

**NRSDC**  
**ANNUAL**  
**REPORT**  
**2008-2009**



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## OUR MISSION

Northern Rivers Social Development Council (NRSDC) is a community-based not-for-profit organisation that promotes fairness and social inclusion in the Northern Rivers region of NSW.

We represent and strengthen communities and services by:

- Providing opportunities and services to alleviate disadvantage
- Engaging in advocacy and promotion
- Informing and educating people, organisations and government
- Encouraging partnerships
- Undertaking research and planning for future needs.

## OUR VISION

***'Together in a Fair Community'***

## OUR VALUES

We apply the following values when we work with our community, clients, partners, stakeholders and staff:

<b>INTEGRITY</b>	We will act honestly, openly, consistently and in accordance with the aims of NRSDC.
<b>RESPECT</b>	We will value the expertise, knowledge and opinions of others.
<b>EMPOWERMENT</b>	We will work to increase the capacity of individuals, communities and organisations to become more self-reliant.
<b>FAIRNESS</b>	We will promote equity and justice when dealing with others.
<b>COLLABORATION</b>	We will work in partnership to promote the best result for everyone.
<b>INCLUSION</b>	We value diversity and will work to ensure that the benefits of prosperity are shared by all.

## ACKNOWLEDGMENT OF INDIGENOUS CUSTODIANS

NRSDC acknowledges the Bundjalung, Arakwal, Gumbaingirr and Yaegel peoples who are the traditional custodians of the land that comprises the Northern Rivers.

## OUR HISTORY

NRSDC was formed in 1976 when a strong group of local people came together to identify ways of improving and developing the communities of the Far North Coast of NSW and the Northern Rivers region.

NRSDC was incorporated in 1985 and with a dedicated and committed management committee has, over 20 years, built the services and programs that make up our organisation today.

Our work is grounded in our community, and seeks to identify and strengthen the many community resources of our region.

## DIVERSITY STATEMENT

NRSDC will continue to build its capacity to work effectively and equitably to improve the quality of life of people across the region. We recognise the diversity of communities and respect their cultural, linguistic, sexual, ethnic and religious differences. We acknowledge, and will continue to work with, Indigenous communities of the region to ensure that Indigenous people can attend to their cultural business and build healthy communities.

## HOW WE WORK

We recognise that, despite the many positive attributes of the Northern Rivers, many people within our community experience significant disadvantage. Unemployment and underemployment in the region is significantly higher than average, while incomes are significantly lower than average. Communities in the region are further disadvantaged by a lack of infrastructure such as affordable housing and transport options.

NRSDC aims to alleviate the high level of disadvantage within the region by providing services directly to community members in need, and providing support to other agencies that work with vulnerable and disadvantaged people. Our advocacy, sector development and training activity is intended to build a well resourced and effective service system to support vulnerable people within the community.

NRSDC has adopted a strengths-based, non-stigmatising approach in our work with vulnerable people and communities. This recognises that the best and most sustained outcomes are achieved through services and programs that are not perceived as traditional targeted welfare services. Where possible our programs and services avoid explicit entry criteria and are promoted and delivered in ways that encourage the participation of vulnerable and at risk people.

## BOARD MEMBERS – 30 JUNE 2009

<b>Margaret Barnes</b>	President
<b>Michelle McCartney</b>	Vice President
<b>Derek Unterburger</b>	Treasurer
<b>Paul Cruikshank</b>	Ordinary Member
<b>Susan Howland</b>	Ordinary Member
<b>Tony Dreise</b>	Ordinary Member
<b>Tony Davies</b>	Secretary

## STAFF MEMBERS – 30 JUNE 2009

<b>Pamela Ashton</b>	Family Planning Receptionist
<b>Jenni Beetson-Mortimer</b>	HACC Development Manager
<b>Katherine Beck</b>	Abuse of Older Adults Project Officer
<b>Bianca Bright</b>	Youth Programs Case Manager
<b>Andrea Brooks</b>	Family Planning Nurse
<b>Tony Butcher</b>	Reconnect Case Manager, Casino/Kyogle
<b>Donna Byer-Smith</b>	Administration/Executive Assistant; Acting Training Coordinator
<b>Debbie Clark</b>	Family Planning Receptionist
<b>Tony Davies</b>	CEO
<b>Ron Davis</b>	Family Planning Coordinator
<b>Kay Davison</b>	Family Planning Receptionist
<b>Trish Evans</b>	Affordable Housing Project Officer
<b>Trudi Fehrenbach</b>	Reconnect Case Manager, Ballina/Byron Bay
<b>Shaz Gillett</b>	Youth Programs Case Manager
<b>Kate Geary</b>	Transport Project Assistant
<b>Francesca Hart</b>	HACC Fees Research Officer
<b>Jane Henderson</b>	Reconnect Case Manager, Tweed
<b>Marlene Herne</b>	Family Planning Receptionist
<b>Kerrilee Lake</b>	Family Planning Doctor
<b>Gabrielle Lavis</b>	Administration Trainee
<b>Linda Lomman</b>	Public Transport Development Officer
<b>Nicola Mercer</b>	Youth Programs Case Manager
<b>Sion Minnecon</b>	Youth Programs Case Manager
<b>Jan Ousby</b>	Family Planning Nurse
<b>Brett Paradise</b>	Youth Programs Regional Manager
<b>Denise Pearson</b>	Family Planning Nurse
<b>Jane Reffell</b>	Family Planning Doctor
<b>Gillian Smith</b>	Family Planning Doctor
<b>Kerry Stanwell</b>	Family Planning Doctor
<b>Kate Taylor</b>	Family Planning Receptionist
<b>Carla Tipping</b>	Lismore Community Garden Site Manager
<b>Vivienne Watt</b>	Finance Officer
<b>Michelle Walsh</b>	Family Planning Doctor
<b>Bec White</b>	Reconnect Case Manager, Grafton
<b>Chris Wilson</b>	Regional Community Services Project Officer
<b>Linda Wirf</b>	Lismore Community Garden Project Officer

## PRESIDENT'S REPORT

The Board of NRSDC is responsible for the highest level of decision making in the organisation. We have the responsibility to articulate and communicate the vision, and to define the parameters within which NRSDC will carry out its work. The continued challenges faced by the Board of a not-for-profit organisation call for a dedicated and professional group of people who bring to the table the skills sets required. Thank you to my fellow Board members - Susan Howland, Derek Unterburger, Tony Dreise, Michelle McCartney, Paul Cruikshank, and Tony Davies for guiding NRSDC over the past year – an exceptional group of people to be working with.

Annual General Meeting's (AGM's) are a time to report and reflect on the work of the organisation over the previous 12 months. I encourage you to read the annual report and to congratulate our staff members for moving forward and engaging our clients and stakeholders in achieving high level outcomes during an economically exposed and difficult year.

At the 2007 AGM, we agreed to recognise the substantial history at NRSDC by creating the category of Life Membership. At the 2008 AGM we acknowledged the work of Pat Martyn, Mollie Strong and Hazel Bridget who helped to lay the foundations of what we have today by awarding them life membership to NRSDC. When they were on the Board, the time commitment was much greater than what is required of our Board today. On top of their governance accountabilities, they were responsible for staff recruitment, supervision of staff and programs, advocacy, media, finding premises, searching for funding and much more.

Today, while the responsibilities remain, the functions are carried out by our CEO Tony Davies. The CEO of NRSDC is also the Secretary to the Board. Tony's support and hard work has enabled the Board to fulfil its mission of achieving the goals of the 2006/2009 strategic plan. Tony has capably sustained and lead the organisation to grow beyond this plan. On behalf of my fellow Board members, thank you.

I have been a Board member of NRSDC for the past four years, and President for the last year. This has been an extremely rewarding experience, and taking on the job of President was made easy through the wisdom and complete professionalism of our past president, and now Mayor of Lismore, Jenny Dowell.

I encourage everyone to consider being involved on a not-for-profit Board. The work is at times challenging, however the learning is rich. Regrettably, as my personal life and work has taken me to other parts of the country, I am standing down from the Board of the NRSDC.

I wish the new Board well and encourage the team at NRSDC to continue into the future with a strong collegial drive.

**Marg Barnes**  
**President**  
**2008-2009**

# CEO'S REPORT

2008–2009 has been another exciting and challenging year for NRSDC and our region; the Northern Rivers of New South Wales.

NRSDC continued to grow our role in the region - taking on new services, increasing our advocacy activities and continuing our important sector development work. As always, our aim is to ensure that we achieve genuine improvements for vulnerable community members in the Northern Rivers.

In 2008-2009 we had a strong focus on developing relationships. We commenced work on the Lismore Community Farm, in partnership with Rainbow Region Community Farms. In conjunction with the North Coast Institute of TAFE, we gained funding to commence development of an Aboriginal Employment Strategy for community services. NRSDC has also formalised a 'Memorandum of Understanding' with Southern Cross University and have commenced working with the University on a range of projects, including the establishment of a centre for Regional and Rural Social Policy.

Our commitment to service delivery increased with the establishment of the 'Getting it Together' program for young people who are managing issues related to substance abuse.

We continued our advocacy role through participation in regional planning forums (e.g. the Human Services Subcommittee of New South Wales Government Regional Coordination Management Group), and representing our region at a state level through the NSW Council Of Social Services (NCOSS) Regional Forum, the Federation of Non-Government Agencies, the NSW Home and Community

Care (HACC) Issues Forum and the NCOSS Transport Advisory Group.

A highlight of the year was our complex needs conference, Turning the Tide, held at Kingscliff in October. The conference featured stimulating presentations from international, national and local experts. An outstanding feature of the conference was the quality of presentations by practitioners and researchers from within the region. These presentations demonstrated that we have people and programs within the region that equal best practice from across the country.

As always, strong commitment and teamwork has been essential to our achievements over the year with all members of staff working energetically and enthusiastically to deliver better results for the community. I am extremely grateful to all staff members for their contribution to a successful year.

I would also like to thank the Board for their skill, dedication and their support to NRSDC over the past year. Every member of the Board has made great contribution to the organisation and we are all very grateful for their generosity with their time and expertise. I would particularly like to thank our President, Marg Barnes, who has very capably guided the organisation and provided support to the Board and staff.

I look forward to continuing our valuable work over the coming year.

**Tony Davies**  
CEO

## TREASURER'S REPORT

It is with great pleasure I present on behalf of the Board the 2008/09 Financial Statements. NRSDC has produced a solid result and has continued to manage its finances in a prudent manner.

NRSDC's financial objective as a not for profit organisation is to appropriately expend funds granted while maintaining employee entitlements and the real value of our equity. This requires NRSDC to make adequate provisions for employee leave and redundancy and to also generate a surplus such that the real value (after accounting for inflation) of our equity is maintained or increased over time. This means NRSDC is in the best position possible to continue to provide community services long into the future.

NRSDC produced a small surplus of \$6,617 increasing member's equity to \$237,381. This is a positive result though less than the budgeted surplus of \$18,000.

There are no significant items of mention this financial year apart from the fact that our major asset, 22 Cathcart Street was not revalued during the period so no changes are reflected in the balance sheet. NRSDC has maintained its redundancy provision at 2008 levels as this is still considered conservative given the current environment.

**Derek Unterburger**  
Treasurer

## YOUTH PROGRAMS

NRSDC Youth Programs provide opportunities, choice and support to vulnerable young people and their families across the Northern Rivers. We work in partnership with other services to build the resilience of young people and to strengthen the capacity of the service system.

During 2008-2009 our case managers worked closely with related agencies including the Department of Community Services (DoCS), Child and Adolescent Mental Health, schools, Juvenile Justice, ACON, Centrelink, housing support services, other youth agencies, family support services and therapists, to provide integrated case management and support to young people and their carers.

### During 2008-2009 NRSDC operated the following youth programs:

#### **Northern Rivers Reconnect**

Reconnect works with young people that are homeless or at risk of being homeless, and their families. Reconnect operates across the Northern Rivers with case managers located in the Clarence Valley, Richmond Valley, Lismore, Ballina and Tweed.

Reconnect is funded by the Federal Department of Family and Housing, Community Service and Indigenous Affairs (FaHCSIA).

In the twelve months to June 2009 Reconnect case managers provided support to over 300 young people and their families.

### CASE STUDY NRSDC Youth Programs

*A 16 year old was referred to NRSDC by a Juvenile Justice Youth Conference Convener. The young person was living independently because his father was in jail. Juvenile Justice was involved with the client as he was facing a charge of Affray. He was at risk of eviction from his rental premises, and poor school attendance meant that his results were declining. The young person also faced a range of health and wellbeing issues.*

*After discussion with the client and Juvenile Justice, the NRSDC Case Manager was able to provide financial aid to help him to maintain his rental tenancy while awaiting Centrelink assessment. The Case Manager also approached real estate agents who agreed to allow the client to continue to stay in his unit, with the knowledge that several services were working collaboratively to support him.*

*A Youth Conference was convened to address the charge of Affray. This led to the development of a positive plan to coordinate and combine support networks for the client.*

*The School Counsellor, Department of Education staff and the client's mother were contacted and participated in a second case conference regarding the client's many other issues. This conference formalised a support plan which has since been implemented.*

*The client's schooling has improved and he is now boarding with other people, instead of living alone. Reconnect provided ongoing case management and counselling. The client states that he "...feels supported and more positive about his future".*

#### **Getting it Together (GIT)**

The Getting it Together program provides intensive support and case management to 12-18 year olds with alcohol and/or other drug misuse issues. The program aims to reduce alcohol and drug misuse and to build self-esteem, personal growth and life skills. The GIT client group includes a target of 50% Aboriginal young people

and a significant proportion of people with complex and multiple needs. GIT is funded by the NSW Department of Community Services' Alcohol and Other Drugs Program.

In the twelve months to June 2009 GIT case managers provided support to 75 young people and their families.

### Rock and Water

The Rock and Water program is an anti-violence and anti-bullying strategy for young people in the Ballina area. Rock and Water works with schools to encourage and support the delivery of the program, and to evaluate its effectiveness. NRSDC Youth Programs staff provide training and support to teachers in the school where the

program operates. They also directly deliver support to vulnerable young people who are disengaged from the school system to help build resilience and prevent anti-social behaviour.

Rock and Water is funded by the NSW Department of Community Services' *Area Assistance Scheme*.

### Youth Sector Development

The NRSDC Youth Sector Development project aims to build the capacity of youth services across the Northern Rivers to work more effectively with vulnerable and at risk young people.

The project has two elements:

1. *Needs analysis and planning.* During 2008-2009 NRSDC staff, and a consultant, worked closely with youth services from across the region to develop a regional needs analysis for vulnerable and at risk young people. From this needs analysis, a strategic plan is being developed for the youth sector in the region.

2. *Networking and training.* In response to the needs analysis, NRSDC will be facilitating a regional network of youth services in 2009-2010 and beyond. The network will enable services that work with young people to improve support client support through better communication with other agencies, including sharing of information on good practice. NRSDC will also be providing training to strengthen the ability of youth services to engage and work with at risk young people.

This project is funded by the NSW Department of Community Services' *Better Futures Program*.

## 2008 – 09 HIGHLIGHTS

- Consultations were held across the region to identify priorities for the regional youth plan.
- The introduction of the 'Getting It Together' (GIT) Alcohol and other Drug program in the Ballina, Byron, Lismore, Casino and Kyogle local government areas.
- Collaborations with other youth agencies such as Mid Richmond Neighbourhood Centre and Ballina District Community Services Association to deliver programs to young people in the Aboriginal communities of Cabbage Tree Island and Coraki.

## 2009 – 10 PRIORITIES

- Build our capacity to meet the needs of Aboriginal and Torres Strait Islanders.
- Improve communication and productivity of youth agencies across the region by initiating the development of a Far North Coast Region Youth Inter-agency.
- Seek, encourage and develop formalised partnerships to attract new youth and family funding and training opportunities for services within and across the region.
- Encourage and participate in high-school programs that build resilience in young people, including Rock and Water, Love Bites and Expect Respect. Continue to facilitate these programs for young people who would otherwise not have access to the programs - including young people disengaged from schools.
- Implement youth worker training in sport & recreational skills. The goal of the program is to develop the skills of Youth Workers in the Far North Coast NSW and to introduce physical activity sessions to disadvantaged young people. The program aims to promote education of drug and alcohol, healthy eating and respectful relationships through the use of physical activities.

## TRANSPORT DEVELOPMENT PROJECT

The Transport Development Project (TDP) is a regional initiative to reduce transport disadvantage and improve access to affordable transport options for residents of the Northern Rivers. The project aims to develop relevant, effective, affordable, publicly available and accessible transport services and infrastructure in the region. TDP is funded by the NSW Ministry of Transport.

*Project activities include:*

- Provision of information to individuals and community services about available transport options and concessions. This includes developing Transport Information Pages for the local telephone directory and the Northern Rivers transport information website: [www.goingplaces.org.au](http://www.goingplaces.org.au).
- Advocacy for resources to reduce transport disadvantage in the region. This includes working with local and state governments to improve transport planning and access.
- Needs analysis and service development – including consultation with community transport providers and development of recommendations to improve transport for people experiencing transport disadvantage.
- Support and assistance for transport stakeholders, including local government community transport organisations.

### CASE STUDY NRSDC Transport Development Project

*The journey from Kyogle to Casino by bus is a beautiful but expensive one. "Alex" and two of her friends have been making this trip three times a week for the past semester to access post-school training provided by a local disability service. Alex has been enjoying this training and has been feeling more and more positive about her future; never certain for young people living in rural areas, and more so for a person with a disability. The school bus driver has watched Alex grow from a primary school child to a young person moving out into the world. Unfortunately, Alex has been finding it increasingly hard to go to the training, as her only income is a Disability Support Pension and bus fares in the country are very expensive.*

*Alex's support worker, Lindsay, has been worried about Alex's attendance which has been slowly dropping off. After a cup of tea with Alex, Lindsay remembers reading about a new \$2.50 fare in the NRSDC e-newsletter and contacts the organisation. Alex and her friends are all eligible for the new Regional Excursion Daily (RED). The TDP provides Lindsay with all the information she needs to help Alex and her friends access the cheaper fare. The TDP works with the bus company and driver to ensure they provide and promote the RED ticket. There has been confusion among the operators about the ticket and who should provide it.*

*Alex is back at training with renewed enthusiasm and is looking forward to completing the course and finding employment. Lindsay has been working with other clients across her service to ensure they also access the RED ticket.*

## 2008 – 09 HIGHLIGHTS

### *Transport Information:*

The successful redevelopment of [www.goingplaces.org.au](http://www.goingplaces.org.au) transport information website in a user friendly, easily updated format.

- Funding for two more editions of the Transport Information Pages has been received from the Ministry of Transport. A second edition of the pages was updated for the 09/10 North Coast Telephone Directory and distributed during April/May 2009.
- *Moving People...09* was another successful transport promotion week held in the Clarence Valley. This year's promotion saw great coverage in the local media and focussed on active transport.
- *The Clarence Valley Moving People* guide has also been updated, and distribution to community facilities has commenced.

### *Other highlights include:*

- Invitation from Northern Rivers & Tweed/Byron/Ballina Community Transport to assist them in the development of a coordinated approach to long distance transport in partnership with the Department of Disability, Aging & Home Care and

the Ministry of Transport. Initial work on this led to MoT funding NRSDC to conduct a scoping and research study with a view to implementing relevant recommendations.

- Participation in the newly formed Climate Change Collaboration, an agreement between Northern Rivers' major State and Local Government agencies and other non-government organisations to progress and support climate change initiatives. This participation has seen the initial work on a regional Transport Options Plan, the development of a Regional Travel to Work & Study Survey and an increased partnership between the TDP and the North Coast Area Health Service's Health Promotion Unit.
- The rollout of the Regional Car Pooling Project across the region.
- Invitation and participation in the Ministerial Advisory Committee's consultations on 'Liveable Communities'.
- The redevelopment of NCOSS' Transport Policy Advisory Group and a strategic approach to the group's work and its advocacy role in responding to State Government reviews, plans and the 2010 election.

## 2009 – 10 PRIORITIES

- Work with stakeholders to identify, develop and implement innovative new service delivery models for transport disadvantaged people in regional and rural areas.
- Continued provision of transport information to people who are transport disadvantaged.
- Continued transport promotional activities across the region.
- Implementation and analysis of the Regional Travel to Work & Study Survey.
- Continued support for transport planning in the region, including support for Local Government Transport Committees and the development of the Regional Transport Options Plan.



## AFFORDABLE HOUSING PROJECT

2008-2009 was the final year of this three year project to increase the supply of affordable housing in the region through identifying, researching and trialing housing models and attracting affordable housing investment. This project was funded by the NSW Department of Community Services through the *Area Assistance Scheme*.

This last year of the project has been an historic year for housing policy. Unprecedented government intervention, matched with enabling funds, has affected an increase to the supply of housing across the continuum of tenures from homelessness to home purchase.

The Affordable Housing Development Project has worked hard during this period to ensure that this region has been a part of the policy shift and is identified by State and Commonwealth government policy makers as an area of high growth, and high housing need. There is also significant local potential to contribute to practical responses to homelessness and to work in partnership to influence the supply of affordable rental housing.

Due to a small budget surplus, the project will continue in a reduced capacity until September 2009. NRSDC will be seeking further funds to continue the work of this project with a focus on addressing the high rates of homelessness in the Northern Rivers.

### 2008 – 09 HIGHLIGHTS

- Establishment of the Northern Rivers Housing Forum (see the little green *Monopoly* house on the NRSDC home page: [www.nrsdc.org.au](http://www.nrsdc.org.au)). Membership now exceeds 100 and spans the seven local government areas of the region. It comprises government and non-government agencies and individuals who share the common goal of improving outcomes for homeless people in the region, and addressing the growing shortage of affordable housing.
- Continued work with local government across the region towards the development of affordable housing policies and strategies. Six out of seven councils across the region have engaged directly with the project, seeking support in housing strategy development and/or information on local housing conditions.
- Invited to participate in the National Housing Summit workshop on the National Rental Affordability Scheme. The Summit group, convened by Professor Julian Disney, has been instrumental in the government's adoption of a private rental development incentive scheme. More recently it has requested government target high need locations rather than use a competitive tendering approach to incentive allocation.
- Invited to present to a Hearing of the NSW Parliamentary Inquiry into Homelessness & Low Cost Rental Housing which provided the opportunity to highlight homelessness and housing supply issues in our region and promote a government strategy to establish and support an Affordable Housing Development industry in NSW.
- An extensive network of housing and support service providers (local and external), housing professionals, government policy makers, and housing academics which will support the work of NRSDC's proposed Regional Housing and Homelessness Project should its funding bids be successful.

# REGIONAL COMMUNITY SERVICES DEVELOPMENT PROJECT

*"Building and sustaining the capacity of the community services sector through advocacy and policy development."*

The goals of the Regional Community Services Development (RCS D) Project include building strong communities that are well informed, well resourced and well connected. Within these communities equity and diversity will also be embraced.

## 2008 – 09 HIGHLIGHTS

- NRSDC is helping funded community service organisations to trial new technology developed by Infoxchange Australia to assist older people and people with disabilities to navigate the 'Service Maze' – the often confusing range of health and welfare services on offer. The S2S System is a web-based electronic referral and service coordination system.
- To support the management capacity of the sector, NRSDC has established a network of Bookkeepers and Finance Officers who meet bi-monthly. The network is designed specifically to support the finance operations of not-for-profit community services. To assist this network, an online discussion has recently been setup on the NRSDC website.

- Several trials of the system, involving over 60 organisations, have been established on the North Coast of New South Wales to assess whether the technology assists in improving communication between service providers, and produces better outcomes for their clients through improved service coordination. Two trials, in Kempsey and Ballina, have been completed, one trial is continuing in the Clarence Valley, and a respite coordination trial has moved to an operational phase.

### What S2S users have said:

***"I often refer clients to Meals on Wheels. With S2S it is very easy to make a referral. I get a quick response back to say they have acknowledged my referral and information about the referral is logged on the client record for future reference."***

***"We receive many requests for Meals on Wheels services from many different agencies. We like receiving referrals through the S2S system as the information is typed and easy to read. Clear information means fewer mistakes and less phone calls to sort things out."***

What finance officers have said about the network:

***"I think isolation is the most stressful part of an NGO bookkeeper/finance officer's job and this network can help a lot with that."***

***"I get useful ideas and feedback just from listening to how other organisations operate. Great for connections with other services."***

***"I find the network meetings very informative and supportive as all the other people there are doing the same kind of work and may have better ideas or tools to make our job easier."***

- NRSDC email newsletter continues to inform the social and community services sector in the region. The newsletter is sent to over 600 recipients. Around 40 new articles are added to each issue which is sent twice a month. Articles cover topics such as training, events, positions vacant, general news and tips of interest to the social and community services sector.

The Regional Community Services Development project is funded by the NSW Department of Community Services.

## CASE STUDY S2S TECHNOLOGY

*"Beryl" is 71 years old and living independently. Her lifelong partner, "Stan", recently passed away, so Beryl is doing the best she can at home. Things were going alright until her fall, which resulted in a short stay in hospital. When Beryl was discharged, the discharge planner checked if Beryl was listed in the S2S system. Fortunately, Beryl's details had been entered by an Aged Care Assessment Team worker three months earlier. Her service history revealed she receives a Meals on Wheels service as well as a regular community transport shopping service. The discharge planner was relieved to discover this information, as Beryl hadn't told her she was receiving these services. It saved her much time in wasted phone calls and paperwork. The discharge planner was concerned Beryl would not be able to do house maintenance tasks due to her injury and so referred Beryl to a Home Maintenance service. A few days later the discharge planner received an email indicating that Beryl was now receiving a home maintenance service one day a week. Prior to the introduction of the S2S system, the discharge planner would never receive feedback from the referrals she had made.*

## LISMORE AND KYOGLE FAMILY PLANNING SERVICE

Lismore/Kyogle Family Planning Service (LKFPS) provides free high quality, confidential and professional reproductive and sexual health services to low income and disadvantaged people in Lismore and Kyogle. The service involves community health services, Acon, Women's Health, and specialist sexual health services, and is a key sexual health provider to young people in the Lismore and Kyogle area.

LKFPS compliments existing medical and community based services in their respective areas. All medical consultations are provided at no cost to the client. The Service is supported by funding from the North Coast Area Health Service (NCAHS).

### 2008 – 09 HIGHLIGHTS

- We provided 1780 occasions of service.
- Engagement of an additional general practitioner to provide fortnightly clinical services from Lismore. The Service and NRSDC welcome Dr. Kerrilee Lake.
- We finalised our action plan to address the findings of the Clinical Audit of our service undertaken by Family Planning NSW.
- Our annual client satisfaction survey continues to demonstrate high levels of on-going satisfaction with the service.
- Our snap shot survey in March 2009 showed that 80% of clients had an income less than \$35,000 pa and a further 37% of clients had health care cards.
- The Service continued to implement a cycle of continuous quality improvement initiatives during the year including regular occupational health and safety audits, emergency equipment audits and an annual Quality Assurance Plan.
- Networking and service promotion continued throughout the year.

The Service acknowledges the support provided by the NCAHS in the provision of clinical rooms from its Molesworth Street operations and the hospital site at Kyogle.

The on-going contribution of Doctors Stanwell, Smith, Walsh and Lake to the success of the Service is warmly acknowledged.

### PRIORITIES FOR 2009–2010

- Build and strengthen partnerships with youth and Aboriginal and Torres Strait Islander organisations in the area.
- Complete the computerisation of the Service, delayed due to technical issues.
- Continue quality improvement in clinical practice.
- Continue to seek opportunities to support health promotion activities.

# HOME AND COMMUNITY CARE DEVELOPMENT

Home and Community Care (HACC) Services enable people who are frail, aged or have a disability, and their carers, to live as independently as possible in their own community. The NRSDC HACC program supports HACC services in the region to deliver support to our community. The NRSDC HACC program is funded by the NSW Department of Ageing Disability and Home Care (DADHC). NRSDC is again grateful for the support of DADHC Northern Region for many of our projects during 2008-2009.

2008-2009 saw another successful year in community development for the NRSDC HACC Team. The team saw some changes in staff and some new additions to the family. Katherine and Francesca went on Maternity Leave in December 2008 and February 2009 adding healthy babies to their growing families. Neil Amor finished his time with NRSDC moving onto new horizons at the House with No Steps.

## 2008 – 09 HIGHLIGHTS

### Conference - Complex Needs: Turning the Tide

- Our conference this year was the very successful *Complex Needs: Turning the Tide* held in October 2008. This conference attracted 170 delegates and focussed on ways to improve outcomes for people with multiple needs that cannot be addressed by just one service system. The program included speakers from across Australia, the United States and South Africa.
- The conference provided an opportunity for practitioners in the region to gain new insights, and to showcase the many examples of best practice from within our region.
- NRSDC thanks the conference sponsors: The NSW Department of Ageing, Disability and Home Care, On Track Community Programs, St Carthages Community Care, Mission Australia, New Horizons, Care Connect, North Coast Area Health Service and the Far North Coast Carelink and Carer Respite Service.

### Abuse of Older Persons Prevention Project. Funded by the Commonwealth Attorney Generals Department.

- The developmental phase of this project was completed in January 2009 with the creation of a framework to identify and respond to suspected cases of elder abuse. This included a television campaign to raise awareness of the issue, and the development of a manual and training package for workers. NRSDC is now training workers across the region.
- There has been keen interest in this project from other regions (including inter-state) with invitations to present papers on the project at the Tri-State Conference in Albury, the Australian Association of Gerontology National Conference in Perth, the National Elder Abuse Conference in Melbourne, and the NSW HACC Conference in Sydney in August 2009.

- Evaluation of the project has shown that it has been effective in raising the capacity of service providers and the community to identify and respond to abuse of older adults in the Northern Rivers Region.
- NRSDC would like to acknowledge and thank our Elder Abuse Project Officer, the dynamic Katherine Beck for her work on this project.

### HACC Fees Research Project. Funded by NSW Department of Ageing Disability and Homecare

- NRSDC completed the final report on our research into the effect of service fees on clients accessing HACC services and have developed recommendations on ways to reduce the impact of fees on financially disadvantaged clients.
- During 2009-2010 the NRSDC HACC Development Officer will work in partnership with local services to develop strategies to implement the recommendations. We would like to thank Francesca Hart for her excellent work on this project.

### Respite Coordination. Funded by NSW Department of Ageing Disability and Homecare

- Neil Amor drew together a broad range of services with competing needs to develop a system for intake and needs assessment for people with disabilities to access respite services. Neil and Chris Wilson then worked with services to implement the S2S IT system to assist people with disabilities to continue to access respite services in the region. NRSDC would like to thank Neil for his outstanding work on this project.

### Service Development

- Developed and facilitated an Aboriginal Expo for Aboriginal workers in Health, HACC, Government and Community Services. We would like to thank Dianne Creighton, Aboriginal and Torres Strait Islander HACC Access worker at Casino Neighbourhood Centre, for her support in creating a successful day.

- Continued to participate on Northern Rivers Regional Development Board's Skills Express Working Party for the Ideas Project Steering Committee. This project seeks to increase the supply of skilled workers to work in the Aged Care Sector within the region.
- The HACC Development Manager participates as a member of the Far North Coast Carelink and Carer Respite Advisory Committee, the NCOSS HACC Issues Forum and the NSW HACC DO Network, and represents the HACC DO Network on the Community Care Coalition. The HACC Manager is also a member of the Clarence, Tweed and Richmond Interagencies.

### Training

- Completed a training needs analysis for HACC Services in the region and developed a comprehensive calendar for 2009.
- Continued our successful Aboriginal Cross Cultural Awareness and Aboriginal Case Management Training, as well as dementia training for carers. Also continued our HACC Orientation Training which has proved successful for existing HACC service staff and new employees.

## LISMORE COMMUNITY GARDEN

NRSDC, in partnership with Rainbow Region Community Farms Inc, has received funding to establish a large scale community garden in Lismore. The project aims to build social cohesion and promote healthy eating and active lifestyles within the region, and strengthen the capacity of local communities to access healthy eating options. Lismore City Council has generously donated land for the project in the Lismore CBD.

NRSDC and Rainbow Region Community Farms Inc thank the Commonwealth Department of Health and Ageing for funding this project. We would also like to acknowledge and thank Lismore City Council, the Health Promotion Unit of North Coast Area Health Service, and Bunnings Warehouse Lismore for their support and contribution to this project.

### 2008 – 09 HIGHLIGHTS

- The project commenced in June 2008. Linda Wirf was employed as project officer in January 2009 and Carla Tipping was employed as Site Manager in March 2009.
- Council approval for a site at Brewster Street, Lismore.
- Initial design prepared, and site management plan accepted by Lismore City Council.

### PRIORITIES FOR 2009-2010

- Complete site design and Development Application process
- Official project launch to be held in October 2009
- Commence construction
- Secure long term funding to support the project
- Commence educational program and workshops

NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED

BALANCE SHEET

AS AT 30 JUNE 2009

<u>Assets</u>	2009	\$	2008	\$
<b>Current Assets</b>				
Cash at Bank & On Hand				
Cash at Bank	370,406		330,181	
Cash on Hand	2,410		2,441	
	<u>372,816</u>		<u>332,622</u>	
Trade Debtors	33,216		7,389	
Other Assets	5,577		106	
Stock	3,477		3,366	
<b>Total Current Assets</b>	<b>415,085</b>		<b>343,483</b>	
<b>Non Current Assets</b>				
Property, Plant & Equipment				
Plant & Equipment - At Cost	40,233		54,870	
Accumulated Depreciation	-19,719		-39,631	
	<u>20,514</u>		<u>15,239</u>	
Medical Equipment - At Cost	1,871		1,871	
Accumulated Depreciation	-1,871		-1,871	
	-		-	
House @ 22 Cathcart Street - At Valuation	300,000		300,000	
House Additions - At Cost	14,632		14,632	
Accumulated Depreciation	-732		-366	
	<u>313,900</u>		<u>314,266</u>	
<b>Total Non Current Assets</b>	<b>334,414</b>		<b>329,505</b>	
<b>Total Assets</b>	<b>749,499</b>		<b>672,988</b>	
<b>Liabilities</b>				
<b>Current Liabilities</b>				
Trade Creditors	15,893		79,579	
GST Payable	14,437		1,535	
Provision for Annual Leave	77,260		68,105	
Provision for Long Service Leave	45,629		41,040	
Summerland Credit Union - Mortgage	3,017		2,074	
Accrued Expenses	19,724		5,263	

## NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED

### BALANCE SHEET

#### CONTINUED

Grants In Advance	174,503	89,858
<b>Total Current Liabilities</b>	<b>350,462</b>	<b>287,454</b>
<b>Non Current Liabilities</b>		
Provision for Long Service Leave	31,381	21,055
Provision for Redundancy	90,275	90,275
Summerland Credit Union - Mortgage	40,000	43,439
<b>Total Non Current Liabilities</b>	<b>161,656</b>	<b>154,769</b>
<b>Total Liabilities</b>	<b>512,118</b>	<b>442,223</b>
<b>Net Assets</b>	<b>237,381</b>	<b>230,765</b>
<b>Members Equity</b>		
Retained Earnings		
Beginning of financial year	55,951	40,716
Prior Period Adjustments	-	-
Surplus/(Deficit)	6,617	15,235
	<b>62,567</b>	<b>55,951</b>
Asset Revaluation Reserve	174,814	174,814
<b>Total Members Equity</b>	<b>237,381</b>	<b>230,765</b>

## NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED

### INCOME STATEMENT

#### FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009	\$	2008	\$
Revenue from ordinary activities	2	1,475,535		1,373,511	
Expenses from ordinary activities					
excluding borrowing expenses	3	-1,465,265		-1,354,362	
Borrowing expenses		-3,653		-3,914	
<b>Profit/(loss) from ordinary activities</b>					
<b>before income tax</b>		<b>6,617</b>		<b>15,235</b>	
Income tax attributable to operating activities		-		-	
<b>Profit/(loss) from ordinary activities</b>					
<b>after income tax</b>		<b>6,617</b>		<b>15,235</b>	
<b>Net profit/(loss)</b>		<b>6,617</b>		<b>15,235</b>	

**NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2009**

	Note	2009 \$	2008 \$
Receipts from operating activities		216,405	449,582
Receipts from grant funding		1,422,644	1,232,001
Payments to suppliers and employees		(1,608,365)	(1,613,354)
Interest received		25,387	23,644
Interest paid		(3,653)	(3,913)
<b>Net cash provided by (used in) operating activities</b>	<b>4 (b)</b>	<b>52,418</b>	<b>87,960</b>
<b>Cash flows From Investing Activities:</b>			
Proceeds - sale of property, plant and equipment		-	-
Payment for property, plant and equipment		(9,727)	(4,340)
<b>Net cash provided by (used in) investing activities</b>		<b>(9,727)</b>	<b>(4,340)</b>
<b>Cash flows From Financing Activities:</b>			
Repayment of borrowings		(2,496)	(1,964)
<b>Net cash provided by (used in) financing activities</b>		<b>(2,496)</b>	<b>(1,964)</b>
Net increase (decrease) in cash		40,195	81,656
Cash and cash equivalents at the beginning of the financial period		332,621	250,965
<b>Cash and cash equivalents at the end of the financial period</b>	<b>4 (a)</b>	<b>372,816</b>	<b>332,621</b>

**NORTHERN RIVERS SOCIAL DEVELOPMENT  
COUNCIL INCORPORATED  
STATEMENT BY MEMBERS OF THE BOARD**

The Board has determined that Northern Rivers Social Development Council Incorporated is not a reporting entity.

The Board has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board:

1. The financial report presents fairly the financial position of Northern Rivers Social Development Council Incorporated as at 30 June 2009 and the results of the entity for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they fall due.
3. Amounts received as grant funding have been expended in accordance with the terms of the funding agreements.

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

Name:	Derek Unterwiesinger.....	Tony Davies.....
Signature:	 .....	 .....
Position:	TREASURER.....	SECRETARY.....

DATED AT LISMORE  
DATE: 21<sup>st</sup> October 2009



**Wappett & Partners**  
chartered accountants

**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF  
NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED**

**Report on the Financial Report**

We have audited the accompanying special purpose financial report of Northern Rivers Social Development Council Incorporated, which comprises the Balance Sheet at 30 June 2009, and the Income Statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the board.

*Boards' responsibility for the Financial Report*

The entity's board are responsible for the preparation and fair presentation of the financial report in accordance with generally accepted accounting principles. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

*Auditor's responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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



Liability limited by the Accountants Scheme, approved under the Professional Standards Act 1994 (NSW)

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**PARTNERS**

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.G.J. Smith B.Bus., LLB., C.A.  
T.W. Graham B.Bus., C.A., FFin.  
G.A.C. Hughes B.Bus., C.A.  
A.M. Jones B.Bus., C.P.A.  
S.I. Trustum B.Bus., C.A.  
A. Bazzana B.Bus., C.A.



**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF  
NORTHERN RIVERS SOCIAL DEVELOPMENT  
COUNCIL INCORPORATED**

**Independence**

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

**Auditor's Opinion**

In our opinion, the special purpose financial report of Northern Rivers Social Development Council Incorporated is in accordance with the accounting policies described in Note 1 to the financial report giving a true and fair view of Northern Rivers Social Development Council Incorporated's financial position as at 30 June 2009 and of its performance for the year ended on that date.

158 MOLESWORTH STREET  
LISMORE NSW 2480

DATE: 21<sup>st</sup> October 2009

**WAPPETT & PARTNERS**  
Chartered Accountants

**TREVOR W GRAHAM** - Partner  
Registered Company Auditor  
Number - 160017



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**NORTHERN RIVERS SOCIAL DEVELOPMENT  
COUNCIL INCORPORATED**

**NOTES TO THE FINANCIAL STATEMENTS**

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

The financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act NSW. The board has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act NSW. No applicable Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The following is a summary of the material accounting policies adopted by the association in preparation of the financial report:

**(a) Property, Plant & Equipment**

Property, plant and equipment are included at cost, independent or board of management's valuation. All assets are depreciated over their estimated useful lives.

**(b) Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled, plus related on costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

## NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED

### NOTES TO THE FINANCIAL STATEMENTS

**(c) Receivables & Revenue Recognition**

Trade debtors are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for doubtful debts is raised where some doubt as to collection exists.

**(d) Trade & Other Creditors**

These amounts represent liabilities for goods and services provided to the entity prior to the end of the financial year and which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition.

**(e) Income Tax**

The association is exempt from income tax.

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

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

**(g) Inventories**

Inventories are valued at the lower of cost or net realisable value using the first in first out method of assigning costs.

**(h) Redundancy**

The association has considered it prudent to provide for employee redundancy payments. The provision for redundancy has been based on the award under which these employees are paid being the Social and Community Services Employees (State) Award.

**NORTHERN RIVERS SOCIAL DEVELOPMENT  
COUNCIL INCORPORATED**

**NOTES TO THE FINANCIAL STATEMENTS**

**2. Revenue, consisting of**

	<b>2009</b>	<b>2008</b>
Grant Income	1,216,363	1,150,322
Contributions	110,613	109,133
Trading / Operating Income	101,834	81,619
Other Income	46,725	53,279
	<u>1,475,535</u>	<u>1,373,511</u>
	=====	=====

**3. Expenditure, consisting of**

	<b>2009</b>	<b>2008</b>
Wage Payments	872,631	770,685
Superannuation Expense	76,320	66,991
Leave and Other Provisions	14,914	40,188
Consultants / Sub-contractors	57,551	84,701
Motor Vehicle Costs	82,813	88,279
Travel & Accommodation	24,101	24,107
Supervision	2,347	2,250
Audit Fee	9,500	9,000
Accounting Fees	265	-
Bank Fees	1,150	151
Board Costs	6,829	718
Building Maintenance	7,340	6,318
Building & Property Costs	-	-
Cleaning	5,102	4,769
Client Support	7,175	6,119
Depreciation	4,818	3,219
Utilities & Rates	5,208	4,014
Equipment & Maintenance	10,243	13,764
Fringe Benefits Tax	3,941	9,417
Insurance	17,866	14,817
Internet / ADSL	-	-
IT Support & Maintenance	9,400	6,553
O.H. & S.	24	900
Printing / Photocopying	18,568	8,006
Program, Training & Conference	50,741	45,797
Promotion / Advertising	22,694	29,524
Postage / Distribution	2,635	1,988

**NORTHERN RIVERS SOCIAL DEVELOPMENT  
COUNCIL INCORPORATED  
NOTES TO THE FINANCIAL STATEMENTS**

**3. Expenditure, continued**

	<b>2009</b>	<b>2008</b>
Recruitment	6,053	1,027
Stationery / Staff Amenities	2,711	2,520
Storage	1,161	1,323
Subscriptions	3,169	3,534
Sundry	37,890	23,389
Telephone / Fax	25,066	23,145
Website Hosting	10,514	8,634
Workers Compensation	13,176	12,159
Workplace Training	19,142	6,298
Catering	-	3,233
Premises Costs	21,947	14,681
Brokerage	8,598	12,143
Business Planning Costs	1,660	-
	<u>1,465,265</u>	<u>1,354,362</u>
	=====	=====

**NORTHERN RIVERS SOCIAL DEVELOPMENT COUNCIL INCORPORATED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2009**

	2009	2008
	\$	\$
<b>Note 4 Reconciliation of cash</b>		
(a) Cash at the end of the financial period as shown in the Statement of Cash flows is reconciled to the related items in the Balance Sheet Position as follows:		
Cash on hand	2,410	2,440
Cash at bank	370,406	330,181
Balance per Statement of Cash flows	<u>372,816</u>	<u>332,621</u>
(b) <b>Reconciliation of cash flow from operations with operating surplus after income tax</b>		
<b>Operating surplus after Income Tax</b>	<b>6,617</b>	<b>15,235</b>
<b>Non-cash flows in operating surplus</b>		
Depreciation	4,818	3,219
Net profit/(Loss) on sale of fixed assets	-	1,204
Employee benefits expense	24,070	47,172
<b>Changes in assets and liabilities</b>		
(Increase)/decrease in receivables	(25,827)	2,771
(Increase)/decrease in other assets	(5,471)	7,419
(Increase)/decrease in stock	(111)	896
(Increase)/decrease in GST receivable	-	14,708
Increase/(decrease) in GST payable	12,902	-
Increase/(decrease) in payables	(49,225)	28,689
Increase/(decrease) in other liabilities	84,645	(33,353)
<b>Cash Flows from operations</b>	<b><u>52,418</u></b>	<b><u>87,960</u></b>



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