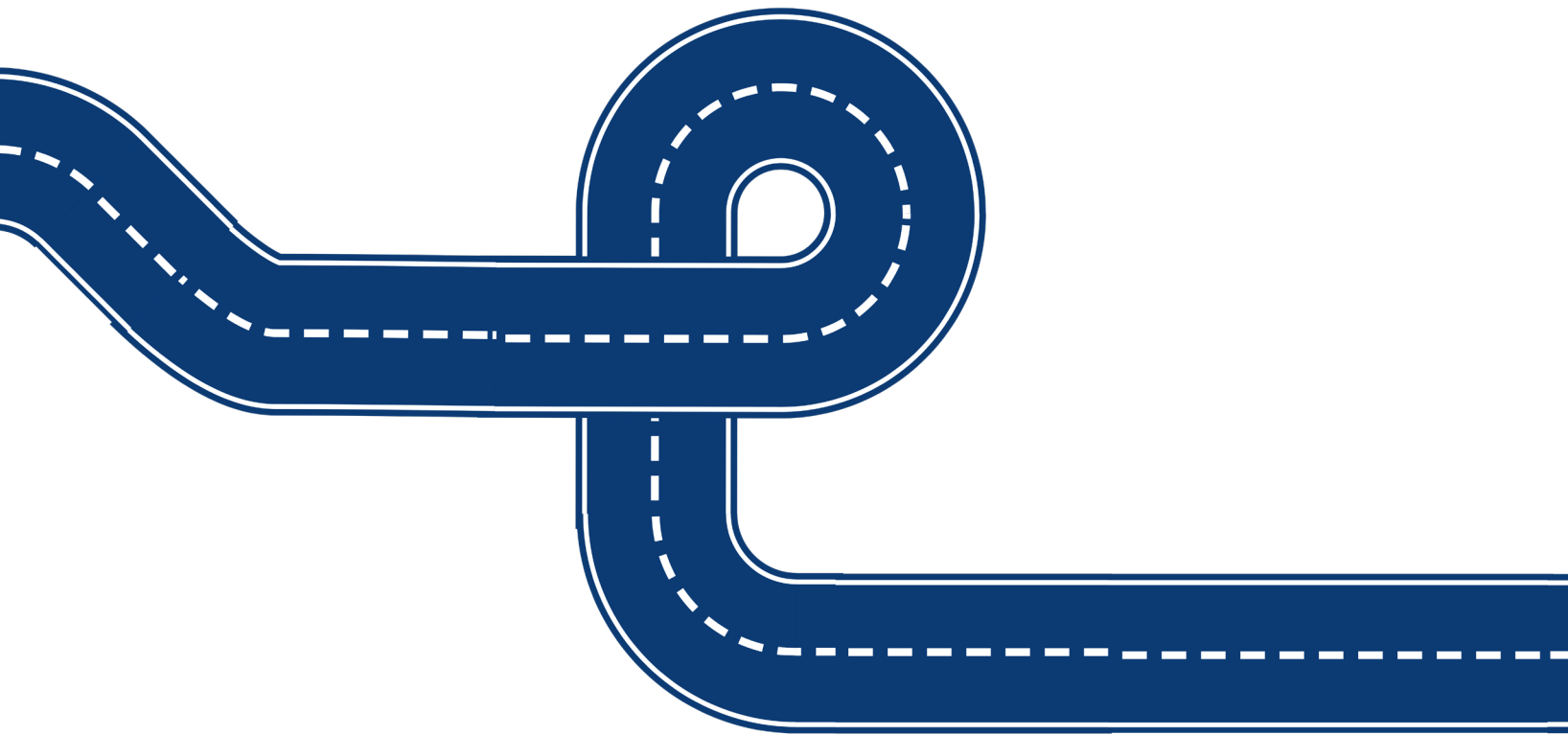




# Annual Report

2019-2020



*A not for profit community organisation*

[www.accesssydney.org.au](http://www.accesssydney.org.au)

*"Here to there with care."*

Access Sydney Community Transport is by its purpose to create better experiences together for a better tomorrow. Guided by our core values, we want our actions to have a positive impact every day and to define what makes Access Sydney Community Transport different.

Customer demands are changing rapidly, and in this environment, we will continue to transform our services to better meet our customers' needs and work together to be COVIDsafe.



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## Acknowledgement of Country

*Access Sydney Community Transport acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Access Sydney Community Transport is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.*

# MESSAGE FROM THE CHAIR OF THE BOARD

I am pleased to present the Access Sydney Community Transport Ltd annual report for 2020.

The governance responsibility of a Board is to set the strategic direction, ensure compliance with ASCT Constitution, contracts, legislation and standards and to ensure that the organisation is financially stable.

Following the resignation of long serving CEO Jane Rogers in 2019, ASCT was fortunate enough to recruit Carla Northam who came to us with strong skills and experience in leadership roles in the community sector.

***Carla started in January 2020 and hit the ground running when COVID-19 hit Australia. Very quickly community transport service providers had to completely change their service model to ensure customer and staff safety while continuing essential services.***

A COVID-19 Safety Plan covering all our service types, customers and team members had to be developed, registered with government and implemented. The Plan is based on minimising the risk of infection to customers and team members. It includes suspending non-essential services while maintaining essential ones. Many team members were unable to work at all while some worked from home.

Strategic planning is crucial for community transport providers to ensure an efficient business model and a sustainable future. Our contract with the Commonwealth government under the Commonwealth Home Support Program (CHSP), which funds the majority of our services, expires in 30 June 2022. Government plans for providing community transport after that date are not yet known.

Over the next year, the CEO will work with Commonwealth and State governments and community partners to influence the future design of community transport that meets community needs.

Our lease agreement with Strathfield Council for the premises at the Dutton Centre, expired in June and the Ultimo office lease expires at the end of December 2020. This provided us with an opportunity to consolidate our offices and have one base, gaining efficiencies in team cohesion, systems and reducing cost. When it is safe to do so, staff from both offices will work together at the new premises in Homebush West.

The focus on COVID-19 prevented us from working on new initiatives in 2020. However, as COVID restrictions are lifted, work will refocus on new strategies to grow the business and establish social enterprise opportunities. In the 2020 financial year, we appointed a new Board Director, Robert Macey. His knowledge and experience in state health and transport have been an asset to the organisation, especially during COVID-19. I wish to thank all Board members, including Nelson Contador (Treasurer), Lisa Parcsi and Celeste Shaw, who gave their time voluntarily to provide governance to the operations of ASCT.

My thanks to staff, who have worked so hard to keep customers and each other safe. They have endured many changes this year and again proven how resilient they are.

Many thanks also to the volunteers who give their time to support ASCT and our customers.



**CHRISTINE SPACKMAN**  
*Chair of the Board*

“

My thanks to staff, who have worked so hard to keep customers and each other safe. They have endured many changes this year and again proven how resilient they are.

”

# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

It is with pleasure that I provide my first report as Chief Executive Officer of Access Sydney Community Transport (ASCT). The 2019-2020 financial year has certainly presented some significant challenges and I don't think that anyone could have ever imagined that we would be faced with an event such as a global pandemic. COVID-19 has had a drastic impact on so many lives, and in many ways, it continues to remain the biggest challenge of our time.

*Throughout this unprecedented period, our team demonstrated an unparalleled commitment to adapt to new ways of remote working, strict hygiene and social distancing protocols to ensure we continued delivering essential services safely to our community in a contestable environment.*

Our success is testament to the strength of our people, the resilience of our organisation and the agility of our systems, all of which have been critical in positioning ASCT as a trusted safe provider for our customers and community during this uncertain time.

We were swift in deploying a robust COVIDSafe plan with frequent health and safety updates across essential services. Although we were unable to meet contracted outputs due to COVID-19, we remained active and consistent in delivering medical and shopping-related transport services for our customers safely.

Our modified contact-less list shopping service saw an increase in uptake of over 200% from March 2020 onwards and our focus on digital marketing initiatives became the lead communication outlet which saw our e-newsletter audience grow by over 80%.

Whilst the COVID-19 pandemic continues to have a serious impact on people's wellbeing, ASCT remains committed in our main focus and approach in relation to the health, safety and wellbeing of our employees, customers and the communities in which we operate. Now, more than ever, we will continue to do the right things and be prepared to take steps beyond what we are typically required to do.

The huge changes seen in recent months has offered us an opportunity to re-evaluate and re-prioritise our goals. 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. This will prepare ASCT to embrace change and be agile in a competitive environment. New services will be required, customer expectations for more personalised experiences will rise significantly and new digital technologies will be developed. However, as we adapt our business model, we will remain focused on delivering a safe and high standard of service to our customers.

I am very proud of the committed team of staff and volunteers at ASCT. In many instances they have put the community's needs ahead of their own challenging circumstances. I wish to give them my sincerest thanks.

I would also like to thank our dedicated Board of Directors for their support, contributing their time and expertise to guide Access Sydney Community Transport soundly through uncertain times this year.

The support we have received from ASCT's friends and partners during this unprecedented year has demonstrated the strong bonds that exist in our community.

Whilst the effects of COVID-19 still continue to create many unknowns, I strongly believe that these shared experiences within our organisation have created a culture of absolute commitment to realise the potential of our future strategy.

We look forward to exploring new opportunities, engaging with potential new customers and forging new partnerships.

I hope you enjoy reading our Annual Report featuring highlights of the financial year which demonstrates the delivery of our values. These values will continue to drive and shape our vision for the future, so please join me on this exciting next phase of Access Sydney Community Transport's journey.

“  
Whilst the effects of COVID-19 still continue to create many unknowns, I strongly believe that these shared experiences within our organisation have created a culture of absolute commitment to realise the potential of our future strategy.  
”



**CARLA NORTHAM**  
*Chief Executive Officer*

# OUR HIGHLIGHTS

## Engaging With Our Community

We engaged with our community and had stalls at multiple events, including:

- Sydney Seniors and Disability Expo
- Sydney Gay & Lesbian Mardi Gras Fair Day
- Strathfield Festival
- Burwood Festival
- Summer on the Green - Counterpoint Community Services

Promoting Access Sydney at public events creates brand exposure. Going to expos and community events resulted in a higher rate of engagement across our digital platforms and we also connected with new customers, potential volunteers and built relationships with other groups and organisations.

## New Leadership

In January 2020 we brought on a new Chief Executive Officer, Carla Northam. Carla has over 20 years' experience as an accomplished senior executive in various industries and sectors including aged care and not-for-profit organisations. She has also had extensive experience engaging with the Australian Government on advocacy issues. Carla's experience and background aligns well with leading Access Sydney Community Transport into its next phase.





## Cashless Operations

Access Sydney Community Transport is moving towards being a cashless organisation by July 2021. Throughout the COVID-19 pandemic we encouraged customers to opt for cashless payments and saw a significant uptake, which has helped us to increase & streamline our cashless operations.

We currently have the technology in place to take prepaid or postpaid payments over the phone and we are working to improve our cashless processes.



**16,610**  
VISITS TO OUR WEBSITE



**80%**  
INCREASE IN  
E-NEWSLETTER SUBSCRIBERS

## Digital Platforms

As there continues to be a shift towards going paperless and connecting with our audience online we are working to increase engagement with our customers by building our digital audiences and creating more content. Online platforms allow us to share regular news and updates with our customers safely and instantaneously.

- E-newsletter - 80.3% increase in subscribers.
- Instagram - 49% increase in followers
- Facebook - 17% increase in followers

## Helping to Improve Digital Literacy

In October 2019 ASCT hosted a digital workshop as a part of Be Connected's 'Get Online Week'. We partnered with Burwood Council to host the event and had instructors from the Red Cross, Burwood Library, Human Resources and the Australian Seniors Computer Club Association hold a workshop for a group of seniors. Skills they learnt in the workshop included how to:

- Stay safe online;
- Use the MyGov portal to access Centrelink & Medicare;
- Do their shopping and banking online; and
- Use the Red Cross Get Prepared app to plan for emergencies.

Our customers who attended the workshop built their digital confidence by learning new skills and gained a deeper understanding of how the internet can benefit their day-to-day lives.

## New Services Initiated During COVID-19

Access Sydney Community Transport was agile throughout the COVID-19 pandemic. We introduced new essential services including:

- The Early Bird Shopper - safe access early shopping service established for vulnerable customers;
- List Shopping Service - contactless grocery delivery service for at-risk customers staying at home; and
- Woolworths Online Shopping - online orders taken over the phone through our Customer Service team.



**69%**  
OF OUR CUSTOMERS  
HAVE MOBILE PHONES



**90%+**  
OF OUR CUSTOMERS  
ARRIVED AT THEIR  
APPOINTMENTS ON TIME



**895**  
NEW CUSTOMERS  
LINKED TO  
ASCT SERVICES



THE AVERAGE AGE OF  
OUR CUSTOMERS IS **75**

## Helping to Improve Wellbeing

Whilst we had to suspend non-essential services in March due to COVID-19, our customers still spent the first half of the financial year enjoying the best of Sydney and its surrounds!

Unable to provide social support services in person meant we increased our digital communication to improve the wellbeing of our vulnerable and isolated customers.

We shared regular updates with our audience, including:

- Mental health and support resources such as the Older Persons COVID-19 Support Line, Beyond Blue & Lifeline;
- Virtual outings which allows customers to experience the outside world from the comfort of their own home;
- Activities and workout classes they can access through platforms like Zoom; and
- Our Customer Service Team were also provided with training on support resources to refer customers to over the phone.



# OUR VALUES



# FEEDBACK



## Our Vision:

*That all members of the community have equal opportunity to safe, accessible transport and mobility options.*

*I'm the volunteer group leader for the Russian Group that participates in ASCT's social group outings.*

*The group outings are so important as it give our group the opportunity to stay connected with our cultural community. Going on the social trips also gives us the chance to catch up with each other and it helps us to keep well, healthy and active.*

*Our driver Vladimir is very helpful, caring, patient, and respectful. He is also very knowledgeable about the destinations he takes us to by often providing some background information about the places we go to which makes our trips very interesting.*

*We all love the social group outings as it gives us all something to look forward to every month.*

**Mina, ASCT Volunteer and Social Outing Customer**

*Access Sydney gave me independence. I'd had some falls and the hospital got onto My Aged Care who put me in touch with Access Sydney so I could do my shopping. I've found everyone connected with Access Sydney absolutely wonderful, they've been interested in me personally and made me feel so comfortable.*

**Patricia, Medical & Shopping Customer**

*I can't find any fault with the Access Sydney shopping service.*

*I have always found the staff to be very respectful, patient and caring towards everyone on the bus. The staff take their time and take special care when assisting me on and off the vehicle.*

*This service has helped me so much during COVID-19 by allowing me to get out and do my shopping, without this service it would not have been possible.*

*I really do believe that it's an excellent service for the subsidised fee that I pay.*

**Kay, Shopping Bus Customer**



## OUR PEOPLE

*Every employee of Access Sydney Community Transport is a custodian of our reputation for excellence and integrity, with a responsibility to uphold the standards and values we represent. We value an inclusive, diverse and innovative workplace.*

*We are building a culture where all employees are valued, inspired and supported. Together we celebrate our successes and are proud of the work we are doing to help our community.*

*I love how this service provides transport and helps the disadvantaged and elderly to be able to assist them with their medical appointments, with their shopping and also be able to go on social outings.*

*I started as a volunteer and I saw how wonderful this service is and how it helps people that need it.*

**Rachel, Customer Service Representative**

*I enjoy helping the elderly people in our community stay independent. I feel that we are helping keep people connected, which is so important. I enjoy my job because we give the people in our community a better lifestyle and enable them to do more things which they may stop doing if we were not here to help.*

**Carlo, Operations Coordinator**

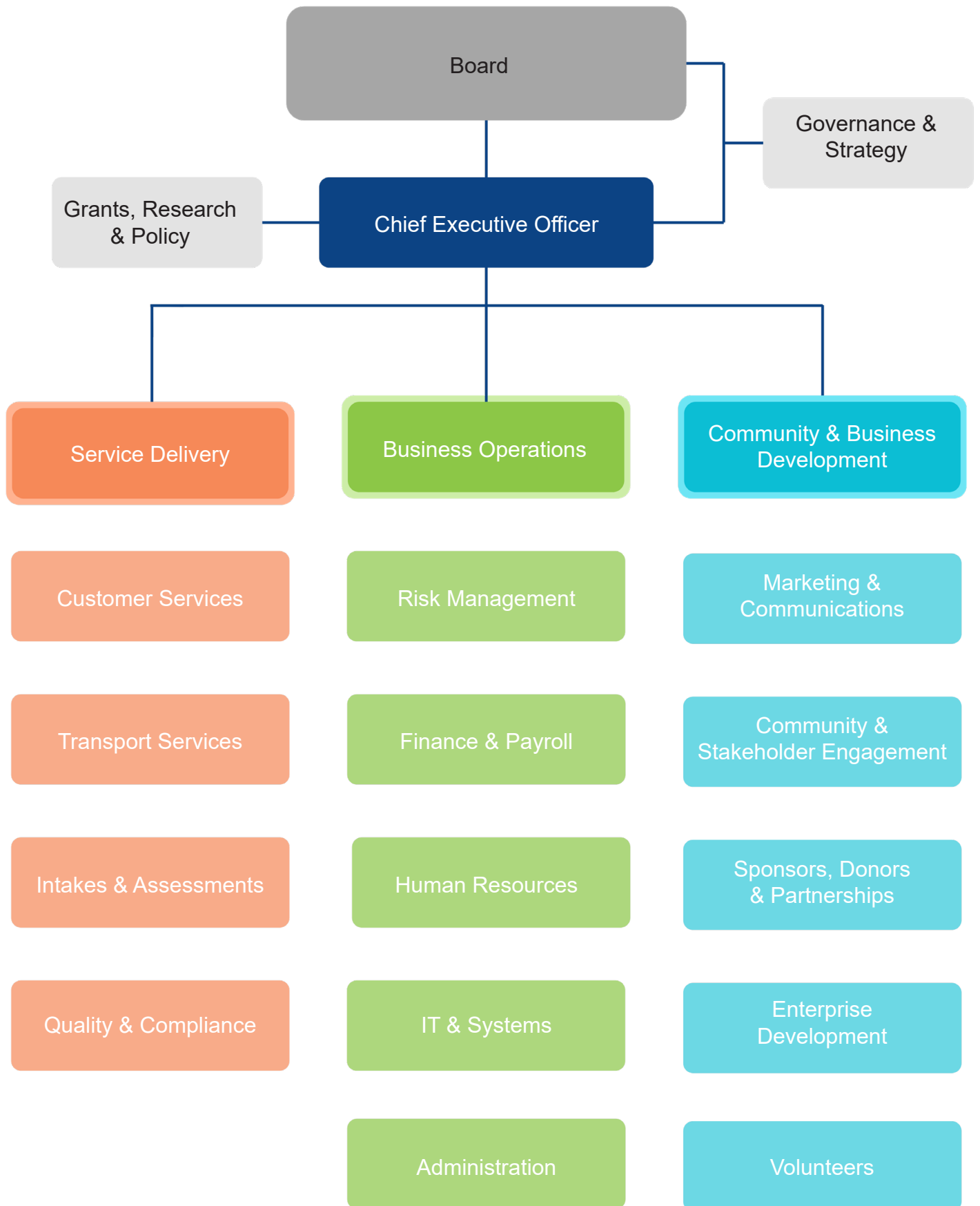
*I drive customers to and from appointments and more recently due to COVID-19, I've been assisting with our shopping outings.*

*When I was looking for employment, I wanted a job that was worthwhile and rewarding and I've found that with Access Sydney. I love my job. I look forward to each day chatting and laughing with our customers and every day someone tells me how grateful they are for our service. I hear positive feedback about our staff members and it makes me feel good to be a part of it.*

**Fiona, Car Driver**



# ORGANISATIONAL CHART



# OUR OPERATING ENVIRONMENT

*Access Sydney Community Transport is very experienced and capable of delivering hundreds of trips each week to our community. We also know that the services and standards expected by us today will not match the expectations placed on us by our customers and our stakeholders over the coming years. Our team recognise that there are several major trends changing how we think and plan.*

## Changing Customer Expectations

Sydney is constantly evolving. Post pandemic will see a 24/7 City with the NSW Government unveiling a 24-hour Economy Plan. Our customers will expect accurate and personalised information about our services that extend beyond the regular 9 to 5. They will also expect a safe, courteous, and comfortable experience when using our services.

## Changing Public Transport Network

The significant investment in new public transport infrastructure means ASCT will need to constantly adapt its services and integrate even better with other modes of transport. We need to integrate well with public and privately-owned transport providers to ensure we keep our community connected and moving.

## Changing Stakeholder Expectations

Access Sydney is accountable for its performance to Government funders. We know we need to perform consistently and competitively to be considered for future extensions to our operating contracts.

Access Sydney is also interdependent with many other external stakeholders such as businesses, community groups, health sectors and other Government Agencies. Their needs are constantly changing as they respond to their operating context. We will foster and maintain good relationships through regular communication and decisive action.

## Changing Our Expectations of Ourselves

ASCT's history suggests we have adapted to many cycles of change. This willingness to change needs to accelerate during the coming years. Our strategic plan will help us maintain our priorities as we design and implement changes.





## KEY STATISTICS



11

BUSES



11

VANS



7

CARS



6

OF OUR VEHICLES  
ARE 'GREEN'



WE PROVIDED  
**177, 162 trips**



WE TRAVELLED  
**499, 285 kms**



WE ENGAGED WITH  
CUSTOMERS THROUGH  
**101, 975 calls**



**38%**  
OF CUSTOMERS  
ARE AUSTRALIAN

**14%**  
OF CUSTOMERS  
ARE CHINESE



**7%**  
OF  
CUSTOMERS  
ARE ITALIAN



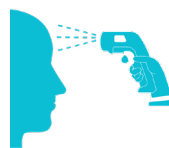
# LIVING OUR PURPOSE

and operating COVIDSafe



*At Access Sydney Community Transport, we have adapted the way we operate in this new stage of the pandemic to make being COVIDSafe a part of everyday life.*

*We have learnt and responded quickly to develop new practices that look after team members and our customers. This response also includes the COVIDSafe Community Transport Plan.*



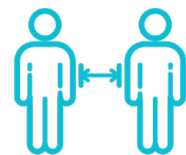
## Health

Equipment and training for temperature checks were rolled out across our vehicles and offices for mandatory temperature checks.

All customers must do a mandatory temperature check completed by the driver prior to their trip. All ASCT staff are required to check their temperature before their shift.

All customers are screened over the phone before their trip for COVID-19 symptoms.

Regular updates on the COVID-19 situation are distributed on our online platforms so customers and staff can make COVIDSafe choices.



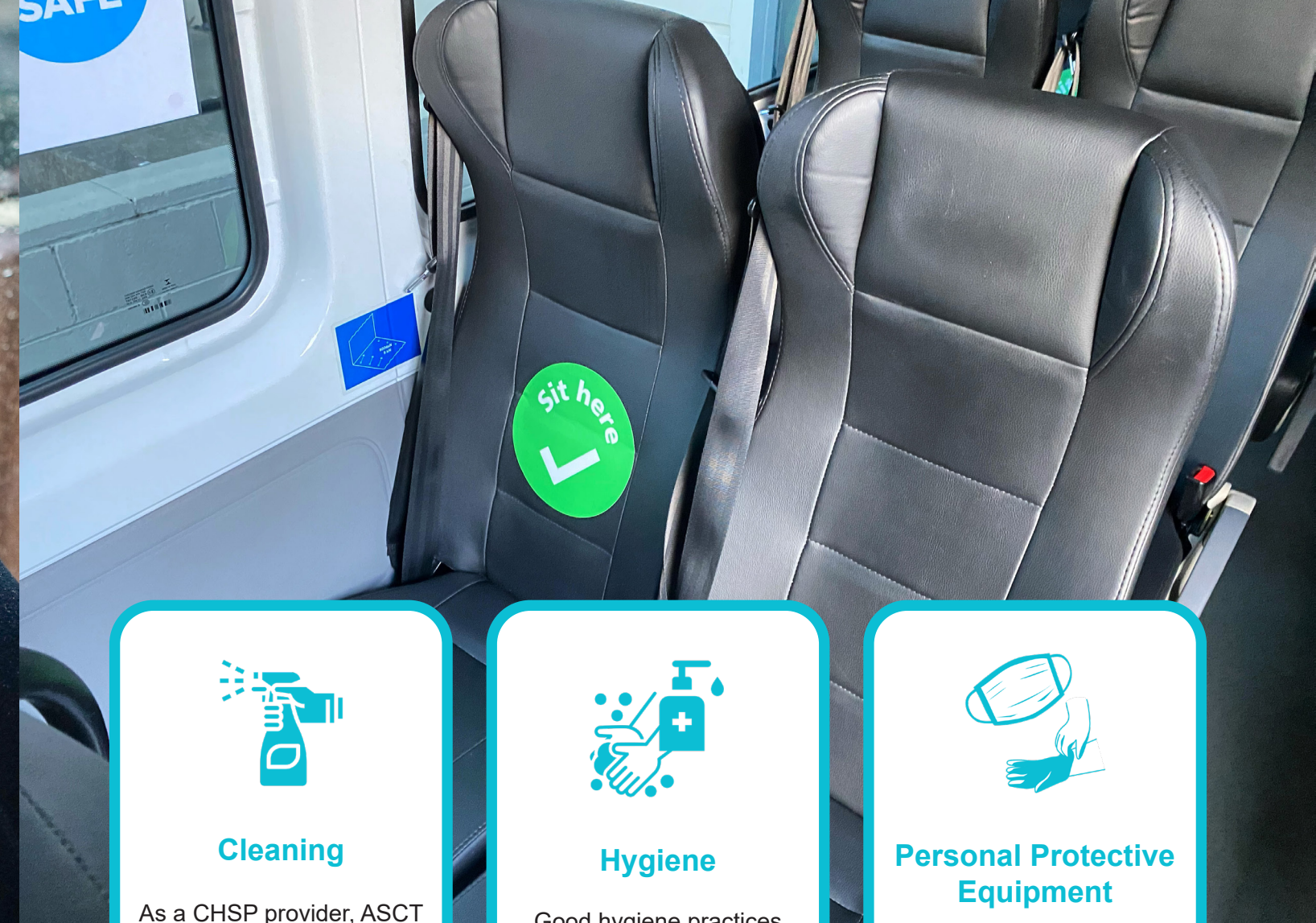
## Social Distancing

Easy-to-read seat decals have been implemented across vehicles to reinforce social distancing.

All vehicles have been operating at a third of the capacity for the duration of the pandemic to ensure customers can safely practice social distancing.

A contactless list shopping delivery service has been developed to further protect customers who are high-risk.

To reduce any risk of close contact transmission in the workplace, set workstations have been assigned to all office staff.



### Cleaning

As a CHSP provider, ASCT has a very high standard of cleaning and hygiene.

Field staff clean their vehicle in between trips when possible, with a focus on cleaning and disinfecting frequently touched surfaces. They must use a fresh pair of disposable gloves and discard after cleaning.

Additionally, all ASCT vehicles are professionally cleaned 3 times a week using hospital-grade disinfectant.

As a point-to-point transport provider, ASCT has access to sanitisation stations across Sydney.



### Hygiene

Good hygiene practices are reinforced with signage across all ASCT premises and vehicles to support a safe working and travelling environment.

When possible, customers are asked to prepay for their trips over the phone to minimise cash handling.

Hand sanitiser can be found at all entry points of vehicles and office spaces. Additional hand sanitizers have also been placed in high traffic areas.



### Personal Protective Equipment

Face masks have been made available across all vehicles for team members who wish to use them.

Face masks have been made available on request for customers who wish to use them when travelling in an ASCT vehicle.

Field staff also have access to disposable gloves, with additional training on how to minimise risk and use them in the safest possible way.

# THE VILLAGE TO VILLAGE

*This is V2V's 14th year of operation and it continues to operate as a community transport service that goes beyond basic transport but a shuttle service that cares about the health and well-being of passengers.*

The Village to Village (V2V) free shuttle service is run by ASCT and funded by the City of Sydney. It provides residents of City of Sydney with reliable free access to hospitals, medical centres, shops and other destinations that are not well served by regular public transport.

Since February 2020, dynamics of the services changed due to the COVID-19 pandemic and a lot of emphasis was put on ensuring the services that we offered were safe for our passengers and staff. Due to the negative effects of the pandemic on the livelihood and social status of the people, Access Sydney's partnership with City of Sydney through the Village to Village program has played a crucial role in keeping people connected through offering this free transport service which is both safe and reliable.



There is always room for improvement and looking forward we plan to implement new initiatives for the V2V, including:

- Improving access to the V2V;
- V2V app development; and
- Moving towards 'green' vehicles.





**Purple Shuttle**  
7, 662 trips



**Green Shuttle**  
5, 238 trips



**Orange Shuttle**  
3, 661 trips



**Blue Shuttle**  
2, 445 trips

# 17, 988

## TOTAL TRIPS ON THE VILLAGE TO VILLAGE



# TREASURER'S REPORT

This year has yet again been a momentous year with changes in leadership, with the appointment of a new CEO, Carla Northam in January, the office relocation in June and the advent of COVID-19 impacting all our lives and significantly affecting the services we deliver.

I would like to take the opportunity to acknowledge and congratulate the amazing work that Carla and the team have undertaken in response to COVID-19, ensuring the continuation of essential services throughout this period and maintaining the utmost safety of our customers and staff. The Australian Government's support through JobKeeper has also been essential for maintenance and support our workforce. We remain in a good position to scale up service provision as COVIDSafe will allow.

While industry reforms continue, we have guaranteed government funding until June 2022, although it is worth noting that from 1 July 2020 there have been significant changes the conditions to our current Funding Agreement which will change the way our vehicle assets and provision for vehicle replacement funds are treated in the next financial year.

Our financial position for 2019/2020 remains stable, with an end of financial year net surplus of \$512,422. Total income of \$5,457,161 for the financial year is an increase of 6.3% from the previous year. We have had an increase in income of \$321,748, largely attributable to the growth in government funding for service provision. Our income remains heavily reliant on government grants and remains a significant risk for the organisation post beyond June 2022.

The total expenditure for 2019/2020 was \$4,944,738. This is a 1.7% increase from the previous year. Salaries and on costs of \$3,843,880 remains stable and account for 78% of total expenditure. With regards to the Vehicle Services and on costs, a total of \$671,886 was expended, accounting for 13.6% of total expenditure and a reduction by 21.9% from the previous year.

***Our financial performance for 2019/2020 remains good despite the challenges from COVID-19. Access Sydney remains in a viable financial position with total equity of \$3,278,041 at 30 June 2020.***

Much work remains to reduce our costs and develop robust systems that will enable a sustainable and innovative transport model that stays true to our mission and vision.

As June 2022 draws closer the timetable to achieve a competitive position becomes more critical and COVID-19 like for many businesses has meant extra challenges and disrupted plans that now need to be reshaped for the period ahead. I have no doubt that with the new leadership team and continued outstanding commitment from our staff, we have great opportunity to achieve much.

I would like to thank all the staff for the great work they continue to do. Access Sydney is a great organisation with committed and dedicated people who are determined to make the future work.

“

*Our financial performance for 2019/2020 remains good despite the challenges from COVID-19. Access Sydney remains in a viable financial position with total equity of \$3,278,041 at 30 June 2020.*

”



**NELSON CONTADOR**  
*Treasurer*

# FINANCIAL REPORTS

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 307C OF THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF GREENSTONE PARTNERS PTY LTD

In accordance with the requirements of section 307C of the Corporations Act 2001, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020 there have been no contraventions of:

- a) the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- b) any applicable code of professional conduct in relation to the audit.

**Moore Australia NSW Audit  
Chartered Accountants**



Charles Oosthuizen  
Partner

Dated: 29<sup>th</sup> October 2020

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 2020, 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 2020 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.

#### **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 2020 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.

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.

ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED

ABN 23 985 892 007

DIRECTORS' REPORT

**Members' Guarantee**

The entity is incorporated under the *Corporations Act 2001* and is an entity limited by guarantee. If the entity is wound up, the constitution states each member must contribute an amount not more than \$10 (the guarantee) to the property of the company if the company is wound up while the member is a member, or within 12 months after they stop being a member, and this contribution is required to pay for the: (a) debts and liabilities of the company incurred before the member stopped being a member, or (b) costs of winding up. At 30 June 2020 the number of members was 522 (2019:483).

**Auditor's Independence Declaration**

The lead auditor's independence declaration for the year ended 30 June 2020 has been received and can be found on page 33 of the financial report.

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

*C. Spackman*

Director \_\_\_\_\_

Director \_\_\_\_\_

A handwritten signature in blue ink, appearing to read 'Nelson', is written over a horizontal line. The signature is stylized and cursive.

Dated this        2nd        day of        November        2020

**ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED**

**ABN 23 985 892 007**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>INCOME</b>			
Grants Received	2	4,554,199	4,204,188
Services Income	3	76,549	95,220
Interest Income		27,995	38,450
Other Income	4	798,418	797,555
		<b>5,457,161</b>	<b>5,135,413</b>
<b>EXPENDITURE</b>			
Advertising & Promotion		4,085	14,120
AGM & Meeting Expenses		6,873	7,366
Audit Fees		11,527	8,848
Bank Charges		3,379	4,649
Cleaning		4,635	3,380
Consultant Fees		7,687	20,488
Client Outgoings		7,183	4,216
Computer & IT Expenses		42,190	29,251
Conferences		-	6,063
Donations		5	-
Electricity & Gas		5,869	6,044
Equipment		46,800	3,643
Event		75	7,705
Parking Fines		268	671
Rent Car Park		20,373	19,482
Hardship		1,655	-
Insurance		11,624	12,353
Interest Expense		852	67
Lodgement & Legal Fees		6,102	305
Postage		4,838	9,267
Printing & Stationery		12,468	12,161
Relocation Expense		8,061	-
Rent		150,378	126,009
Repairs & Maintenance		2,243	2,096
Salaries & On costs	5	3,843,880	3,630,036
Vehicle Service & On Costs	5	671,886	859,736
Vehicle Consumables		133	2,306
Subscriptions		4,798	7,937
Telephone & Internet		49,164	51,210
Translation & Interpreting		895	3,890

**ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED**

**ABN 23 985 892 007**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR YEAR ENDED 30 JUNE 2020**

	<b>Note</b>	<b>2020</b>	<b>2019</b>
		<b>\$</b>	<b>\$</b>
Travelling & Taxi (Staff)		5,373	6,277
Right-of-use asset Depreciation		8,018	-
Secure Destruction		923	1,223
Website Expenses		499	2,582
Total Expenditure		<b>4,944,738</b>	<b>4,863,381</b>
<b>CURRENT YEAR SURPLUS BEFORE INCOME TAX</b>		512,422	272,035
Income Tax Expense		-	-
<b>NET CURRENT YEAR SURPLUS</b>		512,422	272,035

**ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED**

**ABN 23 985 892 007**

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2020**

	Note	2020 \$	2ty019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	7	2,937,598	2,460,062
Accounts Receivable and Other Debtors	8	176,490	108,945
<b>TOTAL CURRENT ASSETS</b>		<u>3,114,088</u>	<u>2,569,008</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	9	1,090,660	1,257,900
Right-of-Use Asset		184,414	-
<b>TOTAL NON-CURRENT ASSETS</b>		<u>1,275,074</u>	<u>1,257,900</u>
<b>TOTAL ASSETS</b>		<u>4,389,163</u>	<u>3,826,908</u>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	10	453,580	616,675
Provisions	11	365,887	350,371
Lease Liability		88,354	-
<b>TOTAL CURRENT LIABILITIES</b>		<u>907,821</u>	<u>967,046</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	11	107,085	94,243
Lease Liability		96,216	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>203,301</u>	<u>94,243</u>
<b>TOTAL LIABILITIES</b>		<u>1,111,122</u>	<u>1,061,289</u>
<b>NET ASSETS</b>		<u>3,278,041</u>	<u>2,765,619</u>
<b>EQUITY</b>			
Retained Earnings		1,813,439	1,519,610
Reserves	17	1,464,602	1,246,009
<b>TOTAL EQUITY</b>		<u>3,278,041</u>	<u>2,765,619</u>

**ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED**

**ABN 23 985 892 007**

**STATEMENT OF CHANGES IN EQUITY  
FOR YEAR ENDED 30 JUNE 2020**

	<b>Vehicle Replacement Reserve - TfNSW</b>	<b>Vehicle Replacement Reserve - ASCT</b>	<b>Retained Surplus</b>	<b>Total Equity Restated</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2018</b>	790,402	262,101	1,441,081	2,493,584
Net Surplus for the Year	-	-	272,035	272,035
Transfers Between Equity Components	137,582	55,924	(193,506)	-
<b>Balance at 30 June 2019</b>	<b>927,984</b>	<b>318,025</b>	<b>1,519,610</b>	<b>2,765,619</b>
<b>Balance at 1 July 2019</b>	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)	-
<b>Balance at 30 June 2020</b>	<b>1,112,806</b>	<b>351,796</b>	<b>1,813,439</b>	<b>3,278,041</b>

**ACCESS SYDNEY COMMUNITY TRANSPORT LIMITED**

ABN 23 985 892 007

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020	2019
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers & Grant Revenue		5,907,802	5,263,461
Cashflow Boost ATO		50,000	-
Payments to suppliers and employees		(5,507,408)	(4,857,929)
Interest paid		(852)	-
Interest received		27,994	38,450
Net Cash Generated by Operating Activities		<u>477,536</u>	<u>439,982</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Net payments for property, plant & equipment		-	(204,699)
Net Cash (Used in) Investing Activities		<u>-</u>	<u>(204,699)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net Cash Generated from Financing Activities		<u>-</u>	<u>-</u>
Net Increase in Cash Held		477,536	235,283
Cash and Cash Equivalents at Beginning of Financial Year		2,460,062	2,224,779
Cash and Cash Equivalents at End of Financial Year	7	<u>2,937,598</u>	<u>2,460,062</u>





# THANK YOU



## Our Funding Partners

Access Sydney wishes to acknowledge the following funding partners for their ongoing funding support:

- Transport for NSW  
*Commonwealth Home Support Programme – Transport.*
- NSW Department of Family and Community Services
- NSW Community Transport Program
- The Commonwealth Department of Social Services
- Social Support for Older People
- City of Sydney  
*Funding for the village to Village Shuttle Buses.*
- NSW Department of Health  
*Health Related Transport Grant*



## Partnerships

We would like to thank all the groups, organisations, businesses and councils that have partnered with us over the last year to provide services for people in the community.

- Australian Chinese Community Association
- Australian Nursing Home Foundation
- Burwood Council
- Enfield & Strathfield Anglican Church
- Gertrude Abbott Aged Care
- Goondee Aged Care Home
- Greek Orthodox Community
- Inner West Council
- Mercy Arms Community Care
- Meredith House Nursing Home
- Mission Australia
- Southpoint Shopping Centre
- Surry Hills Neighbourhood Centre
- The Junction Neighbourhood Centre
- The Sister Anne Court Aged Care
- Woolworths

## Thank YOU

Thank you to all our customers who continue to support Access Sydney Community Transport. We appreciate that you choose Access Sydney as your transport provider and we are committed to serving you into the future.

ASCT also wishes to acknowledge Kwik Kopy Homebush for printing our 2019-20 Annual Report.

# 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 on 8241 8000 for any donations.





**SYDNEY**  
COMMUNITY TRANSPORT



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