



ACCESS  **SYDNEY**
COMMUNITY TRANSPORT

ANNUAL REPORT 2020 - 2021

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Acknowledgement of Country

Access Sydney Community Transport acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation, and the Wangal, Bidjigal and Gadigal people of the Eora Nation as the traditional custodians of the lands on which we meet and work. We recognise their continuing connection to land, water and community. We pay respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging from all nations across this country.



Our Vision

That all members of the community should have equal access to safe, affordable and accessible transport options.



Our Strategic Priorities



Promote the health and wellbeing of our customers and staff in feeling safe, valued and included.



Deliver an integrated and inclusive suite of services for customers and the community.



Sustain organisational resilience to effectively respond to new opportunities and adapt to unforeseen adversities.

Chairperson's Report



Chris Spackman
Chairperson

I am pleased to present the Chair's annual report for 2021.

The responsibility of the Board is to set the strategic direction, manage risk, ensure compliance with Access Sydney Community Transport (ASCT) Constitution, contracts, legislation and to ensure that organisation finances are used for the purpose for which they are granted. An equally important responsibility is to ensure a positive work place culture.

COVID-19 Impact

Supporting the management team through the COVID epidemic was our priority this year. Implementing strategies to protect the health and safety of our team members and clients involved carefully planned service provision, offering only essential services at times.

Commonwealth government directives, Public Health Orders and NSW Health advice changed on a daily or weekly basis and the ASCT team was agile and quick to respond.

Thanks to government support measures we were able to keep most people employed. As COVID restrictions are lifting, plans to bring our services back on line are under way and we look forward to our full range of services being available again.

Financial Health

ASCT receives funding from a range of sources including the Commonwealth Department of Health, NSW Health, Transport for NSW, City of Sydney and a number of private contracts.

Reduced services had a negative impact on our ability to meet our funding requirements in terms of the number of trips and hours of service by up to 40%. Where safe and appropriate, services were adapted to meet clients' individual needs.

As shown in the audited financial report the organisation is financially healthy with an Equity of \$3,797,243 as at 30 June 2021. Further detail can be found in the audited finance reports.

Our Future

Government funding for community transport organisations and other services funded under the Commonwealth Home Support Program is due to change from July 2023. Plans are under way to restructure community home care. Details are yet to be announced.

ASCT is working with Community Transport Organisation, the peak body for community transport providers to engage with government and lobby for continued access to affordable transport for frail older people and people with a disability.



Work on partnerships and other initiatives to grow ASCT has begun. Strategies are also underway to build on our social enterprise activities and offer a wider range of services.

The Team

At ASCT we have a dedicated and skilled team from a diverse range of backgrounds which align with the needs of our clients. On behalf of the Board I thank everyone of them for their commitment to ASCT and our clients particularly through the uncertainty of COVID-19.

Unfortunately, our CEO Carla Northam, was injured early in 2021 and required a long period of recovery. We are happy to see her back on deck. During Carla's absence our new Business Operations Manager, Joanne Robertson took the reins as Acting CEO and continued Carla's leadership through the challenges of COVID-19.

The Board

I would like to thank the Board of Directors for their diligent efforts mainly via Zoom meetings due to COVID-19. Our new Treasurer Arthur Stobierski (B.A. and CPA) for his leadership in overseeing our financial management. Alice Anderson also joined us this year adding her experience in disability and volunteering to the Board's range of skills.

This year we say good bye to Nelson Contador who has been on the Board for 5 years, mainly serving as Treasurer. Nelson has been a great asset to Access Sydney Community Transport and we thank him for his time and energy.

It is also time for me to step down from the Board after 6 years. It has been a privilege to be with Access Sydney through many changes and in particular to work with so many dedicated people from management to front line.

CEO's Report



Carla Northam
CEO

To say the 2020-2021 year was challenging is truly an understatement. In our last year's Annual Report, we stated how the COVID-19 pandemic forced us to focus on adapting to and navigating through so many unknowns.

COVID-19 has continued to place immense pressure on our normal business practices and has put significant limitations on the services our organisation was able to provide. Sadly, the pandemic has affected and continues to affect our communities financially, physically and emotionally. Throughout this challenging period our organisation has remained focused on the wellbeing of all our people and keeping them healthy and safe.

This year has shown us that when we work together, we can overcome immense challenges. We have adapted to changes in how we live, how we connect, how we work and how we provide support to our team, clients and our most vulnerable communities.

To stay connected with our clients, we engaged in regular social support via our multiple communication platforms to reconnect and provide service updates. This Annual Report highlights the achievements and the successful programs from the 2020-2021 financial year.

During the first half of the financial year, we were challenged by the ongoing restrictions and the suspension of our social program. Our role during this time was to continue providing safe and reliable essential services to our community, whilst reviewing internal processes and planning organisational recovery.

Access Sydney's organisational recovery plan was a staged approach to enable non-essential services to recommence gradually and safely. In early 2021 we reintroduced a COVID Safe social program which promoted mental and physical wellbeing. Our approach was tailored to the needs of our most vulnerable clients who were isolated throughout the pandemic.

The huge changes seen in recent months has offered us an opportunity to re-evaluate and re-prioritise our goals. Our Roadmap to Organisational Recovery continues to provide us with strong guiding principles that keeps us structured for our future direction.

Our key factors to recovery have also continued to remain solid in our ability to stay COVID-Safe and maintain our service deliverables.

As proven by our response to the pandemic, we have a team of exceptional people and a disciplined approach towards risk management and financial viability.

As we reflect on the past year, I am incredibly humbled by the strength and resilience that our team consistently display. Our team have all made sacrifices to cope with the ongoing challenges. The courage and dedication of our field staff is truly inspiring.

We will continue to maintain, strengthen and establish relationships and partnerships to work together in seeking ways to better assist our clients and communities.

It feels difficult to comprehend a future post COVID-19 but with the continued vision and support of our wonderful and committed Board of Directors and amazing team, we know we will be responsive and look forward to a more positive year ahead.

Please stay safe and healthy!



Year in Review



147,805
total trips



454,863
KMs

Trips by Purpose



50%
medical trips



26%
shopping trips



16%
social trips



8%
personal trips

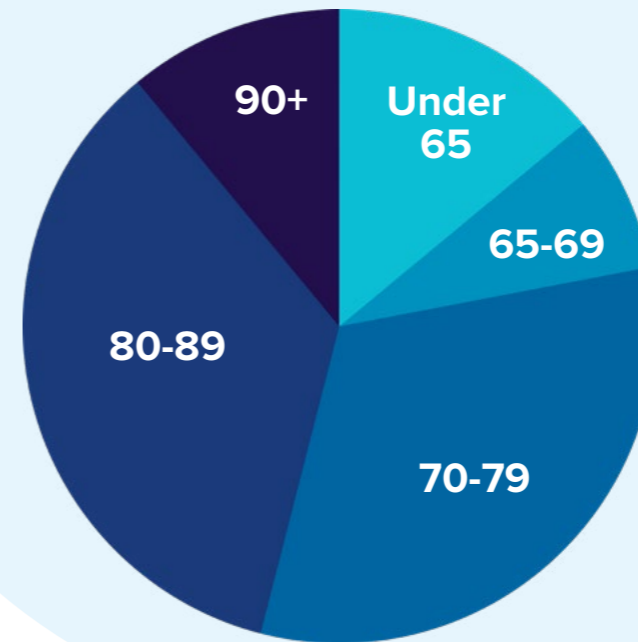


3,977
total clients



1,033
new clients

Clients by Age



45%
of clients
live alone



38%
of clients are
Australian

13%
of clients are
Chinese



8%
of clients are
Italian

Our People

Our workforce is our biggest asset, and our staff members' level of care and respect is what makes Access Sydney unique. We value an inclusive, diverse and innovative workplace.

Our dedicated and hard-working team includes 85 staff who continued to support us during the challenging times experienced throughout the year.

41
Drivers



As one of the many drivers for Access Sydney, I have been given the greatest opportunity to support those members of our community that are unable to get to and from medical appointments, weekly shopping or social outings by providing safe, reliable and affordable transport.

Every day I receive complementary feedback from grateful customers on how the Access Sydney team has supported them, especially during the pandemic. For many of them it's the only contact with the "outside world".

- Tony, Driver

45%
of our employees
are women

61%
of our employees
are culturally
& linguistically
diverse

28
Office Staff



We deal with clients at the beginning of their recovery journey after surgery, injury, or illness, assisting them to achieve their wellness and reablement goals.

Before contacting Access Sydney, clients have often been isolated by their transport difficulties and our service helps to reconnect them to their community or introduce them to a new one.

It is an honour and privilege to be with clients during these vulnerable stages and see that what I do makes a real difference.

- Ellen, Intake & Assessment Officer

“

I've been working at Access Sydney for more than 10 years. I started as a volunteer and I genuinely enjoyed the role so I put my hand up when a regular part-time position became available.

Every day is different, and the diversity of cultures of our clients and staff adds extra interest – I've even learnt to say a few words in several languages!

Some of my clients and I have known each other for several years now, and many of them have led such interesting lives, which I love hearing about when we're on the road, travelling to our destination.

- Christine, Bus Assistant

16
Assistants



Our Values



We Value Customers

We listen and we respond to our customers' needs. We build our customer service skills and make decisions with empathy.



We Lead By Example

We know our business and we trust our judgement. We have an eye to the future, developing innovative solutions in an ever-changing industry.



We Collaborate

We work together to develop solutions. We value diversity and respect people's different opinions and experiences.



We Empower People

We recognise the good things that our people do. We create opportunities for people.



We Are Safe

We act with safety in mind in everything we do.



Staying COVID-Safe

The COVID-19 pandemic continued to have an impact on Access Sydney services throughout the 2020-2021 financial year. We implemented a COVID-Safe Community Transport Plan, with various stages to ensure our health and safety measures reflected the evolving environment.

Group social programs resumed in February 2021, with robust COVID-19 safety protocols in place. This was an important stage of organisational recovery and provided an opportunity to improve social wellbeing amongst elderly and vulnerable clients. Access Sydney's key measures include:



Protective Equipment



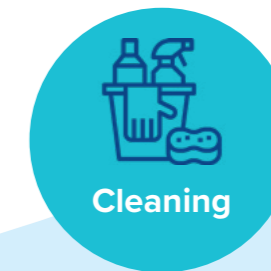
Social Distancing



Temperature Testing



Hygiene



Cleaning



Access Sydney has for many years provided a great community service. To me however, over the past two years spanning COVID-19, this service has come to mean so much more.

The safe, reliable transport to essential, sometimes urgent, medical appointments were made possible, and the support and relief this service provided, is something I shall long remember with much gratitude.

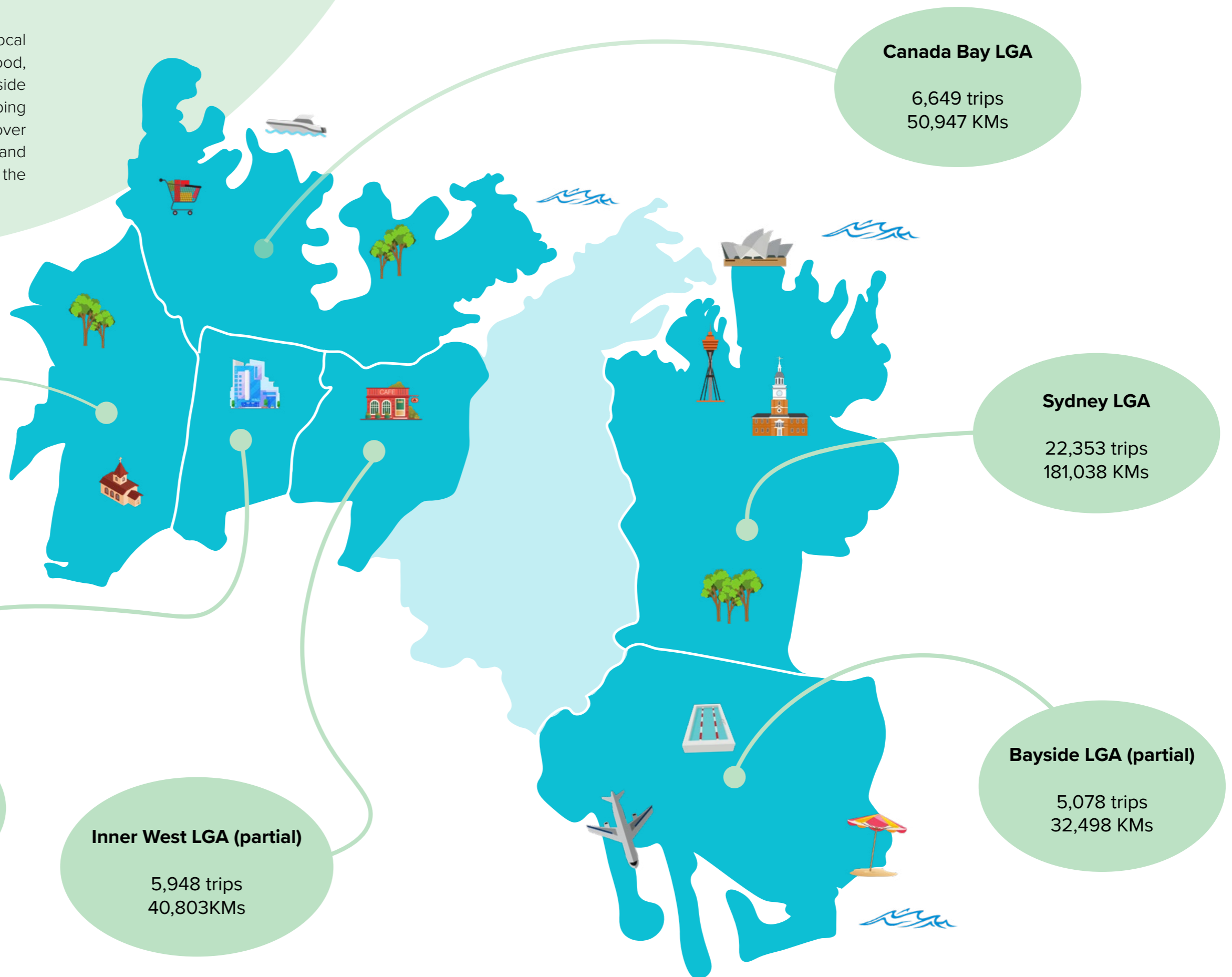
All these services made life during the past two unprecedented years easier to cope with, but perhaps of greatest significance was, and is, the manner in which every member of Access Sydney Team carried out their duties – showing clients like me utmost respect, support, kindness and friendly assistance...

- Helen, 81



Our Service Area

Access Sydney's key funding is for the Local Government Areas of Sydney, Burwood, Strathfield, Inner West (partial) and Bayside (partial). We provide medical, shopping and social transport services to over 3,900 seniors, people with disabilities and transport disadvantaged members of the community in those areas.



Engaging With Our Community



Jacqueline Martins
Community Liaison Officer

Consistent community engagement is key for Access Sydney to stay connected with our clients and community. Building relationships with our clients is fundamental to our core business. By encouraging consultation, participation, collaboration and empowerment we continue to successfully build trust with our clients.

Community engagement is also key for brand exposure and public relations at a local level. Whilst we were unable to attend many fairs and expos due to the pandemic, we were still able to participate in Council-run events and regular virtual community forums. This enabled Access Sydney to connect with other organisations to promote our services and build brand awareness to potential clients, volunteers, and future program partners.

Although COVID-19 restrictions had a major impact on our services, staying connected proved to be more important than ever, due to our clients not being able to leave their home. During the pandemic Access Sydney was agile in our approach. Our engagement tactic was replaced with regular social check-in calls with community leaders, volunteer email marketing campaigns and video meetings with external stakeholders. These measures provided reassurance and support for our partners and the vulnerable members of our community.

Recognising Our Volunteers

We acknowledge and value the contributions of volunteers and the community leaders who represent our external social groups at Access Sydney. To celebrate the achievements and recognise the difference our volunteers make in our community, we held a morning tea during National Volunteers Week. Access Sydney also attended a Volunteer Expo hosted by Burwood Council to promote our volunteer program and engage with potential volunteers.



Supporting Diversity & Social Inclusion

Access Sydney facilitates multicultural and multilingual services to support the needs of culturally and linguistically diverse (CALD) communities. Our culturally appropriate service delivery model aims to cater to all our clients and make sure that everyone has access to transport and social participation.

We developed and delivered innovative and targeted group programs across Sydney for older people from CALD backgrounds. The programs promote physical and mental wellbeing, prevent social isolation and empower older people from CALD backgrounds to participate in community life and exercise choice.

Whilst there are barriers we faced as an organisation when it comes to engaging with CALD clients, we facilitated communication through translated materials and most importantly by identifying bilingual Community Leaders who advocated for the needs of their cultural group.

Access Sydney continues to recognise the strength of our multilingual and multicultural employees and volunteers in supporting a service model which promotes diversity and inclusion.



Most common languages other than English spoken by our clients...



Social Highlights

Access Sydney aims to ensure that all clients have the opportunity to engage in their community and support them to maintain social and active lifestyles. Our social program aims to increase social inclusion, promote wellbeing and provide clients with memorable experiences at an affordable rate.

Towards the end of 2020 our team re-developed our social programs to include new and exciting initiatives for our clients. We established a COVID-safe social plan which ensured we were able to safely recommence our outings.



Exploring Art & History

Visiting galleries, museums and historical homesteads always provides the opportunity for clients to learn more, improve thinking, memory and be inspired.



99%  of clients enjoyed their social outing experience

Special Events

Whilst redesigning our social program we diversified outings by implementing one-off special events such as going to the Royal Easter Show, hosting an International Women's Day high tea or enjoying an afternoon at the races. These larger-scale outings served as a great opportunity for clients from across our whole service area to come together.



Enjoying The Outdoors

Scenic adventures are always enjoyed by our clients, especially those who enjoy fresh air and beautiful views. Spending time outside helps to reduce feelings of anxiety and depression. Enjoying a change of scenery, smelling freshly cut grass and seeing beautiful, natural landscapes are experiences that we want our clients to have. Whether it's going on a coastal adventure, enjoying our beautiful national parks or walking around a garden, spending time outdoors brings our clients so much joy.



40

group outings run on a monthly basis

Food Safaris

A newly introduced program for avid foodies this year were our Food Safaris to enhance and support diversity and inclusion amongst our community. Our aim was to explore our multicultural city through food by enjoying different cuisines and produce from across Sydney. Each month we offered a new Food Safari adventure for all our clients to experience.



Digital Engagement

Connecting Online

ASCT scaled its digital engagement response as more clients chose convenience and shifted towards going paperless. Connecting with our audience online has allowed us to share important updates instantaneously and engage with clients directly.

Email Marketing

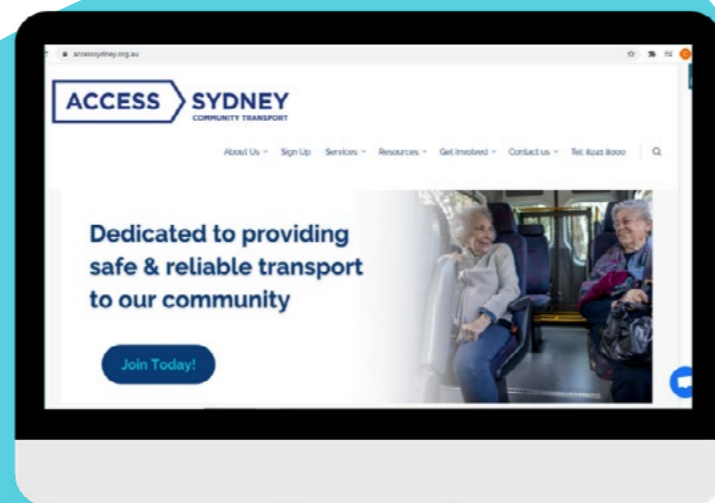
715 of our clients, stakeholders and staff are subscribed to our E-Newsletter. Email marketing has become a key way for Access Sydney to provide regular updates, news and promotion of our services. We have found that many of our clients use email regularly and benefited from the convenience of digital communication. There has also been an increasing shift towards a going paperless, especially due to the impacts of the pandemic. Email marketing is one of the most effective and direct ways to reach and engage with our clients.


715 subscribers 
to our email newsletter


our emails
were opened
8,119 times

Website

ASCT has placed a key focus on updating our website with the overall goal to be more accessible and inclusive for all individuals.



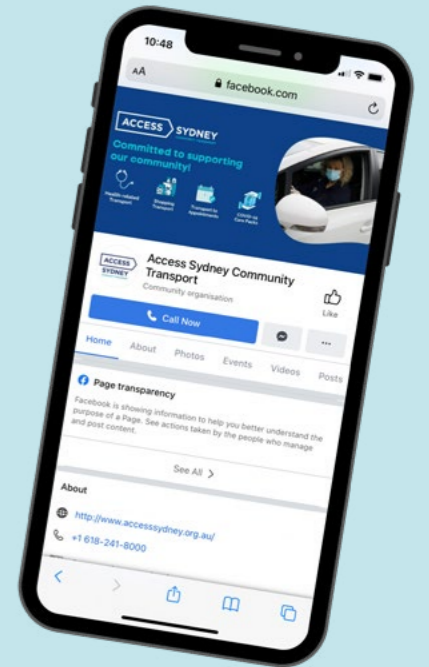
11,200 +
visitors
to the Access
Sydney website



1,152
followers
across Facebook,
Instagram & LinkedIn

Social Media

The Access Sydney social media platforms include Facebook, Instagram and LinkedIn. Our social media following grew rapidly over the course of the year resulting in increased engagement and brand awareness. These platforms allow Access Sydney to stay connected and highlight important organisational updates to our target audience which includes clients, partners, staff and more!



Our social media
posts reached over
30,200 people

Google

As a non-profit organisation, Access Sydney is granted \$10,000 monthly by Google to use on search advertising. This digital strategy has allowed us to further enhance our online presence by reaching new audiences, boosting Search Engine Optimisation (SEO) and improving our overall brand awareness.

Over 14,825
impressions
on Google Ads



Getting to Know Our Clients

Our Consultation Process

Access Sydney responds directly to the needs of the community and the environment in which we operate. Over time, it has grown into an established organisation supporting more than 3,000 people across Sydney in the last year alone. Access Sydney conducts annual consultation surveys which provide an insight of the client experience. This is an important part of the client relationship process that helps improve our quality of service.



I find the office staff so cheerful & helpful when making appointments...nothing is too much trouble for them. Since having my knees replaced the Access Sydney bus services have been such a help to me. I find using Access Sydney services safer than public buses.

- June, 80



It has been a comfort to know that Access Sydney services are only a phone call away should I need help.

- Irene, 83



At 81 years old, having a door-to-door pickup service and having help with the groceries being carried into my kitchen is a massive help. Also the drivers and helpers are very well mannered and kind. I am extremely happy with the service.

- Shirley, 81



95%

of clients agree that ASCT helps them to maintain their independence



95%
of clients find ASCT services meet their accessibility needs



94%
of clients agree that ASCT helps them maintain their health & wellbeing



93%
of clients use ASCT transport to access daily essential services



79%
of clients agree that ASCT helps them stay connected with their community



100%
of clients agree that ASCT staff are respectful and trustworthy



98%
of clients find ASCT services easy to use & access

Partner Spotlight

Our Partnership Commitment

Access Sydney Community Transport is committed to working with industry partners with mutual goals to enhance community life and access to transport through sustainable methods.

Over the past 5 years, we have worked closely with partners across many industries - including other non-profit organisations, cultural community groups, government bodies and local businesses. Access Sydney provides a collaborative approach when working with industry partners, which results in mutual opportunities and a competitive edge for all.

We are grateful to all of our current and past partners and the energy they bring in to achieve mutual goals for our community.



Burwood Council - Social Program

For the last three years, our ongoing partnership with Burwood Council has grown and enabled us to provide free, bi-monthly social outings for senior residents living in the Burwood local government area. The program continued to provide a targeted approach for social inclusion among the elderly, vulnerable and isolated people. This has improved social wellbeing in Burwood senior residents and increased awareness of Access Sydney's transport services.



City of Sydney Council - Village to Village

The Village to Village (V2V) free shuttle service is operated by Access Sydney and funded by the City of Sydney Council. This is the V2V's 15th year of service and it continues to operate as a community transport initiative that goes beyond basic transport needs.

The free shuttle service provides members of the public with reliable access to hospitals, medical centres, shops and other destinations that are not well served by regular public transport. The V2V also links people with other modes of travel such as bus stops, light rail and train stations. This has helped many transport disadvantaged people access daily essentials and maintain their independence.

There are currently four different shuttle routes operating every Thursday & Friday which are available to all members of the public.

- Purple Shuttle - Redfern to Woolloomooloo via China Town
- Green Shuttle - Redfern to Broadway via Glebe
- Orange Shuttle - Redfern to Broadway via Green Square
- Blue Shuttle - Pyrmont to China Town via Surry Hills

Transdev - International Women's Day

To help us celebrate International Women's Day, Access Sydney partnered with Transdev who provided their IWD coach & driver for the morning. Many of our clients were excited to arrive at the event in style and enjoyed the themed travel journey to our International Women's Day morning tea.



The Village to Village shuttle buses provided
12,964 trips



Our Operating Environment



Faqir Junaid
Head of Service Delivery

The past year has been nothing short of challenging and I am proud to say, that we as a team have taken this challenge head-on. As part of the Service Delivery team, we ensured that our services continued to operate seamlessly throughout the multiple lockdowns and state-wide restrictions. It was imperative that the most vulnerable members of our community continued to have access to essential services and medical care.

As COVID hit at the beginning of last year, one of the biggest challenges was to make sure that our services were safe and reliable for both clients and field staff alike. This involved revision of our procedures and introduction of COVID safety guidelines and measures to ensure the continuity of essential services for our clients.

The most challenging task was to ensure the safety of our staff by allowing them to work from home. It was a mammoth undertaking, and we were able to move our operations online in a short period of time. While staff began to operate remotely, it is impressive to note that we did not have a single minute of downtime. Through the hard work of all our staff and stakeholders, we were able to make this shift seamlessly.

In light of restrictions and the vulnerability of our clientele, we had to suspend social trips through most of last year for the safety of our clients.

However, our vehicles continued to operate during this time to take clients for essential services and medical appointments. We also introduced online and list shopping which benefited clients that were hesitant to leave their homes. Due to Public Health Orders, we have had to modify how we deliver our services. For example, seating adjustments were implemented so that buses operated at limited capacity with green dots indicating socially distanced seating.

Additionally, we continued to maintain temperature testing for all clients and staff. The ASCT fleet also continued to undergo regular disinfections through a professional external contractor.



10
buses



11
vans



7
cars



6
of our vehicles
are 'green'

In an ever-changing landscape, we recognised the need to provide adequate training of staff. All Access Sydney Community Transport staff underwent *COVID Aged Care Module 1* and *Personal Safety and Infection Control Training*. In June 2021 we held a staff training day for employees to attend workshops aimed at further developing their skillset.

During this time, we also introduced automated messaging for clients to remind them of upcoming of trips. This has helped us streamline our resources and clients were able to get updated trip information and reminders. Clients were understandably hesitant at the onset of the messaging system but have since adapted very well, and it has also helped us to improve service delivery.

During the past financial year our services for Woolworths and Village to Village played a crucial role in providing safe and reliable transport for our stakeholders. Through our partnership with City of Sydney, the Village to Village (V2V) shuttle program played a significant role in providing the public with reliable, free access to hospitals, medical centres, shops, and other destinations throughout the year.

Through Access Sydney's diversified transport services, we were able to provide around 146,000 trips in the financial year.

Our field staff who are on the road during played an exceptional role and provided essential services, even when other modes of transport were operating at skeleton level. All this has been possible due to the dedication and commitment of our staff, both in the office and in the field.

The next year no doubt will be full of challenges, but Access Sydney are committed to improve our client experience through new service offerings and user friendly systems that enable seamless transport solutions.

Treasurer's Report



Arthur Stobierski
Treasurer

Similar to the previous year, this year was another challenging but rewarding year for Access Sydney and its employees.

During the financial year we said goodbye to our old Ultimo office and moved into a new premises at Homebush West. The business together with the Board approved a short-term lease due to the uncertainty surrounding the continuation of Government funding revenue. The lease will deliver significant property rental savings moving forward and eliminate duplication.

During the second half of the year, we also welcomed Joanne Robertson who joined Access Sydney as Business Operations Manager. Joanne comes with extensive financial and management experience across the Not-for-Profit sector.

Towards the end of the financial year the state of NSW entered further disaster issues with a new strain of COVID, Delta, and this non doubt impacted the entire Access Sydney community as we prepared for another lockdown.

On behalf of myself and the entire Board, I would like to thank the Senior Management team and all staff on their efforts on what was another challenging but rewarding year.

A special thanks also goes to Joanne who stepped up as Acting CEO during Carla Northam's absence, leading the business day-to-day and also driving high vaccination uptake across the business.

Access Sydney continues to have a heavy reliance on Government funding revenue, accounting for 64% of total revenue. This is primarily CHSP funding administered by Transport NSW. Effective since January 2021, our funding agreement was updated and extend our current funding arrangements to 30 June 2022. Advice on funding beyond June 2022 is yet to be announced.

Our financial position was once again solid and delivered a current year surplus before income tax of \$519,202. Our cash at the beginning of the financial year was \$2,937,598, and our cash at the end of the financial year was \$4,542,735 an increase of 54.6%. The increase in cash holdings was largely due to a cashflow boost from the ATO, along with various Government Stimuluses relating to COVID-19.

Total income was reported as \$5,797,268, which was an increase of 6.2% on prior year. COVID-19 Government Stimulus Packages contributed largely to the overall increase, with Operating Grants Received being down by -21.9% on prior year.

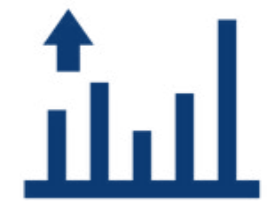
Total expenditure was reported as \$5,278,066 an increase of 6.7%. As a percentage of total income, expenditure was in line with prior year. Additional costs were incurred for developing a COVID-19 Safety Plan, and increased depreciation for right-of-use assets. Significant savings were also made on property rental resulting from elimination of duplicate occupancy. Salaries and Wages also increased by 8.0% on prior year with the impact of JobKeeper employee payments and end of year provisions

The year ahead will be another challenging year as we approach a potential decision on future Government Funding Revenue. The key challenge will be to formulate an adequate strategy to take the business forward irrespective of future Government Funding, potentially moving to a self-funding commercial model. As part of future strategy, the Access Sydney Senior Management team will also look to develop and upgrade internal systems and review business processes, as we re-invest in new projects to provide improved financial performance and equity returns.

Finally, again, thank you to the entire Access Sydney community for delivering another fantastic financial result in 2020-21.



\$5,797,268
total income



\$519,202
net surplus

Financial Report

Please be advised that the following financial information has been extracted from the full Audited Financial Report of ASCT. A full copy of the Audited Financial Report can be provided on request.



AUDITOR'S INDEPENDENCE DECLARATION UNDER

SECTION 60-40 OF AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012

TO THE DIRECTORS OF ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

In accordance with the requirements of Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been no contraventions of:

- a) the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- b) any applicable code of professional conduct in relation to the audit.

Charles Oosthuizen
Partner

Dated: 29 October 2021

Sydney



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

Report on the Financial Report

Opinion

We have audited the accompanying financial report of Access Sydney Community Transport Limited (the company), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors declaration.

In our opinion, the financial report of Access Sydney Community Transport Limited has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- a. Giving a true and fair view of the company's financial position as at 30 June 2021 and of its financial performance and cash flows for the year ended on that date, and
- b. Complying with Australian Accounting Standards, and with Division 60 of the Australian Charities and Not-for-Profits Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statement' section of our report. We are independent of the Company in accordance with the ethical requirements of the ACNC Act and the Accounting Professional and Ethical Standard Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Material Uncertainty Regarding Continuation as a Going Concern

We draw attention to Note 1 to the financial statements which discloses the premise upon which the Company has prepared its financial statements by applying the going concern assumption.

Given the uncertainty in relation to the continuation of funding by Transport for NSW (TfNSW) beyond 30 June 2022, this event or condition, along with other matters as set forth in Note 1, indicate the existence of a material uncertainty, which may cast significant doubt about the Company's ability to continue as a going concern.

The entity may be unable to realise its assets and discharge its liabilities in the normal course of business and at the amounts stated in the financial report. Our opinion is not modified in respect of this matter.

Information other than the financial statement and auditor's report thereon

The directors are responsible for other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2021 but does not include the financial statements and our auditor's report thereon.

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

Information other than the financial statement and auditor's report thereon (continued)

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

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

Responsibilities of the Directors for the Financial Report

The Board of Directors are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the ACNC Act and for such internal control as the Board of Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

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

Moore Australia NSW Audit
Chartered Accountants



Charles Oosthuizen

Partner

Signed at Level 14, 9 Castlereagh Street, SYDNEY NSW 2000

on the 29 October 2021

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

DIRECTORS' REPORT

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2021 has been received and can be found on page 27 of the financial report.

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

A. Stobierski

Director _____

Nelson

Director _____

Dated this 27th day of October 2021

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
INCOME			
Grants Received	2	3,555,772	4,554,199
Services Income	3	15,316	76,549
Interest Income		12,933	27,995
Other Income	4	2,213,247	798,418
		5,797,268	5,457,161
EXPENDITURE			
Advertising & Promotion		1,886	4,085
AGM & Meeting Expenses		4,461	6,873
Audit Fees		12,018	11,527
Accounting Fees		3,400	-
Bank Charges		5,168	3,379
Bad Debts		3,169	-
Cleaning		15,600	4,635
Consultant Fees		8,516	7,687
Client Outgoings		1,195	7,183
Computer & IT Expenses		82,076	42,190
Conferences		100	-
Covid-19 Safety		81,818	-
Depreciation		6,508	-
Donations		-	5
Electricity & Gas		14,477	5,869
Equipment		25,713	46,800
Event		980	75
Parking Fines		-	268
Rent Car Park		17,168	20,373
Hardship		-	1,655
Insurance		13,755	11,624
Interest Expense		6,384	852
Lodgement & Legal Fees		4,001	6,102
Postage		8,112	4,838
Printing & Stationery		13,854	12,468
Relocation Expense		29,404	8,061
Rent		44,676	150,378
Repairs & Maintenance		8,956	2,243
Salaries & On costs	5	4,151,060	3,843,880
Vehicle Service & On Costs	5	551,189	672,019

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR YEAR ENDED 30 JUNE 2021

	Note	2021	2020
		\$	\$
Subscriptions		8,258	4,798
Telephone & Internet		45,752	49,164
Translation & Interpreting		550	895
Travelling & Taxi (Staff)		1,616	5,373
Right-of-Use Asset Depreciation		100,475	8,018
Secure Destruction		1,076	923
Website Expenses		206	499
Work Health and Safety		4,489	-
		5,278,066	4,944,739
CURRENT YEAR SURPLUS BEFORE INCOME TAX		519,202	512,422
Income Tax Expense		-	-
NET CURRENT YEAR SURPLUS		519,202	512,422

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021

	Note	2021	2020
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	4,542,735	2,937,598
Accounts Receivable and Other Debtors	8	216,492	176,490
TOTAL CURRENT ASSETS		4,759,227	3,114,088
NON-CURRENT ASSETS			
Property, Plant and Equipment	9	894,250	1,090,660
Right-of-Use Assets		91,802	184,415
TOTAL NON-CURRENT ASSETS		986,052	1,275,075
TOTAL ASSETS		5,745,279	4,389,163
CURRENT LIABILITIES			
Trade and Other Payables	10	359,850	453,580
Provisions	11	560,460	365,887
Deferred Liabilities	12	778,550	-
Lease Liability		95,574	88,354
TOTAL CURRENT LIABILITIES		1,768,837	907,821
NON-CURRENT LIABILITIES			
Provisions	11	153,602	107,085
Lease Liability		-	96,216
TOTAL NON-CURRENT LIABILITIES		153,602	203,301
TOTAL LIABILITIES		1,948,036	1,111,122
NET ASSETS		3,797,243	3,278,041
EQUITY			
Retained Earnings		2,318,657	1,813,439
Reserves	15	1,478,586	1,464,602
TOTAL EQUITY		3,797,243	3,278,041

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED
ABN 23 985 892 007

STATEMENT OF CHANGES IN EQUITY
FOR YEAR ENDED 30 JUNE 2021

	Vehicle Replacement Reserve - TfNSW	Vehicle Replacement Reserve - ASCT	Retained Surplus	Total Equity
	\$	\$	\$	\$
Balance at 1 July 2019	927,984	318,025	1,519,610	2,765,619
Net Surplus for the year	-	-	512,422	512,422
Transfers between Equity Components	184,822	33,771	(218,593)	-
Balance at 30 June 2020	1,112,806	351,796	1,813,439	3,278,041
Balance at 1 July 2020	1,112,806	351,796	1,813,439	3,278,041
Net Surplus for the year	-	-	519,202	519,202
Transfers between Equity Components	13,984	-	(13,984)	-
Balance at 30 June 2021	1,126,790	351,796	2,318,657	3,797,243

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED
ABN 23 985 892 007

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Customers & Grant Revenue		5,537,265	5,907,802
Cashflow Boost ATO / Government Stimulus		1,553,700	50,000
Payments to suppliers and employees		(5,585,421)	(5,507,408)
Interest paid		(6,384)	(852)
Interest received		12,933	27,994
Net Cash Generated by Operating Activities		1,512,093	477,536
CASH FLOWS FROM INVESTING ACTIVITIES			
Net payment for intangible assets		(96,858)	-
Net proceeds from property, plant & equipment		189,902	-
Net Cash Generated by Investing Activities		93,044	-
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Cash Generated from Financing Activities		-	-
Net Increase in Cash Held		1,605,137	477,536
Cash and Cash Equivalents at Beginning of Financial Year		2,937,598	2,460,062
Cash and Cash Equivalents at End of Financial Year	7	4,542,735	2,937,598

Our Partners

Funding Partners



Local Council Partners



Community Partners



How You Can Help



Become a Volunteer Today

At Access Sydney Community Transport every contribution counts as we strive to make a positive difference in our local community. By becoming a volunteer you enrich the lives of vulnerable members of the community, build new skills and meet new people. If you are willing to give back to your community, volunteering with Access Sydney could be the right fit for you.



Charitable Donations

If you're someone who really wants to help support your local community services but you're too busy to volunteer you have the option to donate, Access Sydney Community Transport is a registered charity and can accept financial charitable donations. Contact our friendly team at Access Sydney.





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