

**ECHO Neighbourhood Centre Inc.**

# **2009–2010 Annual Report**



Cover: Luna Park  
By: John Gyannati  
ECHO's Creative Art Class

*Helping the Community*



## Contents

Vision, Mission Statement, Values, What we do .....	1
What is a neighbourhood centre? .....	2
Management Committee .....	3
Our funders .....	4
Financial members .....	5
Staff and students .....	6
Volunteers .....	7
Quotes and faces .....	8
<u>Reports:</u>	
Chairperson's Report .....	9
Manager's Report .....	10
Russian Social Support Report .....	12
Settlement Grants Program Report .....	14
Neighbour Aid Report .....	16
Groups and Activities Report .....	17
<u>Statistics:</u>	
Neighbour Aid .....	20
Settlement Grants Program .....	22
Information and Referral .....	23
Bondi Junction Mall Stall .....	24
English Conversation Classes .....	25
ECHO Website .....	26
Cheers to you all .....	27
<u>Financials:</u>	
Bookkeeper's Report .....	29
Auditor's Report .....	30



## Vision

An inclusive and equitable community that values and respects all people.

## Mission Statement

We are committed to empowering the community with choice, information and opportunities for social inclusion in the Waverley Local Government Area and its surrounds.

## Values

1. Social justice, respect, access and equity for all individuals and the community
2. Active participation of individuals and the community in decisions that impact their lives
3. Cooperation and development of sustainable community well-being
4. Openness, ethical practices and accountability
5. Quality services and a safe, productive workplace

## What we do

ECHO Neighbourhood Centre is an Incorporated Association providing community services to people in the Waverley Local Government Area and its surrounds.

We provide support services and information to the elderly, people with disabilities or mental health issues, people from culturally and linguistically diverse backgrounds (CALD), and those disadvantaged by age, ability, income, culture, language or social isolation.

We are governed by a voluntary Management Committee and our paid staff rely heavily on the dedication and experience of volunteers.



## What is a neighbourhood centre?

1. **It is a centre** – it has a stand-alone building or part of a larger community centre, but distinct from other services in that centre. It has a distinguishable entrance that is easily identified as an approachable place for people to visit.
2. **It is attached to a neighbourhood** – it is an important part of the local community. Its main job is to know about the community and respond to the needs of local residents.
3. **It responds to all residents in its locality** – its main job is to know about the community and its diversity, and to respond to the needs of local residents. It is not just about one particular type of service or one target group, but about developing a strong community. It uses both Government funding and local resources, such as volunteers, to help others in the community.
4. **It is a generalist organisation** – it provides a core of basic information and support as well as a place to meet for anyone in the community. In addition, a centre provides a wide range of services, often with Government funding, that reflect local needs. This makes it different from many other community organisations that may be set up to provide one specific service.
5. **It is a community development organisation** – it works with people in its local community to support them in meeting their needs and to empower them.
6. **It is an independent community organisation** – it has legal status as an Incorporated Association, which is owned and controlled by its local members. It then chooses to enter into contracts with Government departments to deliver services. Some neighbourhood centres are not auspiced by an Incorporated Association.
7. **It is run by a community Management Committee** – made up of volunteers from the community. This provides connection with and accountability to the local community.
8. **It is flexible** – because it is generalist, it can respond to an individual in a holistic way. It can also support people who do not fit other services.
9. **It is part of a network** – it interacts with other community organisations operating in the same locality, often on joint projects.
10. **It is a one stop shop** – for community service information, support and referral.



## Management Committee

We would like to express our thanks to the members of our voluntary Management Committee that have continued to govern, support and guide ECHO through the financial year.

Co-Chair	Kate Daley
Co-Chair	Tess Protey
Secretary	Jane Margarets
Treasurer	Rose Song (retired)
Members	Penny Cane
	Wilma Flecha
	Peter Nicol
	Natasha Kopilovich
	Krishna Tate
Ex-Officio	Leisa Simmons



## Our funders

We would like to express our thanks to the Government departments that have continued to fund ECHO through the financial year.

**Department of Immigration and Citizenship (SGP)**

for our Settlement Grants Program

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Human Services Department Agencies:

**Ageing, Disabilities and Home Care (HACC)**

for our Neighbour Aid Program

**Community Services (CSGP)**

for the ECHO Neighbourhood Centre as a whole

•••

**Waverley Council**

for our Information and Referral Services



## Financial members

We would like to thank our financial members who have been associated with ECHO throughout the financial year. Your continued support ensures we can continue to provide services to the community of Waverley.

Scheek **BRONIA**

Jean Lilian **BUTT**

Beth **CAMBRIDGE**

Ruth **CATTS**

Brian **CHAPPLE**

Shirley **COMPTON**

Eithne **CORNISH**

Alma **CRAIEVH**

Kate **DALEY**

Marija **DEMIC**

Louisa **DENNISS**

Kate **DOMIC**

Christine **DOUGHERTY**

Justine **FERGUSON**

Kim **FIELDS**

Maira **GIBSON**

Veronica **GUBBINS**

John **HALBER**

Fred **HARDING**

Mavis **HARRIS**

Robert **HART-JONES**

Tara **HENDERSON**

Marcus **JOFFE**

Elvera **JOHNSON**

Norma **JOHNSON**

Yvonne **JOHNSON**

Ken **JOHNSON**

Betty **KENNEDY**

Natasha **KOPILEVICH**

Patricia **LEYDON**

Dev Kiran **MAHARJAN**

Gwenda **MARCHANT**

Jane **MARGARETS**

Helene **MARTIN**

Jane and Craig **McGREGOR**

Mary **McLAREN**

Romeo **MORALES**

Sera and Agnes **NAINOKA**

Peter **NICOL**

JS & GM **NOLAN**

Robert **PEEL**

Fay **PERCY**

Trudy **POLLESTCHEK**

Gina **PRIORI**

Tess **PROTEY**

Lucila **PULESTON**

Sophie **ROTHMAN**

Reg **RYAN**

F & J **SHALTEIL**

Rose **SONG**

Otilia **TANDLICH**

Krishna **TATE**

Norman **TAYLOR**

Nicole **TORDA**

Dorothy **TRIMBOLI**

Marion **WELCH**

Eugenia **XRIZMAN**



## Staff

We would like to thank the permanent and locum staff that have provided knowledge, experience and professionalism to everyone associated with ECHO throughout the financial year.

Manager	Zoë Jack
Administration and Information Officer	Heather Belle Rytter
Customer Service Officer	Unyoung Ha
Neighbour Aid Coordinator	Yayesh Workneh
Social Support Worker	Fatma Emir
Social Support Worker (Locum)	Lomus Naudiyal
Social Support Worker (Russian)	Elena Schwand
Settlement Grants Program Worker	Tammy Tong
Settlement Grants Program Worker (Locum)	Mark Yang
Settlement Grants Program Worker (Locum)	Tiffany Tran
Community Information Officer	Corrine Campbell
Dementia Support Group Facilitator	Jay Mahatheva
Art Tutor	Frances Pegrum

## Students

ECHO encourages the involvement of students in delivering our services. This provides opportunities to students to gain awareness about working in a community setting, provides potential locums and/or staff in the future and introduces new ideas to our centre. Thanks to all students who have been involved with ECHO throughout the year.

Tiffany Tran  
Vanessa Lalich  
Rebecca Radonovich



## Volunteers

We would like to thank our Volunteers in the many roles that they undertake with commitment, passion and timeless dedication. We could not do it without each and every one of you. In the coming year, we will be appointing a Volunteer Coordinator who will work toward a comprehensive Volunteer Program of recruitment, training and support to all volunteers as they provide support services to ECHO and its staff.

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### Planning and operations volunteers

Janet Grant / Howard Spicer

*Volunteers don't get paid.  
Not because they are worthless.  
But because they are priceless.*

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### Front desk volunteers

Julie Knapp / Robert Randle / Nan (Eva) Yi / Ashley Hamer / Forough Hashemi / Yvonne Tusori

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### Office-based volunteers and tax help

Brian Chapple / Rachelle Holloway / Maria Jason / Narayana Pillai / Ken Billet / Peter Varga / Angela Pavasovic / Vlad Sixta / Sue Van Megan

---

### Groups and activities volunteers

Marion Welch / Natatsha Kopilovich / Susan Powell / Robert Woods / Judith Woods

---

### English Conversation Class tutors

Kerry Hilton / Kenny Christofides / Ann Cable / Susan Grant / Angela Jackson / Anne McArthur / John Grushka / Melanie Elron / Elizabeth Cambridge / James Bullen / Gabrielle Godard / Jayne Godes / Ji Qi / Susan King / Diana Koren / Petronella Zinsmeester

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### Neighbour Aid volunteers

Hellen Arestides / William Bailey / Amy Beveridge / Mark Burd / Alejandro Calderon / Renee Clark / Ana Paula Correa / Yang Da / Rodrigo Dalenogari / Brian Donnelly / Michael Doyle / Cathy Dunworth / Marta Federer / Tonya Frost / Moira Gibson / Dave Gracia / Marilyn Hoskins / Sunlinda Huang / Hye Deok Jeong / Pauline Khoo / John Kim / Anna Krendel / Harriet Levenston / Helen Luigi / Jay Mahatheva / Maiko Mimi / Barbara Pashut / David Pollack / Wolf Pollak / Leslie Powell / Roza Razniak / John Robinson / Adam Schwartz / Susan Shanahan / Jessica Tilton / Agnes Todeschini / Iris Van Druten-Kars / Peter Varga / Sanji Vaswani / Eve Wheeler / Richard Wilkinson / Paul Winter

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### Settlement Grants Program volunteers

George Yao / Lucy Wang / Yue Wang / Yvonne Wang / Kader Kart / Ulala Kondo / Zengxiu Li / Hsiu-Min Kuo / Yilong Huang / Suet Wai Cheung / Hiroko Dbuchi

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*And to anyone else who has volunteered during the year that we may have missed.*

## Quotes and faces



***Romance is alive and  
kicking and all is well  
with the world.***

Art pieces by the ECHO Art Class



### 2009 Senior's Week event



Thanks to Ageing, Disability and Home Care we held a fun filled Senior's Week event with about 85 people attending. Participants had health checks, got information about ageing positively and enjoyed entertainment and lunch. We look forward to next year's event.

### Happy Chinese New Year



#### Chinese Parents Group – Tai Chi

*"Thanks ECHO for celebrating with us and giving us lots of activities and information to stay healthy and happy."*



## Chairperson's Report

The 2009-2010 financial year has continued to be a challenging time for the ECHO Neighbourhood Centre. The Centre has settled in to its new premises and continues to provide support to a broad range of people in the local community.

The Spring Street office that ECHO now occupies has turned out to be quite suitable, being as they are right next to the Library entrance. It means that ECHO has a more visible presence in the area.

The ten staff, led by Manager Zoë Jack, have successfully continued to make a significant difference in the lives of the clients accessing our programs. At this point, I think that it is of paramount importance to express our thanks for the commitment, reliability and generosity of the 50 volunteers that support the staff in the provision of ECHO's services to the local community. It goes without saying that the staff team is the key to ECHO's success. Their professionalism and diligence has made ECHO the successful organisation that it now is.

Financially, the immediate future for ECHO is looking quite healthy, thanks to a generous donation from a former client who was assisted by the ECHO team. The treasurer's report will give more information regarding this gift and how it has impacted on ECHO's bottom line.

The Management Committee and I must thank Zoë for the excellent job she has done in setting up the new premises, negotiating staff and client issues and tackling the governance requirements of our funding bodies. We are aware of the stress that this would have caused and the extra workload that this placed upon her. Thank you, Zoë!

Finally, I must also thank Terence for his ever-accurate management of the accounts, and thanks to Heather, all the staff and my fellow Management Committee members for their professionalism and commitment to ECHO.

We look forward to an even better 2010-2011.

Tess Protey  
Co-Chair



## Manager's Report

During 2009-2010, ECHO Neighbourhood Centre, in its current form, commenced implementation of our first full three-year strategic plan, which encompassed reviews of our governance, staff and structures, changes in our location, and an increase in funding from an unexpected source that has created new possibilities. In addition, there have been recent developments in funding, the industry and our community, which will provide ECHO opportunities for growth.

The year started positively in July 2009 with the adoption of our strategic plan and annual business plan, thanks to the fantastic efforts of our volunteer business planning consultant, Janet Grant. Your commitment, support and ideas have helped me, the Management Committee and the centre immensely – thank you.

In December 2009, we had to relocate from the historic Boot Factory to our new – but, at this stage, temporary – premises next door to Waverley Library. This new location is proving suitable to our needs. We are improving our promotions, so people know where we are, and we can see many positive partnerships that could be formed with the Library and Waverley Council.

We embarked on a review process, which included looking at the Management Committee's structure and skills so that we have the right mix in our governing body to ensure a strong committee. We reviewed our Constitution, which is due for approval at our 2010 AGM. Our Occupational, Health and Safety (OHS) process and systems were reviewed and implemented with training. I would like to take this opportunity to thank Howard Spicer, another dedicated volunteer who undertook the full OHS review. You made this seemingly impossible task easy, quick and compliant in only five weeks – amazing. Thank you.

The best news this year was receiving a generous donation from a past client's deceased estate. I would like to acknowledge and express my sincerest thanks to the family of Annabelle, who sadly passed away but had the willingness and grace to include ECHO in her Will. This bequest has and will open many doors to us that, as a small not for profit organisation, we would otherwise not have been able to open.



Amongst many things, we have been able to create a new position for a Volunteer Coordinator who will significantly contribute to the ECHO team in supporting people like Annabelle in the Waverley community.

On the flip side, the worst news was the defunding of our Settlement Grants Program due to changes in settlement patterns across Australia. This had been in operation by ECHO for 14 years through the ongoing funding from the Department of Immigration and Citizenship. We were fortunate to appoint locums to see the program to the end, and its closure was smooth. Thanks to all people and organisations who have contributed to this program.

We have sadly experienced the passing of some clients and volunteers this year. I would like to take this time to reflect on who these people were, the support they gave and received, and how we will improve the centre as a result. To the families and friends of clients and volunteers who have passed away; please accept our condolences. We are here for support when needed.

Our programs and activities have run successfully this year and I thank the staff and volunteers who have contributed to this. I cannot thank ECHO's staff and volunteers enough as they continue to work together with the community. This and the support and direction from the voluntary Management Committee has helped move ECHO through yet another year of challenges, opportunities and changes.

Thanks also to the funding bodies that have supported us through recurrent and one-off grants, including the Department of Immigration and Citizenship (DIAC), Ageing, Disabilities and Home Care (HACC), Community Services (CSGP) and Waverley Council.

To everyone associated with ECHO – I value your input, support, commitment and passion to who we are and what we do. Thank you.

Zoë Jack  
Manager



## Russian Social Support Report

During 2009-2010, the Russian Social Support Program has increasingly evolved and thrived. For the last 12 months, the total number of Russian-speaking clients from the Waverley Local Government and its surrounds has grown from **107** to **125**, and we have now had to create a waiting list. Our clients are seniors/aged/frail, people with disabilities, their carers and people with dementia.

ECHO Optimists, a social support group for Russian-speaking clients, was established in February 2008 and run successfully with ongoing support from the Eastern Sydney Multicultural Access Project (ESMAP) and funding from Ageing, Disability and Home Care, through its HACC Program. Since its establishment, this group has grown rapidly and there are now **over 50 attendees** on a regular basis. The group meets once a month on Thursdays.

Our guest speakers and presentations for the past year included:

- *Reducing stigma associated with mental illness* - by I. Bogoyavlenskaya and R. Gasanov from the Multicultural Mental Health Service
- *Fire safety at home* - by Waverley Fire Brigade
- *Be safe in home and out* - by Waverley Police
- *How to stay healthy in winter* - by Russian-speaking GP, Dr. Aristoff
- *Presentation on Prevention and treatment of diabetes* - by Professor I. Nikberg

We have also been celebrating important cultural and community events: Victory Day in World War II, a celebration of Senior's Week, Harmony Day, and International Women's Day for members of the Russian-speaking community in the Waverley Local Government Area and its surrounds.

Our 2009 New Year Celebration event, organised and held in cooperation with ESMAP, was a huge success with **over 100** Russian-speaking people attending.

Thanks to the Neighbour Aid Russian Social Support Program and regular meetings of the ECHO Optimists, isolation in the community has been reduced. Our clients were provided with relevant information, referrals and advocacy. In addition, they were given the opportunity to socialise and make friends, to celebrate important cultural events, and to enjoy a sense of belonging.



During the year, we identified that our Russian-speaking clients need more one-on-one care and support. As they age gracefully, we are finding that access to the ECHO Optimists group is harder and, with limited transport opportunities in the area to access the group meetings, the clients' needs are increasing. This will be a focal point of our program planning in the coming year to ensure we can meet the needs of an ageing population.

I would like to thank the Manager of ECHO, NA Coordinator and my colleagues for their support and encouragement throughout the year. I also would like to thank ESMAP and other various organisations and agencies who assisted and supported the ECHO Optimists by sharing information, ideas and resources, and for providing guest speakers for our regular meetings.

Elena Schwand  
Neighbour Aid  
Social Support Worker (Russian)



## Settlement Grants Program Report

The Settlement Grant Program (SGP) has, for the past 14 years, endured an important part of ECHO Neighbourhood Centre's operations by helping newly arrived migrants and refugees. Through the program, ECHO provided a variety of settlement support services, including information and referral, casework, complex case work and client advocacy. Information sessions, a mentor group and different activity groups have also been organised by the SGP workers.

Throughout the year, case work, client advocacy and information and referral services were provided at ECHO Neighbourhood Centre's Bondi Junction office, Randwick TAFE and the Kingsford Legal Centre. These services have always been important for providing clients and complex needs clients with assistance and support to settle into their new lives in Australia.

Information sessions address the needs of clients and members of the community with information that is practical and accessible to newly arrived migrants and refugees. In the last year, information sessions were run on various topics, including employment, financial management, public and private housing, Centrelink, depression and Tai Chi.

The Chinese Parents Group is a mentoring program for local Chinese parents. The group developed culturally appropriate activities for its members, and promoted social participation and self-advocacy. The Chinese Parents Group met regularly through the year, including a BBQ picnic in Centennial Park, the mid-Autumn festival, a lunch excursion to Berrima, International Women's Day and Yum Cha lunches.

The Mums-Get-Together Group continued to provide a wonderful social support network for culturally and linguistically diverse migrant women with young children. Topical activities and workshops have been organised for each group meeting. The Mums and their bubs have met for activities such as baby massage, cooking, Christmas celebrations, Chinese knotting, yoga and toy-making. Workshops have included 'Responsible parenting' and 'Honest and responsible parenting'.

The popular Walk and Talk Group has operated under the Settlement Grants Program and the great leadership of Robert Woods. The group has met fortnightly throughout the year giving walkers an opportunity to improve their English conversation skills, improve their physical fitness and expand their social networks. The program for the Walk and Talk Group is filled with a great range of walks all over Sydney.



In the past year, a number of changes have happened in the Settlement Grants Program. In April, Mark Yang and Tiffany Tran started as Settlement Grants Program workers (locums), replacing Tammy Tong.

In June, we received notification that ECHO's Settlement Grants Program was to be defunded. The Minister for Immigration and Citizenship had advised that Settlement needs have changed across Australia and the demand in the Eastern Suburbs is not high enough to warrant a funded program. The Settlement Grants Program was closed on 30 June 2010.

In closing and in farewell, we would like to thank all the organisations who have shown support and services, provided assistance and information, stood up as guest speakers and helped us to build a strong network of resources to help newcomers to Australia.

To all the people who have received services in the past 14 years, joined SGP Groups, volunteered and contributed – ECHO thanks you all.

To the Department of Immigration and Citizenship and to the individual Grants workers who have overseen the Settlement Grants Program at ECHO – we appreciate your involvement, guidance and expertise over the past 14 years.

We bid you all the very best and farewell.

Mark Yang and Tiffany Tran  
SGP Locums



## Neighbour Aid Report

The Neighbour Aid Program has continued to operate to a maximum capacity with the help of our professional staff and excellent volunteers. Our service provides emotional and physical support to the frail, aged people with disabilities and/or dementia and their carers who reside in the Waverley Local Government Area and its surrounds. ECHO support our clients by developing and providing a range of services that meet their identified needs.

The Neighbour Aid Program is funded to provide Social Support which includes shopping, banking, home visiting, light gardening tasks, escorting to appointments, and small tasks in the home.

The Coles Shopping Service celebrates its 14<sup>th</sup> anniversary this year. Clients ring Ken – our committed volunteer – who takes the orders, then passes them on to Coles at Eastgate and Westfield for delivery the following day. Ken always takes the time to chat to clients and is very actively engaged with them, for some of them this is their only contact for the week. Thanks Ken for your ongoing support of this vital service.

The Neighbour Aid Program is also responsible for ongoing activities that aim to enhance our client's social interaction with others. In particular these include: The ECHO Optimists (Russian support), Wednesday Social Club and the Art Group. We feel these activities are very valuable for enriching and enhancing our clients' social lives and provide an opportunity for them to increase their knowledge through information sharing.

We have a diverse team of volunteers who continue to give their time to support our clients and their carers. Their wide range of skills and energy is very much appreciated. Without their help, the Neighbour Aid Program would not be able to deliver the services we do. Our volunteers' generosity of spirit is inspiring – thank you each and every one of you.

The Neighbour Aid Program also benefited from the contribution of students throughout the 2009-2010 financial year. Our thanks go to them for their hard work and dedication. The students provided social support to clients, organised one-off activities, assisted with the groups and promoted the Neighbour Aid Program within the community.

Thanks to the Neighbour Aid staff members who consist of: Yayesh Workneh, Neighbour Aid Coordinator; Fatma Emir, NA Social Support worker; Lomus Naudiyal, Locum Social Support worker; and Elena Schwand, Russian Social Support worker. The team has once again demonstrated commitment and quality service delivery.



## Groups and Activities Report

### **Monday Discussion Group**

This group has been run since 1985 as a social and educational support program for seniors living in the Waverley area. People meet every Monday to engage in stimulating conversation and occasional outings. Thanks and appreciation must go to Marion Welch for her contribution to facilitating the group. The program is now running stronger than ever in its 25<sup>th</sup> year.

### **Women's Exercise Class**

This group is run weekly on Mondays by committed Volunteer Natasha. The program provides women with movement difficulties with an opportunity to do light exercise in a safe and friendly group environment. With increased promotion, the group has grown in participation and is now located at the Waverley/Woollahra Arts Centre.

### **Wednesday Social Club**

This group meets fortnightly to provide socially isolated seniors living in the Waverley area with the opportunity to make friends and get out of the house. During this year the impact of ECHO's relocation and staff changes resulted in the group dropping numbers and being cancelled. It is hoped that in the coming financial year we will be able to bring it back to life.

### **Dementia Support Group**

This group meets on the first Wednesday of every month at 39 Oxford Street Bondi Junction. The group is facilitated by the Neighbour Aid staff and Jay Mahatheva (casual). It provides participants with early dementia with an opportunity to engage in activities such as gentle exercise, games, discussions and much more.

### **ECHOlogical Garden Group**

ECHO leases two plots at the Waverley Community Garden. We have enjoyed a variety of crops and in most cases we use the produce when catering for our groups and events. This year has seen a decline in group attendance and we are planning on using this resource to its capacity in the coming year by holding activities and discussions at the garden plot. Thanks to Adam and his carer Adele who tended the crops on a weekly basis.



### **Creative Art Class**

This group meets weekly on Thursdays and provides individuals from disadvantaged backgrounds with an opportunity to engage in art. ECHO is extremely fortunate to have the valuable skills and expertise of our committed art tutor, Frances Pegrum. This well-established group has continued to attract a regular attendance of between five and eight participants throughout the year. With ECHO's move from the Boot Factory, the Creative Art Class now meets at the Waverley/Woollahra Arts Centre during school terms only. During the year, they also included a few outings to the Art Gallery of NSW, Sculpture by the Sea and local galleries to see other artists work and enjoy a social activity.

### **ECHO Optimists**

Run on Thursday each month, the Russian-specific social and information group is hugely popular with 125 clients being involved. The group regularly enjoys guest speakers, celebrates special days such as Victory Day and shares in refreshments. Bus trips were enjoyed throughout the year. Thanks to Ellen Gore of Eastern Suburbs Multicultural Access Program who has provided resources and information.

### **Chinese Parents Group**

This self-programming group attracts families from Chinese cultures that have school aged children. They have enjoyed outings, information sessions and family days. The group is dedicated and has successfully raised funds throughout the year to become self-sufficient.

### **Mums-Get-Together Group**

A well-established group that provides advice, information, support and friendship for Mums with children aged 0-5 years. This group has held talks on parenting tips and child-focused matters. We want to thank the presenters and volunteers who have assisted with babysitting during the information sessions.

Unfortunately, due to the closure of the Settlement Grants Program on 30 June 2010, both the Chinese Parent Group and the Mums-Get-Together Group have closed down and cease to operate. We wish all group attendees both as individuals, organisations and presenters all the best and thank you all for your contribution.



### **Tax Help**

Again, we ran Tax Help from July to October 2009 using the Australian Tax Department's volunteers to complete tax returns for low income earners. Thanks to the tax volunteers for being flexible and professional and helping approximately 120 people with their tax returns.

### **Community Information Stall**

Our monthly Community Information Stall is held in Bondi Junction Mall on the third Thursday of each month. Corinne has given her support to this for many years and ensures the community has up-to-date information about how ECHO can help them and how they can get involved with the centre. The total number of people given information from our stall this year was 173, with the majority of them being female.

### **Book stall and book sale**

Due to the relocation of ECHO into new premises in December 2009, we have been unable to hold our book stall. This has had an impact in several ways; we lost income, as it provided a simple fundraising activity. There has also been a reduction in the number of people coming into the centre, as many people would buy a book then talk about what we do and how they can be supported. Brian, our book stall volunteer, has been retrained in other centre-based duties. He continues to do a great job and looks forward to the day that he can coordinate the book stall again.

### **English Conversation Class**

The classes run during school terms on Mondays, Tuesdays, Thursdays and Fridays to improve communication and to reduce the feeling of social isolation for people from non-English speaking backgrounds. In 2009-2010, we had 249 students enrolled throughout the year. Thanks to the students and volunteer tutors for attending and giving their time. During the year, we introduced a small fee for classes. This helps the centre cover costs associated with morning tea, lessons and administration.

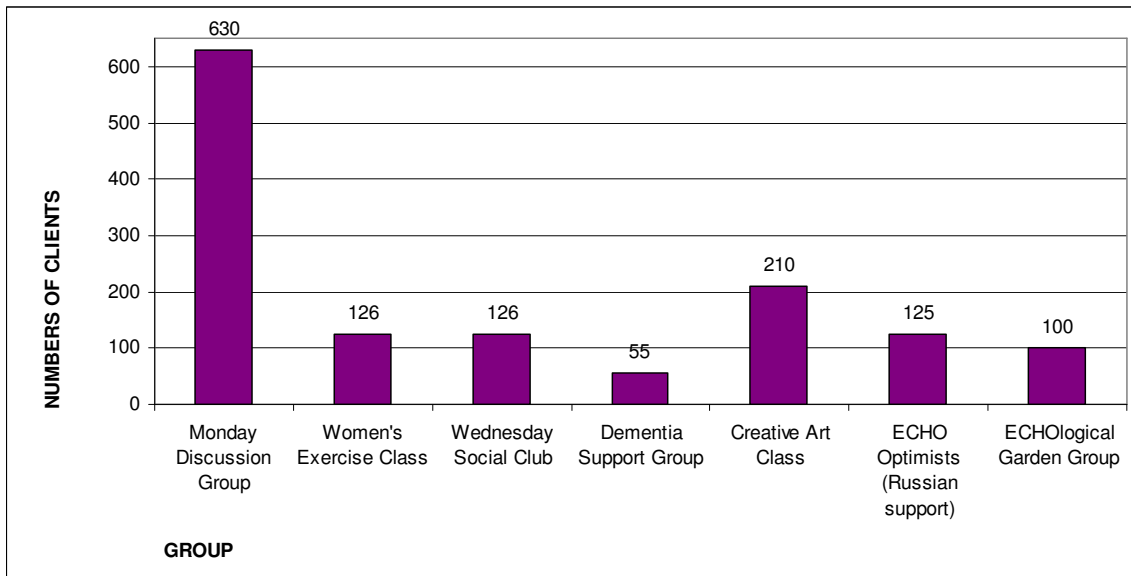
### **Walk and Talk Group**

This fortnightly group focuses on walking trips around Sydney as participants practice their English and enjoy the history and sights of the area they are walking. This longstanding group has grown over the year, and now involves up to 30 people per walk. We would like to acknowledge Robert and Judith Woods and Susan Powell who plan and facilitate the walks.

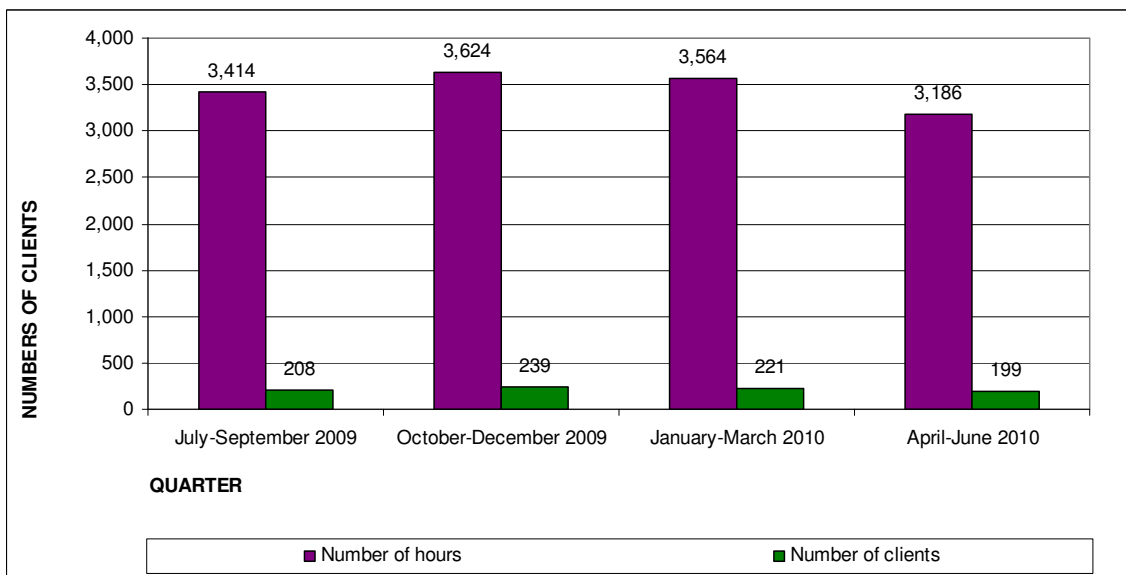


## Our statistics – Neighbour Aid

Numbers of clients per year (1 July 2009 - 30 June 2010)



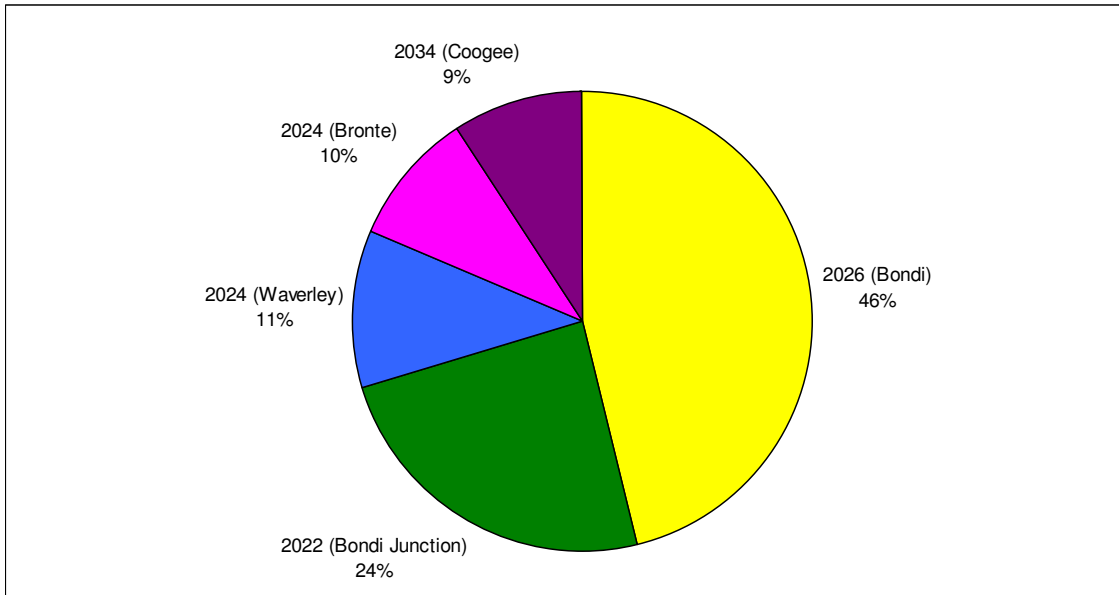
Breakdown of social support hours of service delivered to number of clients per quarter (1 July 2009 - 30 June 2010)



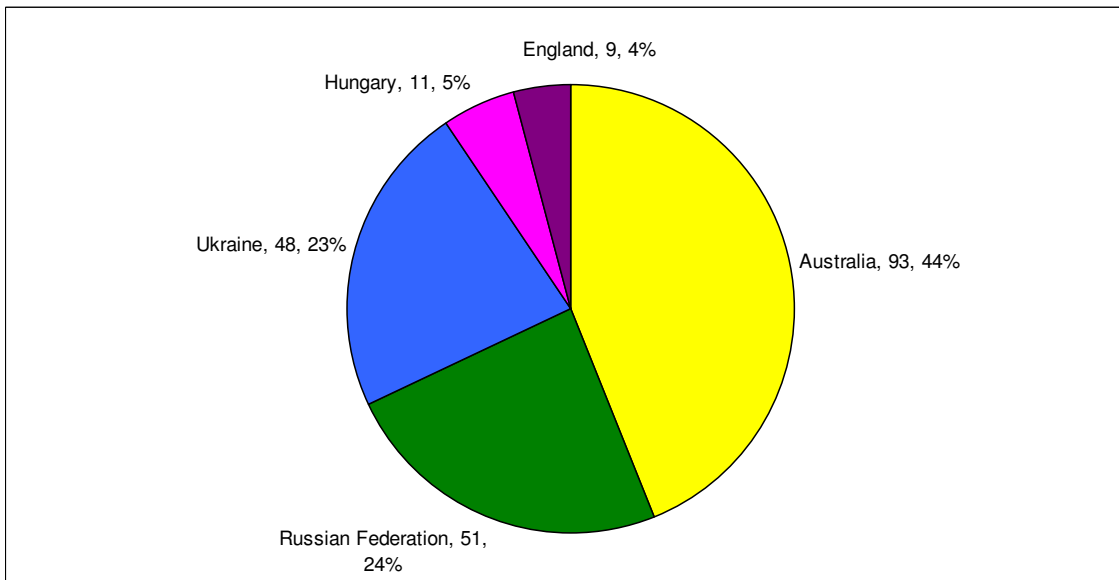


## Our statistics – Neighbour Aid

Top five postcodes of clients' residence (1 July 2009 - 30 June 2010)



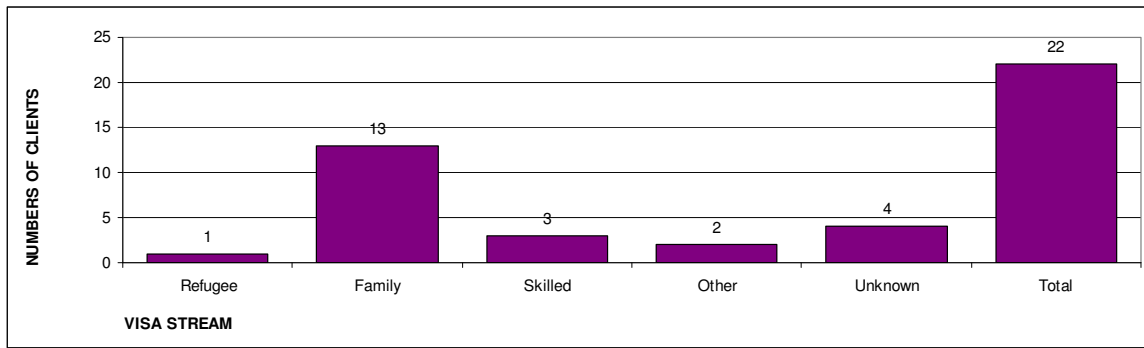
Top countries of birth (1 July 2009 - 30 June 2010)



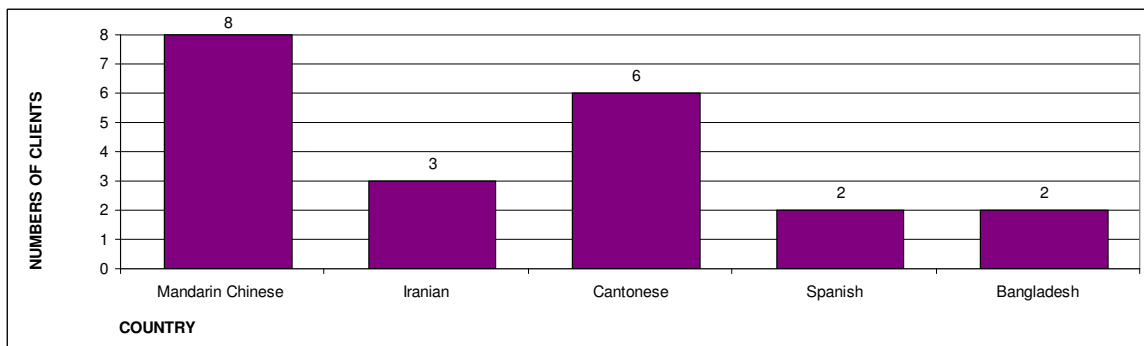


## Our statistics – Settlement Grants Program

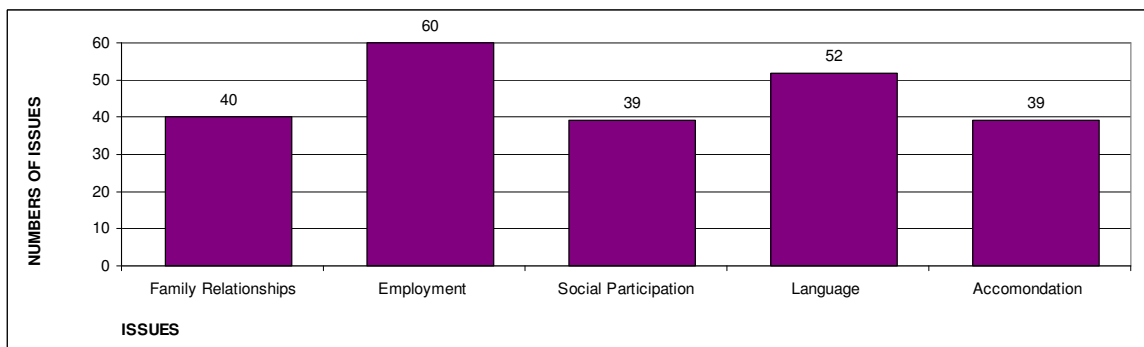
OSCAR Report (1 July 2009 - 30 June 2010)



Top five ethnicities (1 July 2009 - 30 June 2010)



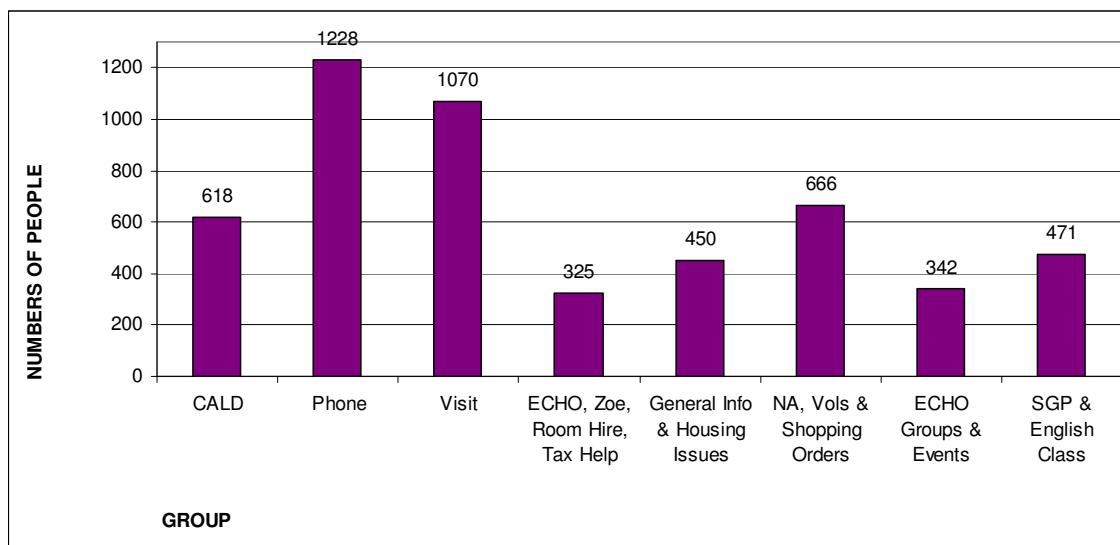
Top five issues addressed (1 July 2009 - 30 June 2010)



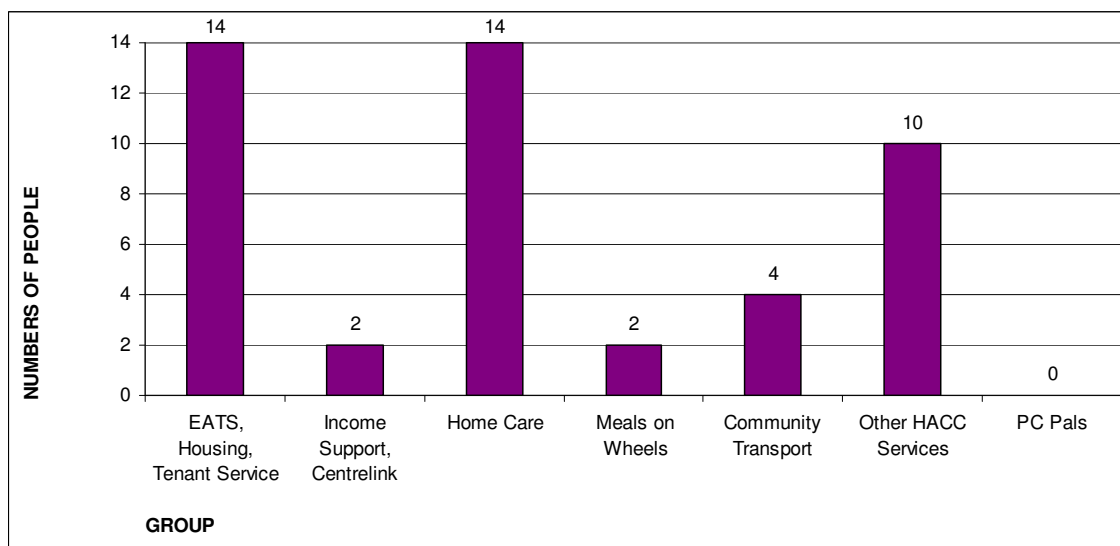


## Our statistics – Information and Referral

Number of people supported in the centre (1 July 2009 - 30 June 2010)



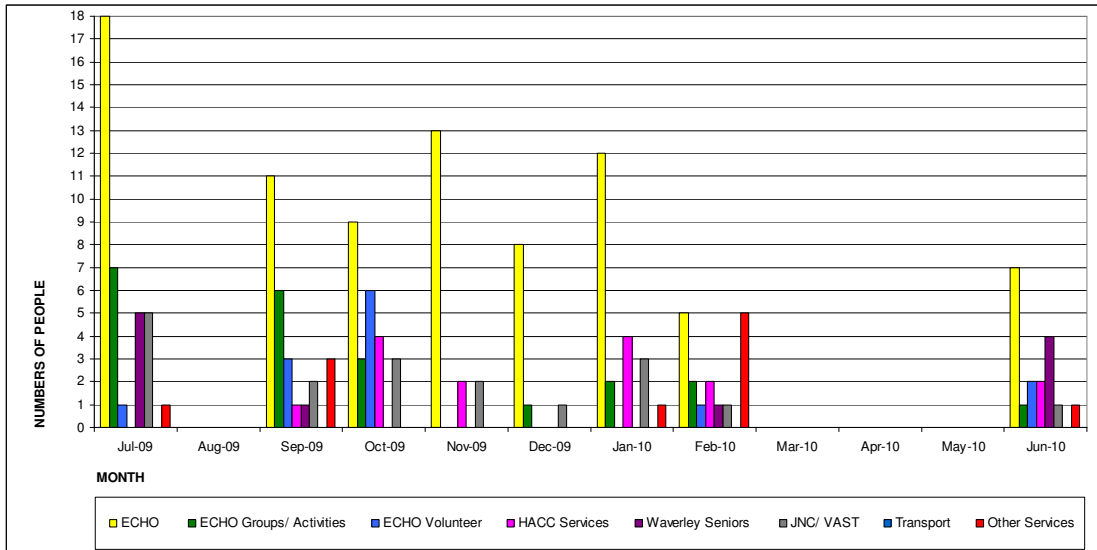
Number of people referred to other organisations (1 July 2009 - 30 June 2010)



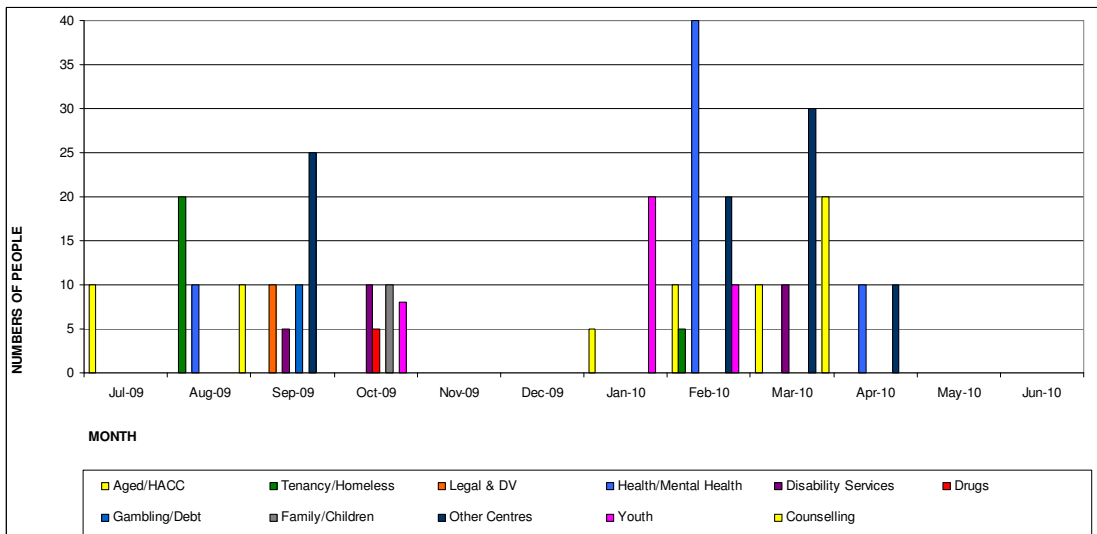


# Our statistics – Bondi Junction Mall Stall

Monthly Bondi Junction Mall information stall (1 July 2009 - 30 June 2010)

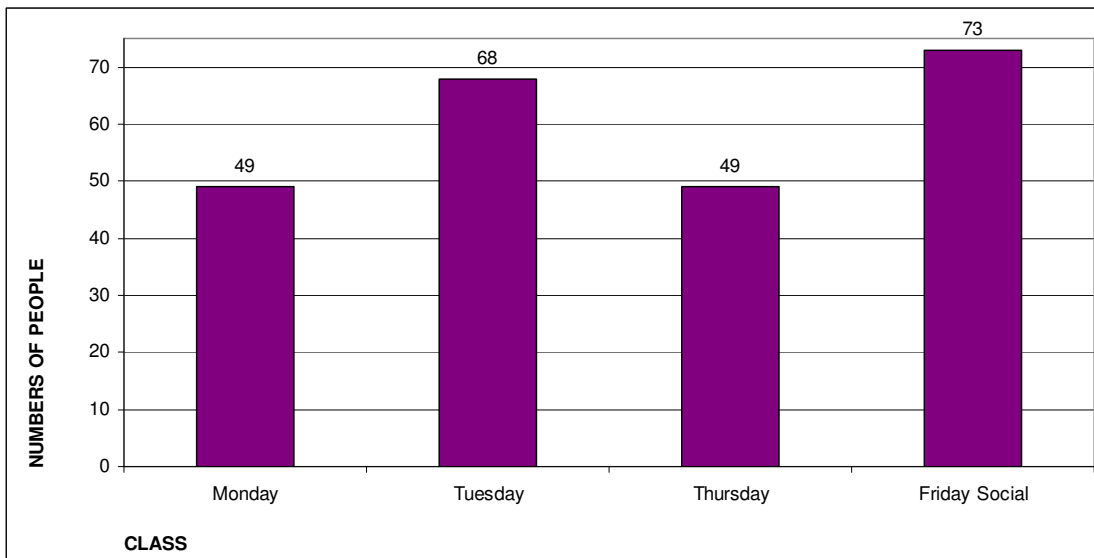


Monthly Bondi Junction Mall information stall (1 July 2009 - 30 June 2010)



## Our statistics – English Conversation Class

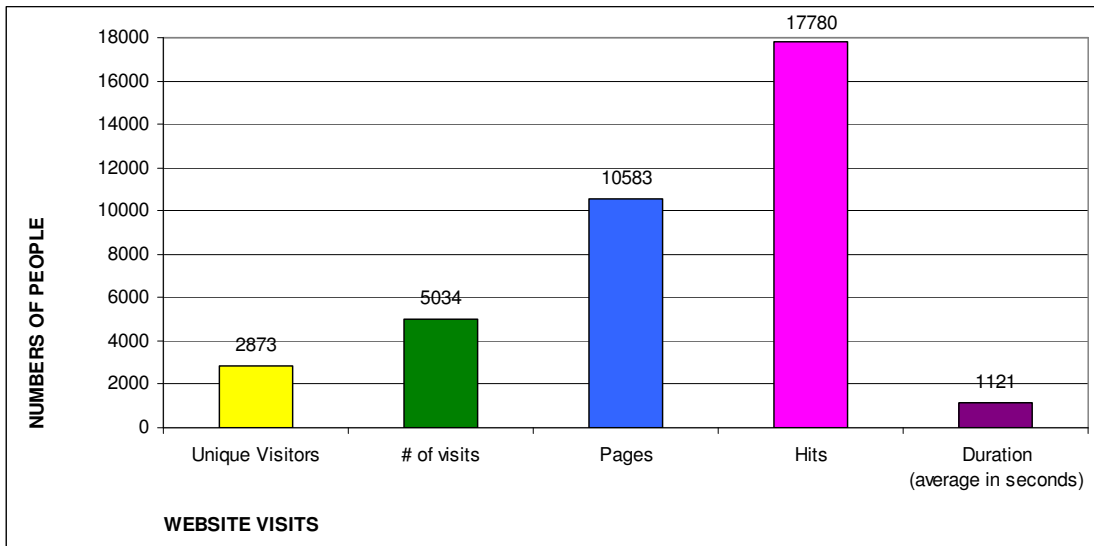
Number of people who attended the English Conversation Class  
(1 July 2009 - 30 June 2010)





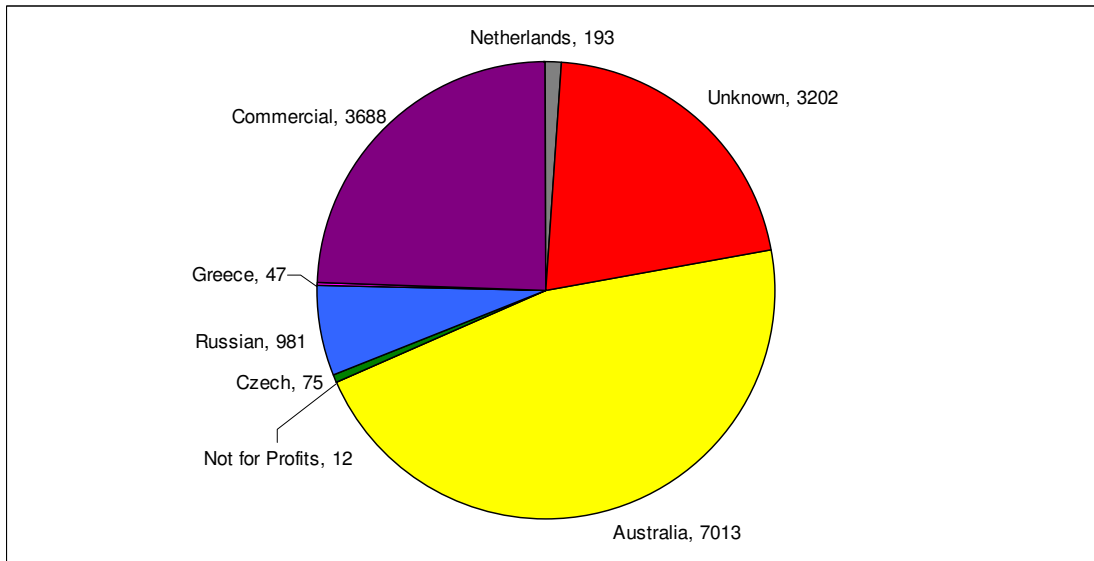
## Our statistics – ECHO Website

Visitors, pages, hits and duration (1 July 2009 - 30 June 2010)



Average duration on the ECHO website is 95 seconds

Website visit origins (1 July 2009 - 30 June 2010)



The website also had regular hits each month from Canada, India, Japan, Spain and Romania.



## Cheers to you all

**THANK YOU** to all the facilitators, tutors, volunteers and participants who have contributed to our groups throughout the year - without your continued support, our groups would not be able to operate.

To our group facilitators:

- Chinese Parents Group
- Creative Art Class
- Dementia Support Group
- ECHO Optimists
- ECHObotanical Garden Group
- English Conversation Class
- Monday Discussion Group
- Mums-Get-Together
- Walk and Talk Group
- Wednesday Social Club
- Women's Exercise Class

To all who donated to ECHO:

- Annabelle Jones (past client) who nominated ECHO as a beneficiary to her deceased estate
- Arthur Aroney for discounts on printing our brochures and annual report
- Coles for groceries and vouchers for our events
- Danny's Café for catering
- David Wilson Holistic Health Clinic for 15 gift bags
- IKEA for a \$1,000 gift voucher
- Kmart for gift vouchers
- Nestlé for a \$1,500 donation
- Politx Hair (Spring Street) for two cut/blow-dry/style vouchers
- Priceline Chemist for gift packs
- Various clients and members for their ongoing donations toward services

*Every little bit helps – thanks*





## Bookkeeper's Report

ECHO Neighbourhood Centre recorded an operating surplus of \$73,049 for the financial year ended 30 June 2010.

Income increased by 21%, attributed to a one-off donation from the deceased estate of one ECHO client, thus resulting in the cash growth of \$82,040.

Major Federal Industrial Relation System changes occurred during the year. New National Employment Standards came into effect on 1 January 2010. Superannuation contributions from salary packaging were to be shown on payment summaries. Community sector wages are still under review and expect to be finalised at the end of December 2010.

Currently, there is still volatility in the global economic recovery and I believe ECHO is in a strong financial position to meet any challenge ahead.

Terence Lau  
Bookkeeper



## **Auditor's Report**

**ECHO BONDI JUNCTION  
NEIGHBOURHOOD CENTRE INCORPORATED  
ABN 54 599 836 890**

**FINANCIAL REPORT  
FOR THE YEAR ENDING  
30 JUNE 2010**

***Meagher Howard & Wright  
Certified Practising Accountants  
Suite 506, 55 Grafton Street  
BONDI JUNCTION NSW 2022***

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**CONTENTS**

Committee's Report	1
Income Statement	2
Balance Sheet	4
Cash Flow Statement	5
Notes to the Financial Statements	6
Statement by Members of the Committee	8
Auditor's Report	9
Certificate by Members of the Committee	11

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**COMMITTEE'S REPORT**

Your committee members submit the financial report of the ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED for the financial year ended 30 June 2010.

**Committee Members**

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

KATE DALEY  
TESS PROTEY  
JANE MARGARETS  
ROSE SONG  
NATASHA KOPILOVICH  
PENNY CANE  
WILMA FLECHA  
PETER NICOL  
LEISA SIMMONS  
KRISHA TATE

**Principal Activities**

The principle activities of the association during the financial year were providing social support to HACC clients and carers, supporting newly arrived migrants and refugees to settle into Australia and running groups, activities and an information and referral service to the community of Waverley LGA.


**Significant Changes**

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

**Operating Result**

The profit from ordinary activities after providing for income tax amounted to \$73,049.

Signed in accordance with a resolution of the Members of the Committee.

Committee Member:   
KATE DALEY

Committee Member:   
TESS PROTEY

Dated this day of 4 August 2010

ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED  
ABN 54 599 836 890

INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2010

	Note	2010 \$	2009 \$
<b>INCOME</b>			
Other Income		100	235
Interest Received		5,932	10,416
		<u>6,032</u>	<u>10,651</u>
<b>PROGRAM &amp; REIMBURSEMENT INCOME</b>			
Grants Received		397,934	376,628
Donations		104,521	2,139
Program, Advertising Income		160	616
Membership Subscriptions		310	150
Grants prior year		(14,603)	19,020
		<u>488,322</u>	<u>398,553</u>
		<u>494,354</u>	<u>409,204</u>

The accompanying notes form part of these financial statements.

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>EXPENDITURE</b>			
Accountancy		22,800	22,800
Advertising & Promotion		582	551
Auditors Remuneration - Fees		2,900	2,900
Bank Charges		47	78
Computer Expenses		5,255	7,706
Cleaning		2,460	2,053
Consultants Fees		1,917	9,020
Depreciation		3,106	2,612
Electricity & Gas		1,063	1,237
			-
Relocation Expenses		1,250	-
Insurance		13,119	13,228
Leasing Charges		5,504	5,503
Long Service Leave Provision		-	(9,348)
Prov. Maternity Leave		(5,000)	-
Motor Vehicle Expenses		3,091	3,070
Postage		5,470	4,413
Program Costs		4,779	4,292
Rent		13,397	11,454
Repairs & Maintenance		1,064	469
Salaries		295,567	275,531
Security		317	418
Staff Amenities		3,160	2,870
Staff Training		5,456	5,952
Subscriptions		1,780	1,897
Superannuation		20,376	18,471
Telephone		6,377	5,364
Travelling Expenses		2,419	2,069
Vehicle Hire		353	91
Volunteers Expenses		2,695	2,699
		<u>421,305</u>	<u>397,400</u>
Profit before income tax		<u>73,049</u>	<u>11,804</u>
<b>Profit for the year</b>		<u>73,049</u>	<u>11,804</u>
Retained earnings at the beginning of the financial year		<u>123,520</u>	<u>111,716</u>
<b>Retained earnings at the end of the financial year</b>		<u>196,569</u>	<u>123,520</u>

The accompanying notes form part of these financial statements.

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**BALANCE SHEET**  
**AS AT 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents		247,900	165,860
Trade and other receivables	2	<u>15,453</u>	<u>6,339</u>
<b>TOTAL CURRENT ASSETS</b>		<u>263,353</u>	<u>172,199</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	3	<u>5,187</u>	<u>5,027</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>5,187</u>	<u>5,027</u>
<b>TOTAL ASSETS</b>		<u>268,540</u>	<u>177,226</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade Creditors		24,617	18,541
Grants Unexpended		15,095	3,491
Provision for Maternity Leave		-	5,000
Employee benefits	4	<u>32,259</u>	<u>26,674</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>71,971</u>	<u>53,706</u>
<b>TOTAL LIABILITIES</b>		<u>71,971</u>	<u>53,706</u>
<b>NET ASSETS</b>		<u>196,569</u>	<u>123,520</u>
<b>MEMBERS' FUNDS</b>			
Retained earnings	5	<u>196,569</u>	<u>123,520</u>
<b>TOTAL MEMBERS' FUNDS</b>		<u>196,569</u>	<u>123,520</u>

The accompanying notes form part of these financial statements.

**ECHO BOND! JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	2010	2009
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	483,169	362,034
Payments to suppliers and employees	(404,761)	(390,960)
Interest received	5,932	10,416
<b>Net cash provided by operating activities</b>	<u>84,340</u>	<u>(18,420)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for property, plant and equipment	(2,300)	(5,110)
<b>Net cash provided by (used in) investing activities</b>	<u>(2,300)</u>	<u>(5,110)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
<b>Net cash provided by (used in) financing activities</b>	<u>                    </u>	<u>-</u>
Net increase in cash held	82,040	(23,530)
Cash at beginning of financial year	165,860	189,390
Cash at end of financial year	<u>247,900</u>	<u>165,860</u>

The accompanying notes form part of these financial statements.

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

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**1 Statement of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act . The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act and the following Australian Accounting Standards:

AAS 5:           Materiality  
AAS 8:           Events Occurring After Reporting Date

No other applicable Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report is also prepared on an accruals 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 specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

**Fixed Assets**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets, excluding freehold land, is depreciated over the asset's useful life to the association commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

**Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

**Taxation**

The centre has been recognised by the Australian Taxation Office as as Income Exempt charitable entity. No provision for taxation has been raised in the financial report

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

	<b>2010</b>	<b>2009</b>
	<b>\$</b>	<b>\$</b>
<b>2 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	<u>15,453</u>	<u>6,339</u>
<b>3 Property, Plant and Equipment</b>		
Plant & Equipment - at Cost	6,745	8,985
Less Prov'n for Depreciation	<u>(3,743)</u>	<u>(3,958)</u>
	<u>3,002</u>	<u>5,027</u>
Motor Vehicles - at Cost	21,894	21,894
Less Prov'n for Depreciation	<u>(21,894)</u>	<u>(21,894)</u>
	<u>-</u>	<u>-</u>
Furniture & Fittings - at Cost	4,214	-
Less Prov'n for Depreciation	<u>(2,029)</u>	<u>-</u>
	<u>2,185</u>	<u>-</u>
<b>Total Plant and Equipment</b>	<u>5,187</u>	<u>5,027</u>
<b>Total Property, Plant and Equipment</b>	<u>5,187</u>	<u>5,027</u>
<b>4 Employee Benefits</b>		
<b>Current</b>		
Provision for Holiday Pay	21,755	16,170
Provision for Motor Vehicle Replacement	<u>10,504</u>	<u>10,504</u>
	<u>32,259</u>	<u>26,674</u>
<b>5 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	123,520	111,716
Net profit attributable to the association	<u>73,049</u>	<u>11,804</u>
Retained earnings at the end of the financial year	<u>196,569</u>	<u>123,520</u>

**ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED**  
**ABN 54 599 836 890**

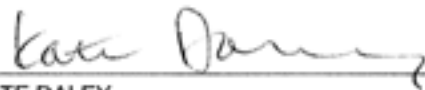
**STATEMENT BY MEMBERS OF THE COMMITTEE**


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

In the opinion of the committee the financial report as set out on pages 1 to 7:

1. Presents a true and fair view of the financial position of ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED as at 30 June 2010 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED 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:

President:   
KATE DALEY

Treasurer:   
TESS PROTEY

Dated this day of 4 August 2010



**MEAGHER, HOWARD & WRIGHT**  
CERTIFIED PRACTISING ACCOUNTANTS  
ABN 42 664 697 441

PARTNERS  
K.J. WRIGHT J.P. M.COMM. F.C.P.A.  
G. MIDDLETON B.COMM. ACA

FINANCIAL PLANNING  
MARK MAYCOCK

ASSOCIATE  
L.J. HOWARD O.A.M. J.P. B Ec. F.C.P.A.

Suite 505  
Level 5 / 55 Grafton Street  
BONDI JUNCTION NSW 2022  
PO Box 653  
BONDI JUNCTION NSW 1355

Phone: 02 9387 8988  
Fax: 02 9387 8388  
[greg@mhwr.net.au](mailto:greg@mhwr.net.au)

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE  
INCORPORATED  
ABN 54 599 836 890**

**Scope**

**The Financial Report and Committee's Responsibility**

The financial report comprises the statement of financial position, income and expenditure statement, statement of cash flows, accompanying notes to the financial statements, and the statement by members of the committee for ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED (the association), for the year ended 30 June 2010.

The committee of the association is responsible for the preparation and true and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporations Act and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the Associations Incorporations Act. I 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.

**Audit Approach**

I conducted an independent audit in order to express an opinion to the members of the association. My audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

I performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the accounting policies as described in Note 1, so as to present a view which is consistent with our understanding of the company's financial position, and of its performance as represented by the results of its operations. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate for the needs of the members.

I formed my audit opinion on the basis of these procedures, which included:



examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and

assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

While I considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, my audit was not designed to provide assurance on internal controls.

#### Independence

In conducting my audit, I followed applicable independence requirements of Australian professional ethical pronouncements.

#### Audit Opinion

In my opinion, the financial report of ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED presents a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED as at 30 June 2010 and the results of its operations and its cash flows for the year then ended.

**Name of Firm:** Meagher Howard & Wright  
Certified Practising Accountants

**Name of Partner:**   
GREG MIDDLETON ICAA 24953

**Address:** Suite 505, 55 Grafton Street BONDI JUNCTION NSW 2022

**Dated this day of**

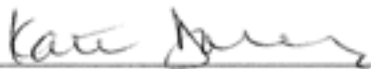
*14 August 2010*


ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED  
ABN 54 599 836 890

**CERTIFICATE BY MEMBERS OF THE COMMITTEE**

I, KATE DALEY and I, TESS PROTEY certify that:

- (a) We are members of the committee of ECHO BONDI JUNCTION NEIGHBOURHOOD CENTRE INCORPORATED.
- (b) We attended the annual general meeting of the association held on 13 October 2010.
- (c) We are authorised by the attached resolution of the committee to sign this certificate.
- (d) This annual statement was submitted to the members of the association at its annual general meeting.

Committee Member:   
KATE DALEY

Committee Member:   
TESS PROTEY

Dated this day of 4 August 2010