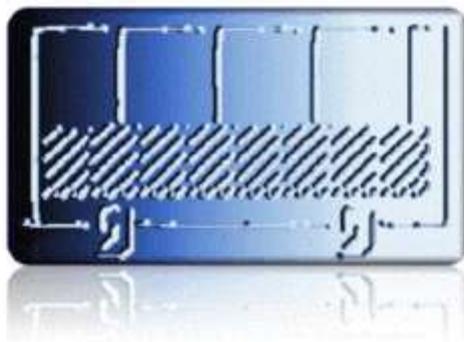


Leichhardt Marrickville Community Transport Group Inc.
Annual Report 2012 - 2013



leichhardt



community
transport group ^{inc}

marrickville • leichhardt

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Attachment:

Audited Financial Statements Year Ending 30 June 2013

Leichhardt Marrickville Community Transport Group Inc. 2012 - 2013

Management Committee

President	- Val Lees
Vice President	- Helen Dwyer
Treasurer	- *Alistair Foggo
Secretary	- Holly Stewart
Committee Member	- Ken Saunders
	- Edna Hackett
	- Patricia Peccia
	- Patricia Kirsoff
	- Jennifer Nixon
	- Marie Thompson
	- *Carl Wydeman
Public Officer	- Julie Saunders

Staff

Executive Officer	- Michael Doyle
Service Coordinator	- Julie Saunders
Fleet Manager	- Tony Layton
Transport Scheduler	- Bich Letran
Accounts Manager	- Ray Carter
Communications & Marketing Officer	- Alena Piccolruaz
Driver	- John Freeman
Driver	- Robert Finlay
Driver	- Vincenzo Riemma
Driver	- Glenn Rapaport
Driver	- Tony Layton
Shopping Assistant	- Cheryl Crabb
Casual Admin Assistant	- Monica Bringolf
Casual Driver	- Simon Bennetts
Casual Driver	- Tom Michaelson
Casual Bus Assistant	- Sara Di Terlizzi

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phone: 9558 6800

fax: 9558 8292

email: admin@lctg.net.au

web: www.lctg.net.au

**Ken Saunders - acting Treasurer during the year.*

**Alistair Foggo - resumed as Treasurer during the year.*

**Carl Wydeman - passed away during the year.*

President's Report

It has been my pleasure to be the President of Leichhardt Marrickville Community Transport Group Inc. (LMCTG) for the last five years.

LMCTG is an organisation on the move. Not only it is responding to the increasing demands on the services but it also strives to be more proficient and never loses its ideals. Under the capable management of Michael Doyle together with the staff members they have worked hard in many areas:

1. All staff participated in in-house training in 2013. The first being Work Health & Safety which has assisted our adherence to the latest legislations. This was followed by Awareness in Dealing with People with Dementia.
2. The growth of LMCTG has resulted from the expansion of services such as the Marrickville shopping service, providing bus trips for culturally and linguistically diverse clients, extra Drivers to meet the demand of the Individual Transport service as well as an extra bus for outings when there were many clients on the waiting list. In addition, credit is also given to all driving staff that tirelessly put their utmost effort to build up the services that used to be low in numbers.
3. Monthly staff meetings have also been an important aspect for the staff and the organisation to discuss and maintain a professional approach to delivering the best possible service to the community.

In terms of the financials, I will not elaborate further as our Management Committee Treasurer Alistair Foggo has a detailed report on this matter. I would like to congratulate all the staff involved for a successful extended trip to Floriade in Canberra. A lot of work had been put into organising this trip. Thank you for making this trip possible.

The office staff worked very hard in dealing with clients' enquiries, bookings and most of all the endless stream of phone calls. They are under a lot of pressure. The Drivers and Bus Assistants are also a wonderful group and are valuable to the service. To express our gratitude to all staff, management is holding a Christmas party for the staff to enjoy and have a reasonable break during the Christmas period.

In memory, members of the Management Committee would like to express their deepest sympathy to the family of the late Carl Wydeman. Carl has been an active member of the committee and his passing is a great loss to the organisation. Lastly I would like to thank all the members of the Management Committee who work so hard in the background in supporting the organisation and undertake vital tasks. We look forward to another challenging and positive year in 2014.

Val Lees
President

Treasurer's Report

Introduction

As the Treasurer of Leichhardt Community Transport Group it gives me great pleasure to present the organisation's financial statements for the 2012/2013 financial year.

Statement of Financial Results

During the 2012/2013 financial year Leichhardt Community Transport Group had an income from all sources of \$1,318,084.63, another increase compared to the previous year. The total operational expenses of the organization have also increased – reflecting increased wages as the organisation grows. These figures represent an overall surplus of \$31,343.67 for the 2012/2013 financial year, which is down from \$95,303 last year. Despite being a decrease in surplus, this is actually an improved result from last year (remembering the goal for a not-for-profit is to break even), as it means that LCTG has better utilised the money we received this year to provide service to our local community.

Our balance sheet shows total assets of \$1,380,274 for 2012/2013 which is an increase of \$191,344 compared to the \$1,188,930 for the financial year 2011/2012. This is another indication of the sound financial position LCTG is currently in. These strong results have allowed us to increase the amount set aside for vehicle replacement, as we will replace 2 vehicles this year, and look to purchase up to 3 new vehicles next year to enable increased amounts of service to the community.

Acknowledgements

I would like to express my thanks to the other members of the Management Committee for their commitment to the organization, especially Ken Saunders for stepping in as Treasurer while I was away last year. I would also like to say a massive thank you to the hard working staff at LCTG, particularly Michael who is settling in well to the Executive Officer's role. He is extremely well supported by a fantastic office and driving staff, who continue to do great work year after year. I must also make special mention of Ray, who does a fantastic job looking after the financial side of the organisation, and makes my role much easier. Thanks also to Charles and Pradeep, who have done an excellent job auditing our accounts, as they do each year.

Moving Forward

Last year Ken wrote that there was a strong and growing demand for LCTG's services, and that we were well positioned to expand our operations and personnel in 2013. That has certainly proved true, with LCTG receiving increased funding, increased patronage, and adding another vehicle to our fleet. I look forward to writing my report next year, where I strongly suspect LCTG will have further built on the excellent results achieved this year.

Alistair Foggo
Treasurer

Fleet Manager Report

The 2013 LMCTG fleet:

- 4 Honda Odyssey Station Wagons;
- 1 medium wheel based Mercedes Sprinter with modified seating capacity including a wheelchair lifter;
- 2 Toyota Coasters with modified seating capacity including wheelchair lifters;
- 1 Toyota Coaster with standard maximum seating capacity
- 1 Toyota Coaster with maximum or flexible seating capacity including a luggage storage area.

Over the last financial year in 2013 LMCTG purchased an additional Coaster for its fleet. This vehicle was modified for the purpose of the shopping services and outings trips. The new design enables the 3 rear seats to be removed, creating a luggage storage area including elastic netting and flexible restraints anchored to tracking in the floor or the option of retaining a maximum seating capacity on the bus.

Vehicle Insurance

As a provider of transport services, vehicle damage often affects the provision of LMCTG services, other community service providers that hire LMCTG buses and most of all to the client. During the financial year in 2013 LMCTG recorded a total of 7 vehicle related incidents, compared to only 4 incidents in the previous year 2012. The reality is that the cost of vehicle repairs effect the resources of the organisation by which this cost is reflected in annual increases to the policy premium. Through the ongoing development of vehicle usage policy, LMCTG is committed to achieving a reduction in the number of vehicle incidents that occur.

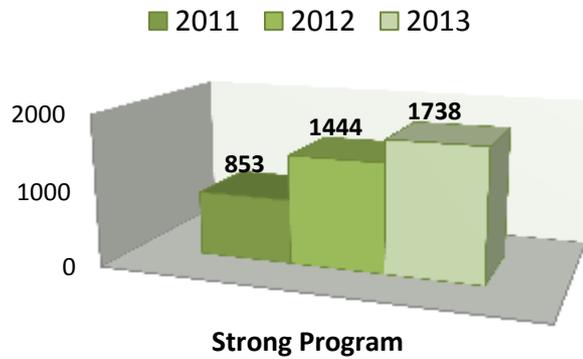
Bus Hire

LMCTG offers vehicle hire and driver hire to a number of community organisations operating within Marrickville and Leichhardt. These groups include the Newtown Neighbourhood Centre (NNC) Shopping Service in Marrickville, the NNC Greek Group, an Italian Seniors Group in Leichhardt, Multicultural Respite Services in Marrickville and over the last year began hiring a bus and driver for a Marrickville Council seniors program.

Despite bus hire and driver hire having the highest impact on resources of the organisation; LMCTG has endeavoured to make its services available to the transport needs of the greater community within Leichhardt and Marrickville. With the cooperation of these and other community organisations, LMCTG will continue to provide the best possible low cost transport solutions.

Strong Program

This service is aimed at providing transport for Marrickville and Leichhardt clients who are attending the Strong Program at Balmain Hospital. The service began with 7 clients from the Marrickville and Leichhardt area attending one session at the Strong Program on Mondays and Fridays on a regular basis. With the cooperation of the Strong Program coordinators, we were able to begin providing transport for 2 sessions at Balmain Hospital, while further reducing the demand on Individual Transport to the area. The ongoing demand for this service is evident through a significant increase in passenger numbers seen each year since its inception. In 2011 this service provided 853 trips, in 2012 1444 trips and in last financial year of 2013, 1738 trips were conducted.

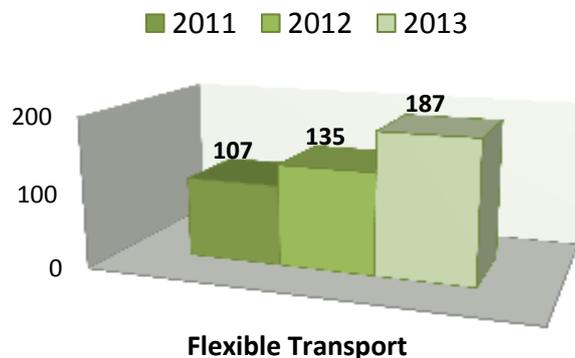


This achievement is also attributed to Glenn Rapaport the driver who assisted with the development of the new schedule to meet the demand as well as receiving positive feedback from clients using the service. LMCTG will continue to provide the shuttle to the Strong Program and seek to develop a similar service providing trips to the Physio program at QEII RPA Hospital.

Flexible Transport

Flexible Transport aims to enable passengers access to travel to destinations beyond the organisations operating boundaries, in other words 'out of area' including out of normal business hours. Flexible Transport is unique to LMCTG clients as it is provided on a case to case basis. Unlike IT, Flexible Transport is tailored to the needs of the client, unlimited by destination within the greater Sydney region.

LMCTG provides Flexible Transport at an affordable cost, well below that of alternative transport options. In 2011 Flexible Transport provided 107 trips, in 2012 135 and in 2013 185 trips.



With the number of Flexible Transport trips continuing to increase, indicates the ongoing demand for a service of its nature.

Acknowledgements

Welcome casual drivers Tom Michaelson, Julie Tighe and bus assistant Sara Di Terlizzi to our organisation in 2013. Thank you to casual admin support Monica Bringolf, promotions and marketing office Alena Piccolruaz, Ray Carter in accounts and long-time Leichhardt shopping assistant Cheryl Crabb.

I'd also like to thank each member of the driver crew Robert, Glenn, Enzo, John, Simon and Tom for the reliable and safe transport of all our clients including the ongoing effort each driver contributes to the presentation of LMCTG vehicle assets. Not only has this continued to increase the image of LMCTG, it also raises the quality of service provision. Bich for handling the numerous clients enquires, scheduling appointments and her willingness to assist the team whenever possible. Michael Doyle for directing LMCTG into the future, providing good management to all the workers and maintaining the goals and values of the organisation and finally,

thank you to Julie for her ongoing assistance and support throughout the year.

Tony Layton
Fleet Manager
Flexible Transport Coordinator

Service Coordinator Report

The year 2012 -2013 has been a busy year for LMCTG ranging from remarkable achievements with existing services but also the creation of new services and the increased numbers of new clients. Additional Casual staffs were also hired to meet the increasing demands.

Shopping Services

Leichhardt Shopping

The total number of clients has increased from 2933 in 2012 to 3293 in 2013. This is just a sign that elderly people in the community are continuing to live independently in their own homes and avoid being institutionalised. This service is for Leichhardt clients and runs twice weekly Wednesday & Thursday taking clients to Leichhardt MarketPlace.

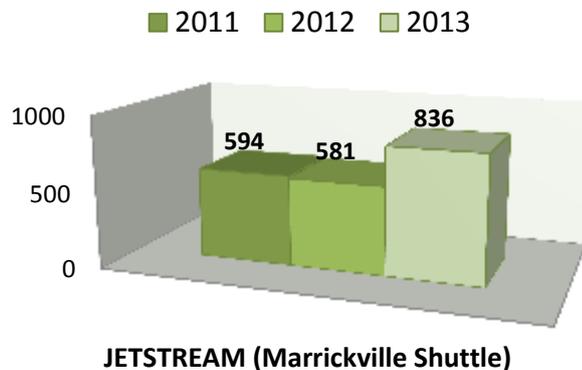
Marrickville Shopper

This is a new service and it started in August this year. This is a shopping service for Marrickville clients. As with Leichhardt Shopping this service also provides a Bus Assistant to assist clients carrying their shopping bags on to the bus and up to their door. The clients go to Marrickville Metro and due to some requests from clients, on the last Thursday of each month they go shopping to Leichhardt MarketPlace. For those clients who live in Marrickville and are interested in this service there are still seats available.

Shuttle Services

Jetstream

This is a shuttle service for Marrickville clients and like TigRider this service was also designed to have designated stops and timetable. Jetstream runs every Wednesday only and the most popular destination is Marrickville Metro. The figures show that last year's number of trips were only 581 compare to this year's 836.

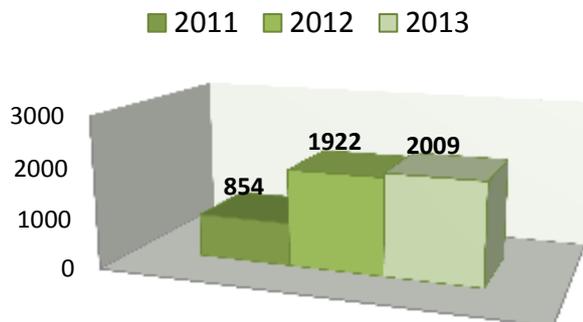


This is a significant increase knowing that this service was struggling to build up a clientele since it started in 2010. With this result a special mention to our Driver Glenn Rapaport for his hard work and dedication to build up this run. Well done Glenn and keep up the good work.

TigRider

This is a very popular service amongst our Leichhardt clients because it can be used for a variety of different purposes. They can attend to their medical appointments and go shopping afterwards or have a dip at Leichhardt pool and then go to Norton Plaza. As a bonus for Tuesday users there is a bus assistant that assists clients and also helps them with their shopping bags. However to keep

up with the timetable and the rest of the schedule, the bus assistant can only assist clients with their shopping bags in getting on/ off the bus and not up to their door. If a client needs more support and assistance they can use our shopping service. The Friday run has no bus assistant but if a client needs assistance or has mobility problems the Driver would be able to assist them getting on/off the bus.



TIGERIDER (Leichhardt Shuttle)

Overall both runs have increased this year with 2008 trips compare to last year's 1751.

Outings

Social Outings

This service is very popular amongst Leichhardt and Marrickville clients. They always look forward for the long trips such as the Bowral Tulip Festival or the Blue Mountains and meeting with other people in the bus who eventually become their friends. Mystery Tours were also included in the calendar which brings about excitement amongst clients as they are unaware of the destination until revealed on the day of the outing. In September this year to celebrate the 30th anniversary of LMCTG, we took clients to the Floriade in Canberra for an overnight trip. It was a success and clients are already requesting to have another annual extended trip. Bookings for Outings easily get booked out and there were times that we needed to have 2 buses running on the same day to accommodate the demand. The trips numbers for this service also have increased for both Leichhardt & Marrickville.

Shopping Outings

LMCTG has been running this service for Leichhardt clients for a long time now and I guess it is fair for their Marrickville counterparts to experience the same excitement. A new shopping outing service for Marrickville has started and our big shopping outing day for both Leichhardt & Marrickville will be to Costco. This service was designed to take clients to shopping centres and factory outlets where they can shop for anything of interest to them except food & groceries as these items are confined exclusively to our shopping services. Very surprising the figures showed there is a slight decrease in trips for Leichhardt shopping this year from 272 in 2012 to 236 this year. With the addition of Marrickville clients we are expecting an increase in next year's data.

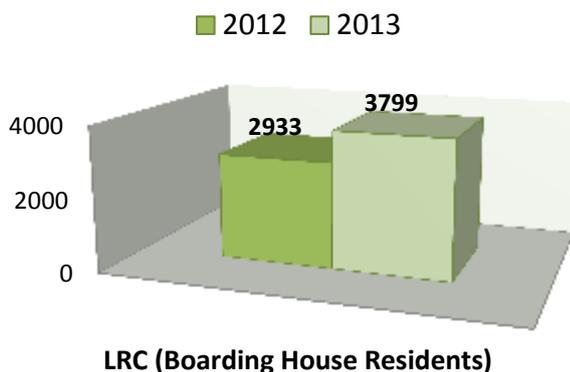
Fishmarkets

This service takes Leichhardt and Marrickville clients to the Fishmarkets in Pyrmont. Since it started the number of clients has remained low. The extra trip to IGA in Pyrmont and the Norton Plaza in Leichhardt has still not increased the numbers of clients. This trip is only on the first Friday of each month and we are hoping that there will be an improvement in the next year.

Boarding House Project (LRC)

LMCTG recognises the needs of boarding residents. For a number of years now

LMCTG has delivered funding to other organisations to assist Boarding House residents with their transport needs. The demand for transport among Boarding House residents has shown significant growth in 2013 and LMCTG will continue to provide funding to these organisations. In return for this funding these organisations send data to LMCTG every quarter as part of the agreement.



Staff Training

This year LMCTG conducted an in-house training for all staff. Early this year was the Work Health & Safety workshop where 2 management committee members also attended, followed by Awareness in Dealing with People with Dementia. We have also conducted training entitled Cross Cultural Awareness Training and HACC Orientation. LMCTG's goal is to ensure each staff member is equipped with proper knowledge & information that affects their performance and service delivery.

Acknowledge

Lastly, I would like to welcome our new Casual staff who joined the LMCTG team 2 casual drivers Tom Michaelson & Julie Tighe. Monica Bringolf, Casual Admin person who is very efficient in dealing with all the admin work. Alena Piccolruaz Promotions & Marketing officer who worked with us for 6 months but had to leave LMCTG after her term had expired. Sara Di Terlizzi who assists with our Marrickville Shopper and the Tuesday Tigerider.

Also I would like to say thank you to all our driving staff for their dedication, hard work and professional approach to make the trips with our clients safer and enjoyable – to John Freeman, Robert Finlay, Enzo Riemma, Glenn Rapaport, Simon Bennetts & Tom Michaelson. You all have done a marvellous job.

A big thank you also to Ray Carter our Accounts Manager. Thank you to Anthony Layton for helping us in the office in a variety of different ways from fixing mobile phones to resolving computer problems, and maintaining our fleet of vehicles. Tony also coordinates the Flexible Transport program and drives clients to their destinations. To our Transport Scheduler Bich Letran who has done an excellent job in handling the endless phone calls & bookings. To Cheryl Crabb our ever loyal & untiring shopping assistant for Leichhardt. Last but not the least our Executive Officer Michael Doyle who has been with the organisation for just over a year but has quickly learned the 'grinds' of being involved with community transport and an excellent Manager.

It has been a pleasure and a privilege working with you all.

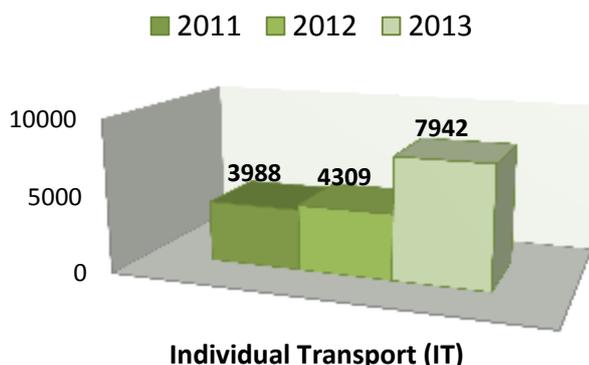
Julie Saunders
Service Coordinator

Transport Scheduler Report

Individual Transport

Individual Transport (IT) is a service that utilises the organisations station wagons to transport clients to a variety of destinations within a 5 kilometre radius of the Leichhardt and Marrickville LGAs. Clients are able to book this service to transport them to medical appointments, social or recreational events and to access services such as hairdressers, post offices, Centrelink and Medicare centres.

Over the last financial year our figures show continued growth in demand for the IT service, with 7942 verified one-way trips and 283 unmet one-way trips being recorded in 2012-2013 compared to the 4309 verified one-way trips and 152 unmet one-way trips recorded in 2011-2012.



Unmet trips represent the demand for IT that is not met by LMCTG. It is an area of concern considering 64% of IT trips occurring in 2012-13 were primarily for health related purposes i.e. visits to GPs and specialists, hospital appointments, community health centres and allied health services.

It is important that older people living in their own homes are able to readily access community transport for health related appointments, particularly if they wish to continue living independently in their own home. Our registration figures suggest that wanting to live independently is an important desire of our clients. With an average of 25 new clients registering with LMCTG per month. To add to that, our data on new clients show that more new clients are requesting IT for their first trip than another other service, the second service type being the weekly shopping buses.

To address this demand in March 2013 management increased the maximum number of trips conducted by each IT driver from 12 to 14 one-way trips per day. Along with the hiring of another casual driver bringing the total number of driving staff to 7, LMCTG is now in a better position to meet the needs of clients and deliver a consistent and reliable service. More driving staff means fewer disruptions to clients' bookings as LMCTG has the option of calling in a replacement driver when another driver is unable to work at short notice. It also relieves some pressure off drivers on the road as they can assist each other in many ways, whether it is transporting a client home when another driver is held up, transferring information about traffic conditions or sharing the most convenient routes to and from a destination or client's home.

We also hope that the introduction of the RPA shuttle next year will further increase capacity for our IT service and lead to a reduction in the numbers of unmet demand.

In summary 2012-13 has proven to be a year of overall growth for LMCTG, in the demand for the IT service, in the growing number of clients joining the service, and also within our very own team. I would like to say a warm welcome to casual driver Tom Michaelson, and thank you to all existing LMCTG drivers Robert Finlay, John

Freeman, Glenn Rapaport, Vincenzo Riemma, Simon Bennetts and Tony Layton for arriving at work each day with such friendly faces, and ensuring all our clients are transported with safety and care. Finally a big thank you to our team in the office Michael Doyle, Julie Saunders, Tony Layton, Ray Carter and Monica Bringolf for making each day in the office a challenging experience.

Bich Letran
Transport Scheduler

Executive Officer Report

Introduction

Looking back at the first report I wrote as the Executive Officer I had at that time only worked for the organisation for six months. Now one year later I am more experienced in working in Community Transport but still feel as if I am in the process of learning about all the intricacies of the sector. I have also been lucky to have more experienced staff around as part of the team. The last twelve months to July 2013 has seen substantial increases in client numbers, new services being created, an increase in the size of the fleet, an increase of 5000 in the number of trips the organisation has conducted and new staff being employed. So on our thirtieth anniversary Leichhardt Marrickville Community Transport is continuing to grow and innovate.

Communications Project

We were sorry to see Alena Piccolruaz go on the completion of her six month contract as our Communications Promotions and Service Development Project Officer. Alena was very successful in this position. The three main objectives of this position was the reviewing and updating our promotional material, increasing the number of clients using our service and increasing the number of CALD (Culturally and Linguistically Diverse) clients using our service. We still have a lot of work to do to ensure that there is widespread awareness of the services that we offer to those eligible potential clients living in Leichhardt and Marrickville. We hope to see Alena return on a casual basis from October 2013 for six months.

Bus Assistant for TigeRider

We have been operating the TigeRider service for a number of years now. Clients use this service for a variety of different purposes and this usage is part of the design of the service. It is also the case that some clients use this service for shopping. We also have a shopping service that goes to MarketPlace in Leichhardt so we encourage clients to use this service which has a bus assistant on Tuesdays to assist with shopping. Some clients have stated that they prefer to shop at the Norton Street shops so we have now employed a shopping assistant to help clients with shopping. As this is however not a designated shopping service we ask clients to restrict their shopping to no more than four cotton shopping bags. We have been very fortunate to obtain the services of new staff member Sara Di Terlizzi as a bus assistant.

New Services

Marrickville Shopper

We have started a weekly shopping service for Marrickville residents to Marrickville Metro shopping centre. This service was initiated in response to a request for a more convenient shopping service from a group of eligible clients living in a pocket of Marrickville LGA. We conduct this service cooperatively with the Newtown Neighbourhood Centre who also conduct shopping services to Marrickville Metro. This project has been an example of two community organisations working together to create an excellent service for Marrickville residents. I would like to take this opportunity to thank Ken Saunders from the Newtown Neighbourhood Centre (NNC) firstly for his willingness to explore this opportunity for both our organisations and secondly for the work involved in implementing the service agreement. If anyone is interested there are places available for the Marrickville Shopper on Thursdays. We will soon be entering into further discussions with NNC on another project where we hope to again combine our resources to increase service capacity and improve services.

Marrickville Shopper Outings

We have also received requests from clients for a period of time now to conduct shopping outings for Marrickville clients. We now have the capacity to conduct this

service so these trips will start in October 2013. We will have these trips once per month and see how popular they are after six months.

New Services still in the planning phase

Royal Prince Alfred (RPA Shuttle)

There has been a huge growth in the demand for Individual Transport services. In fact in the twelve months ending 30th June 2013 the total reached 7942 trips. This demand has continued to grow and we believe that in the financial year 2013-14 we will conduct somewhere between 9-10 thousand of these trips. Unfortunately we have not always been able to meet the demand. In fact most weeks we have to say to clients that the service is booked out. This problem gets even worse when drivers are sick and we don't have a replacement.

Destinations for Individual Transport

When we look at the destination for Individual Transport trips over 50% of the destinations are to the RPA area. So we are planning to create a shuttle service to and from RPA using the Mercedes Sprinter which can seat 8-9 passengers. This vehicle also has a hoist. We hope to use this vehicle to create more capacity for this service so that more clients can get to their appointments with us. This vehicle will not suit all clients, some clients will continue to use the station wagons for their journeys. We were hoping to commence this service this year but we are still in the process of designing it so that we get maximum value from its usage. So the commencement has been postponed till January 2014. We will start operating the service on Tuesdays and then seek to increase the number of days it operates.

Shorter Outings, Shorter Journeys

Listening to our clients often produces good ideas for changes in service delivery. There has been a suggestion that some outings are too long for some people. For example some client may be picked up at 8.00am and not get home until 4.00pm. This can be a long day for some. Also with the longer journeys travelling sometimes for 3 hours in total in the bus can be exhausting for some clients. We therefore intend to create outings that are shorter in duration. With the new service the initial pick up times will be the same we will however aim to get everyone home by 2.00pm. The journeys will be shorter so the drive to the destination should not take longer than 45 minutes. Again we will need time to organise these new outings and we would like to get suggestions from clients about possible destinations. We hope to start these outings in February 2014.

Floriade Adventures in the Capital

Although this trip occurred in September I would like to take this opportunity to talk about this event. We have never conducted an overnight trip before and this was obviously a bit risky for the organisation. When people get a bit older their horizons can sometimes shrink, this can also be the case if you have lost your partner. So I think that community transport organisations should try to be adventurous for its clients so that they have the opportunity to do something new that they have never done before. We are not thinking of flying you off to Rio though.

When I first suggested that we do this I thought that staff would knock it back. To my surprise the response was completely positive. Once it was clear that we could do it Julie, Tony and Bich started putting the planning and logistics in place right down to the last detail.

The trip was a great success and the feedback forms were very positive. Tony Layton the Fleet Manager is a former native of Canberra and his knowledge of the Capital made the sightseeing aspect of the trip easy for everyone. Also thanks to Glenn Rapaport for agreeing to fill in for another driver late in the piece. He also did a great job. The only down side of the event was that a number of clients had to cancel for health reasons, we understand that. The Floriade trip was part of our

celebrations of thirty years of Leichhardt Marrickville Community Transport. It is now up to the Management Committee to decide if we will continue with this. I personally think that we could only do one of these types of extended trips a year.

Service statistics in general

In comparing the service statistics of 2011-2012 to the stats for 2012-2013 there has been growth in just about all categories. The most spectacular growth has been in Individual Transport and it's true to say that we have not been able to meet the growth in demand. Clients should always remember that as soon as they make a medical appointment, ring us that day for transport. We also know there are times when medical appointments become available at short notice.

There has however been a decline in the popularity of the Fish Markets. We don't really know why this is. We know that there are some clients who are very keen but we may have to review the frequency of this destination sometime next year as we can't really justify using a Toyota Coaster for this when it is usually less than half full.

The requirements of the funding bodies

Meeting the required trip numbers

As part of our funding agreement with the three different funding bodies we are required to complete a certain number of trips per year. So although we have seen growth in our services in the 12 months to June 30th 2013 we still need to substantially increase our services in the 12 months to June 2014. So the efforts that we have made to increase our service delivery numbers in the last twelve months will need to continue.

Driver Authorisation

The process of having certain professional standards that all drivers employed by community transport agencies have to conform to has been discussed for a number of years now. Transport for NSW is now on course for making this a reality. In general most commentators believe that this is a positive step that will increase client safety and help to integrate community transport with other publicly funded operations. The next phase of this process requires all our drivers to have a medical assessment to confirm that they are fit to drive public passenger vehicles. We have started this process.

Strategic Partnerships, Working Together and CALD Communities

Boarding House Project (LRC)

Leichhardt Marrickville Community Transport continues to work effectively with a number of other community groups. We work with the Newtown Neighbourhood Centre, Aftercare and Uniting Care to provide transport opportunities for people living in registered boarding houses. People who live in boarding houses are amongst the most disadvantaged in our community, the levels of mental illness in this client group is very high. Most of the boarding houses are situated within the Marrickville LGA. I would like to thank the agencies mentioned above for their continued cooperation in working together to assist this group of people. We look forward to continuing this collaboration in years to come.

Ethnic Childcare Family and Community Services Cooperative (ECFCSC)

We have sought to make our services available to people from Culturally and Linguistically Diverse (CALD) backgrounds. With that objective we have had a number of meetings with Bharat and Vi from ECFCSC. This has resulted in group outings which they organised for their clients using our vehicles and driver. There are more of these outings planned for later in the year. Bharat and Vi work for an organisation that represents people from emerging communities in Marrickville. It can sometimes be difficult to get this group to use mainstream services. So thanks

to Bharat and Vi for their hard work and persistence, hopefully this association will increase overtime.

Community Cultural Connections

Another example of working together to achieve outcomes that could never have occurred without collaboration has been our work with Community Cultural Connections in Marrickville. This partnership has led to a Vietnamese and an Arabic group from this organisation using our service. There will be more of these occasions in the future. So thank you to Natanya, Trinh and Ragaa for your initiative in helping this project progress.

We hope that overtime these CALD clients who are using our outings services will also use our shopping and Individual Transport services.

Marrickville and Leichhardt Council

I would like to thank Lyn Frankovich from Marrickville Council and Deb Harvey from Leichhardt Council for their help and support during the year. We are looking forward to finding other ways of working together in the future.

Information Session & Communication with Clients

When clients first start using the service we give them a lot of information about the different types of services that are available. Overtime however we believe that some clients forget the information that was given to them. Every quarter we usually do a mail out which includes the outings schedule, the newsletter and other information. In future in every newsletter will have a section that details services for Leichhardt and Marrickville so that clients are reminded about what services are available. The information session on November 29th is however an opportunity for 2 way communication. We tell you about our services and you ask us questions about the services. You inform us about what other services you need. You tell us about where you see the gaps in our service and how our services could be improved etc.

The Big Picture and the future of Community Transport in NSW

Community Transport is predominantly funded by the Commonwealth Government. The registered service provider for Community Transport is Transport for NSW. So most community transport organisations are in effect sub contracted to Transport for NSW. The existing funding contracts of all community transport organisations end on 1st July 2015. The Commonwealth Government is putting these contracts out to general tender so no one knows who will win these tenders. Also it is unclear what level of funding will be retained. It is for example possible that organisations could be required to deliver the same service with 70% of the funding. Transport for NSW will tender for these contracts on behalf of the Community Transport organisations in NSW.

Over the last year or so there has been a lot of talk about mergers and amalgamations. The theory being that the bigger you are the more efficient you are. Or if mergers are going to be required you might as well find a partner yourself before someone else makes you partner up. However as stated before the outcomes of this tendering process are unclear at this stage so such mergers may tend to be premature.

I personally have always believed that a community transport organisations should not be a conglomerate or a large corporation. Community organisations should be large enough to perform their function effectively. They should be well networked in their operational area and aim at complex forms of cooperation with other community organisations in their locality. This form of cooperation creates increased capacity and the efficiency and effectiveness that governments seek. The most important aspect of Community Transport is the quality of the relationship between the client and the service. The larger the service becomes the more this relationship is devalued. Community based organisations know their communities and its members and are best equipped to respond to their needs.

The Management Committee

Thanks to the Management Committee for the support during the year. There was strong attendance at meetings throughout the year. On a sadder note one of the members of the Management Committee Carl Wydeman passed away. Carl was a really valued member of the Newtown Community and our Management Committee. Helen Dwyer (Vice President) and I attended his funeral where we heard a great many tributes to Carl. So thanks to Val Lees, Helen Dwyer, Holly Stewart, Alistair Foggo, Marie Thompson, Pat Peccia, Patricia Kirsoff, Jennifer Nixon, Edna Hackett, and Ken Saunders for attending the meetings and offering advice.

LMCTG Staff

Thanks to all the staff members for their service this year. Thanks to Julie and Tony for their continued service to the organisation. Julie continues to do her very best for the service and the clients and has maintained her enthusiasm for improving the quality of the service. Tony has maintained the fleet and the depot to the usual high standards and been more involved in the orientation of new drivers.

I suppose I shouldn't say this but sometimes when I call other services even at 9.30 in the morning the person who answers the phone already sounds like they have had a long day. It's at times like that I feel blessed to have Bich working for LMCTG and that is just one of her many skills and abilities. So, thanks to Bich for all her hard work and dedication over the last year. Thanks to Ray for managing the financials, doing the banking, paying the bills, and monitoring the accounts. Thanks also to Charles Pitt and Pradeep Lekampe for auditing the accounts.

The Drivers

Thanks to all the drivers: Tony, Robert, John, Glenn, Enzo, Simon and now Tom. To drive on the Sydney roads professionally five days a week is no easy task. There are so many drivers on the roads who behave as if they have special needs. So being a professional driver means that you just have to observe all these strange behaviours and not react, just get on with doing the job as best you can. Obviously there are some days where this is easier said than done. It is our drivers who make it all happen and as stated earlier it is they that ensure the quality of the service delivery. It is our drivers who actively care for our clients, that is why it's called community transport. So thanks to all our drivers for their dedication over the year.

Conclusion

Community Transport is an essential part of a caring community. There are increasing numbers of elderly, frail people who need community transport to maintain themselves in their existing accommodation. There is now a large body of evidence to support the contention that elderly people who can maintain their independence in their existing domestic circumstances will enjoy better health and wellbeing and be happier for longer. This also reduces costs associated with residential care for the elderly. Community Transport is therefore an investment that delivers positive returns for everyone.

Michael Doyle
Executive Officer

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2013

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

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C M PITT & CO

Chartered Accountants

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AUDITOR'S INDEPENDENCE DECLARATION

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

As lead auditor for the audit of Leichhardt Community Transport Group Inc. for the year ended 30 June 2013, I declare that to the best of my knowledge and belief, there have been:

- (i) no contraventions of the auditor independence requirements as required by the Institute of Chartered Accountants in Australia; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Leichhardt Community Transport Group Inc. during the period.



Charles M Pitt
C M Pitt & Co
Units 6 & 7, 2 Philip Street
STRATHFIELD NSW 2135

Dated: 8 October 2013



Chartered Accountants

Liability limited by a scheme approved under Professional Standards Legislation

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.
Committee Report

Your committee members submit the financial statements of LEICHHARDT COMMUNITY TRANSPORT GROUP INC. for the financial year ended 30 June 2013.

COMMITTEE MEMBERS

The names of committee throughout the year and at the date of this report are:

Valerie Lees	President
Helen Dwyer	Vice President
Holly Stewart	Secretary
Alistair Foggo	Treasurer
Edna Hackett	Committee Member
Ken Saunders	Committee Member
Jennifer Nixon	Committee Member
Patricia Kirsoff	Committee Member
Patricia Peccia	Committee Member

PRINCIPLE ACTIVITIES

The principle activities of the association during financial year were to provide transport options to members of Leichhardt and Marrickville Local Government Areas who are unable or find it difficult to access public or private transport.

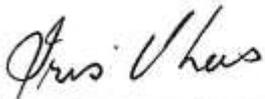
SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

OPERATING RESULT

The surplus of operating and non-operating activities for the year was \$31,343.67.

Signed in accordance with a resolution of the members of the committee.



Valerie Lees
President

Dated: 21/10/2013



Helen Dwyer
Vice President

21/10/2013

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.

Income Statement

For the year ended 30 June 2013

Page 2

	2013	2012
	\$	\$
INCOME		
Grants		
- Transport for NSW (Recurrent)	928,575.49	838,464.53
- Transport for NSW (Non recurrent)	78,843.00	80,843.00
- NSW Community Transport Program (Recurrent)	73,364.70	69,225.61
- Transport for NSW - Vehicle replacement Assistance	-	30,000.00
- Transport for NSW - Shopping Assistance Grant	15,918.84	-
- HACC Growth Assistance	34,712.33	5,000.00
- HACC Self Improvement Grant	15,208.01	-
Total Grants	<u>1,146,622.37</u>	<u>1,023,533.14</u>
OTHER INCOME		
Interest received	55,582.04	53,095.80
Membership Fees	102.43	83.49
Bus Hire & Fares	86,024.50	83,771.36
Profit on sale of Motor Vehicle	18,240.22	11,818.19
Donations	18.75	4,003.58
Workers Compensation Reimbursement	11,494.32	-
Total Other Income	<u>171,462.26</u>	<u>152,772.42</u>
TOTAL INCOME	<u>1,318,084.63</u>	<u>1,176,305.56</u>
EXPENDITURE		
- Wages	574,772.24	450,153.40
- Superannuation	46,397.78	35,146.48
- Employee Benefits - Leave Entitlements	3,453.35	24,747.95
- Workers Compensation	14,961.43	14,382.44
- Staff Uniforms	856.00	1,320.00
	<u>640,440.80</u>	<u>525,750.27</u>
Service Subsidies		
- Bus/Car Expenses	75,858.86	79,395.59
Administration Expenses		
- Advertising	4,963.86	-
- Audit Fees	3,900.00	3,750.00
- Bank Charges	842.16	806.07
- Bookkeeping	4,200.00	3,725.00
- Cleaning & Waste Removal	7,008.50	6,901.61
- Consultancy	4,375.00	-
- Depreciation	119,374.95	115,197.61
- Equipment & Computer Software	20,329.89	2,813.18

LEICHHARDT COMMUNITY TRANSPORT GROUP INC.**Income Statement**

For the year ended 30 June 2013

Page 3

	2013	2012
	\$	\$
EXPENDITURE (cont'd)		
- Insurance	3,562.00	3,854.55
- Printing, Postage & Stationery	16,658.08	7,000.49
- GIW Expenses	100,335.43	79,475.60
- Meeting Expenses	2,351.76	1,842.72
- Rent	93,273.51	90,361.10
- Recruitment	732.51	1,361.90
- Telephone	9,379.12	7,332.44
- Repairs & Maintenance	2,091.98	200.00
- Subscriptions & Training	9,772.26	8,697.62
- Staff Amenities	4,423.61	7,518.36
- Office Restructuring	1,013.00	392.00
- Other Staff Expenses	951.34	-
- Sundry Expenses	902.34	870.58
	<u>410,441.30</u>	<u>342,100.83</u>
TOTAL EXPENSES	<u>1,126,740.96</u>	<u>947,246.69</u>
OPERATING SURPLUS FROM ORDINARY ACTIVITIES	191,343.67	229,058.87
APPROPRIATION OF SURPLUS:		
Vehicle Replacement	160,000.00	133,755.00
	<u>160,000.00</u>	<u>133,755.00</u>
TOTAL OPERATING SURPLUS	<u><u>31,343.67</u></u>	<u><u>95,303.87</u></u>

The accompanying Notes form part of these financial statements.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC

Balance Sheet As At 30 June 2013

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	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,218,065.47	1,156,102.60
Receivables		5,689.23	10,348.23
Rental bond		6,875.00	6,875.00
Prepayments		57.32	8,025.37
TOTAL CURRENT ASSETS		1,230,687.02	1,181,351.20
NON-CURRENT ASSETS			
Motor vehicles, Furniture and Fittings	3	330,942.66	304,378.30
TOTAL NON-CURRENT ASSETS		330,942.66	304,378.30
TOTAL ASSETS		1,561,629.68	1,485,729.50
CURRENT LIABILITIES			
Grants in Advance	4	52,562.00	166,117.33
Payables	5	45,540.10	50,881.61
Annual Leave	6	56,107.03	56,107.03
TOTAL CURRENT LIABILITIES		154,209.13	273,105.97
NON-CURRENT LIABILITIES			
Provision for Long Service Leave	6	27,146.13	23,692.78
TOTAL NON-CURRENT LIABILITIES		27,146.13	23,692.78
TOTAL LIABILITIES		181,355.26	296,798.75
NET ASSETS		1,380,274.42	1,188,930.75
EQUITY			
Vehicle Replacement Fund		950,005.00	790,005.00
Capital Contribution/Transfer		161,032.42	161,032.42
Retained earnings at the beginning of the year		237,893.33	142,589.46
Current Earnings		31,343.67	95,303.87
TOTAL EQUITY		1,380,274.42	1,188,930.75

The accompanying Notes form part of these financial statements.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

Note 1 This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act N.S.W. The committee has determined that the Association is not a reporting entity.

The financial report has been prepared on an accrual basis and is based on historic 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) Depreciation of Property, Plant and Equipment

Property, plant and equipment are carried at cost. All items of property, plant and equipment are depreciated over their estimated useful lives commencing from the time asset is held ready for use. Profits and losses on disposal of plant and equipment are taken into account in determining the result for the year.

(b) Employee Benefits

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries which will be settled after one year, have been measured at their nominal amount.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred

(C) Comparative Figures

When necessary comparative figures have been adjusted to conform with changes in presentation in the current years

	2013	2012
	\$	\$
Note 2 Cash Assets		
Cheque Account	121,635.13	110,627.58
Bank Guarantee	26,502.60	25,522.41
Investment Account	1,069,330.10	1,018,351.93
Visa Debit Card	593.85	1,507.03
Petty cash	3.79	93.65
	1,218,065.47	1,156,102.60

LEICHHARDT COMMUNITY TRANSPORT GROUP INC
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

Page 6

(cont'd)	2013 \$	2012 \$
Note 3 Motor vehicles, Furniture and Fittings		
Honda Odyssey at cost - CDF 15E	40,084.27	40,084.27
less: accumulated depreciation	<u>(13,135.60)</u>	<u>(4,676.50)</u>
	26,948.67	35,407.77
Honda Odyssey at cost - CDF 15D	40,084.27	40,084.27
less: accumulated depreciation	<u>(13,135.60)</u>	<u>(4,676.50)</u>
	26,948.67	35,407.77
Toyota Coaster at cost - BC26GC	120,340.00	120,340.00
less: accumulated depreciation	<u>(96,272.12)</u>	<u>(72,204.08)</u>
	24,067.88	48,135.92
Toyota Coaster at cost - BH47RI	120,740.92	120,740.92
less: accumulated depreciation	<u>(64,395.20)</u>	<u>(40,247.00)</u>
	56,345.72	80,493.92
Honda Odyssey at cost - BJV07S	-	40,408.00
less: accumulated depreciation	<u>-</u>	<u>(35,020.21)</u>
	-	5,387.79
Toyota Coaster at cost - AY35HK	90,340.46	90,340.46
less: accumulated depreciation	<u>(90,340.46)</u>	<u>(72,272.25)</u>
	-	18,068.21
Mercedes Sprinter at cost - BPF80B	81,920.00	81,920.00
less: accumulated depreciation	<u>(49,151.88)</u>	<u>(32,767.92)</u>
	32,768.12	49,152.08
Honda Odyssey at cost - BWW95A	39,072.73	39,072.73
less: accumulated depreciation	<u>(20,187.51)</u>	<u>(11,938.85)</u>
	18,885.22	27,133.88
Honda Odyssey at cost - CHC80L	38,596.36	-
less: accumulated depreciation	<u>(7,660.77)</u>	<u>-</u>
	30,935.59	-
Toyota Coaster at cost - BU52YL	107,127.27	-
less: accumulated depreciation	<u>-</u>	<u>-</u>
	107,127.27	-

LEICHHARDT COMMUNITY TRANSPORT GROUP INC
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

Page 7

(cont'd)	2013 \$	2012 \$
Equipment at cost less: accumulated depreciation	41,260.57 <u>(37,678.69)</u> 3,581.88	36,330.57 <u>(35,061.25)</u> 1,269.32
Furniture at cost less: accumulated depreciation	5,478.64 <u>(2,145.00)</u> 3,333.64	5,478.64 <u>(1,557.00)</u> 3,921.64
TOTAL NON-CURRENT ASSETS	<u><u>330,942.66</u></u>	<u><u>304,378.30</u></u>
Note 4		
Deferred Income		
Grant in Advance	52,562.00 <u>52,562.00</u>	166,117.33 <u>166,117.33</u>
Note 5		
Payables		
Trade creditors	9,665.57	10,764.86
Bonds	800.00	1,549.07
GST liabilities	13,548.49	24,986.41
Wages payable	9,720.75	-
PAYG Withholding Tax	6,366.91	7,727.49
Superannuation	5,438.38 <u>45,540.10</u>	5,853.78 <u>50,881.61</u>
Note 6		
Provision for Employees' benefits		
Annual leave	56,107.03	56,107.03
Long service leave	27,146.13 <u>83,253.16</u>	23,692.78 <u>79,799.81</u>

Note 7 **Economic Dependence**

Leichhardt Community Transport Group Inc. is dependent on NSW Transport for the majority of its revenue used to operate the business. At the date of this report the Committee Members have no reason to believe the Ministry will not continue to support Leichhardt Community Transport Group Inc.

LEICHHARDT COMMUNITY TRANSPORT GROUP INC
STATEMENT BY MEMBERS OF THE COMMITTEE
For the year ended 30 June 2013

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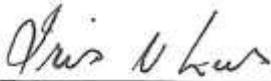
The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the financial report as set out on pages 3 to 7.

1. Presents a true and fair view of the financial position of Leichhardt Community Transport Group Inc. as at 30 June 2013 and its performance for the year ended on that date.

2. At the date of this statement, there are reasonable grounds to believe that Leichhardt Community Transport Group 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:



Valerie Lees
President



Helen Dwyer
Vice President

Dated:

8 October 2013

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FACSIMILE (02) 9715 1566

CHARLES M PITT B.BUS FCA

2 PHILIP STREET
STRATHFIELD NSW 2135
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E-MAIL cpitt@cmpitt.com.au

Independent Auditor's Report to the Members of Leichhardt Community Transport Group Inc.

Scope

I have audited the financial statements, being a special purpose financial report comprising the Statement by the Board of Directors, Balance Sheet, Income Statement and notes to and forming part of the accounts of the Leichhardt Community Transport Group Inc. for the twelve (12) months ended 30 June 2013. The Board of Directors is responsible for the financial report and has determined that the accounting policies used are appropriate to meet the needs of the Associations Incorporation Act (New South Wales) and the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporations Act (New South Wales). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements. These policies do not require the application of all Australian Accounting Standards and other mandatory professional reporting requirements.

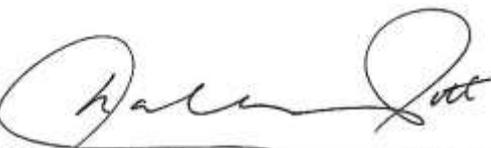
The audit opinion expressed in the report has been formed on the above basis.

Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies. In addition to my audit of the financial report, I was engaged to undertake the services disclosed in the notes to financial statements. The provision for these services has not impaired our independence.

Audit Opinion

In my opinion, the financial accounts present fairly in accordance with the accounting policies described in Note 1 to the financial report the Balance Sheet of the Leichhardt Community Transport Group Inc. as at 30 June 2013 and the results of its operations for the year then ended.



Charles M Pitt
C M PITT & CO
CHARTERED ACCOUNTANTS

Date:

8 October 2013

ICCA Membership No. 20180
Registered Company Auditor No. 2944
Unit 6 & 7, 2 Philip Street Strathfield



Chartered Accountants

*Liability limited by a scheme approved under Professional Standards Legislation
All correspondence to: C M Pitt & CO, PO Box 580, STRATHFIELD NSW 2135*

**Funding
Agencies**

