount of revenue can be measured reliably. Interest income is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable.

###### *Donations and bequests*

Donations and bequests are recognised as revenue when the Company obtains control of the donation or the right to receive the donation and it is probable that the economic benefit comprising the donation will flow to the company and the amount of the donation can be measured reliably. Unless they are designated for a specific purpose, in which cases they are carried forward as a liability on the statement of financial position.

Where non-reciprocal donations and/or contributions are received for a nominal value, such contributions are recognised at fair value at the date of acquisition upon which time an asset is recognised in the statement of financial position and revenue recognised in the statement of comprehensive income.

No amounts are included in the financial statements where the Company receives leases at a subsidised rate.

## NORTHSIDE COMMUNITY SERVICE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

## NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT)

**d. Cash and Cash Equivalents**

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

**e. Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

*Land and Buildings*

Land and buildings are shown at fair value, based on periodic, but at least triennial, valuations by external independent values, less subsequent depreciation for buildings. Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Increases in the carrying amounts arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated reserves in equity. To the extent that the increase reverses a decrease previously recognised in the statement of comprehensive income, the increase is first recognised in the statement of comprehensive income. Decreases that reverse previous increases of the same asset are first recognised in other comprehensive income to the extent of the remaining surplus attributable to the asset; all other decreases are charged to the statement of comprehensive income.

Depreciation on buildings is calculated using the straight line method to allocate their cost or revalued amounts, net of their residual values over their estimated useful lives.

*Plant and equipment*

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses.

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

*Depreciation*

The depreciable amount of all fixed assets, including buildings and capitalised lease assets, excluding land, is depreciated on a straight line basis over the asset's useful life to the Company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The useful life used for each class of depreciable assets are:

Class of Fixed Asset	Useful Life
Buildings	50 years
Leasehold improvements	4 years or lease term
Equipment, Furniture & Fittings	4 years
IT Software & Equipment	3 years
Motor Vehicles	4 years

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period. An asset's carrying amount is written down immediately to its recoverable amount if the assets' carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.





## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT)

##### f. Impairment of Assets

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

##### g. Provisions

Provisions for liabilities are made when there is a present obligation as a result of past events, and it is probably that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the reporting date. The discount rate used to determine the present value reflects current market assessments of the time value of money and the risks specific to the liability.

##### *Short term employee benefits*

Provision is made for the Company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The Company's obligations for short-term employee benefits such as wages, salaries, superannuation and sick leave are recognised as payroll liabilities in the statement of financial position.

##### *Other long term employee benefits*

The Company classifies employees' long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the Company's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees.

The Company's obligations for long-term employee benefits are presented as non-current liabilities in its statement of financial position, except where the Company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current liabilities.

##### h. Borrowings

Borrowings are initially recognised at fair value, net of transaction costs incurred. Borrowings are classified as current liabilities unless the Company has an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

##### i. Leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

##### j. Trade and Other Payables

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



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT)

##### k. Financial Instruments

###### *Initial recognition and measurement*

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sell the asset (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are recognised immediately as expenses in profit or loss.

###### *Classification and subsequent measurement*

Financial instruments are subsequently measured at fair value (refer to Note 1(n)), amortised cost using the effective interest method, or cost.

*Amortised cost* is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying amount with a consequential recognition of an income or expense item in profit or loss.

###### (i) *Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

###### (ii) *Financial liabilities*

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

###### *Impairment*

At the end of each reporting period, the Company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors or a group of debtors are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT)

##### k. Financial Instruments (cont)

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the Company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

##### **Derecognition**

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

##### l. Critical Accounting Estimates and Judgements

The directors evaluate the estimates and judgements incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the organisation.

Further details of the nature of these assumptions and conditions may be found in the relevant notes to the financial statements.

##### m. New accounting standards for application in future periods

There are Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet effective, and have not been adopted by the Company for the annual reporting period ended 30 June 2017:

Standard	Title	Effective Date	Impact on financial report
AASB 9	Financial Instruments	Annual reporting periods beginning on or after 1 January 2018 (ie. 30 June 2019 reporting date for the Company)	Available-for-sale investments will be classified at fair value through other comprehensive income. The basis for raising impairment provisions for receivables will change although the Company has not yet quantified the impact of this.
AASB 15	Revenue from contracts with customers	Annual reporting periods beginning on or after 1 January 2018 (ie. 30 June 2019 reporting date for the Company)	The company is waiting for the release of the NFP guidance on AASB15 to determine the impact of the changes in its revenue recognition policy.
AASB 16	Leases	Annual reporting periods beginning on or after 1 January 2018 (ie. 30 June 2019 reporting date for the Company)	Operating leases currently held by the Company will need to be brought onto the statement of financial position, and the associated assets and liabilities will be recorded. The impact has not yet been quantified



## NORTHSIDE COMMUNITY SERVICE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

## NOTE 2: CORRECTION OF PRIOR PERIOD ERROR

While preparing the financial statements of the Company for the period ended 30 June 2016, it was identified that the Home and Community Care (HACC) program agreement between the Commonwealth Department of Health (the Department) and the Company, indicated that the Department may seek return of accumulated declared surplus funds as acquitted to the Department. At that time the Company identified that it had surplus funds for the years 2013-14 to 2015-16 of \$254,600, of this amount \$164,118 was recognised as a contingent liability in the 2015-16 financial statements.

The Company prepared a submission to the Department to consider waiving the accumulated surplus. During the current financial year the Department responded indicating that it was a contractual requirement to return all unspent funds at the end of the funding agreement or when directed by the Department. It is anticipated that the Department will formally request the repayment of unspent funds when it has completed its acquittal process.

The previously recognised contingent liability of \$164,118 in unspent funds from the 2012-13 financial year to the 2014-15 financial year will need to be returned to the Department. The liability has been determined as an error in prior reporting periods, and therefore the prior period comparative amounts have been stated to give effect to this error as follows:

Statement of Financial Position (Extract)	30 June 2016	Increase/ (Decrease)	30 June 2016 (Restated)
	\$	\$	\$
Unearned revenue	440,877	164,118	604,995
Total current liabilities	1,712,705	164,118	1,876,823
Total liabilities	2,280,480	164,118	2,444,598
Net assets	3,463,792	(164,118)	3,299,674
Retained earnings	2,490,926	(164,118)	2,326,808
<b>Total equity</b>	<b>3,463,792</b>	<b>(164,118)</b>	<b>3,299,674</b>

Statement of Financial Position (Extract)	30 June 2015	Increase/ (Decrease)	1 July 2015 (Restated)
	\$	\$	\$
Unearned revenue	439,807	164,118	603,925
Total current liabilities	1,851,591	164,118	2,015,709
Total liabilities	2,614,553	164,118	2,778,671
Net assets	3,481,074	(164,118)	3,316,956
Retained earnings	2,508,208	(164,118)	2,344,090
<b>Total equity</b>	<b>3,481,074</b>	<b>(164,118)</b>	<b>3,316,956</b>

The correction of the error is applied to prior period comparative amounts affected by the omission. Current year's surplus/(deficit) is therefore unaffected by the correction of the prior period error.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	NOTE	2017 \$	2016 \$
<b>NOTE 3: REVENUE</b>			
Revenue from operating activities			
Fees		5,861,198	6,265,714
Workers compensation and paid parental leave salary reimbursements		-	68,328
Grants	4	3,924,827	3,948,089
Donations & fundraising		9,505	4,671
Rent		301,042	301,287
Other		123,010	209,286
		<u>10,219,582</u>	<u>10,797,375</u>
Revenue from non-operating activities			
Interest		8,058	11,342
Gain on sale of assets		12,097	30,102
		<u>20,155</u>	<u>41,444</u>
Total revenue		<u>10,239,737</u>	<u>10,838,819</u>
<b>NOTE 4: GRANT INCOME</b>			
Grants received, to help the Company:			
- Support people to remain active, independent and well in their own homes		1,151,732	1,445,517
- Assist people to feel connected and engaged with their community		471,614	478,041
- Ensure people access the support they need at the time they need it		1,587,427	1,354,034
- Support people to access safe and secure accommodation		714,054	670,497
Total grant income		<u>3,924,827</u>	<u>3,948,089</u>





## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	NOTE	2017 \$	2016 \$
<b>NOTE 5: CASH AND CASH EQUIVALENTS</b>			
Cash on hand and at bank		891,435	975,703
<b>Reconciliation to statement of cash flows</b>			
For the purpose of the statement of cash flows, cash and cash equivalents comprise the following at 30 June:			
Cash on hand and at bank		891,435	975,703
<b>NOTE 6: TRADE AND OTHER RECEIVABLES</b>			
Trade receivables		182,380	339,749
Provision for doubtful debts	6a	(29,844)	(38,639)
Grant income receivable		2,649	108,643
Sundry debtors		25,392	9,908
GST receivable		15,029	-
Accrued interest		398	698
		<u>196,004</u>	<u>420,359</u>

**a. Provision for Impairment of Receivables**

Included in trade and other receivables at the end of the reporting period is an amount of \$29,844 (2016: \$38,639) which the directors believe may not be recoverable. Therefore, a provision for impairment of these receivables has been made.

Movement in the provision for impairment of receivables is as follows:

	\$
Provision for impairment as at 1 July 2015	18,234
- Charge for the year	24,353
- Bad debts recovered	(500)
- Written off	(3,448)
Provision for impairment as at 30 June 2016	<u>38,639</u>
- Charge for the year	16,578
- Bad debts recovered	(460)
- Written off	(24,913)
Provision for impairment as at 30 June 2017	<u>29,844</u>



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>NOTE 7: PROPERTY, PLANT AND EQUIPMENT</b>		
<i>IT software &amp; equipment</i>		
At cost	603,977	723,522
Accumulated depreciation	(515,065)	(585,628)
Total IT software & equipment	<u>88,912</u>	<u>137,894</u>
<i>Equipment, furniture &amp; fittings</i>		
At cost	59,406	196,064
Accumulated depreciation	(28,314)	(162,290)
Total equipment, furniture & fittings	<u>31,092</u>	<u>33,774</u>
<i>Land &amp; buildings</i>		
At fair value	3,857,500	3,850,000
Accumulated depreciation	(112,025)	(52,829)
Total land & buildings	<u>3,745,475</u>	<u>3,797,171</u>
<i>Portable buildings</i>		
At cost	97,306	97,306
Accumulated depreciation	(7,298)	(5,352)
Total land & buildings	<u>90,008</u>	<u>91,954</u>
<i>Leasehold improvements</i>		
At cost	145,549	182,432
Accumulated depreciation	(52,164)	(75,215)
Total leasehold improvements	<u>93,385</u>	<u>107,217</u>
<i>Motor vehicles</i>		
At cost	311,654	321,896
Accumulated depreciation	(199,213)	(211,913)
Total motor vehicles	<u>112,441</u>	<u>109,983</u>
Total property, plant and equipment	<u><u>4,161,313</u></u>	<u><u>4,277,993</u></u>



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### NOTE 7: PROPERTY, PLANT AND EQUIPMENT (CONT)

In June 2015 an independent valuation of the Company's land and buildings was performed by FBP Consultancy to determine the fair value of the land and buildings. The valuation was determined on the basis of fair value for existing use as at 30 June 2015 for the land and buildings held at that time. The June 2015 valuation was \$3,850,000. The Company performs external valuations at least every three years. The Company measures buildings at fair value less any accumulated depreciation and impairment.

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	IT Software & Equipment	Equipment, Furniture & Fittings	Land & Buildings	Portable Buildings	Leasehold Improvements	Motor Vehicles	Total
2016	\$	\$	\$	\$	\$	\$	\$
Balance at the beginning of the year	279,501	44,616	3,850,000	93,905	79,864	217,969	4,565,855
Additions	40,312	-	-	-	41,993	-	82,305
Disposals	-	-	-	-	-	(33,079)	(33,079)
Depreciation expense	(181,919)	(10,842)	(52,829)	(1,951)	(14,640)	(74,907)	(337,088)
Carrying amount at the end of year	137,894	33,774	3,797,171	91,954	107,217	109,983	4,277,993
2017							
Balance at the beginning of the year	137,894	33,774	3,797,171	91,954	107,217	109,983	4,277,993
Additions	65,876	4,824	7,500	-	6,900	77,802	162,902
Disposals	(2,544)	-	-	-	-	(14,451)	(16,995)
Depreciation expense	(112,314)	(7,506)	(59,196)	(1,946)	(20,732)	(60,893)	(262,587)
Carrying amount at the end of year	88,912	31,092	3,745,475	90,008	93,385	112,441	4,161,313



## NORTHSIDE COMMUNITY SERVICE LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>NOTE 8: TRADE AND OTHER PAYABLES</b>			
Trade creditors		130,650	53,018
GST payable		-	9,147
Monies held for community groups		13,674	13,521
Other creditors and accrued expenses		230,570	156,135
	<b>8a</b>	<u>374,894</u>	<u>231,821</u>
<b>a. Financial liabilities at amortised cost classified as trade and other payables</b>			
Trade and other payables:			
Total current		374,894	231,821
Less: GST payables		-	(9,147)
Less: other creditors and accruals		(230,570)	(156,135)
Financial liabilities as trade and other payables	<b>17</b>	<u>144,324</u>	<u>66,539</u>
<b>NOTE 9: PROVISIONS</b>			
<b>CURRENT</b>			
Redundancies		-	16,369
Annual leave		353,695	372,222
Long service leave		20,004	18,384
		<u>373,699</u>	<u>406,975</u>
		<b>Employee Benefits \$</b>	<b>Total \$</b>
<b>Analysis of total provisions</b>			
Opening balance at 1 July 2016		406,975	406,975
Additional provisions raised during year		489,617	489,617
Amounts used		(522,893)	(522,893)
Balance at 30 June 2017		<u>373,699</u>	<u>373,699</u>

#### **Provision for employee benefits**

Provision for employee benefits represents amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service and commenced prior to the implementation of the ACT's portable long service leave scheme. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

There is no non-current portion for this provision amounts accrued for long service leave entitlements as employee's long service leave provision amounts are paid to the ACT Long Service Leave Authority. Any outstanding amounts to be paid are accrued within payroll liabilities.

## NORTHSIDE COMMUNITY SERVICE LIMITED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE	2017 \$	2016 Restated \$
<b>NOTE 10: INCOME IN ADVANCE</b>		
Enrolments in advance	6,448	11,804
Income in advance	290,557	297,238
	<u>297,005</u>	<u>309,042</u>
<b>NOTE 11: UNEARNED REVENUE</b>		
Grant income to be returned	217,695	295,953
	<u>217,695</u>	<u>295,953</u>
<b>NOTE 12: BORROWINGS</b>		
Loan – current	144,759	138,650
Loan – non-current	423,225	567,775
16	<u>567,984</u>	<u>706,425</u>

The loan is secured by the property at the early childhood education centre at Harrison, Canberra. Principal and interest repayments are made on a monthly basis, with a maximum residual of \$1,140,000 due in December 2018. Repayments made in excess of the required monthly repayments can be redrawn at anytime. The Company renegotiates the loan every 3 years.

**NOTE 13: KEY MANAGEMENT PERSONNEL COMPENSATION**

Any person having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity is considered key management personnel.

The total remuneration paid to key management personnel of the company during the year are as follows:

Employee benefits	<u>674,980</u>	<u>719,079</u>
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**NOTE 14: OTHER RELATED PARTY TRANSACTIONS**

Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel individually or collectively with their close family members.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated.

No related party transactions were conducted during the financial year ending 30 June 2017.

Certain amounts shown here do not correspond to the 2016 financial statements see Note 2 for details regarding the restatement.





## NORTHSIDE COMMUNITY SERVICE LIMITED

### Notes to the Financial Statements for the Year Ended 30 June 2017

	NOTE	2017 \$	2016 \$
<b>NOTE 15: COMMITMENTS</b>			
Commitments in relation to contracted programs funded by government grants received			
– due within 1 year		<u>15,000</u>	<u>80,099</u>

### NOTE 16: FINANCIAL RISK MANAGEMENT

The Company's financial instruments consist mainly of deposits with banks accounts receivable and payable, and borrowings.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139: *Financial Instruments: Recognition and Measurement* as detailed in the accounting policies to these financial statements, are as follows:

#### Financial assets

Cash and cash equivalents	5	891,435	975,703
Loans and receivables	6	<u>152,536</u>	<u>301,110</u>
<b>Total financial assets</b>		<u>1,043,971</u>	<u>1,276,813</u>

#### Financial liabilities

Financial liabilities at amortised cost:

– Trade and other payables	8a	144,324	66,539
– Borrowings	12	<u>567,984</u>	<u>706,425</u>
<b>Total financial liabilities</b>		<u>712,308</u>	<u>772,964</u>

### NOTE 17: FAIR VALUE MEASUREMENTS

The Company has the following assets, as set out in the table below, that are measured at fair value on a recurring basis after their initial recognition. The Company does not subsequently measure any liabilities at fair value on a recurring basis and has no assets or liabilities that are measured at fair value on a non-recurring basis

#### Recurring fair value measurements

*Property, plant and equipment*

Land & Buildings (i)	7	<u>3,745,475</u>	<u>3,797,171</u>
		<u>3,745,475</u>	<u>3,797,171</u>

(i) For land and buildings, the fair values are based on an external independent valuation performed in the 2014/15 financial year, which used comparable market data for similar properties, less accumulated depreciation.



## NORTHSIDE COMMUNITY SERVICE LIMITED

### Notes to the Financial Statements for the Year Ended 30 June 2017

NOTE	2017 \$	2016 \$
<b>NOTE 18: COMPANY DETAILS</b>		
The principal activities of the Company are the provision of a broad range of capacity building and community services including early childhood education, youth and family support, aged and disability care, housing and accommodation, and community development and support.		
The principal place of business is:		
Northside Community Service Limited		
Majura Community Centre		
2 Rosevear Place		
DICKSON, ACT, 2602		



## NORTHSIDE COMMUNITY SERVICE LIMITED

### Directors Declaration

The Directors of Northside Community Service Limited declare that:

The financial statements and notes, are in accordance with the *Australian Charities and Not-for-Profit Commission (ACNC) Act 2012* and:

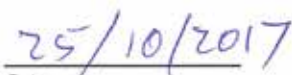
- a. comply with Australian Accounting Standards Reduced Disclosure Requirements; and
- b. give a true and fair view of the financial position as at 30 June 2017 and of the performance for the year ended on that date of the Company.

In the Directors' opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

  
Robert Knapp (Chair)

  
Pui Cheung

  
Date



## Independent auditor's report

To the members of Northside Community Service Limited

### Our opinion

In our opinion:

The accompanying financial report of Northside Community Service Limited (the Company) is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance for the year then ended
- (b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### What we have audited

The financial report comprises:

- the statement of financial position as at 30 June 2017
- the statement of comprehensive income for the year then ended
- the statement of changes in equity for the year then ended
- the statement of cash flows for the year then ended
- the notes to the financial statements, which include a summary of significant accounting policies
- the directors' declaration.

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

### Independence

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

### Other information

The directors are responsible for the other information. The other information obtained at the date of this auditor's report comprises the Directors Report included in the Financial Report, but does not include the financial report and our auditor's report thereon.

**PricewaterhouseCoopers, ABN 52 780 433 757**  
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T: + 61 2 6271 3000, F: + 61 2 6271 3999, [www.pwc.com.au](http://www.pwc.com.au)

Liability limited by a scheme approved under Professional Standards Legislation.



Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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#### *Responsibilities of the directors for the financial report*

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and *Australian Charities and Not-for-profits Commission (ACNC) Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

---

#### *Auditor's responsibilities for the audit of the financial report*

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

A stylized, handwritten signature in dark blue ink, which appears to read 'PricewaterhouseCoopers'.

PricewaterhouseCoopers

A stylized, handwritten signature in dark blue ink, which appears to read 'David Murphy'.

David Murphy  
Partner

Canberra  
25 October 2017









 @northsideACT

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 Northside Community Service

Northside Community Service  
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