



# Annual Report 2019-20

*Providing social interaction and lifelong learning opportunities for the Murraylands community.*



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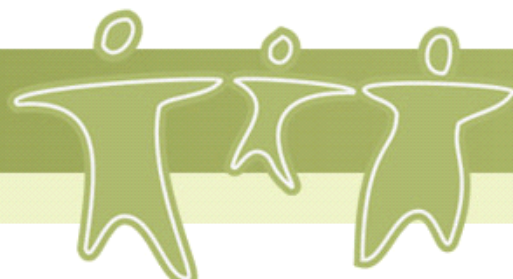
@TBCC\_EST\_1987



# Annual Report 2019-20

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### Core Values

Equality and empathy  
Honesty and integrity  
Tolerance and understanding  
Support and encouragement  
Safety and security  
Social inclusivity  
Non-discriminatory  
Positive partnerships



### Vision Statement:

The Taillem Bend Community Centre Incorporated will be a self-sustaining enterprise that supports the diverse needs of the community.

### Mission Statement:

Provide social interaction and lifelong learning opportunities for our community.



# About TBCC

Established in 1987, the Taillem Bend Community Centre (TBCC) is an independent organisation that supports the diverse needs of Taillem Bend and the surrounding community.

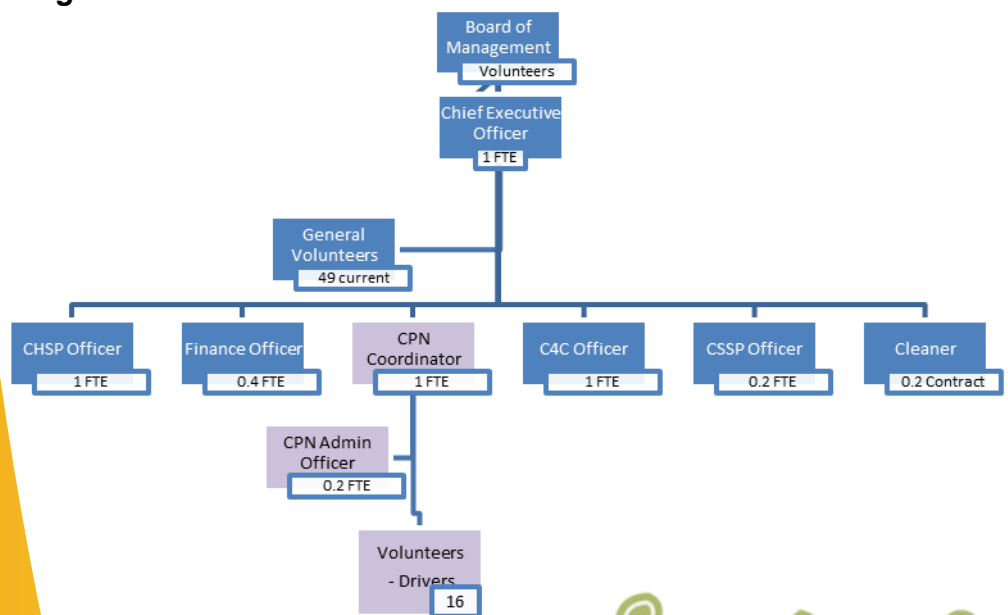
The TBCC provides vital community services that are affordable, accessible and targeted to those most in need, with a strong focus on encouraging social interaction and lifelong learning. Services are diverse, and include the hire/use of facilities including a modern function room and commercial kitchen, administrative services and the delivery of a wide range of programs for various ages and groups.

In the 2016 Census, there were 5,380 people in The Coorong (DC) (Local Government Areas). Of these, 51.3% were male and 48.7% were female. Aboriginal and Torres Strait Islander people made up 6.1% of the population, which is significantly higher than the State (2.0%) or national (2.8%) average. The Coorong places in the top 10% of rankings (Australian and South Australian communities) for socio-economic disadvantage.

### Objectives

1. Advance community connections, individual health wellbeing and independence.
2. Reduce isolation, encourage and support social inclusion, volunteering, and training.
3. Increase the community's access to information, services, and support transport options.
4. Expand programs, secure grant funding and social enterprise opportunities.
5. Develop facilities, environmental resilience and cultural diversity.
6. Maintain Service Excellence and audit frameworks and continuously improve.

### Organisational Structure







**Jack Hunt**  
**-Chairperson**



## From the Chairman

I am so impressed by all the amazing things happening at TBCC, thanks to staff and volunteers. Our reputation in the community is strong and we should all be so proud of the programs and resources available to the community.

The dialogue between TBCC staff, board, and the community is open, transparent and ongoing. It is exercised through correspondence, general meetings and planned community consultation on projects and initiatives. The engagement of the community is an essential component in responsible governance and an important key to the development of a vibrant local democracy. Regular community engagement ensures that all participants and groups are clear about the principles that guide services or activities offered.

The TBCC response to the global pandemic (COVID-19) has been exemplary. Since the first announcement we have actioned over 200 tasks to ensure the safety of our community participants. In addition to government recommendations, we have implemented automated hand dispensers, temperature checks, and started production of masks should they become mandatory.

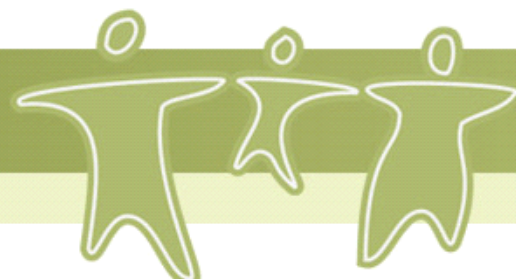
The CHSP program is highly regarded and the HACC services have expanded to include four more council regions, testament to Denise's organisation. MMCPN is booming with new volunteer drivers and essential services maintained throughout COVID-19. The board were so pleased to provide two new vehicles to increase Sam's CPN capacity and support Chelsea with C4C activities. Chelsea is travelling over 500kms a week covering over 20,000kms<sup>2</sup> with children and family programs, it was only fair to provide a vehicle. Our many thanks to Christine, our finance officer for documenting our solid financial position under the guidance of Trevor Gordon and Jeanette Gower.

It's reassuring to see TBCC complete an Aged Care Quality Standards Audit and Service Excellence Accreditation with 99% accuracy. As well as implementing the National Principles for Child Safe Organisations. Evidence we have a best practice model, meeting compliance and continuously improving.

Tammy continues admiral leadership, superior outcomes and is respected both in the community and with government departments. We are proud of all staff and their outstanding commitment to TBCC. We acknowledge that they all provide substantial voluntary hours over and beyond their salary and we are extremely grateful.

To all our members, board, staff and volunteers, the Centre is in good hands and performing at an extraordinary level. May 2020-21 be prosperous, with less adversity in the world at large.

Regards,  
Jack Hunt





**Tammy Shepherd**  
**-Chief Executive**  
**Officer**



## From the Chief Executive Officer

Challenging our resilience was the 2019-20 theme. The first half of the financial year was extremely busy with all funded departments delivering at peak capacity. The MMCPN statistics were exceptional, with community feedback proving we're valued and respected. CHSP/HACC social support and trips were fully booked with waiting lists increasing. C4C outcomes were impressive, with evidenced based programs in high demand. CSSP classes, especially resin art classes, were widely known with a desire for advanced classes clearly communicated by participants. Excitement at the year ahead was an understatement, everyone was running beautifully, and then early in 2020 a pandemic obscured our potential.

Just like the rest of the globe, we sprung into auto pilot and did all we could to help our community. Staff and volunteers without question adapted their roles to work remotely, call consumers and brainstorm effective ways to help as many people as possible in a huge geographical area.

Sadly COVID-19 and The Fair Work Commission changes to the *Aged Care and Social, Community, Home Care and Disability Services (SCHADS) Industry Award* contributed to the loss of two valued staff-Dani Warbout and Trudy Stanley. We are extremely grateful to Dani and Trudy for the many hours contributed to TBCC as staff and volunteers.

We contacted over 2,000 of our total 3,000 consumers, delivered over 200 meals across 18,000kms<sup>2</sup> and in partnership with Ozharvest, Coorong, Southern Mallee and Karoonda Councils, provided 285 hampers and thirteen Foodland cards valued at \$800. Additionally we provided forty emergency food relief Foodbank parcels provided by ac.care Murraylands.

Keeping up with the daily operations, pandemic response and restrictions has been confronting with limited notification and varying interpretations. We are confident that we have responded commendably maintaining 1:4m<sup>2</sup> distancing, temperature checking and replacing hand soaps to automated dispensers.

Our Financial Report contains a summary and analysis of TBCC's financial performance and position for the 2019-20 financial year. This audited report makes it easier for readers to understand financial management and grant funded performance.

I am extremely proud of our thorough systematic financial management which prevents any opportunity for misappropriation of funds. I commend our financial team including Richard Deane and associates for their thorough disciplined approach and sound guidance throughout the year.

Our consumers wellbeing and inclusion is of supreme importance to us. Providing a safe and welcoming environment for the community to feel comfortable and connected will always be our priority.

The team we have at TBCC is extraordinary and the productivity and positive culture is gratifying. Each year when we compile data for the annual report we're constantly rewarded and surprised by the amount of services this small organisation achieves, all with only 5.2 Full Time Equilavent staff and just over 50 volunteers.

Thank you, for your time, energy and commitment to TBCC.

Regards, Tammy Shepherd







# Governance, Board & Staff Reports

## Our Board of Management

TBCC is fortunate to have highly regarded and diverse Board members who are focused on building a vibrant, adaptive and sustainable organisation. Goals are set through effective community consultation and in accordance with TBCC policies, procedures and grant funding expectations. Outcomes are achieved by working effectively with staff, volunteers, networks and partnerships.



**L-R:** Jack Hunt, Lorraine Cresp, Jeanette Gower, Tash Loveday



**L-R:** Graham Nancarrow, Judy Bagg, Kareena Harwood, Linda McDougall, Margaret Coverdale, Shane Coleman

## Finance Report

The 2019-2020 financial year has been very busy. In my new role as Treasurer I have been supported by Trevor Gordon (Public Officer) and Chris Hartmann (Finance Officer). The TBCC continues to receive grant funding which this year totaled \$675,000. Christine has been amazing this year-as well as maintaining grant finances she has also taken on a few grant acquittals. Her knowledge and skills in financial management is beyond reproach, supported by Trevor we are confident in our financial position. An exciting addition was being able to purchase two new cars with one being used for the MMCPN and the other being a TBCC administration car. The admin car is mainly used for the provision of C4C programs in the outer regions. Thank you to all staff for their support and dedicated time in ensuring their programs are carried out within budget.

*\*No secretary report requested*



## TBCC Mini Bus Hire Report



The mini bus hire was great late 2019 early 2020, with advanced (up to 12 months) bookings. All bookings were cancelled due to COVID-19 which impacted the annual income compared to the previous financial year. The bus was hired by 42 parties (many being repeat hirers) for a total of 61 days, generating \$5,328 income. Expenses incurred to host the bus totalled \$6,650 overall but unfortunately the bus wasn't cost neutral (-\$1,322) to TBCC. It's hard to believe that November 2020 marks three years of TBCC owning the bus. It's valued by so many community members and organisations. We're proud to offer such a resource and see all the wonderful places it visits throughout SA, even becoming a mystery machine for the 2019 Christmas Parade.



**Chris Hartmann-Finance**



**Jeanette Gower-Treasurer**





**Denise McLoughlin**  
**-CHSP/HACC/DSP**  
**Officer**



## CHSP/HACC/NDIS Report

Where can you work that you get to enjoy the amazing people in our community-being the CHSP/NDIS Project Officer at TBCC creates something new every day. The phone chats, visits to the consumers home or going on magical bus trips. Listening to their stories is a highlight of the CHSP role, it reminds me of how the world is evolving. The first half of the year rolled along nicely, keeping very busy to provide a high level of support to our consumers, finding exciting outings and keeping ahead. Also offering good quality contractors to keep the Coorong homes safe, neat and tidy.

Seating in the best seats of the Festival Theatre to watch Hugh Jackman, meeting David Bevan after the morning ABC radio, or taking a boat on the Port River (not seeing a famous Port River Dolphin). These trips provide social interaction and discover that even if your 85 years young going in a revolving door, giggling all the way round, just to stay in there for one more exciting lap.

I'm the creative person at TBCC as I love to include fun and decorations where I can. I think nothing of cutting up cardboard to make a poppy for Anzac Day to adding bows to chairs for colour at the Melbourne Cup Day lunch. Changing our minibus into Scooby Doo's Mystery Machine with some coloured fabric and staff passion, being award with the most creative trophy.

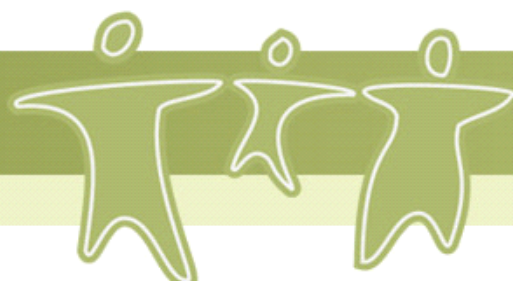


The second half of the year is not as exciting with the COVID-19 virus taking on the world but TBCC became resourceful during this time adapting skills and working from home. We 'Zoomed' each week to keep in contact, but it was very welcoming to be back in the office working as a team. Unfortunately, COVID-19 put a halt on social gatherings which meant ceasing classes, Our Goldies lunches and bus trips. Staff and volunteers kept in contact with consumers by telephoning and recording a Needs Analysis Report and asking important wellbeing questions. The report found most consumers had an amazing family, friend or community network, which was pleasing and reassuring for the TBCC crew.

With extra funding for meals, the TBCC team provided fresh roast meals for the CHSP/HACC consumers, as the COVID-19 Needs Analysis indicated for some, eating well had become an issue and the isolation very lonely. We knew it was time to put on the aprons, get a few volunteers and start cooking. Over two days we were super productive-we rolled and seasoned chicken, marinated lamb and beef, roasted meat, and prepared a huge selection of fresh veggies and gravy. It was then packed into single serve containers and delivered. MMCPN supported the deliveries.



Even with the challenging COVID-19 times, TBCC was still able to maintain funded outputs and reach the expectations required by government grant agreement managers - with the exception of group bus trip outputs which ceased during COVID-10 closure.







**Chelsea Coombe**  
-C4C Project  
Officer



## C4C Report

Well, hasn't 2019-20 been an interesting year! Firstly our year started off with some small changes to program delivery with Caring for Kids (after school activities) funding reallocated to allow Parent Child Mother Goose at Murray Bridge to continue. The PCMG program was extremely successful during the trial and still to date is gaining interest and new families on a weekly basis. This year has also bought many training opportunities with Drumbeat, Season's for Growth Adult/Parent programs and Circle of Security. Circle of Security by far being the most challenging training with four full on online training days due to COVID-19. The four days included watching hours of video content, questionnaires and Zoom meetings. Although full on, a very rewarding training which we look forward to adding to our suite of programs. With lots of successful programs being delivered across the Murraylands, our biggest challenge for the second half of this year was COVID-19. For the C4C space this meant all face to face delivery ceased from the end of March right through until late July (start of term three). It did mean cancellation of school holiday programs and also Drumbeat and Season's for Growth. PCMG was also suspended but I was able to try my hand at video sessions, pre-recorded and uploaded to our Facebook page twice a week. This was lots of fun and many families left comments, likes, reactions and shared photos of their children watching/joining in. Lockdown also saw me give working from home a try, keeping in contact with PCMG families, delivering activity bags, Goodnight Sleep Tight story time videos and collecting information from children and families through surveys/giveaways. This forced me to get creative and try new ways of interacting (although I enjoyed the change), I am grateful to be back into face to face delivery, seeing all the families and children!

**School Holidays** — Taillem Bend and Coorong/Murray Bridge and Callington— seven from twelve activities were delivered throughout the Coorong and Murray Bridge/Callington (string art and Christmas crafts) with a total of 120 participants. Woodhouse Scout Centre Bus Trip had 83 participants booked in to attend but unfortunately were also cancelled due to COVID-19. No activities were scheduled for July.

**Drumbeat** — three programs were delivered with twenty four students participating all at Callington Primary School. This included ten boy and fourteen girl students. One program was scheduled for Taillem Bend Primary School but was unfortunately cancelled.

**Season's for Growth** — Two programs were delivered at Taillem Bend Primary School and Jervois Primary School with nine girl students and two boy students attending. Term two delivery was suspended due to the pandemic mentioned many times throughout this report.

**Tuning Into Kids** — One program was delivered at Taillem Bend with three participants attending for three sessions over three weeks with positive outcomes for all. Due to a large amount of interest from the community, Tammy and Chelsea also co-facilitated Tuning Into Kids program with Lyall (Centacare) at Callington Primary School, with twenty parents starting the course and approximately ten parents completing the four week course.

**Parent Child Mother Goose at Taillem Bend** — PCMG is run each week on a Thursday morning during the school term for a 45 minute session. 59 adults and 60 children attended over the year which is a small decrease from previous years due to COVID-19 and children attending kindergarten.

**Parent Child Mother Goose at Murray Bridge** is run each Monday morning during the school term at the Murray Bridge Library. Murray Bridge Library have been exceptional to work with and always supportive of our program. 89 adults and 105 children attended throughout the year and continues to grow with new families joining us each term. Families were disappointed but understanding in both regions when PCMG sessions were suspended due to COVID-19 restrictions.







**Sam Hicks**

**MMCPN Coordinator**



## MMCPN Report

The past twelve months has seen the MMCPN flourish, despite the challenge of delivering services outside our area to consumers in Murray Bridge/Mid Murray. Our thanks to our tireless volunteer drivers for their efforts.

Another great challenge was COVID-19, and the many changes which required implementation. Both the TBCC CEO and I continue to receive direction from the Department of Human Services (State) and the Department of Health (Federal) on a daily basis.

In early March, MMCPN transport services were classed as essential, and continued to operate under our *CPN COVID -19 Business Continuity Plan*. The drop in demand for services allowed us to use the cars for food relief deliveries in the region. We were incredibly fortunate to have retained all our volunteer drivers. Their safety, along with our consumers, remains our highest priority, as we continue to implement protective measures, which will continue for the foreseeable future.

We recently received a continuation of our contract with Department of Human Services until December 2020, when CPN management will then be handed over the Department of Health (Federal) with an eighteen month contract (Jan 2021 to June 2022).

COVID-19 and contract negotiations have allowed us to build a meaningful and beneficial relationship with the new team assigned to manage the handover from State to the Commonwealth. They have been receptive of feedback, supportive and have often sought our assistance with general knowledge of CPN's and how they operate. This has been a significant positive during uncertain times.

Fortunately we had a great response to our callout for new volunteer drivers (many thanks to those who have actively been recruiting). We are in the process of accrediting eleven new drivers from across our region.

The medical bus is building up numbers again, which reduced significantly during COVID-19 and the booking process is operating smoothly under a positive relationship with the operators, Stones.

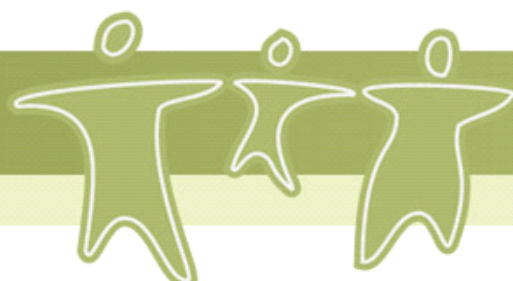
With our contract extension complete, we have been able to purchase two new vehicles (Hyundai Tucson SUV's), which will operate from Tailern Bend, and we can now relocate our Camry (BIS) to Lameroo, which will reduce the demand we have been placing on the hospital fleet vehicles in the region. All our vehicles (and the bus) have been fitted with cameras to track both internal and external activity, and GPS tracking that links in with MAISY, our client management software.



We have met our required target outputs (July 2019 – June 2020) of 1,552 with delivery of **total: 1,631 outputs:**

Medical Bus – 997 outputs

CPN Vehicles – 634 outputs



**TAILEM BEND COMMUNITY CENTRE INC**  
**STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDED 30 JUNE 2020**

	Note	2020	2019
<b>DHS FUNDING</b>			
Activities		2,672.79	0.00
Client Contributions		1,005.32	1,145.62
Class Fees		770.57	0.00
Grant		88,165.10	85,465.10
		<u>92,613.78</u>	<u>86,610.72</u>
<b>Less: Expenses</b>			
Accreditation		0.00	142.25
Advertising, Promotion, Printing & Stationery		2,164.38	2,072.23
Audit Fee		156.24	176.20
Bad Debts		148.80	163.51
Bank Charges		125.17	91.78
Catering		1,375.10	506.73
CHSP Home Modifications		0.00	3,191.70
CHSP Other		209.09	44.22
CHSP Home Maintenance		2,287.55	1,447.88
Consultants		77.50	7.64
Course Fees		1,665.97	628.09
Depreciation		10,066.52	1,200.00
Donations		57.50	3.60
General Expenses		280.26	358.34
Information Technology		0.00	2,457.00
Insurance		2,966.73	2,512.10
NDIS Maintenance		0.00	325.32
Property Maintenance & Sundry Equip		7,093.71	4,346.96
Rates & Taxes		164.60	409.32
Salaries & On Costs		58,035.60	62,904.52
Subscriptions & Memberships		1,586.07	780.53
Travel and Transport		192.53	109.92
Utilities		1,698.10	2,473.99
Volunteer Expenses		796.92	1,406.10
		<u>91,148.34</u>	<u>87,759.93</u>
		<u>1,465.44</u>	<u>(1,149.21)</u>
<b>COMMUNITIES FOR CHILDREN</b>			
Grant		130,128.00	140,158.00
Other Grant		0.00	2,125.00
Equipment & Staff Hire		275.00	0.00
		<u>130,403.00</u>	<u>142,283.00</u>
<b>Less: Expenses</b>			
Accreditation		0.00	414.93
Advertising, Promotion, Printing & Stationery		1,212.08	2,106.49
Audit		87.50	178.50
Bad Debts		0.00	478.89
Bank Fees		70.09	197.89
Capital, Furniture & Fittings		4,950.00	0.00
Catering		770.05	1,477.96
Consultants		43.40	22.27
Course Costs		17,110.76	19,354.82
Depreciation		5,637.24	3,500.00
Donations		32.20	10.50
General Expenses		134.81	1,011.75
Information Technology		0.00	4,171.84
Insurance		1,661.36	2,359.88
Property Maintenance & Equipment		3,972.49	4,010.29
Rates & Taxes		92.18	622.21
Salaries		93,817.47	97,321.29
Subscriptions		888.20	2,278.55
Travel		45.86	322.60
Utilities		950.92	2,249.35
Volunteer Expenses		446.26	1,308.95
		<u>131,922.87</u>	<u>143,398.96</u>
		<u>(1,519.87)</u>	<u>(1,115.96)</u>



**TAILEM BEND COMMUNITY CENTRE INC**  
**STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDED 30 JUNE 2020**

	Note	2020	2019
<b>MMCPN</b>			
Grant		204,271.05	91,781.93
Client Contributions		<u>19,013.66</u>	<u>5,343.03</u>
		223,284.71	97,124.96
<b>Less: Expenses</b>			
Accreditation	(758.23)		1,845.90
Advertising, Promotion, Printing & Stationery	2,420.07		1,035.82
Audit	171.88		0.00
Bad Debts	80.00		0.00
Bank Fees	137.68		66.00
Catering	1,512.61		0.00
Consultants	385.25		4,981.83
Depreciation	11,073.17		0.00
Donations	63.25		0.00
General Expenses	264.78		0.00
Information Technology	0.00		3,512.63
Insurance	3,263.39		1,731.13
Motor vehicle costs	25,347.65		11,357.65
Property Maintenance & Equipment	8,004.16		1,100.00
Rates & Taxes	181.06		83.00
Salaries	146,878.21		70,853.10
Subscriptions	1,894.67		730.00
Travel	414.57		0.00
Utilities	4,671.19		1,355.25
Volunteer Expenses	<u>1,920.30</u>	<u>207,925.66</u>	<u>610.91</u>
		<u>15,359.05</u>	<u>(2,138.26)</u>

**TAILEM BEND COMMUNITY CENTRE INC**  
**STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDED 30 JUNE 2020**

	Note	2020	2019
<b>GENERAL AND OTHER GRANTS</b>			
<b>Income</b>			
ILC Funding		5,000.00	0.00
Emergency Support COVID-19		3,231.26	0.00
Support Staff Working Remotely		5,000.00	0.00
Solar Panels		0.00	8,500.00
IT Equipment		0.00	23,179.00
Activities		1,690.82	4,663.62
Cash Flow Boost		29,264.00	0.00
Client Contributions		128.36	201.75
Class Income		861.49	743.62
Fundraising		8,175.58	25,591.41
Donations		394.03	27,408.69
Electricity Rebate		2,612.49	2,705.69
Mini Bus Hire		18,214.40	30,084.26
Interest		3,846.25	3,039.72
Training Wage Subsidy		6,906.00	0.00
Membership		615.00	578.64
Sundry Income		613.63	0.00
Room Hire/ Venue Hire		7,087.45	12,884.03
		<u>93,640.76</u>	<u>139,580.43</u>
<b>Less: Expenses</b>			
Advertising, Promotion, Printing & Stationery	1,390.27		44.77
Amortization & Depreciation	9,099.47	27,588.34	
Catering & Kitchen supplies	215.82	14.89	
Contractor	180.00	0.00	
Course Costs	363.64	3,145.46	
Depreciation	0.00	6,659.95	
Equipment Costs	676.26	0.00	
Exceptional Circumstances COVID-19	3,670.60	0.00	
Fundraising	577.39	0.00	
General Expenses	3,453.94	3,493.95	
General Fundraising	(232.00)	2,643.01	
Golden Oldies Expenses	0.00	2,965.96	
Insurance	0.00	20.00	
IT & Software Expenses	520.65	22,656.62	
Mini Bus Running Expenses	22,739.65	29,802.81	
Outings	0.00	1,317.23	
Property Maintenance	2,185.45	0.00	
Provision for Doubtful Debts	(4,880.75)	2,076.39	
Salaries & On Costs	122.01	199.50	
Subscriptions	1,000.00	0.00	
Travelling Expenses	232.00	0.00	
Utilities	661.80	0.00	
		<u>41,976.20</u>	<u>102,628.88</u>
		<u>51,664.56</u>	<u>36,951.55</u>



**TAILEM BEND COMMUNITY CENTRE INC**  
**STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDED 30 JUNE 2020**

	Note	2020	2019
<b>CHSP</b>			
<b>Income</b>			
Grants		239,612.26	226,452.85
Client Contributions		15,693.03	13,255.30
Activities		17,536.19	19,966.06
Class Income		7,084.25	9,553.91
Fundraising Income		468.18	3,591.62
		<u>280,393.91</u>	<u>272,819.74</u>
<b>Less: Expenses</b>			
Accreditation	0.00		628.32
Advertising, Promotion, Printing & Stationery	2,900.26		3,189.83
Audit	209.38		270.30
Bad Debts	394.40		1,608.26
Bank Charges	167.72		299.37
Catering	8,563.18		3,873.43
CHSP Home Modifications	9,147.09		6,860.13
CHSP Other	5,370.87		8,474.68
CHSP Home Maintenance	18,568.66		16,058.82
Consultants	103.85		33.73
Course Costs	23,372.14		36,999.55
Depreciation	13,489.14		5,300.00
Donations	77.05		15.90
General Expenses	322.55		1,582.66
Insurance	3,975.41		3,573.53
IT Expenses	0.00		6,315.85
Mini Bus	56.40		0.00
Outings	5,963.36		19,235.40
Property Maintenance & Equipment	9,505.61		6,072.73
Rates & Taxes	220.56		942.20
Staff Costs	131,790.70		138,994.75
Subscriptions	2,125.33		3,447.34
Transport & Travel	4,687.47		4,603.04
Utilities	2,275.45		3,369.82
Volunteer Expenses	1,067.86		1,979.09
		<u>244,354.44</u>	<u>273,728.73</u>
		<u>36,039.47</u>	<u>(908.99)</u>
		103,008.65	31,639.13
Plus Assets Capitalized		<u>13,741.93</u>	<u>27,441.77</u>
<b>(LOSS) /SURPLUS FOR YEAR</b>		<u><u>\$116,750.58</u></u>	<u><u>\$59,080.90</u></u>

**TAILEM BEND COMMUNITY CENTRE INC**

**BALANCE SHEET AT 30 JUNE 2020**

	Note	2020	2019
<b>CURRENT ASSETS</b>			
Cash on Hand	2	300.00	300.00
Cash at Bank	3	324,190.82	278,252.70
Trade and Other Receivables	4	77,874.32	4,773.82
Prepayments and Accruals	5	4,072.48	3,690.49
		<u>406,437.62</u>	<u>287,017.01</u>
<b>NON-CURRENT ASSETS</b>			
Plant & equipment	6	156,362.66	179,107.05
Leasehold Improvements	6	<u>139,217.55</u>	<u>150,850.43</u>
<b>Total Non-Current Assets</b>		<u>295,580.21</u>	<u>329,957.48</u>
<b>TOTAL ASSETS</b>		<b>702,017.83</b>	<b>616,974.49</b>
<b>LESS: LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	7	14,590.68	62,436.28
Grants Unexpended	8	0.00	0.00
Provisions	9	<u>86,637.98</u>	<u>70,499.62</u>
		<u>101,228.66</u>	<u>132,935.90</u>
<b>TOTAL LIABILITIES</b>		<u>101,228.66</u>	<u>132,935.90</u>
<b>NET ASSETS</b>		<u><u>\$600,789.17</u></u>	<u><u>\$484,038.59</u></u>
<b>EQUITY</b>			
Retained Earnings	13	497,612.06	403,615.30
Employee Entitlement Reserve	10	86,273.25	70,134.91
Mini Bus Reserve	11	13,005.73	8,263.38
MMCPN Cars Reserve	12	<u>3,898.13</u>	<u>2,025.00</u>
<b>ASSOCIATION FUNDS</b>		<u><u>\$600,789.17</u></u>	<u><u>\$484,038.59</u></u>



## TAILEM BEND COMMUNITY CENTRE INC

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

#### 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act SA and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act). The Board has determined that the association is not a reporting entity.

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 specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

##### a. COVID-19 Pandemic

On the 11th March 2020 the World Health Organisation declared COVID-19 a pandemic. Subsequently the Tailem Bend Community Centre closed to the public on Friday 20th March and classes, external and mini-bus hire, and C4C activities ceased. MMCPN and CHSP programmes continued on a limited basis. Clients were refunded monies for cancelled trips. The Centre re-opened on Monday 20 July, complying with COVID-19 safety plan requirements and government directions.

Staff have continued to work both remotely and at home.

The Committee believe that at the date the financial statements were prepared the Centre will be able to fulfil its obligations to funders and finance its operations for at least the next twelve months.

##### b. Plant & Equipment

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

##### c. Leasehold Improvements

Various additions to the building and improvements on the land owned by the Council and leased by the Centre have been made over the years. Additions are amortized over 10 years.

##### d. Income Tax

The Tailem Bend Community Centre Inc is exempt from income tax.

##### e. Impairment of Assets

At the end of each reporting period, the Board reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

##### f. Employee Benefits

Provision has been made in these accounts for the association's liability for employee benefits arising from services rendered by the employee to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is extinguished.

##### g. Provisions

Provision has been recognised for long service leave payable by the association.

**TAILEM BEND COMMUNITY CENTRE INC**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020**

**h. Cash and Cash Equivalents**

Cash and cash equivalents includes deposits at call with banks.

**i. Accounts Receivable and Other Debtors**

Accounts receivable and other debtors include amounts due from third parties. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets.

**j. Revenue and Other Income**

Grant income is recognised when the association obtains control of the funds, which is generally at time of receipt.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

All revenue is stated net of the amount of goods and services tax (GST).

**k. Accounts Payable and Other Payables**

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

	<b>2020</b>		<b>2019</b>	
<b>2 CASH ON HAND</b>				
Petty Cash		<u>\$300.00</u>		<u>\$300.00</u>
<b>3 CASH AT BANK</b>				
General Account	(467.52)		26,287.81	
Term Deposits	234,590.19		132,027.81	
Business Access Saver	<u>90,068.15</u>	<u>\$324,190.82</u>	<u>119,937.08</u>	<u>\$278,252.70</u>
<b>4 TRADE &amp; OTHER RECEIVABLES</b>				
Trade Debtors	64,614.51		8,641.53	
Less: Provision for Doubtful Debts	<u>(76.05)</u>	<u>64,538.46</u>	<u>(4,956.80)</u>	<u>3,684.73</u>
Other debtors		<u>13,335.86</u>		<u>1,089.09</u>
		<u>\$77,874.32</u>		<u>\$4,773.82</u>
<b>5 PREPAYMENTS</b>				
Prepayments		2,337.96		3,083.47
Accrued Income		<u>1734.52</u>		<u>607.02</u>
		<u>\$4,072.48</u>		<u>\$3,690.49</u>
<b>6 NON-CURRENT ASSETS</b>				
Plant & Equipment (at cost)	96,447.50		90,306.57	
Less: Depreciation	<u>42,402.45</u>	<u>54,045.05</u>	<u>33,247.86</u>	<u>57,058.71</u>
Furniture & Fittings (at cost)	55,352.76		55,352.76	
Less: Depreciation	<u>34,245.04</u>	<u>21,107.72</u>	<u>30,128.89</u>	<u>25,223.87</u>
Mini Bus (at cost)	55,792.32		55,792.32	
Less: Depreciation	<u>13,005.73</u>	<u>42,786.59</u>	<u>8,263.38</u>	<u>47,528.94</u>
Motor Vehicles	27,000.00		27,000.00	
Less: Depreciation	<u>4,320.00</u>	<u>22,680.00</u>	<u>2,025.00</u>	<u>24,975.00</u>
IT Equipment & Software	35,593.63		34,095.45	
Less: Depreciation	<u>19,850.33</u>	<u>15,743.30</u>	<u>9,774.92</u>	<u>24,320.53</u>
Leasehold Improvements (at cost)	358,921.07		344,956.43	
Less: Amortisation	<u>219,703.52</u>	<u>139,217.55</u>	<u>194,106.00</u>	<u>150,850.43</u>
		<u>\$295,580.21</u>		<u>\$329,957.48</u>



**TAILEM BEND COMMUNITY CENTRE INC**

**STATEMENT BY MEMBERS OF THE COMMITTEE**

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

In the opinion of the committee the financial report as set out on pages 1 to 8

- 1 Presents a true and fair view of the financial position of Tailem Bend Community Centre Inc. as at 30 June 2020 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that Tailem Bend Community Inc. will be able to pay its debts as and when they fall due.

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

Treasurer

  
.....

President

  
.....

Dated this 26<sup>th</sup> day of August 2020

TAILEM BEND COMMUNITY CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

7 TRADE AND OTHER PAYABLES

Trade Payables	4,928.77		12,693.45	
Sundry Creditors	<u>9,661.91</u>	<u>\$14,590.68</u>	<u>49,742.83</u>	<u>\$62,436.28</u>

8 GRANTS UNEXPENDED

	<u>0.00</u>	<u>\$0.00</u>	<u>0.00</u>	<u>\$0.00</u>
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9 PROVISIONS

Annual Leave	25,324.04		25,177.14	
Long Service Leave	29,991.84		21,861.00	
Sick Leave	17,992.75		15,654.86	
TOIL	<u>13,329.35</u>		<u>7,806.62</u>	
	<u>\$86,637.98</u>		<u>\$70,499.62</u>	

10 EMPLOYEE ENTITLEMENT RESERVE

Balance 1st July	70,134.91		25,000.00	
Transfer To Reserve	<u>16,138.34</u>		<u>45,134.91</u>	
Balance 30 June	<u>\$86,273.25</u>		<u>\$70,134.91</u>	

10 MINI BUS RESERVE

11 Balance 1st July	8,263.38		5,000.00	
Transfer to Reserve	<u>0.00</u>		<u>3,263.38</u>	
	8,263.38		8,263.38	
Transfer to General Funds	<u>4,742.35</u>		<u>0.00</u>	
Balance 30 June	<u>\$13,005.73</u>		<u>\$8,263.38</u>	

12 MMCPN CARS RESERVE

Balance 1st July	2,025.00		0.00	
Transfer to Reserve	<u>0.00</u>		<u>2,025.00</u>	
	2,025.00		2,025.00	
Transfer to General Funds	<u>1,873.13</u>		<u>0.00</u>	
Balance 30 June	<u>\$3,898.13</u>		<u>\$2,025.00</u>	

13 ASSOCIATION FUNDS

Accumulated Funds 1st July	403,615.30		394,957.69	
(Deficit)/Surplus for year	<u>116,750.58</u>		<u>59,080.90</u>	
	520,365.88		454,038.59	
Less				
Transfer to Reserves	<u>22,753.82</u>		<u>50,423.29</u>	
Accumulated Funds 30th June	<u>\$497,612.06</u>		<u>\$403,615.30</u>	



114

Total number of Members

2367.5

VOLUNTEER HOURS



TOTAL CLASS PARTICIPANTS

295

ATTENDING

203

CLASS SESSIONS

TOTALLING

5588

HOURS OF CLASSES

5019.35

TOTAL HOURS ATTENDED AT  
CENTRE FOR OTHER SERVICES

Including Meetings and social support

## Association statistics

### How we are making a difference

#### Community Capacity Building

Strengthen collaborative relationships with all of the key stakeholders within communities that can work together to achieve resilience – critical health services, public/community services, local government, right to street and neighborhood level was the key to creating a support framework during COVID-19. Our response time for service delivery was exceptional. A community needs analysis commenced within days of the pandemic outbreak announcement. Staff and volunteer time was redirected during TBCC closure to frequently call our 3,000 consumers and check on their wellbeing.

In order to expand our reach into the world recognised The Bend Motorsport park we established a partnership with the Taillem Bend Bowling Club and became ambassadors at The Bend OTR Super Sprint in August 2019

Thirty volunteers, rostered on over three days helped direct people to services and provided information about the facilities and community. The Bend donated \$2,500 for our time which we paid forward to the Bowling Club which needed some financial support.

#### Community Resilience

The COVID-19 pandemic has brought a level of disruption to the world that brings into sharp focus how difficult it is to adequately prepare for an uncertain and, all too often, unpredictable future. Resilience was the key topic in 2019-20 - a global pandemic is guaranteed to test our resistance and positive thinking. The community services sector provides the foundation of civil society, social support and underpins the increasingly interconnected nature of the region. TBCC focused on four key elements:

1. Support our isolated consumers, improve the health and wellbeing of the most vulnerable - how could we enhance their resilience wherever they live?
2. Community Needs Analysis - gathering and analysing data which enabled informed continuity and benefitted consumers.
3. Resilience thinking, business and community continuity planning, embracing collaboration to maximise our footprint across 35,000kms<sup>2</sup>.
4. Implementing projects that improve sustainability performance, reduce resource consumption and provide long-term resilience.

We were so proud of the fact that MMCPN continued to deliver both medical and social transport services to eligible passengers throughout the COVID-19 lockdown, retaining all but one volunteer to assist with this service. This evidenced drivers' trust in our systems to mitigate risk associated with the service.

#### Culturally Vibrant Community

We have been in discussions to create a sign of respect for Ngarrindjeri which could be displayed in the Murraylands. In the interim we created a welcome flyer to be more inclusive of CALD, ATSI, LGBTIQ and more. We have created cultural awareness posts scheduled on social media and offered free transport to cultural events in the region.

#### Economic Diversity & Enterprise

Community members commented on how grateful they were to receive regular calls from TBCC staff and volunteers. We provided meals and hamper packs to those most in need and offered activity resources to assist with boredom. Feedback indicated consumers were impressed to receive deliveries in remote locations and especially happy to not have peas in the meals which they were reliant on in isolation. The selection of vegetables was highly regarded and a treat for people unable to access fresh produce regularly in the community.







4.22% - 113 clients

identify as Aboriginal or  
Torres Strait Islander (ATSI)

7.65% - 240 clients identify  
as Culturally &  
Linguistically Diverse (CALD)

1648

Reside in the Coorong

1490

Reside outside the Coorong

% of Population

Local Government Areas

Coorong-1648 =52%

Rural City M/Bridge-993  
=31%

Mid Murray-28 =89%

Tatiara-124 =3.95%

Southern Mallee-90 =2.8%

Karoonda East Murray-50  
=1.59%

Other-205 =6.63%

3,233

Total number of Consumers

CHSP/HACC/MMCPN/CSSP/C4C

646

CHSP

1052

MMCPN

1537

C4C

145

CSSP

74

HACC

## How we are making a difference

### Health, Wellbeing and Reablement

As mentioned previously, staff and volunteers during COVID-19 lockdown, were directed to undertake a Community Wellbeing Check and Needs Analysis. TBCC has 3,233 registered consumers—we contacted just over 1,500 of these, specifically targeting the elderly and people living with a disability. 50 people were identified as vulnerable and needing more frequent assistance. Meals were provided to more vulnerable consumers.

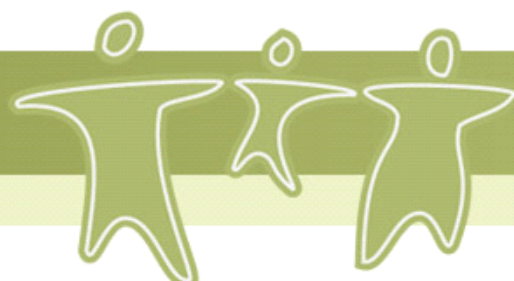
Volunteer MMCPN drivers local knowledge of transport logistics and geographical coverage was instrumental in effective meal and hamper delivery.

Questions	YES	NO
Do you feel vulnerable due to - Covid-19 isolation?	53	637
Did you feel vulnerable before Covid-19?	55	615
Do you have access to food?	675	8
Would you use a delivery service if provided?	251	414
Do you have adequate access to medical support?	661	21
Do you have family friend neighbours support?	577	107
Do you have any COVID-19 symptoms cough?	9	670
Do you have any COVID-19 symptoms sore throat?	4	675
Do you have any COVID-19 symptoms fever?	1	678
Do you have any COVID-19 symptoms shortness of breath?	10	668
Are you aware of COVID -19 social distancing 1.5m?	675	12
Are you aware of COVID -19 washing hands?	686	1
Are you aware of COVID -19 of staying home?	682	4
Graded risk results <b>green (low)</b> , <b>amber (moderate)</b> , <b>red (high)</b>		
<b>Green 669 Amber 43 Red 7</b>		

### Collective Impact

Support provided to us from various government departments has been flexible, reassuring and positive during uncertain times and we are very grateful.

Due to social media posts about the COVID meal services we were contacted by Ozharvest to partner with them for delivery of hampers and vouchers across our service area. This enabled us to deliver the following to vulnerable community members: 30 \$80 produce hampers, ten \$50 and three \$100 Foodland grocery cards. Due to the popularity, we also delivered another 175 hampers to three local government centres (Coorong, Southern Mallee and Karoonda East Murray) for community members to pick up from their nearest LGA centre. Again, achieved using volunteer drivers to cover hundreds of kilometres.





## Testimonials/Compliments

Beryl volunteers every Wednesday, making consumer calls. She has volunteered a whopping 144.5 hours, visited the centre 53 times, attended 21 classes totaling over 60 hours, as well as helping out with 'Our Goldies' and any other jobs around the place and on bus trips. We all think she is amazing! Consumers tell us they love chatting to Beryl when she calls, stating she's a dear friend. We know Beryl loves it too as she tells us that she thoroughly enjoys catching up with everyone and missed the calls very much during COVID-19 shut down.

The following compliment means the world to us coming from a founding member of TBCC. Rosemary Symonds has been involved with TBCC since inception in 1985 volunteering for 35 years.

*"Thank you for your ongoing support with my current health issues. I am very happy with all the drivers. They are professional, compassionate and helpful taking me to appointments in Adelaide. TBCC can be very proud of themselves."*

COVID meals—*"Thank you so very much for the roast lunches and package of gifts delivered to us they were delicious. It was so good to see the gentleman delivering them as we had not seen him for a number of years. We are extremely appreciative."*

*"So inspiring TBCC! We talk a lot about analysing community needs...and here is some evidence about how important it is! 200 meals is no small feat, thank you for your care."*

~Community Centres SA Inc.  
COVID meals

*"Good on you Richard. A great service by a great guy"* MMCPN driver profile

*"We appreciate your service Lindsay"* MMCPN driver profile

*"Well done Tammy and TBCC"* Covid update Video

*"You do an amazing job every week Chelsea. Thankyou"* PCMG Video

*"Super cute. Your doing such a great job doing all this for the kids, and all the extra stuff too!"* Bed time Story

*"Awesome work! Thanks Chelsea! What an awesome way to spend this rainy morning"* ~Meagan

### facebook Comments

*"Well done TBCC"*  
~Glenda  
COVID meals

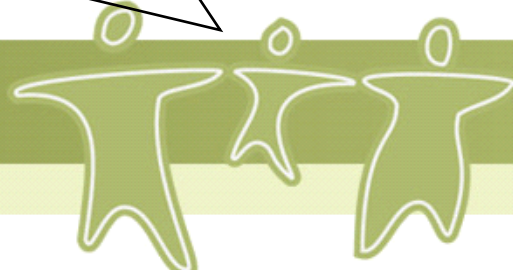
*"Well done Denise and Tam for a great, well organised day"*  
Westside Story

*"So good :) Isabelle loves hop little bunnies from Monday as well"*  
PCMG Video

*"As a very grateful recipient, I send heartfelt thanks to all involved"*  
~Juneth  
COVID meals

*"Beaut day. Thankyou"*  
Westside Story

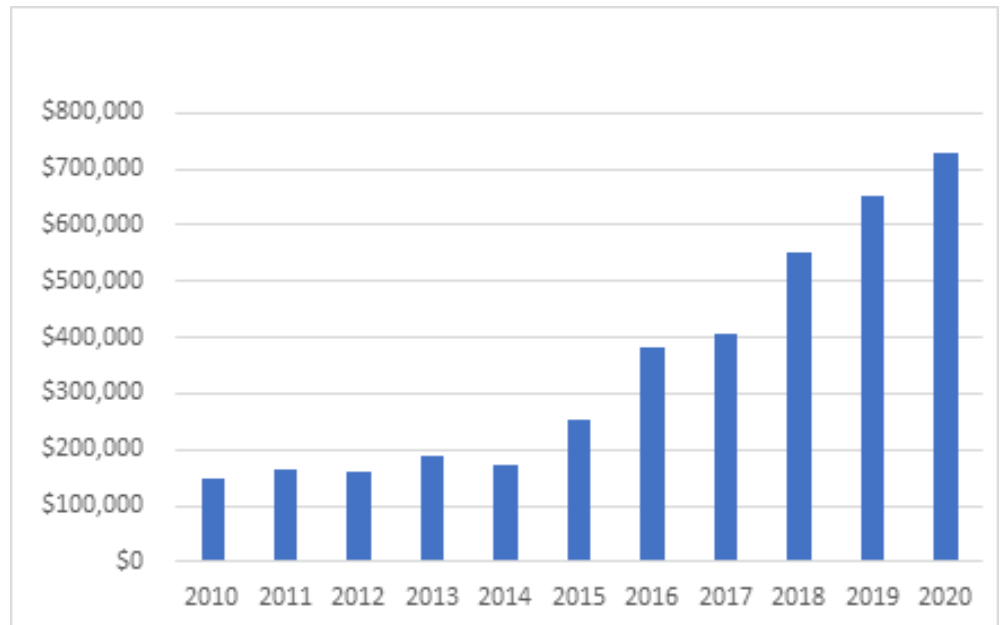
*"It was a good time with good food and good company. Good!"*  
Goldies Xmas Lunch







# Association Funds



## STRATEGIC GOALS 2019-2022

- Provide digital connection options and develop programs to support mental/general wellbeing initiatives
- Encourage participation, volunteering and training opportunities.
- Expand transport options and support community through rapid change.
- Source social enterprise opportunities, manage continuous improvement programs, and maintain service excellence and audit frameworks.

## Tailem Bend Community Centre

*"Providing social interaction and lifelong learning opportunities for the Coorong community"*

