



2020 ANNUAL REPORT



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OUR PROFILE



WHO WE ARE

Creating Links is a registered NDIS provider delivering a diverse range of services in the areas of Children & Family, Disability, Fostering, Youth and Financial Counselling across the Greater Sydney areas since 1972.

Based in Bankstown NSW, Creating Links is a boutique, medium sized organisation that has been a leading multicultural community service provider whilst maintaining a friendly, personable and individual client experience.

We pride ourselves on the cultural diversity of our staff and the flexible services we offer to ensure all members of the community regardless of age, religion, ability and culture can access the services and support you require.

We acknowledge the traditional owners of all the lands in which we live and work and thank them for their custodianship of country.

OUR MISSION

At Creating Links, we aim to develop resilient, productive and inclusive communities and families.

We are an evolving, forward thinking organisation that values:

- Our socially and culturally diverse community
- Our ability to create opportunities to provide services and programs
- Our collaboration and partnerships with various networks; and
- Our role in providing services in partnership with government

OUR VISION

“Communities for the future”

Creating Links aspires to be a leading community service provider, strengthening and building community capacity.

BOARD OF DIRECTORS



Raad Richards
CHAIRMAN



Rana Moubacher



Joseph Azzi



Henry Tan



“

*I have loved being with
my new parents. They
care for me and show me
so much love!*

”



CHAIRMAN & CHIEF EXECUTIVE REPORT



Raad Richards
Chairman

It is with great pride and pleasure that we present our Annual Report for 2019-2020. We are now many months into the transition to a new Leadership team for the organisation. We are progressing our vision to be a recognised leader in pro-actively engaging communities.

A frequently used word this year has been 'unprecedented' and certainly 2019-2020 has been a year of significant disruption, change and upheaval for all sectors of the economy and the Community Services sector was certainly no exception. It was a year which started with much of Australia on fire our city glowing red and shrouded in smoke and ended with us adjusting to new ways of working, communicating and relating to each other as we sought to stay safe in the midst of the first global pandemic in 100 years.

It was certainly not a year of 'Business as Usual' but rather a year that drove innovation, change and adaptability and in charting a course through these unprecedented times our staff at Creating Links responded magnificently adapting to meet every challenge.

Indeed, we met every challenge Covid-19 presented and achieved our three goals in relation to the pandemic of keeping all our staff and clients safe, continuing to deliver services to our clients in terms of our contracts and keeping all our staff fully employed.

Strategic Plan

Throughout this year our strategic plan 2019-2021 has set our direction and in the first full year since its inception significant progress has been made delivering on each of the priority areas identified in the plan. We have continued our growth across all service areas with a renewed focus on sustainability. Our OOHC (Out of Home Care) placements have continued steady growth, we have re-established a Financial counselling service to provide advice and assistance much needed in our community. Our Child and Family Services group have entered into a new contract with the Department of Communities and Justice which guarantees funding for the next five years for Targeted Earlier Intervention. They also continue to deliver their range of Counselling and Parenting programs, although numbers for this group are slightly down on previous years due to the effects of Covid-19.



Chris Cahill
Chief Executive

A key focus of our 2019-2020 Strategic Plan revolves around achieving Positive Stakeholder Outcomes to this end we have redefined our view of quality. Rather than seeing countless policies and processes implemented, to meet our various accreditation requirements as the goal in itself and an indication of quality

We now view this as the baseline, rather than the goal, it is the foundation on which we will build real quality, which is quality from a client's perspective. Through increasing the impact of our interventions and services we will make a real, identifiable, and hopefully sustainable difference in our clients' lives.

Financial Management

In the year 2019-2020, there has been a significant amount of work undertaken to improve our Financial Governance processes and to contain and manage our costs more effectively. A new Financial Management Policy which included procurement guidelines was developed and is being followed throughout the organisation. The focus now is unashamedly achieving the best value with all our procurement activity and focussing our expenditure where it will have the greatest impact for our clients. This focus has seen us move all our services including a number which have since their inception run at significant loss towards sustainability. It is anticipated that in the 2020-2021 Financial year all our services will be operating sustainably for the entirety of the financial year. With the initiatives that have been undertaken this year we are very much back in the black and back on track.

Our People

Our people, our wonderful, diverse, vibrant, talented and capable staff are a tremendous strategic asset for Creating Links.

Throughout the year we have strengthened our commitment to providing a safe, sustainable and respectful culture through implementing the recommendations contained in the cultural and organisational review which was undertaken in the previous year. Work silos have been opened up and communication now flows across the whole organisation.

Managers have been empowered and are held accountable for effectively managing the areas they are responsible for.

This year also saw us re-assess the effectiveness of our remote locations at Faulconbridge and Camden and their contribution to the objectives of Creating Links. A decision was made to cease our operations at both these sites and consolidate management and delivery of all our services from our Bankstown offices.

As can be seen in this annual report 2019-2020 has certainly been an eventful year for Creating Links. A year of progress, achievement and growth for the organisation and a year that has positioned us well for the challenges of the future. We would like to express our thanks to all our staff for their dedication and enthusiasm and for committing to coming on the journey with us that was 2019-2020.

Our sincere appreciation to all of our volunteers who provide great assistance to our staff and our clients.

We would also like to take this opportunity to thank the Board for their support and guidance in navigating the many challenges that arose during the year.

We commend this annual report to the Members of Creating Links.

Raad Richards
Chairman

Chris Cahill
Chief Executive Officer



“

The support Creating Links has provided me in ensuring I can return home safely has been exceptional

”

COMMUNITY CARE - NDIS

Creating Links provides a wide range of quality disability supports across the Greater Sydney region that are flexible and innovative. We pride ourselves on our tailored person-centered approach which capture the best possible outcome for our participants.

Creating Links achieve this outcome by working with our participants and their families to identify supports for participants to live their life.

Our Support Staff are passionate about providing care and support to those most vulnerable within our communities. This is why they have been able to respond to our participants needs within the backdrop of COVID in a resilient and compassionate approach.

Creating Links have received plenty of feedback from parents and carers who tell us that our Support Staff are the stars of our Disability Program! And we couldn't agree more! Creating Links understands that our Support Staff are the essence of the Disability Program, which is why we continue to commit to the professional development of Support Staff by offering access to ongoing training and workshops.

Our participants are able to achieve their NDIS goals by accessing Creating Links Disability Program which offer;

- Plan Management
- Support Coordination
- Social & Community
- Participation Group Activities for children
- Group Activities for adults
- Teen school holiday program
- Evening social activities for adults
- Craft social club for adults
- Music class for adults
- Transport
- Individual support for both adults & children

HIGHLIGHTS

- Over 2500 services have been provided this year so far to our NDIS Participants! (2722 to be exact)
- Participants are happy and thrilled to return back to the Disability Program, after our group activities were temporarily suspended due to COVID
- During these troubled time, NDIS Support Staff have built lasting friendships by providing 1:1 care to our participants in their most time in need
- New and exciting group activities have been added to our Disability Program



“

*Creating Links have helped
me make many new friends
and the activities they
provide are so fun!*

”

OUT OF HOME CARE

The Permanency Support Program continued to grow in 2020. We now employ more than 70 staff to support children/ young people, parents, and carers. We have seen an increase in permanency goals set with 9 children being restored successfully to their parents.

To say 2020 has been an interesting and challenging year for all is probably something we have all heard in the last months. It certainly forced us to think about different ways to deliver our services.

The good news is that Creating Links were able to support their clients, carers and staff whilst continuing to maintain high quality service delivery.

We also have been able to continue to recruit for carers during this pandemic. We have over 40 in assessment stage.

Whilst we thought change was going to be difficult, it allowed more meaningful and engaging interactions. We saw parents having contact via a virtual platform which means they could engage with their children without them being distracted.

We also saw an increase in carers being involved in their development both with group supervision and training. This platform will be taken into the future post this pandemic.

HIGHLIGHTS

- We're fortunate to be able to continue providing much needed support during the Covid-19 pandemic via online platforms.
- The therapeutic team has developed a clinical service of local therapeutic services at nil cost.
- The therapeutic team also developed a range of toolkits to ensure a consistent response to children who are at risk of suicide, self-harm, and have concerning behaviours between each other.
- A new Senior Manager was appointed to lead the case management team in the delivery of a quality, risk managed, responsive programme.
- We have continued to embed the principles of the Permanency Support Programme and the primary aim to restore children wherever it is safe to do so. In order to assist in this, the Permanency Support Programme has funded 2 Restoration Workers who are located in Family Services to assist with the intensive work with parents to support restoration. Due to the success and demand, this programme will be expanded to a third worker.



“

Creating Links have provided a safe and secure environment to be able to learn new parenting techniques

”

CHILD & FAMILY

2020 has been a challenging year for Family services but we we're determined to continue providing quality service to our children and families.

We have been successful in securing our contract with Department of Communities and Justice, for the Targeted Earlier interventions reforms. We have secured 5 years funding for the contract.

The family services team has been working under the new funding stream since July 2020, with new forms, processes, and data collection. The team have taken this all in their stride while still delivering exceptional interventions for our families and clients. Targeted Earlier intervention aims to support families early, support them with referrals to services, and build on their parenting capacity skills.

During COVID-19 we were still able to support our clients and had great outcomes with securing affordable housings, successful outcomes with Centrelink matters, improved parenting skills, helping families access food relief services in way of hampers and free food deliveries. This all helped ease some of the stress that has been caused by the impact of COVID 19 on families.

Our restoration team has grown and we now have two Client service officers providing support who are in the process of having their children restored back in there care.

We have had rewarding outcomes for the team with a number of successful restoration placements with full responsibilities back to the parents.

Canterbury Bankstown council had also implemented a 'helping you help others' grant, in which we were successful for during the COVID-19 lockdown period. We were able to provide food hampers for residents in need, the hampers comprised of items for the children to encourage positive family interactions during a stressful period, such as games, and craft activities.

Before the impact of COVID we were fortunate enough to support and attend several community events in the local area, Canterbury–Bankstown Children's festival, Bankstown family and community showcase, Bankstown wellness festival and NAIDOC week. It is always a pleasure to support our local services and showcase what Creating Links offers.

HIGHLIGHTS

- Continued partnership with The Smith Family
- Received two Council Community Grants
- Department of Communities and Justice contracting for 5 years for Targeted Earlier Intervention.
- Significant growth to our Restoration Team

“

*We love Creating
Links because they
treat us like family*

”



TRANSITIONAL AGED CARE

The Transitional Aged Care Program (TACP) is an initiative led by NSW Health which is designed to support elderly people live their lives with dignity, respect and inclusiveness.

TACP's primary objective is to provide elderly people whom have been recently discharged from the hospital with residential and community based assistance to help support their independence and confidence.

Creating Links have collaborated with NSW Health for over 3 years now after successfully acquiring the tender to deliver services for the TACP.

Creating Links Support Staff have made a positive impact on the lives of these elderly clients, especially within the backdrop of COVID-19.

Our incredible staff have provided shopping assistance, meal preparation, domestic assistance, transport, medication management, respite care, social support and personal care to over 75 TACP clients this year.

We are proud to continue providing assistance to the elderly to ensure they are ready to return home

HIGHLIGHTS

- Creating Links have provided over 1500 services to TACP clients this year so far
- TACP Support Staff have performed exceptionally well by caring for the most vulnerable (elderly clients) during the COVID pandemic
- TACP Support Staff continue to respond well to the programs fast-paced nature
- Creating Links and NSW Health continue collaborative efforts (over 3 years now) to support Australia's ageing population

STAFF & VOLUNTEERS

Thank you to our professional, committed and passionate staff and volunteers for all your valuable work throughout the year





ACKNOWLEDGEMENTS

Creating Links (NSW) Ltd would like to thank the following organisations and Government Departments for their contributions to the agency over the past year.

- Association of Children's Welfare Agencies
- Canterbury-Bankstown City Council – Community Grants Scheme
- Bankstown Community Resource Group
- Bankstown Sports Club
- Benevolent Society
- Centrelink
- Clubs NSW
- Department of Education and Training
- Heart Dancers Australia
- Facilities Project - Fairfield, Liverpool and Bankstown
- Muslim Women's Association
- NSW Department of Ageing, Disability and Home Care (ADHC)
- NSW Department of Fair Trading
- NSW Department of Community & Justice
- NSW Ombudsman
- NSW Police
- Office of Children's Guardian
- Settlement Services International
- Department of Social Services – Commonwealth
- Community Hubs
- The Smith Family

A special thank you to all of our stakeholders, community partners, local businesses and local community for their ongoing support to Creating Links



FINANCIAL STATEMENTS

CREATING LINKS (N.S.W.) LTD

ABN 21 978 919 723

FINANCIAL REPORT

30 JUNE 2020

DIRECTORS' REPORT

Creating Links (N.S.W.) Ltd is registered as a company limited by guarantee and not having a share capital under the provisions of the *Australian Charities and Not-for-profits Commission Act 2012*. The Directors present the financial report of Creating Links (N.S.W.) Ltd for the year ended 30 June 2020, and report as follows:

DIRECTORS

The names and other information of the Directors in office during or since the end of the year are as follows. The Directors were in office for this entire period unless otherwise stated.

Raad Richards (*Chairman*)

Joseph Azzi

Chris Cahill (*resigned 1 May 2020*)

Rana Moubacher

Henry Tan

Liz Wheatley (*resigned 4 March 2020*)

PRINCIPAL ACTIVITIES

The principal activity of the company during the financial year was the provision of community services to people in the Sydney region. This included Family and Children Services, Emergency Relief, Disability Services, Out of Home Care and Financial Wellbeing.

There were no significant changes in the nature of those activities during the year.

OPERATING RESULT

The operating result of the company for the financial year was a surplus of \$141,873 (2019: \$1,290,726).

OBJECTIVES OF THE COMPANY

The short-term objectives of the company are to: -

1. To continue the growth and expansion of the organisation to meet the diverse needs of our communities.

The long-term objectives of the company are to: -

1. Resilient communities: the development and maintenance of safe, inclusive, independent and harmonious communities, with enhanced capacity to meet the needs of its members and build on its strengths;
2. Research and development: expansion and development of services driven by research and evidence to address unmet need, service gaps, and inform social policy and service provision direction;
3. Corporate strength: strong organisational capacity through strategic leadership, policy development, succession planning and oversight; and
4. Passionate people: high quality, committed, innovative staff and volunteers delivering excellent services benchmarked against industry standards and best practice.

Strategies to achieve these objectives include: -

1. Strategic plan: organisational management activity which sets Creating Links' organisational priorities, focuses energy and resources, strengthens operations, and ensure that employees and other stakeholders are working toward Creating Links' mission, objectives and goals; and
2. Operational plans: detailed plans used to provide a clear picture of how each service/program will contribute to the achievement of Creating Links strategic priorities and goals.

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723

FINANCIAL REPORT
30 JUNE 2020

DIRECTORS' REPORT

CREATING LINKS (N.S.W.) LTD
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FINANCIAL REPORT - 30 JUNE 2020

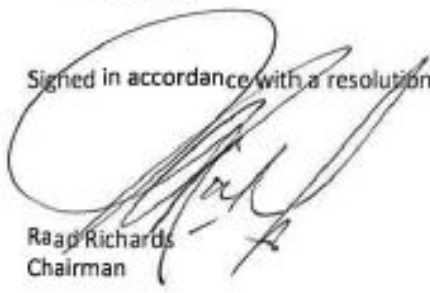
DIRECTORS' REPORT

MEETINGS OF DIRECTORS

The number of meetings each Director was eligible to attend and actually attended during the financial year is summarised as follows:

	Eligible	Attended
R. Richards	11	11
J. Azzi	11	11
C. Cahill	10	10
R. Moubacher	11	11
H. Tan	9	8
L. Wheatley	8	8

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



Raad Richards
Chairman

Sydney, 24 September 2020

CREATING LINKS (N.S.W.) LTD**ABN 21 978 919 723****STATEMENT OF FINANCIAL POSITION****AS AT 30 JUNE 2020**

	Note	2020 \$	2019 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	4,686,804	4,230,690
Trade and other receivables	7	706,340	598,696
<i>Total current assets</i>		<u>5,393,144</u>	<u>4,829,386</u>
Non-current assets			
Property, plant and equipment	8	510,019	486,337
Right-of-use assets	9	2,292,324	-
Intangible assets	10	20,267	25,642
<i>Total non-current assets</i>		<u>2,822,610</u>	<u>511,979</u>
TOTAL ASSETS		<u>8,215,754</u>	<u>5,341,365</u>
LIABILITIES			
Current liabilities			
Trade and other payables	11	1,815,726	1,492,574
Employee benefits	12	495,274	497,718
Lease liabilities	13	735,981	-
<i>Total current liabilities</i>		<u>3,046,981</u>	<u>1,990,292</u>
Non-current liabilities			
Employee benefits	12	71,717	33,457
Lease liabilities	13	1,637,567	-
<i>Total non-current liabilities</i>		<u>1,709,284</u>	<u>33,457</u>
TOTAL LIABILITIES		<u>4,756,265</u>	<u>2,023,749</u>
NET ASSETS		<u>3,459,489</u>	<u>3,317,616</u>
FUNDS			
Accumulated funds		<u>3,459,489</u>	<u>3,317,616</u>
TOTAL FUNDS		<u>3,459,489</u>	<u>3,317,616</u>

CREATING LINKS (N.S.W.) LTD

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

	Note	2020 \$	2019 \$
Revenue	4	17,529,916	15,537,164
Other income	4	-	-
		<u>17,529,916</u>	<u>15,537,164</u>
Expenses			
Administration expenses		(5,682,401)	(4,443,620)
Depreciation and amortisation	5	(874,592)	(114,255)
Emergency relief		(61,085)	(121,667)
Insurance		(180,773)	(151,475)
Occupancy costs		(122,408)	(493,346)
Programme expenses		(1,928,087)	(1,691,109)
Salaries and employee benefits		(8,538,697)	(7,230,966)
		<u>(17,388,043)</u>	<u>(14,246,438)</u>
Surplus before income tax		141,873	1,290,726
Income tax expense		-	-
Surplus for the year		<u>141,873</u>	<u>1,290,726</u>
Other comprehensive income		-	-
Total comprehensive income for the year		<u><u>141,873</u></u>	<u><u>1,290,726</u></u>

CREATING LINKS (N.S.W.) LTD

STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 30 JUNE 2020

	Accumulated Funds \$	Total \$
Balance at 1 July 2018	2,026,890	2,026,890
Comprehensive income		
Surplus for the year	1,290,726	1,290,726
Other comprehensive income	-	-
Total comprehensive income for the year	<u>1,290,726</u>	<u>1,290,726</u>
Balance at 30 June 2019	<u><u>3,317,616</u></u>	<u><u>3,317,616</u></u>
Balance at 1 July 2019	3,317,616	3,317,616
Comprehensive income		
Surplus for the year	141,873	141,873
Other comprehensive income	-	-
Total comprehensive income for the year	<u>141,873</u>	<u>141,873</u>
Balance at 30 June 2020	<u><u>3,459,489</u></u>	<u><u>3,459,489</u></u>

CREATING LINKS (N.S.W.) LTD

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
Cash flows from operating activities			
Receipts from customers and government		18,935,174	16,847,399
Payments to suppliers and employees		(17,633,455)	(14,788,970)
Interest received		81,742	11,887
Interest paid - leases		(115,672)	-
<i>Net cash flows from operating activities</i>		<u>1,267,789</u>	<u>2,070,316</u>
Cash flows from investing activities			
Purchase of property, plant and equipment		(119,441)	(64,600)
Purchase of intangible assets		(4,950)	(1,075)
<i>Net cash flows from investing activities</i>		<u>(124,391)</u>	<u>(65,675)</u>
Cash flows from financing activities			
Repayments of lease liabilities		(687,284)	-
<i>Net cash flows from financing activities</i>		<u>(687,284)</u>	<u>-</u>
Net increase in cash and cash equivalents		456,114	2,004,641
Cash and cash equivalents at the beginning of the financial year		<u>4,230,690</u>	<u>2,226,049</u>
Cash and cash equivalents at the end of the financial year	6	<u><u>4,686,804</u></u>	<u><u>4,230,690</u></u>

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723


FINANCIAL REPORT - 30 JUNE 2020

DIRECTORS' DECLARATION

The Directors of Creating Links (N.S.W.) Ltd declare that:

1. The financial statements, which comprises the statement of financial position as at 30 June 2020, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
 - (b) give a true and fair view of the financial position as at 30 June 2020 and of the performance for the year ended on that date of the company.
2. In the opinion of the Directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Raad Richards
Chairman

Sydney, 24 September 2020

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723


FINANCIAL REPORT - 30 JUNE 2020

DIRECTORS' DECLARATION
UNDER THE CHARITABLE FUNDRAISING ACT 1991

In the opinion of the Directors of Creating Links (N.S.W.) Ltd:

- (i) The financial statements and notes thereto give a true and fair view of all income and expenditure with respect to fundraising appeals conducted by the organisation for the year ended 30 June 2020; and
- (ii) The statement of financial position as at 30 June 2020 gives a true and fair view of the state of affairs of the company with respect to fundraising appeals conducted by the organisation; and
- (iii) The provisions of the *Charitable Fundraising Act 1991*, the regulations under that Act, and the conditions attached to the authority to fundraise have been complied with by the organisation; and
- (iv) The internal controls exercised by the company are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals.

This declaration is made in accordance with a resolution of the Board of Directors.



Raad Richards
Chairman

Sydney, 24 September 2020

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723

FINANCIAL REPORT - 30 JUNE 2020

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CREATING LINKS (N.S.W.) LTD

Opinion

We have audited the financial report of Creating Links (N.S.W) Ltd which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in funds 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 accompanying financial report of Creating Links (N.S.W) Ltd is in accordance with 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 for the year then ended, and
- b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission 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 Responsibility for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards 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 confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Directors of the company, would be in the same terms if given to the Directors as at the time of this auditor's report.

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

Directors' Responsibility for the Financial Report

The Directors of the company 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 *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Directors determine is necessary to enable the preparation of a 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 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 Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the company's financial reporting process.

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723

FINANCIAL REPORT - 30 JUNE 2020

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CREATING LINKS (N.S.W.) LTD

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.

A further description of our responsibilities for the audit of the financial report is located at *The Auditing and Assurance Standards Board* and the website address is <http://www.auasb.gov.au/Home.aspx>

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

Report on Other Legal and Regulatory Requirements

In addition, our audit report has also been prepared for the members of the company in accordance with section 24(2) of the *Charitable Fundraising Act 1991*. Accordingly, we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Australian Charities and Not-for-profits Commission Act 2012*. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *Charitable Fundraising Act 1991* and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year-end financial adjustments for such matters as accruals, prepayments, provisioning and valuations necessary for year-end financial report preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial report. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

The audit opinion expressed in this report pursuant to the *Charitable Fundraising Act 1991* has been formed on the above basis.

CREATING LINKS (N.S.W.) LTD
ABN 21 978 919 723

FINANCIAL REPORT - 30 JUNE 2020

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
CREATING LINKS (N.S.W.) LTD

Auditor's opinion

Pursuant to the requirements of Section 24(2) of the *Charitable Fundraising Act 1991* we report that, in our opinion:

- a) the financial report gives a true and fair view of the financial result of fundraising appeal activities for the financial year ended 30 June 2020; and
- b) the financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2019 to 30 June 2020, in accordance with the *Charitable Fundraising Act 1991* and Regulations; and
- c) money received as a result of fundraising appeal activities conducted during the period 1 July 2019 to 30 June 2020 has been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and Regulations; and
- d) at the date of this report there are reasonable grounds to believe that company will be able to pay its debts as and when they become due and payable.



Stewart Brown
Chartered Accountants



S.J. Hutcheon
Partner

24 September 2020

Building Stronger Communities for the Future



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