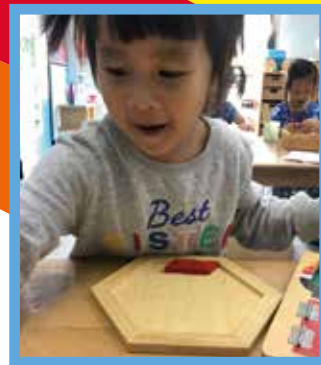


ANNUAL REPORT **2020**



Stepping up to the challenge



OUR MISSION

To facilitate equitable access to life opportunities experienced by all Australians.

OUR VISION

Vibrant local communities that advocate for social justice, equal participation in decision-making, celebration in diversity and non-discrimination at all levels of society.

CORE Community Services was established more than 40 years ago to serve communities in South West Sydney.

The organisation has had several name changes over that period and has grown to provide much-needed support to people in five key areas:

Aged & Disability

Individual, targeted and flexible care for the aging and those with a disability. Specialisation is offered in bilingual care for the culturally diverse communities of South West Sydney.

Children's Services

The preschool offers a safe, healthy and nurturing environment that parents want and children deserve. Multilingual educators work collaboratively with parents to support each child's intellectual and language development and a solid foundation for learning.

Multicultural Communities

Support is provided to newly arrived immigrants, humanitarian entrants and refugees within their first five years of arriving in Australia. Support is provided housing, employment, training and education services and assistance to victims of domestic and family violence

Community Engagement

Through community centres in South West Sydney, local residents are provided with a range of opportunities to explore, learn, connect with others and engage with their community. Computer lessons, yoga, art and craft classes, training courses and excursions are just some activities on offer.

Youth Services

Services for young people include casework support for those from a refugee background, drug and alcohol counselling, a child youth and family program and awareness education to schools and local communities. Young people and refugees experiencing homelessness or at risk of homelessness are provided assistance including early intervention and prevention.

Acknowledgement of the land

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the elders past, present and future, for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are the future leaders.

Contents



Chairperson's Report



CEO's Message



Aged and Disability Care



Children's Services



Community Engagement



Multicultural Communities



Youth Services



CORE Operations



Finance Report



40th Anniversary
Celebrated

FROM THE BOARD CHAIRPERSON



Challenging! Challenging! Challenging! I always report on the challenges faced in our work environment, policy development, providing services for vulnerable groups and the community, but no one could predict the global impact of the COVID-19 pandemic and the massive change it would create.

CORE Community Services, just like every other organisation, was caught by surprise when the pandemic hit. We had critical operational demands

We were able to draw on some existing plans, but largely we needed new solutions to continue providing services to our vulnerable clients immediately – particularly the aged and disabled, but then also for children's services and the unemployed.

It was a time for fast decision-making to put things in place, keeping a calm head and for ensuring the organisation was thorough in its approach with the safety of our clients and staff foremost in our considerations.

We were fortunate to have enough computer resources and a skilled IT team to establish robust communications to allow our staff to mobilise quickly and work remotely. The executive team, IT team, along with business and financial management staff showed incredible ability and capacity to get on top of the situation without panic. They showed a 'can do' attitude and the leadership needed by our workers - many of whom had come from overseas and were dealing with their own emotions and fears for relatives and friends impacted internationally by the pandemic.

The executive team, IT team, along with business and financial management staff showed incredible ability and capacity to get on top of the situation without panic. They showed a 'can do' attitude and the leadership needed by our workers - many of whom had come from overseas and were dealing with their own emotions and fears for relatives and friends impacted internationally by the pandemic. An organisation never knows how strong it is until it is put to the test.

CORE showed we have huge human power and an ability to give it our best and to pull together in a crisis. CORE Community Services took a hit this year with financial investments not growing along with the unexpected loss of funding for two programs.

Fortunately, Government support helped us to prevent people from losing their jobs, and we were able to draw upon financial reserves available because of the good work of our financial teams.

The positive from the pandemic is that it has forced us to look at different ways of communicating by embracing technology. We must reflect on what we have learned and done differently, what worked and what didn't and why, and what it means for the future new 'normal'. My personal hope is that we start working face-to-face again soon. There is a richness in working around the table and engaging personally with people.

Next year, I look forward to revisiting CORE's Strategic Plan and reviving strategies put on hold because of the pandemic. Let's make this a positive task that brings staff and the Board together to work, plan and create our future. I welcome new Board members - Amanda Salama, Zafirah Akbar and Miroslav Lojanica - and acknowledge how quickly they have adapted to their new role and feel confident we have a cohesive team ready to take on future challenges.

My message to CORE executives and staff is that you all deserve huge applause for a job well done and praise for your positive 'can do' attitude and problem-solving actions. To our clients, I thank you for your understanding, patience and trust in very different and testing times.

Yvonne Santalucia

CORE Chairperson



A virtual Board meeting in operation.

A MESSAGE FROM THE CEO



In its rich 40-year history, CORE Community Services has risen to many challenges that have affected the four decades of its existence. None of those challenges saw the organisation change the way it interacts with clients and participants of its various services and programs as it has, due to the COVID-19 pandemic.

It's not an understatement to say we are living in unprecedented times, but like many other challenges the staff have risen to the occasion and have found ways to support the neediest in our communities.

Many of our group activities have been reduced this year and this is reflected in the number attending support groups and activities. While our services for the elderly also saw a reduction of hours being delivered as people cancelled services because of fear of the spread of the disease.

Our childrens' services had a small break in service delivery but recommenced with safety precautions in place and at full capacity.



*New Board members (from top)
Amanda Salama, Zafirah Akbar,
Miroslav Lojanica*

New Board members with CORE Community Services are yet to meet face-to-face with colleagues due to COVID-19 restrictions.

Images taken from on-screen meetings.

With the economy going into recession and people losing jobs, casual workers especially affected, we have seen an increase in demand for welfare services, emergency relief vouchers and food hampers.

Delivering these types of support and adhering to social distancing guidelines have seen our staff work remarkably differently in delivering these services being delivered as people cancelled services because of fear of the spread of the disease.

Our support groups and activities have all gone online which has seen an increase in skills by our staff and participants in the use of various video communication platforms. This has been a focus for staff to ensure very vulnerable people are not isolated. Check-ins have been a constant mode of keeping everyone informed and updated with the changes in keeping the community safe. This has seen the best strengths come out of the community sector with partnerships and collaboration with stakeholders in delivering coordinated services to ensure the most in need receive the food hampers and financial support.

In this year's report we share stories of how people with the support of our services have been able to overcome challenges in their lives.

The organisation has also moved to delivering the new Targeted Early Intervention Program funded by the Department of Communities and Justice. To deliver the new program we have restructured some of the teams in the organisation so we can focus on meeting the outcomes of this new program.

2021 will undoubtedly bring new challenges for CORE Community Services, but serving those in need will always remain our organisation's top priority.

Juana Reinoso

CEO, CORE Community Services

AGED AND DISABILITY CARE STAYS ACTIVE

In February 2020, a restructure of Aged and Disability Care services was conducted to improve service provision in a competitive market. The new structure allows the potential for shared and integrated activities with the changes in-line with CORE's strategic plan.

This year, we have experienced some very extraordinary and challenging circumstances that continue to test us daily, but have responded positively to the impact of the Coronavirus pandemic.

Thank you to all staff for supporting our consumers through these major changes – it is truly a trying time for everyone, but even more so for our staff and their families.



Aged Care Employee Day

Friday, August 7, 2020 was Aged Care Employee Day.

It was a time to celebrate and thank all our staff who play such a vital role and make such a difference to our consumers' lives, especially during this challenging time.



Mrs Caceras from the Spanish Social group is pictured picking some of the fantastic spinach.

Helping set up the CORE Community Garden

So many of our consumers are interested in growing vegetables and herbs.

CORE is working with the local community to see if we can set up our own community garden in partnership with another community organisation. We have

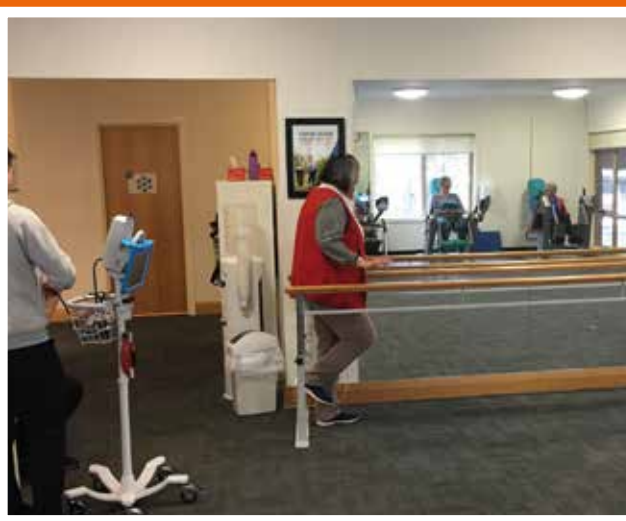
some staff who are members of the working group established to make this happen, but we are seeking interested consumers who would also like to join the group to help set up the garden.

Mrs Caceras from the Spanish Social group is pictured picking some of

the fantastic spinach that the social groups have been growing – along with some other vegetables and flowers.

A wonderful vegetarian dish was cooked using the spinach and enjoyed by all the consumers at the group.

CONSUMER OUTCOMES – AT THE GYM



CORE took a group of our aged consumers to the Wellness Centre at Georges Hall for them to have a 'play' in the gym.

Lots of equipment was available for them to try, and a physiotherapist showed each client how it is used.

They even used the computer game which helps with balance.

The game centres on getting the little penguin to slide down the ski slopes.

It was great fun!





CHILDREN'S SERVICES MAINTAINS LEARNING

Preschool

In 2019 we looked ahead to a jam-packed 2020 and started to deliver a playgroup that was being run by our Vietnamese Educator and facilitated a children's program focusing on preparation for Kindergarten. As 2020 began, we were settling in our activities, but the global COVID-19 Pandemic hit and everything came to a halt.

COVID-19 has had a massive impact on how CORE children's services delivered our Education and Care Program to the families enrolled in the preschool. Our playgroup and workshops have ceased until we can gather safely without risk of exposure to the Coronavirus.

Early Childhood Services including our

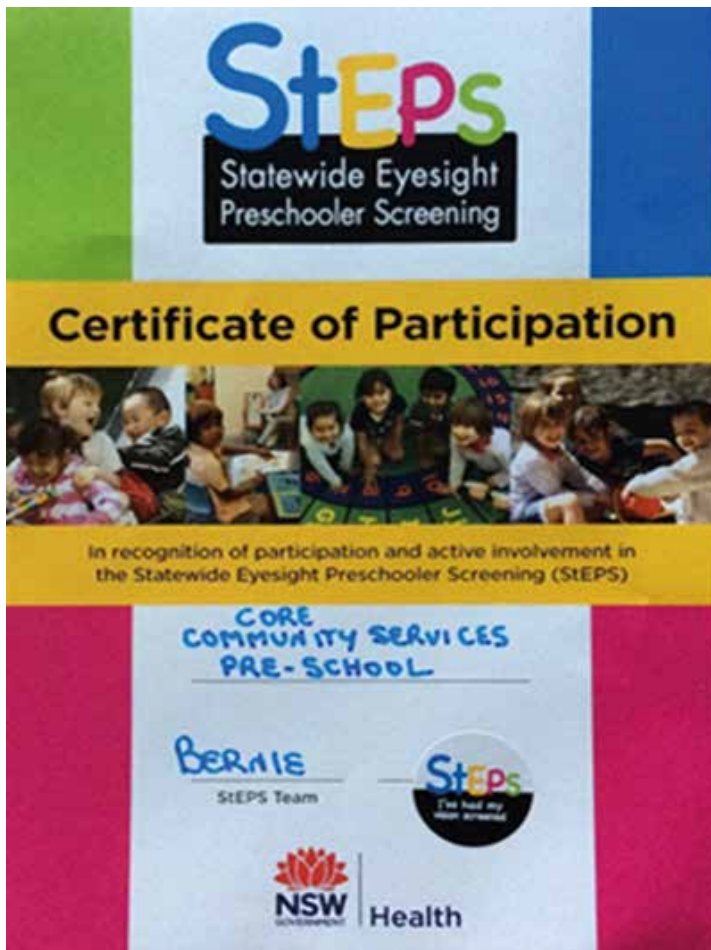
preschool were classed as an 'essential service' so it was not encouraged to close along with other programs in our organisation.

From this pandemic we have learnt to be more flexible and adaptable in our delivery. In the beginning, many of our families just kept their children at home and isolated. This caused us to work from home for two weeks.

Once back at preschool, we were determined to ensure our children continued to receive an early childhood program that supported their developmental growth. We did this by creating take home education packs that had a focus on developing skills they would need for kindergarten.

Take Home Education Packs prepared for pre-schoolers during the pandemic included:

- Scissors and stencils for cutting.
- Glue sticks and a variety of materials that children could use creatively.
- A laminated Name Card a whiteboard marker so they could reuse the cards and practice.
- Instructions on what to do with the contents.



HIGHLIGHTS

We also became Facebook celebrities when we uploaded some activities for music and movement.

All families were encouraged to 'Like' the Facebook page to have access to educators reading stories online.

As most of our enrolled children return to a somewhat normal life at preschool, we acknowledge our accomplishments during this unprecedented time that:

- Maintained contact with our families and their children through a digital platform utilising the strengths of our bi-lingual staff.
- Continued to provide a service that was reflective of our service philosophy.
- Managed to survive a second lockdown period for the organisation and remained operational.
- Managed to implement strategies that supported recommendations for a clean and safe environment.
- Participated in the State-wide eye screening program – STEPS - for Children four years and older.
- Participated in the Cultures of the World Program run by CORE's Community Engagement service.



Pre-schoolers participated in the State-wide eye screening program

COMMUNITY ENGAGEMENT CONNECTED

This year our team has shifted its focus towards meeting the needs of children, young people, families and communities experiencing or at risk of vulnerability as part of the new TEI program delivery.

We have continued to work in partnership with Public schools, Save the Children organisation and members of the community to continue to deliver programs such as exercise and keeping active programs, guitar and arts and craft classes for children, computer classes, painting classes, cake decorating, our CALD specific groups, Cultures of the World for Children and many more.

During the COVID-19 pandemic, the team has been proactive and innovative and managed to put activities online such as the guitar lessons for children and painting classes.

Some of the keeping active classes including Zumba and yoga went online, however as restrictions eased, classes started being delivered at the local Adam's Park.

We also filmed a number of online tutorials so participants could continue to be active while being at home and keeping safe.



TECHNOLOGY GRANTS KEEP YOUTH AND FAMILIES CONNECTED

Technology for children, young people and families in need during COVID-19 was a major focus for the Community Engagement team.

The team submitted more than 23 applications for the recent grants for technology.

We were successful in obtaining five laptops given to families living in Canley Heights, Mt Pritchard and Miller which will allow them to stay connected and supported during COVID -19 pandemic and beyond.

This project was funded by the NSW Department of Communities and Justice.

9TH Annual Art Exhibition a popular event

One of the highlights at Mt Pritchard last year was our 9th annual art exhibition. More than 50 people attended the exhibition which was opened by Fairfield City Council Mayor Frank Carbone on Tuesday November 12, 2019. Certificates were presented to all participants and awards were given in acrylic, oil and sketching. The classes are taught by local artist Vince Aquilina who has been volunteering at Mt Pritchard, Miller and Canley Heights centres for over nine years.



ONLINE COMPUTER CLASSES BIG HIT WITH CLIENTS

New strategies were implemented when face-to-face activities were postponed and restrictions imposed due to the Coronavirus.

Online computer classes were delivered to help community members to overcome some of the challenges they faced due to the lockdown.

The classes have not only been an educational activity but also helped our clients to eliminate social isolation and promote community connectedness in a different way.

Client comments received include:
John - "I am enjoying doing the class at home because it gives me much more time in the day, without having to travel."

Bianca - "I am so grateful for the opportunity to continue computer learning online. Our teacher, Rene, is also so dedicated and patient with everybody. Nothing seems to upset him and the lessons so far have been especially helpful for this difficult time of pandemic that may come very



useful if one cannot move out of the home. For example, shopping online and the different ways of payment, always with most security in mind. It is a very gratifying experience and I hope it will continue."

Aurora - "I am happy that CORE has introduced Online Technology for the Senior Citizens like me.

As we are affected by the COVID

19 pandemic worldwide and social isolation has been ordered by the government, my social and learning activities have been affected. Nearly everything, communication is done via ZOOM, Facebook, Messenger and online Teaching. Through this online teaching Rene Vuljanic, my computer teacher, teaches us to use PayPal to do shopping online and as well budgeting with Microsoft Excel."



1



3



4



2



5

Cultures of the World explored:

- 1 First Nations session
- 2 Indian session
- 3 Africa, Brazil and Columbia session
- 4 Middle East session
- 5 South American.
- 6 Middle East session



6



MULTICULTURAL COMMUNITIES ADDRESS CHALLENGES

'No More Butts'

Multicultural Communities launched its major "No More Butts" media campaign on March 6, 2020. The campaign was aimed at lowering tobacco use in Fairfield LGA targeting Arabic, Chinese and Vietnamese Communities.

Multicultural Communities supported by a grant from the Cancer Institute of NSW has been working with Fairfield community leaders and their communities since late 2018 to develop programs to educate target audiences about the dangers of smoking and to support people in making decisions to stop smoking.

With the main aim of lowering tobacco control, the multilingual, multifaceted "No More Butts" campaign was deployed across major social media platforms, local radio and local ethnic newspapers featuring:

- Four documentaries highlighting the personal journeys of real smokers from each of the main cultural groups;
- Radio advertisements promoting iCanQuit in each of the main languages;
- A Web series comprising three videos focussing on a particular culture set in a stylised environment; and
- Ambassadors of Change raised up to be the face of the campaign in their communities over the longer term.



Increased Demands for Emergency Relief Program.

Due to increased demand for ERP services, Multicultural Communities received enhancement funding from the Department of Social Services to provide emergency relief support to vulnerable clients under the Financial wellbeing and capability program. A total of 486 clients/families were assisted with food vouchers.

\$242,250 worth of Electricity and Gas Support Vouchers were also provided.



ANNUAL DOMESTIC AND FAMILY VIOLENCE CONFERENCE

The Annual Domestic and Family Violence Conference organised as part of '16 days of Actions against Gendered Based Violence' was held on November 27 last year.

The event was hosted by the South West Sydney Domestic Violence Committee comprised of Core

Community Services, Department of Communities and Justice, Department of Human Service, DAMEC, Bonnie Support Services, and the South West Sydney Legal Centre.

The theme for the conference was "Research to Action" which primarily covered areas such as:

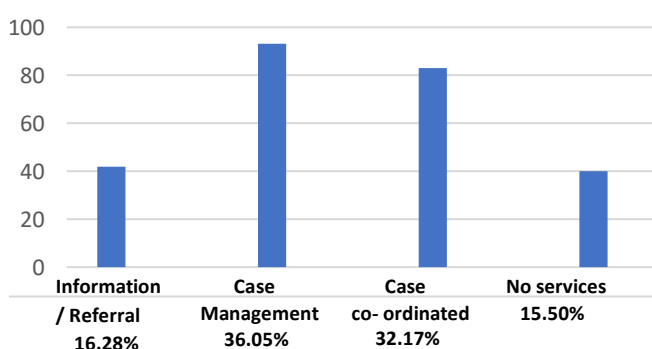
- Engaging men and boys in the prevention of violence,
- Domestic Violence injury documentation service,
- Breaking down intersectionality, Safe and Together Addressing

Spotlight on the plight of Temporary Visa Holders.

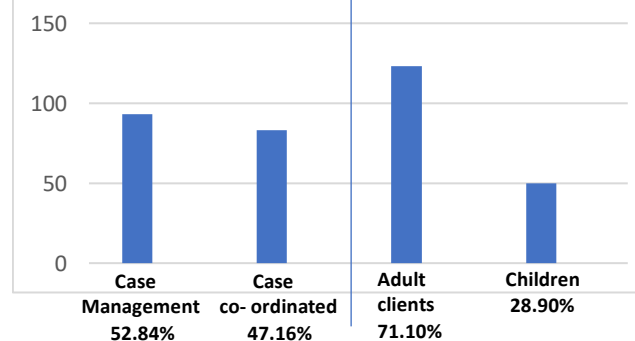
The COVID 19 situation shone the light on social issues rarely acknowledged by government. These issues have been left behind for funding and targeted assistance which increases the vulnerability of those needing support. This group includes people seeking asylum and migrants on temporary visas.

Continued next page

258 REFERRALS



176 CLIENTS



Spotlight on the plight of Temporary Visa Holders. Continued from previous page...

Day-to-day work in the DV space showed temporary visa holders struggling with loss of employment due to the pandemic. Inability to buy daily goods whilst managing DV situations in addition to other pressures is very challenging. Brokerage support for groceries as well as tablets for families of school-age kids brought huge relief to our clients. 34 electronic tablets were

purchased for families who did not have access to online resources and whose children's education were impacted. Additionally, 50 hampers filled with essential food and sanitary items, and food vouchers were provided to the victims of domestic and family violence impacted by the pandemic. One-off time-limited funding of \$38,876.23 was provided by the Department of Communities and Justice.

CORE's Multicultural Communities service, as a member of Joint

Partnership working Group (JPWG) chaired by NSW Coordinator General for Refugees Professor Shergold and supported by Multicultural NSW, campaigned for NSW Government support for temporary Visa holders. The submission was endorsed by the Premier leading to a \$6 million crisis package for migrant and settlement NGO services. We were successful in getting the grant from NSW through Tranche 2 to support temporary visa holders in providing metro-wide emergency relief.

Multicultural Communities (MC) continued to deliver services under a work from home model using technology to support the engagement with clients in response to the unprecedented Pandemic situation.

To optimise the service delivery, a whole of service approach was developed that prioritised case work and case management for newly arrived refugee/migrants and victims

and survivors of Domestic and Family violence. Daily client check -ins and as well as regular contacts with our community leaders shaped the day-to-day service delivery. One of the critical roles MC played during these challenging times was to provide accurate health information to the community and to escalate the issue at the coal face to various government departments.

Navigating employment pathways and exploring internship and training opportunities for our younger cohort was one of the main priorities given the pandemic challenges, with record numbers losing jobs adding to the already high rate of unemployment for young people. Advocacy highlighting the plight of vulnerable cohort took the front seat at the service level. Key service delivery figures recorded:

Number	Activity
1541	Total intake of new clients
2348	Total outgoing referrals
3626	Case work support services
617	Sessions of Education and Skills training delivered
>40	Supported into paid jobs
>50	Completed work experience
72	Sessions of Conversational English Language delivered
5	Short Introductory English Courses conducted
23	Short Employment Pathways courses conducted attracting 214 clients
361	Housing Case Work support services
23	Health Sessions held attracting 758 clients
5	Excursions organised attracting 121 clients
3	Cultural events held attracting 260 clients
44	Citizenship Courses conducted
1	Law Expo organised attracting 300 clients
265	Clients assisted with Legal matters
427	Young people received case work support
46	Clients were referred to volunteering opportunities
2	Sporting activities conducted attracting 52 young people
18	Sessions of Interactive games held
6	Community consultations conducted
12	Promotional activities undertaken

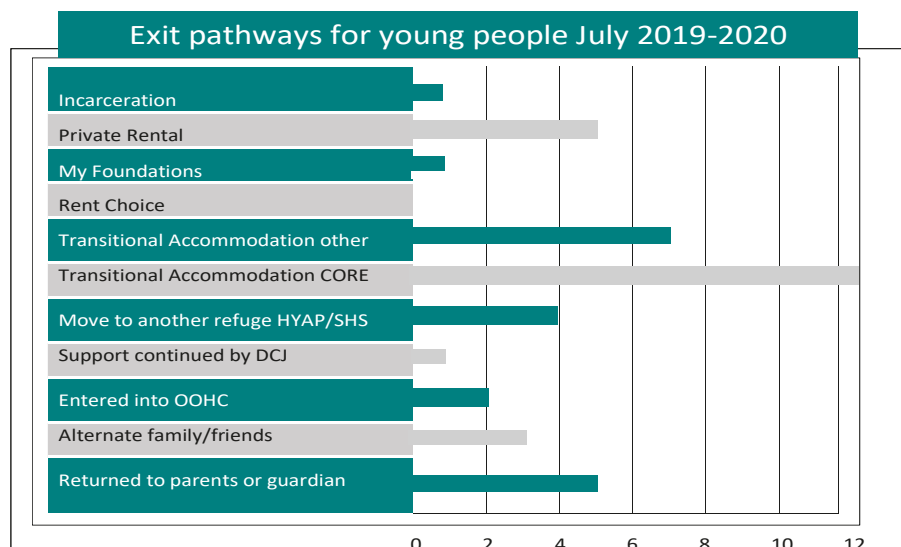
YOUTH SERVICES KICKING GOALS

Achievements in crisis accommodation outcomes have been a highlight of last financial year with 85 percent of young people achieving longer term living arrangements.

Service delivery and the standard of care has increased due to employing the in-house casual pool of residential youth workers.

Full-time staff have also provided feedback that they believe they are able to achieve better outcomes.

Feedback from full-time staff member Guston Jasmine stated: "Having the in-house casual pool has improved the way we deliver our service at the refuge dramatically. We are able to provide consistency to the young people which helps to provide a sense of security and safety. The in-house youth workers also provide reliability for the permanent refuge staff which creates a team who have responsibility, are held accountable and in turn supports the refuge staff to pass on their skills.



This allows for development of not only their own personal growth but also the in-house youth workers. I believe this benefits the young people effectively overall."

Ninety percent of over 16's also completed the 'Rent It, Keep It' program with certification. The purpose of the program is to equip

participants with skills to obtain and sustain tenancies.

It is particularly designed for young people who are disadvantaged due to their age and have no previous rental history.

Early Intervention and Prevention

Case Management of 35 clients was provided during the 19/20 financial year working by closely with the Department of Community & Justice through the 'Collaborative Pathways' program.

Excellent results were achieved for young people at risk of Homelessness in South West Sydney.



Intensive Support Program- Transitional Accommodation Case Management

The Intensive Support Program supported 149 clients with a tenancy in FY19-20 as well as their 72 children. This saw ISP fill 68 vacancies across all programs and while 39 clients had a stay in our Crisis Refuge, a further 11 were previously supported by our Early Intervention and Prevention program.

ISP support for clients included 26 Indigenous and 48 CALD young people, with 36 vacancies across all programs filled during the COVID-19 pandemic. 21 out of 35 young people who have exited during COVID have secured a lease in a private rental property.

The program also supported three separate sibling groups who remain together in our program. The younger siblings of these three families would have otherwise been placed in Out-of-Home Care or other care arrangement.

HIGHLIGHTS



Drug & Alcohol: The annual KPI was exceeded by 116 clients, reaching 316 young people.

One of the reasons that the team was so successful this year was an increased effort in promotional work, consistency in case management and new partnerships which have ensured a consistent flow of referrals. Referrals continued to increase this year, with a significant proportion of clients hearing about the service through word of mouth.

NADA: The project has engaged very well with multicultural (CALD) youth – including bringing together young people from different cultures who have not previously socialised together. The project was able to establish a safe meeting space for disadvantaged young people in the 2168 area with an average of 30 young people accessing the space on a weekly basis.

Young Women's Project: The young women's project provided services to a total of 525 people inclusive of families and young people, with a large

proportion of them being families with children 0-5yrs.

The project also facilitated a weekly playgroup run at the Fairfield office with some mums calling it 'Fairfield's best playgroup'.

Multicultural Youth Support

Program: The MYSP Project reached a total of 1,478 young people through group work. This consisted of life skills, education, learning and mentoring programs.

More than 50 per cent of participants came from CALD and newly arrived backgrounds.

RYPMP: The program achieved a total of 740 unique mentor-mentee matches with 511 mentees/mentors completing the program.

Many mentees lacked the confidence to actively participate in community activities until they became involved in the RYPMP.

Attending events with their mentors, or

forming groups for mentoring, eased their anxiety and helped gain positive experiences.

LBTQI+ community

Residents took part in the Mardi Gras parade representing young people in the LBTQI+ community.

During the parade, the residents met international pop star Sam Smith (pictured below) who marched beside them.

Staff training

All staff trained in strength-based recovery language writing for effective case note taking. They also trained in accessing the Client Management System.

All documents and policies were reviewed and new ones implemented. Some of the key new documents included medication management, intake assessment to include trauma informed provisions, and harm minimisation procedures.

CORE OPERATIONS IN FOCUS

2019 – 2020 saw major changes within the Operations and Administrative arm of CORE, with some of the highlights including:



Recruitment of Matthew Harden, Operations Manager, with his extensive experience in Community Services and desire to build secure, streamlined and efficient support services.



Recruitment of Fiona Bryant, People and Culture Manager – bringing to CORE an extensive wealth of experience and

knowledge whilst providing inhouse responses to issues previously requiring external advice, and fostering the development of strong policy platforms, communication, training and structural reforms.



Recruitment of Jose Brosas, Business Development Manager – fulfilling part of the strategic plan. Jose will leverage experience in

Employment Services, Disability and Community Services to assist CORE broaden and diversify income streams through increased connections with donors, Corporates and Philanthropic trusts. He is also working on refining events, publicity and social media

strategies to build awareness of CORE and great work for communities of South West Sydney.



Recruitment of D'Arcy Lafournaise, IT Analyst, to develop, refine and operationalise the formal IT review from 2019.

D'Arcy is undertaking a thorough review as part of an overall strategy of streamlining systems, data collection and creating efficiencies. This work will include technical reviews and recommendations of replacement systems to build capacity for growth in a rapidly changing environment and ensure we have the technological security to best protect our information.

OTHER MAJOR MILESTONES AND ACHIEVEMENTS

Purchase and implementation of new cloud-based HR and Payroll system.

Purchase and implementation of a cloud-based tool (BoardTrac) to distribute and coordinate Board and Committee meetings whilst maintaining strict security.

Introduction of TradeTrak for better client/contractor and service transparency.

Development of Information Systems Security Management approaches – precursor to seeking ISO27001 accreditation in 2020/ 21.

Renegotiation of major supplier and systems contracts to secure significant ongoing cost savings of \$50,000pa plus. This includes mobiles, printers, VOIP systems, and active investigation of procurement options for our motor vehicle fleet and computers.

Implementation of a rapid response to COVID19 to move CORE to a Work-from-Home (where possible) system involving deployment of generic laptops, mobile phones and teleconferencing tools to facilitate a smooth transition for our teams whilst maintaining our contact and work with clients and participants. The COVID response also drove CORE to adopt paperless approaches to service delivery and administration which will remain a feature of our ongoing work.

CORE Board and Board Committees Held During Year Ended 30 June 2020

The table below sets out the number of directors' meetings (including meetings of Board committees) held during the year ended 30 June 2020 and the number of meetings attended by each director.

HELD – number of meetings held during the time Director held office.

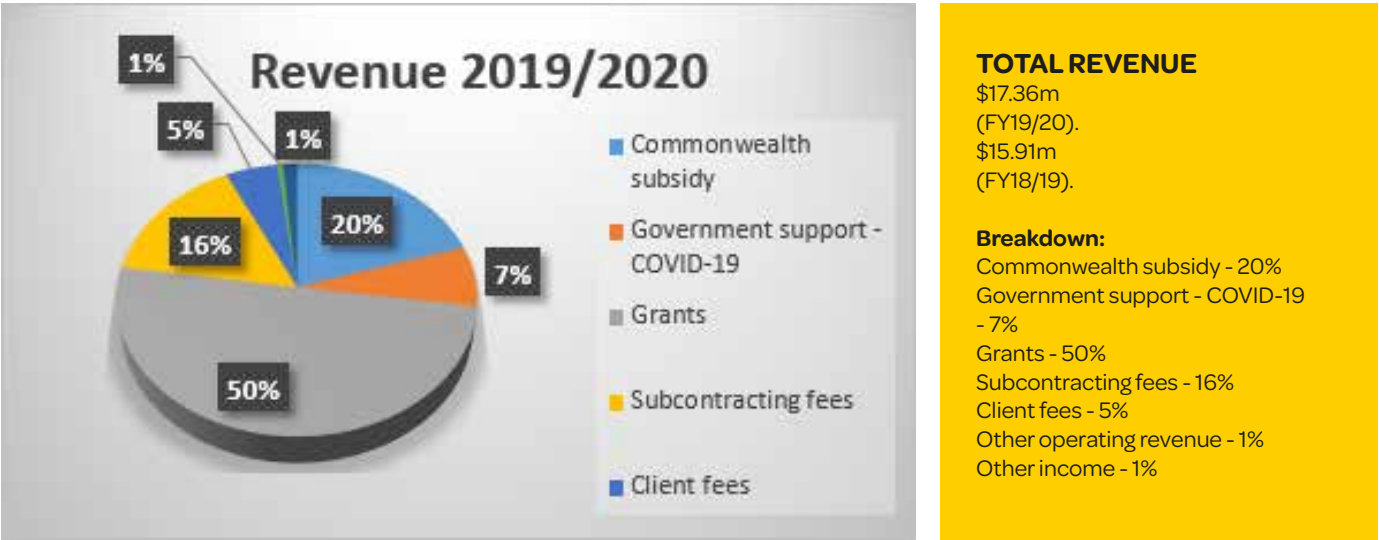
CORE Board And Board Committees Held During Year Ended 30 June 2020 and number of meetings attended by each Director

Directors		Directors Meeting (Inc. Special Board Meetings)		Committee Meetings			
		Board Meetings		Governance Meeting		Finance and Risk Meeting	
		HELD	ATTENDED	HELD	ATTENDED	HELD	Number attended
Yvonne	Santalucia	9	9		1	7	6
Ali	Mokhtar	9	8	4	2		1
Katina	Varelis	9	9	4	4		1
Jasvinder	Pal Kaur	9	8		1	7	7
Amanda	Salama	2	2	1	1		
Miro	Lojanica	2	2			1	1
Zafirah	Akbar	2	2	1	1		
Alejandro	Arvelo	2	2	–	–		
Karina	Santolin	5	3	1	1		
Naomi	Knight	6	5			5	1

FINANCE

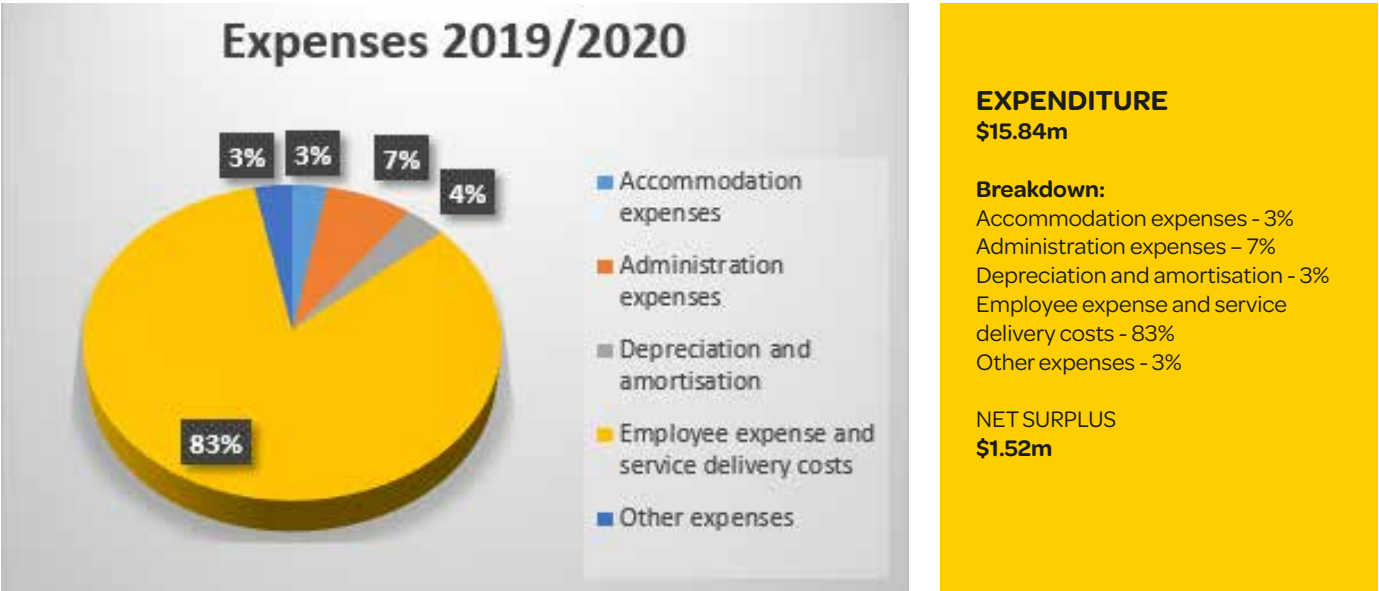
The COVID-19 pandemic has caused major disruption to the operations of core Community Services and had a significant impact on service delivery since March this year.

Despite these challenges presented to the organisation, the fiscal resilience of CORE is demonstrated by still delivering strong financial results.



Revenue

Revenue for the year was \$17.36 million - an increase from the previous year (\$15.91 million). Revenue from government funding remains our main source of income at 77% of the total with subcontracting adding to this.

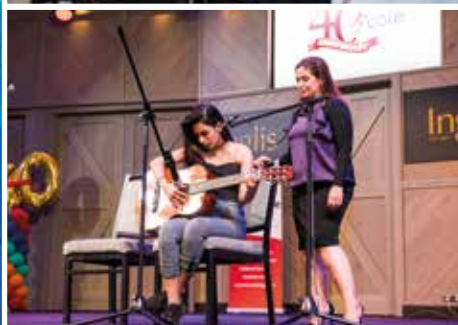


Expenditure

Expenditure for the year was \$15.84m with service delivery and employee costs accounting for 83% of our total expenditure. Our overall result for 2019/2020 was a net surplus of \$1.52m. Our current assets remain strong and are more than adequate to meet our current obligations demonstrated by a current ratio (current assets : current liabilities) of more than 2.

Financial surpluses demonstrate our conservative approaches and efficient service delivery. These surpluses are crucial to our ability to absorb rising costs, explore innovative service and operational initiatives whilst maintaining our ability to invest in new services with our long-term sustainability firmly in mind.

40th ANNIVERSARY CELEBRATED





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