

# ANNUAL REPORT 2020



GEORGES RIVER  
**LIFE CARE**



It is an absolute privilege for me as Chairman, to present the 2020 Annual Report for Georges River Life Care.

To say that 2020 was filled with many challenges and opportunities is an understatement. Australia experienced one of its most difficult disaster seasons; bushfires, floods and COVID-19, putting immense pressure on our economy and, more importantly, the mental stability of all Australians.

I was incredibly proud to witness the immediate and compassionate response from the team at Life Care as well as from our local community. In April we opened our Community Relief Centre, a space to store, prepare and distribute what would provide in excess of 1200 hampers to disadvantaged families impacted by COVID -19, a 400% increase from the previous year, alongside the expansion into the Liverpool area. We are indebted to the many volunteers for the considerable time and care taken in coordinating this operation. I am also overwhelmed by the generosity of our local community, who contribute grocery items week after week.

I would like to acknowledge that 2020 produced many great new partnerships; organisations that recognise Life Care as a quality, indispensable service provider and, as a result, are referring more and more vulnerable individuals and families for support, placing further demand on our services.

Despite a challenging year, Life Care was successful in securing funding for various projects from some new and existing partners. The Sisters of Charity Foundation kindly supported our programs associated with Domestic Violence, and The Community Foundation supported a number of programs with their COVID Relief funding. Federal Government funding allowed us to support clients with emergency financial relief. Notwithstanding the closures of our local clubs during 2020, we are incredibly grateful for the consistent support from Club Rivers in Riverwood and Club Central at Hurstville, who generously supported a number of our programs through the Club Grants initiative.

In a year of uncertainty and instability, the support of all our partners and financial supporters demonstrated their strong commitment to our mission: Supporting & Enriching the lives of people in our local community through caring and compassionate services. I am deeply grateful and thank you sincerely.

On behalf of Life Care I would like to thank our Board for their contribution and ongoing commitment as well as our dedicated and passionate frontline staff, for their enduring ethic throughout our most challenging year.

**Andrew Scipione AO**



# CEO Report

02

2020 was a year like no other. The nation experienced unprecedented bushfires that started at the end of 2019 and wiped out whole communities and, at the same time, we were learning of a new strain of virus that would eventually take over the world and change our lives forever. Locally we experienced an unparalleled response of generosity from the community at large as communities rallied together to support those in need.

In 2020 Life Care experienced a 400% increase in demand for food hampers. Almost half of this increased demand was met by the generous donation of food items by the local community. We also experienced a 200% increase in Case Management services, assisting people with complex issues that emerged as a result of the economic crisis which formed in the wake of the spread of COVID 19 and the subsequent shut down of whole industries.

At our planning meeting in early 2021 the staff reported all the wonderful achievements throughout 2020 – it was a staggering list that included so many great outcomes for our clients and our community.

A huge thank you to the Federal Government for Job Keeper which sustained us through a lean year of grants and fundraising. Their foresight in increasing our Emergency Relief budget also enabled us to help many more families struggling with loss of income.

A special thanks also goes out to our amazing staff and volunteers who responded brilliantly to the changing situation, they showed incredible flexibility and ingenuity which allowed us to continue supporting the vulnerable in our community through the most challenging of circumstances.

Our team has grown in many ways as a result of COVID. Most of all they have grown stronger relationships with people in our community and have developed a new agility in the way they face challenges and the escalating demand for services.

Partnerships are hugely important to us in achieving our outcomes. A special thank you to our massively generous financial partners and to organisations such as Food Bank, Good 360, Henry Schein, Hands & Feet, we and the community are indebted to your support.

**Glenn Power**



## JAN

ArtsLife Access launches new program with a showcase to three new Disability Service providers.



## FEB

ArtsLife showcases its Hip Hop workshop at the Club Rivers Community Street Fair.



## MAR

Sleeping Rough event goes online due to COVID restrictions. Participants raised over \$12,000 sleeping rough in their garages and under pergolas.



## APR

The Community Relief Centre is officially opened by Life Care's Chairman Andrew Scipione and Mayor Kevin Greene.



## MAY

Operations begin at Chipping Norton with food hampers being distributed to families and individuals in Warwick Farm.



## JUN

Donations of food and grocery items pour in as the local community rallies to support the Relief Centre.





ArtsLife Kids and ArtsLife Access physical workshops resume after some restrictions ease.

**JUL**

Our coffee and chat morning teas on fresh food hamper days are reintroduced after restrictions ease.

**AUG**

The demand for food continues to rise and our reports show a 255% increase in food hamper distribution from 2019

**SEP**

7 year volunteer Gail Lane is honored by David Coleman in the Banks Volunteer of the Year awards for her contribution to ArtsLife.

**OCT**

332 School Ready backpacks assembled and distributed to local public schools and community centres to help disadvantaged families.

**NOV**

Life Care holds 3 special Christmas events to distribute 160 Christmas Hampers, backpacks and gifts to families.

**DEC**

## Legal Advice Clinic

Our Legal Advice Clinic, operated by Steve Frost from Horizons Family Law carried out over 70 consultations in 2020.

Of these consultations 80% of clients were women, 50% of clients were experiencing or had been impacted by Domestic Violence. Over 50% of these clients were referred to Life care from St George DV and St George Family Support Services.

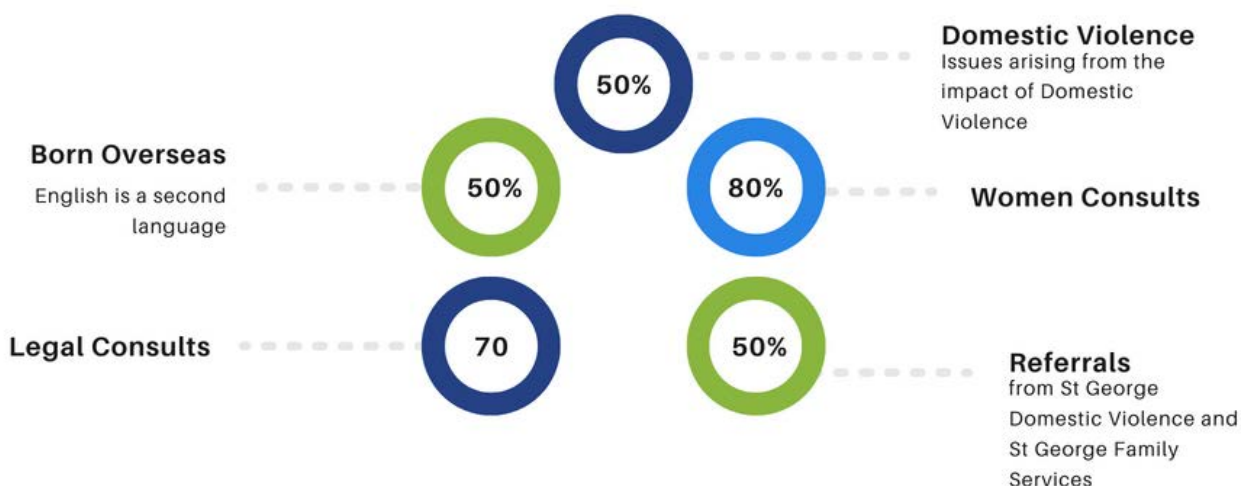
We are seeing an increase in clients that are born overseas; whereby English is their second language. Over 50% of clients reported that they were born overseas, predominantly from Asia and South America.

### Feedback

"Domestic Violence is such a daunting, difficult and emotional situation to go through and to know that someone would donate their time to assist a stranger to go through this is amazing."

"Steve is very compassionate and experienced. He is just cut out for it – just what I needed."

"I have been dealing with family law issues for a number of years. It is the best service I've had in all my years. Would definitely recommend these services."





### Case Management

The Case Work team were busier than ever in 2020, with an influx of new case work clients coming to Life Care, much of which was a result of the impact of COVID. We had 340 case management consults, a massive increase of 200% from the year prior.

Typically seeing clients for Emergency Relief leads us to finding a plethora of other areas that clients need support in. 2020 saw us advocate for clients in specific areas due to COVID, including advocacy with landlords and advising clients of their rights under emerging changes due to the pandemic, as well as advocacy with schools in relation to home schooling issues. Advocacy last year was also for clients who needed support with dealing with their employers and clients who had challenges with government services such as the Department of Housing, Legal Aid and the Department of Community and Justice (DCJ).

Referral to local services continues to be an important part of the case work role, with much of our work coming from services referring clients to us. One such example is DCJ, who in 2020 asked for Life Care's assistance with a family considered at risk.

Through the multifaceted services offered by Life Care, DCJ referred to us as we can meet the varying needs of families and provide a good framework of support. Namely, as case workers we were able to work with DCJ's case plan to facilitate this family's connections with Arts Life, Coffee and Chat, the Relief Centre and ER to reduce the concerns DCJ had about the welfare of the parent and children.

Much of our case work demographic in 2020 continued to be with clients who have suffered from family violence, which issues ranging from isolation, financial challenges and ongoing trauma, among many others. Though many of our women are out of immediate crisis by the time they are referred to Life Care, we find that the long term ramifications of FV require ongoing support.

Despite the physical separation that COVID brought to many of us, we somehow found a safe way to provide case work to our clients and increase our services in 2020 to many families needing support.

# Emergency Relief

We assisted 189 clients with Emergency Relief funding in 2020, helping people in financial distress with outstanding bills and food vouchers. Many clients came to see us due to unexpected financial crisis as a result of job loss and an economy that wasn't providing much employment.

Due to the range of services we offer at Life Care, 2020 saw a continuation of holistic service provision to meet the issues clients face. Beyond advocacy and ER, the case workers connect regularly with many of our clients who have suffered domestic violence as they frequent the Relief Centre and our fortnightly Coffee and Chat mornings. The opportunity for social connection to check in and be a listening ear can be an important part of the case work role for people who continue to struggle.





# Community Relief

08



In April 2020, Life Care's Community Relief Centre was opened by Mayor Kevin Greene and Andrew Sap in Peakhurst.

The Centre was opened to increase our capacity to provide families and individuals with access to food hampers. We began a fortnightly food service of quality fresh food from our partners, Hands & Feet. On alternate weeks we distributed pantry hampers that consisted of essential household items such as tinned food, pasta, rice, coffee, tea, longlife milk, toiletries and much more.

This new Centre allows us to support our community in more ways than ever before, during a crucial time when families and individuals are struggling with the financial burden and isolation due to COVID.

The Centre, run by a team of volunteers, also allows the community to make a contribution by way of donations of food and household essential items. This service is complementary to our other services such as Case Management, Legal Support, Emergency Relief and ArtsLife.

By July 2020, the demand for food hampers had increased by 300% and we began servicing Warwick Farm residents via our Chipping Norton site team volunteers. By September the demand further increased to 400% and we were distributing close to 50 hampers every week.

In September 2020, we recommenced our Coffee and Chat mornings to coincide with food hamper distribution, allowing visitors to have a barista made coffee in the warm, safe environment of our cafe, and providing the opportunity to build social connections.

## ArtsLife Kids

ArtsLife proved yet again to be a popular program in 2020.

We kicked off the year showcasing our Hip Hop workshops at the Club Rivers Street Festival.

In March 2020 due to COVID all of our group workshops had to cease. Our tutors began to produce online workshops at no charge, as a means of providing families with content that would help them through a difficult time in lock down. Our music tutoring went to Zoom lessons and most children transitioned well to online learning.

Our tutors did an incredible job in 2020 and are to be commended on their flexibility and commitment in what was a challenging year.

We had over 75 children registered in various workshops over the year and subsidies rose to 50% in Term 3 and 4, due to the impact of COVID on families in the community.



## Feedback

"It's a beautiful, friendly environment and people are so blessed to have found you guys."

"Thank you so much for everything this year, especially the videos during lockdown. You all really went above and beyond."

"I feel very privileged to be part of this community. My son absolutely loves his guitar lessons. We are very appreciative."

"My child has been challenged and pushed out of his comfort zone which has been good for him, resilience building and has given him a reference of things he had to do that weren't necessarily easy or made him nervous that he did and achieved."

"Tutors are fantastic and very professional. Great with kids."



## ArtsLife Access

Our Access program had a wonderful start in 2020, with an open day in January to showcase our program to several new Disability Service providers. As a result, all three service providers signed up to our fortnightly program: Sunnyfield Bexley, Sunnyfield Dulwich Hill and CASS Disability Services in Peakhurst.

We had to cease our program at the end of Term 1 due to COVID and our program facilitators took on the task of producing some wonderful online content for service providers to use in the centres to help ease the impact of the restrictions put in place.

In Term 3, we were able to recommence the program and saw record numbers of participants in each session. Our workshops ranged in different themes including the Olympics, Music, Movies and participants took a part in a special Red Carpet event which showcased their very own drama and production skills.

Many thanks to Club Central for their financial contribution through the Club Grants scheme in 2020.



## Feedback

"I cannot highly recommended this program enough! Not only as a carer do I enjoy watching my clients get involved, smile, have fun, try new things/activities, sensory etc, which just lights me up and I love it."

"Our participants are excited to attend ArtsLife every fortnight, and are beaming when they arrive back and tell us all about it, that in itself reflects what a good job the teachers at ArtsLife are doing."

"It was such a pleasure for our group to be a part of this experience. We cannot wait for what's in store next year!"



# Other Passion led services

## Parenting

In 2020, Life Care ran 10 programs with over 85 participants. Courses included 1-2-3 Magic, Circle of Security, Engaging Adolescents and a new program called No Scaredy Cats.

2020 was a challenging year for parenting, with COVID-19 resulting in most children at home during lock down. This presented opportunities for parenting guidance beyond our programs.

Our Parenting Facilitator undertook a research project in 2020 to determine the needs of the local community and to realign our parenting program to our mission and values. As a result, in Term 4, we ran 3 programs, offering 1 online with over 50% of spaces subsidised to disadvantaged families. In addition we trialled some one-to-one parent coaching sessions and received very positive feedback. We made some great connections and referrals to other service providers and organisations.

### Feedback

"1-2-3 Magic was truly life changing. I feel like with the support I received and the tools I now have. I have a handle on parenting my kids again..."

"Circle of Security has taught me many tips and techniques to help me become a better parent and develop stronger relationships with my children..."

## Autism Support

2020 was a disruptive year for everyone. During the COVID lock-down many services like schools, therapies and programmes suddenly closed their doors. Families were left to organise and manage remote home schooling and, if available, Zoom sessions for therapy and other programmes. In homes where any respite is essential for the mental health of the parents, families found themselves extremely challenged.

Autism Support held Zoom meetings which were accessed by around 20 families. We were able to share experiences and keep in contact whilst waiting for restrictions to lift. Some new parents joined at this time. Life Care also launched a new Autism Support Facebook page where useful information on the NDIS and disability services can be accessed and archived.

Our mailing list includes 60 families, with approximately 25 families attending one or more meetings in the last 12 months. We had a number of new families with pre-school children join. We also had a lunch for mothers and their teenage daughters. A lawyer from Owen Hodge gave us a presentation on special Disability Trusts, Wills and Guardianship.

We are in the process of getting meetings back to normal, albeit under COVID safe practices, engaging a psychologist to run some focus groups at Life Care and inviting more guest speakers for topics of interest to the families.

# 2020 Financials

12

## GEORGES RIVER LIFE CARE LIMITED

ABN 41 293 074 701

### STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2020

	NOTE	2020 \$	2019 \$
<b><u>CURRENT ASSETS</u></b>			
Cash Assets	2	238,623	154,734
Receivables	3	<u>6,558</u>	<u>6,171</u>
<b>TOTAL CURRENT ASSETS</b>		<u>245,181</u>	<u>160,904</u>
<b><u>TOTAL ASSETS</u></b>		<u>245,181</u>	<u>160,904</u>
<b><u>CURRENT LIABILITIES</u></b>			
Payables	4	<u>13,909</u>	<u>16,613</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>13,909</u>	<u>16,613</u>
<b><u>TOTAL LIABILITIES</u></b>		<u>13,909</u>	<u>16,613</u>
<b><u>NET ASSETS</u></b>		<u>\$ 231,272</u>	<u>\$ 144,291</u>
<b><u>ACCUMULATED FUNDS AND RESERVES</u></b>			
Accumulated Funds	5	193,216	104,437
Reserves - Grants Unspent	6	<u>38,056</u>	<u>39,854</u>
<b><u>TOTAL ACCUMULATED FUNDS</u></b>		<u>\$ 231,272</u>	<u>\$ 144,291</u>

This statement should be read in conjunction with the notes attached

# 2020 Financials

## GEORGES RIVER LIFE CARE LIMITED NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

### NOTE 9 SEGMENT INFORMATION (PROJECT INCOME & EXPENDITURE):

	Autism Support	Parenting	Counselling	Legal	Emergency Relief	Grandparents	Fundraising & Marketing	Appeal	General	Food Bank	Arts Life	Arts Life Access	Life Care Women	Care	Strength	Mens Group	Total
<b>INCOME</b>																	
General Donations																	133,529
Course Donations		4,403						76,444	55,085	1,000		1,876		1,000			6,279
Craft Donations									250								260
Counselling Subsidised			400														400
Counselling Receipts			320														320
Grants - Other					49,102				27,500			9,000		20,000			105,602
Function Donations									12,211								12,211
Deposit Interest									1,613								1,613
Dance Fees											6,710						6,710
Dance Fees Subsidised											200						200
Music Tuition											29,880						29,880
Music Tuition Subsidised											400						400
Visual Arts											300						300
Sundry Income									333								333
Jackkeeper Subsidy									135,000								135,000
Castflow Boost Subsidy									29,358								29,358
<b>TOTAL INCOME</b>	-	4,403	720	-	49,102	-	-	76,444	261,350	1,000	37,490	11,276	-	21,000	-	-	462,784
<b>EXPENSES</b>																	
Staffing	2,414	25,745						6,764	15,301		14,460	66,622	76	65,285		852	197,519
Printing and Stationery		346		45					784		105	70		45		36	1,442
Books and Subscriptions		468							331		96	729	215	185		133	799
Catering and Supplies		383			600	116			722	14,117	4,124	26		2,055			17,295
Equipment Purchases									25,502		150	50		150			31,707
Utilities/Rent		100		150					74		1319						674
Miscellaneous									1,319								1,319
Insurance									1,756								1,756
Superannuation		2,960						491			3,058	5,235		6,170	7,000		17,614
Contractors			2,125	10,800							39,830						69,765
Transport									67					234			301
Emergency Relief					44,371												44,371
Bad Debt Written Off											1,040						1,040
Other Fees								6	207								213
<b>TOTAL EXPENSES</b>	2,414	29,702	2,125	10,995	44,971	116	7,295	6	46,073	14,117	62,863	72,732	291	74,124	7,000	1,021	376,804
<b>SURPLUS / (DEFICIT)</b>	<b>(2,414)</b>	<b>(25,299)</b>	<b>(1,405)</b>	<b>(10,995)</b>	<b>4,131</b>	<b>(116)</b>	<b>(7,265)</b>	<b>76,438</b>	<b>215,277</b>	<b>(13,117)</b>	<b>(25,373)</b>	<b>(61,456)</b>	<b>(291)</b>	<b>(63,124)</b>	<b>(7,000)</b>	<b>(1,021)</b>	<b>86,980</b>



# 2020 Financials

14



CHARTERED ACCOUNTANTS  
AUSTRALIA + NEW ZEALAND

## SHEDDEN & GREEN PARTNERS

ABN 43 723 342 276

### INDEPENDENT AUDIT REPORT

To: The Members of Georges River Life Care Ltd

#### **Report on the Audit of the Financial Report**

We have audited the financial report of Georges River Life Care Ltd, which comprises the Statement of Financial Position as at 31<sup>st</sup> December 2020, Income Statement, Statement of Cash Flows and Notes to the Accounts.

In our opinion the financial report of Georges River Life Care Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 31<sup>st</sup> December 2020 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent required for special purpose financial reports, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### **Basis for opinion**

We conducted the 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 registered entity in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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.

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

#### **Responsibility of Those Charged with Governance for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation of the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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*Liability limited by a scheme approved under Professional Standards Legislation*



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

## **Auditor's Responsibilities for the Audit of the Financial Report**

The audit 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. As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' 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 registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the audit opinion. Our conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the registered 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 those charged with governance 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 the audit.



Shedden & Green Partners  
David C Shedden FCA – Partner

Dated: 13<sup>th</sup> April 2021  
Miranda NSW



# 2020 Supporters

16

**Life Care would like to thank the following organisations for their support and contributions in 2020:**

- Sisters of Charity Foundation
- Club Rivers, Riverwood
- Club Central, Hurstville
- Australian Communities Foundation
- Henry Schein Australia
- St Declans Parish, Penshurst
- Oatley Lions Club