



ANNUAL REPORT 2019/2020

Sandgate and Bracken Ridge Action Group Incorporated
ABN 53 905 821 076
www.sandbag.org.au

Our Vision

Our vision is of communities of diversity and resilience where people connect, share and grow.

Our Mission

Our mission is to improve the wellbeing of individuals, families and communities by creating opportunities for connection, participation, and support.

Our Values

Inclusion – We respect differences and are open to new perspectives

Integrity – We value human rights and social justice principles of Access, Equity, Rights, Participation

Collaboration – We are stronger when we work alongside individuals, organisations, and community

Responsiveness – We listen and respond positively to the changing needs of the community



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ABOUT US

SANDBAG Inc is the Sandgate and Bracken Ridge Action Group Incorporated. Starting in 1982 and officially registered in 1992, the not-for-profit organisation is dedicated to serving our communities and assisting the most vulnerable in our society.

Overseen by a volunteer Board of Management and permanent Chief Executive Officer, the organisation is a registered Charity under the Australian Charities and Not-for-Profit Commission (ACNPC). We have Deductible Gift Recipient and Public Benevolent Institution status from the Australian Taxation Office.

Our community focus is strong, with more than 100 members and many more volunteers offering their time and financial support to deliver and manage various free community programs.

The head office and Community Centre is located in Sandgate, with another office and counselling services at Bracken Ridge. While we are located in Brisbane North, the support SANDBAG offers the community reaches as far as Caboolture, Redcliffe, Nundah, and Mitchelton to name a few, and we are also a partner in the Fitzgibbon Community Centre.

The major programs SANDBAG delivers are:

- Community Linking & Access Service (Disability)
- Domestic Violence Counselling and Support
- Neighbourhood Programs – Sandgate, Bracken Ridge and Fitzgibbon
- Skilling Queenslanders for Work traineeships
- SEED Parks & Property Maintenance (Social Enterprise)
- Green P Community Farm
- Disability Employment Services (DES)

Our programs are supported in a variety of ways, with our Neighbourhood Centre and Domestic Violence counselling receiving block funding from the Queensland Government; Support Coordination and CLAS being fee for service with Participants receiving funding on an individual needs basis from the Australian Government; SEED Parks & Property Maintenance operating commercially and securing a variety of contracts with Brisbane City Council, private enterprise, and residential customers; DES receiving payment from the Australian Government for services and outcomes; specific grants funding defined activities such as Global Kitchen (fostering multicultural awareness and connections); and a number of corporate and private donors very graciously sponsoring and donating to SANDBAG.

OUR PEOPLE

Board Members

Name	Position	Dates acted
Rod Hillman	President	
Paul Chesher	Vice President	
Deb Griesheimer	Secretary	December 2019 -
Tegan Hooper	Treasurer	
Debby Drago	General Member	
Clinton Roberts	General Member	
Tracey Jackson	General Member	
Ian Daniels	General Member	Elected at 2019 AGM
Chris Chesher	General Member	March 2020 -

Management and Coordinators

Name	Position	Dates acted (if not whole year)
Maggie Daunt	CEO	- 8 August 2019
Philip Brookes	CEO	8 August 2019 -
Donna Culross	Finance & Reporting Analyst	
Georgia Farrell	NDIS Support Coordination	- 14 February 2019
Rebecca Lowther	Disability Services Manager	20 January 2020 -
Rebecca Lowther	DES Manager	20 January 2020 -
Honey Rooke	DES Coordinator	- July 2019
Jessica Northcott	NDIS CLAS Manager	9 March 2020 -
Kylie Keenan	DV & Family Counselling Program Manager	
Erin Williams	Neighbourhood & Community Programs Coordinator	6 January 2020 -
Keira Brett	Green P Community Farm Coordinator	- November 2019
Sue Batten	SEED Manager	- July 2019
Sally Fairless	SEED Manager	May 2020 -
Kim Wagner	SEED Horticulture Coordinator	
Shelly Knight	SQW Coordinator	

OUR PARTNERS & SUPPORTERS

Australian Government		
Department of Social Services	Anika Wells MP	
Queensland Government		
Department of Education, Small Business and Training	Queensland Police	Department of Communities, Disability Services & Seniors
Department of Child Safety, Youth & Women	Stirling Hinchliffe MP	Department of Housing & Public Works
Local Government		
Brisbane City Council	Councillor Jared Cassidy	Councillor Sandy Landers
Other Business, Education and Community Providers		
St Patrick's College	St. John Fisher College	Sandgate State School
Australian Catholic University	TAFE Queensland	Mug Shots Espresso
Core Computers	University of Queensland	Social Traders
Jabiru Community Youth & Children's Services Association	Styleline Roofing	NEAMI
All About Living	BRIC Housing	Inch Housing
QShelter	Racing Queensland	RACQ
Footprints Inc.	Burnie Brae	Bluecare
Zillmere Community Centre	Picabeen Community Centre	Northside Connect

PRESIDENT'S REPORT

In 2020 COVID-19 has challenged SANDBAG and our broader community like no other year. The impacts have been at every level changing the way SANDBAG does its business, how it works with our clients, our finances and our people.

Throughout this crisis SANDBAG can hold its head high where Phillip, his team, our volunteers and our supporters have just kept doing what they need to do to support our community and deliver the services it needs. This is an extraordinary achievement and the Board is immensely proud of this and congratulates all involved.

Financially and operationally SANDBAG has turned a corner with a return to a modest surplus and a forward focused approach through building trust with our supporters and delivering on our promise. This has been reinforced through our greatly improved relationship with Government Grant providers and our growing client list.

This year the Board has focused on establishing sound governance arrangements and systems whilst developing the 2020/23 Strategic Plan. This plan was developed through consultation with staff, CEO, members, clients and supporters advising the Board who then crafted the final document. The strategic plan will guide the organization and provide priorities for management. We look forward to continuing working with the CEO and staff to develop strategies to deliver these priorities.

In closing I want to publicly thank and acknowledge the tireless commitment of your Board. Their effort is considerable, and I've been honoured to be a part of this group. I'd especially like to acknowledge the efforts of our Treasurer, Tegan Hooper, and our Deputy, Paul Chesher, who drove the strategic planning project.

Yours



Rod Hillman
President



CEO'S REPORT

When I took over the role of CEO from Maggie Daunt in August last year, I was expecting to have a big year ahead – little did I know just how big it would be!

Later in this report you can read details of what has been happening in each of our programs, but here is a quick recap of some of the big changes that have been going on behind the scenes to ensure we deliver the best services we can to and for our community.

Over the course of a little more than 12 months, we've

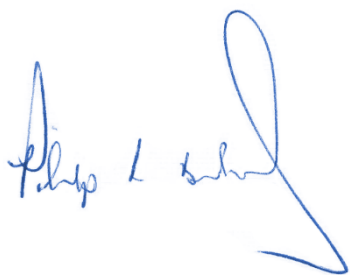
- welcomed 12 new faces into our management, administration, counselling, and neighbourhood programs teams, as well as numerous volunteers
- farewelled staff who have pursued new opportunities as far away as Ireland, a number of whom continue to collaborate with SANDBAG
- provided employment to approximately 24 horticultural and cleaning staff in SEED Parks and Property Maintenance social enterprise
- welcomed 6 new Disability Support Workers to our NDIS Community Linking & Access Services team
- reviewed and implemented a variety of policies to ensure best practice within our organisation and compliance with NSDS, HSQF, and NDIS standards and the Queensland Human Rights Act 2019
- completed 2 operational audits, and prepared for 3 more that will be conducted over the next 3 months
- confronted the challenges of COVID-19, adapting our services to continue connecting and supporting our community members even when group-based activities needed to be suspended
- created a phone counselling hotline during the peak of the COVID crisis, with financial support from Jared Cassidy and the Lord Mayor's Community Fund
- upgraded our phone systems to unify communications across our two locations and when staff need to work from home
- migrated our accounting platform to Xero for SEED, with SANDBAG following suit in November this year
- upgraded our computer hardware resulting in almost ten times the computing power we had a year ago, with many productivity benefits as a result
- upgraded SANDBAG's public use computers, thanks to a grant from the Queensland Government's Dignity First Fund
- upgraded the kitchen whitegoods, also funded by the grant from the Dignity First Fund
- installed suitable network cabling throughout our Sandgate Community Centre for improved network performance and stability

Change is never easy, and the immense challenge of developing a stronger team with so many new faces coming into the organisation hasn't been without its hiccups, however our team are rightly pleased with the overall result that has seen us achieve an operating surplus, enter 2020/21 with enhanced governance, greater organisational capability, a stronger balance sheet, and the projection of growing impact during 2021.

Our team are all motivated by the results they see in the lives of people we work with, and we are now in a position where we believe we can offer community connection and supports to more people than ever before in 2021.

I would personally like to thank not only my amazing staff but also the fantastic volunteers and community members who together make SANDBAG the wonderful place that it is. Together, we are building a resilient, diverse, caring and inclusive community.

Thank you!



Mr. Philip Brookes
Chief Executive Officer



SANDBAG Inc

Real Impact. Real Value.



NEIGHBOURHOOD CENTRE FUNDING

\$225,500

Emergency relief value includes:

- Food and groceries: **\$115,488**
 - Food vouchers: **\$600**
- Cash/prepaid or gift card: **\$4,800**
 - Fuel Vouchers: **\$600**
- Public transport cards: **\$1,200**

Services value includes:

- Computer/internet usage: **\$2,880**
 - Résumé assistance: **\$2,880**
- Auspicing other organisations: **\$7,007**
- Community lunch, frozen or other meals: **\$30,000**

Employment value

53.79 FTE jobs

including 36.8 direct and 16.9 indirect
Full Time Equivalent positions



Supporting our members to build Community
Queensland Families & Communities Association

The Queensland Families and Communities association conducted an analysis of the real impact and value that our neighbourhood centre generates for our community. The return on investment of our Neighbourhood centre funding has shown that the community receives \$3.09 for every \$1 invested. This result is something that we should be proud of and thankful to our staff and volunteers.



VALUE

\$696,404

This figure includes the value of:

Improved quality of life through social
connection: **\$195,627**

Volunteer contributions: **\$335,322**

Emergency relief provided: **\$122,688**

Services provided: **\$42,767**

This community value equates to:

\$3.09 for every \$1 of Neighbourhood
Centre funding

Over **\$253.24** for every hour the
Neighbourhood Centre is in use

These calculations were conducted by Queensland Families and Communities Association in partnership with Neighbourhood Centres Victoria and only values activities where an independently determined valuation method exists.

OUR PROGRAMS AND ACTIVITIES

Domestic Violence and Family Counselling (DFV)

SANDBAG's Domestic Violence and Family Counselling program offers counselling, support, risk assessment and safety planning to hundreds of women and children in the North Brisbane region each year.

We work closely with Queensland Police and other local organisations to support vulnerable persons in our community and we are funded by the Qld Dept of Child Safety, Youth and Women. Here are some of our achievements over the last financial year:

We provided face to face counselling and group work to over **500 women and children over 5** who have experienced domestic and family violence. As part of this, we received and responded to **over 440 referrals from police** who attended domestic and family violence incidents.

We also offer a therapeutic group called SHE – Support. Heal. Enrich – for women who have are seeking a life free from abuse and moving towards healthy relationships and personal growth.

The program also hosted two significant events during Domestic Violence Prevention Month in May 2020.

In May 2020, Domestic and Family Violence Prevention Month, we were unable to go ahead with our annual Peaceful Walk. Instead, Kylie planned and hosted a Candle Lighting Ceremony to raise awareness of domestic violence issues, with the support of Queensland Police, Anika Wells MP, Stirling Hinchliffe MP, and Councillor Jared Cassidy.

As we lit candles to remember those affected by domestic and family violence, we shared the message that prevention of domestic and family violence is a collaborative, community-based effort and we are all responsible for challenging the social norms, biases and inequalities that promote violence or abuse of any form within our suburbs.

Skilling Queenslanders for Work (SQW)

SANDBAG is deeply committed to the Skilling Queenslanders for Work program, as we have seen the impact it has in the lives of participants, who all come from challenging backgrounds and have barriers to entering the workforce. Seeing not only the increased skills of our trainees, but also their growing confidence, self-esteem, and ambition is incredibly rewarding and gives our team a great degree of satisfaction.

During 2019/20 four cohorts participated in our Skilling Queenslanders for Work programs, completing Certificates in Construction, Conservation & Land Management (CALM), or Individual Support, with the majority successfully gaining employment within 3 months or less after the program.

COVID-19 struck at a very challenging time, impacting both classroom delivery of training and, later in the program, placements which would normally occur in Aged Care and Disability Support settings. However, our persistent team adapted admirably and found ways to keep the students moving forward, eventually exceeding Government KPIs and achieving excellent employment outcomes.

This training is proudly funded by the Queensland Government through its Skilling Queenslanders for Work initiative.

Neighbourhood Programs – Sandgate, Bracken Ridge and Fitzgibbon

SANDBAG is widely recognised in the community for our Sandgate Community Centre, at which we facilitate a wide range of community events, activities, and supports for individuals. In a typical year we usually host a half dozen special events, as well as regular weekly, fortnightly and monthly activities. Some are organised and managed by our team, others are run by local community groups. We also participate in external events such as the Einbunpin Festival.

In 2019/20 our year started off fairly typically, with groups such as the PluckUpz, Crafty Capers, Tai Chi, Sandgate Community Connect, and others meeting regularly at the Centre.

During Sexual Violence Awareness Month, October 2019, we hosted the ‘What Were You Wearing’ art installation and opening event, a thought-provoking collaboration between SANDBAG’s DV counselling program, Northside Sexual Assault Action Network (NSAAN), BRISCC, and Zigzag Sexual Assault Services.

Then, just as we were on the brink of launching ‘Global Kitchen – Third Course’ and a Multicultural Art Competition, Governments around Australia announced restrictions due to COVID, and we were required to suspend all group activities.

Throughout the most severe COVID restrictions, SANDBAG remained open to support individuals and even increased the frequency of our cooked meal programs to weekly. Erin Williams and her team, in partnership with St. Patrick’s College and PCYC Zillmere, started delivering food to those who were isolating at home. Erin also collaborated with our Counselling Team to launch a phone counselling hotline to ensure that those in isolation still had a listening ear to speak with.

Whilst some of our more senior volunteers had to suspend their involvement at SANDBAG during the heightened threat of COVID, other less vulnerable volunteers rallied to support and assist the community in numerous ways.

We organised free flu vaccinations to be provided by QuiHN in partnership with Micah Projects, phn, and the Queensland Government, on Wednesday 13th May. The service was so popular that the mobile facility ran out of vaccines on the day and so had to return two weeks later.

We have observed that people with a greater severity of crisis are presenting more frequently at SCC lately – mental health challenges are greater and domestic violence has also been a significant concern. With the winding back of JobKeeper, we are concerned that this will escalate further in the coming months.

We continue to provide a vital connecting point and support in the community, and in fact found just this past week that the Police brought a disoriented individual to our centre such is the recognition that we are often the only ‘family’ some people have. (We ended up having to call an ambulance as we do not provide health services, but this situation highlighted to us the vital role the community perceives that we play.)

SANDBAG also partners with Burnie Brae and Jabiru to manage the Fitzgibbon Community Centre. FCC receives no Government funding and relies entirely on venue hire revenues. Consequently, the COVID-19 restrictions were a major concern for the Board as all but one rental had to be suspended. We had to reduce the one day/week assignment of Lotus as a Community Worker for FCC, to one day per fortnight.

SEED (A social enterprise initiative of SANDBAG)

Through the course of the past year, SEED has continued to provide employment opportunities to approximately 20 staff and was fortunate to continue largely unabated during the COVID crisis.

Our focus in FY21 is on quality. We are reviewing and enhancing our processes across gardening, cleaning, customer service, financial management, quoting, procurement, logistics and, perhaps most importantly, our transitional employment program to ensure that all employees are supported on a structured path of professional and personal growth to enhance their future employability.



LEARNING FOR FUN



ENGLISH LANGUAGE CONVERSATION CLASSES 2019

Do you require help to improve your English?
Classes are facilitated by our volunteer teachers in a friendly environment where you can connect with others in the community.

Cost: Free

When: Friday the 6th of June, continuing on a weekly basis

Time: 10:00am to 11:30am

Register for concourse Denier on 3885 1244 or Email: denier@sandbag.org.au

Sandbag Community Centre
153, Rainbow Street, Sandgate
Ph: 3885 1244
www.sandbag.org.au




Disability Employment Service – DES

SANDBAG's Disability Employment Services had a challenging year but have emerged stronger and with record numbers of clients participating in our service and obtaining employment.

DES was significantly impacted by COVID-19, with mutual obligations suspended for all participants. Despite the challenges, the team has done a phenomenal job of sustaining momentum and have performed much better than would be expected under the circumstances.

NDIS Community Linking & Access Services (CLAS)

Because our NDIS Disability Support services are all focused on assisting people with disabilities to get out into the community, and COVID restrictions prevented outings, almost all of our clients suspended their services and this meant that our largely casual disability support workers had no work.

Fortunately, the Federal Government's JobKeeper initiative enabled most of our team to continue receiving an income, and within about 8 weeks most clients started resuming services, in line with the easing of Government restrictions.

Since the resumption of services, we've bounced back stronger than before with clients requesting increased hours, new support workers joining our team, and new clients selecting SANDBAG for their disability support.

TREASURER'S REPORT

Total revenue for SANDBAG Incorporated from July 1 2019 until June 30 2020 was \$2,783,188, finance income \$4,147 and other incomes \$409,683. Total expenses for SANDBAG Incorporated Employee benefits expense -\$2,494,356, Depreciation and amortisation expenses

-\$59,009, other expenses -\$385,098, finance expenses -\$6,549

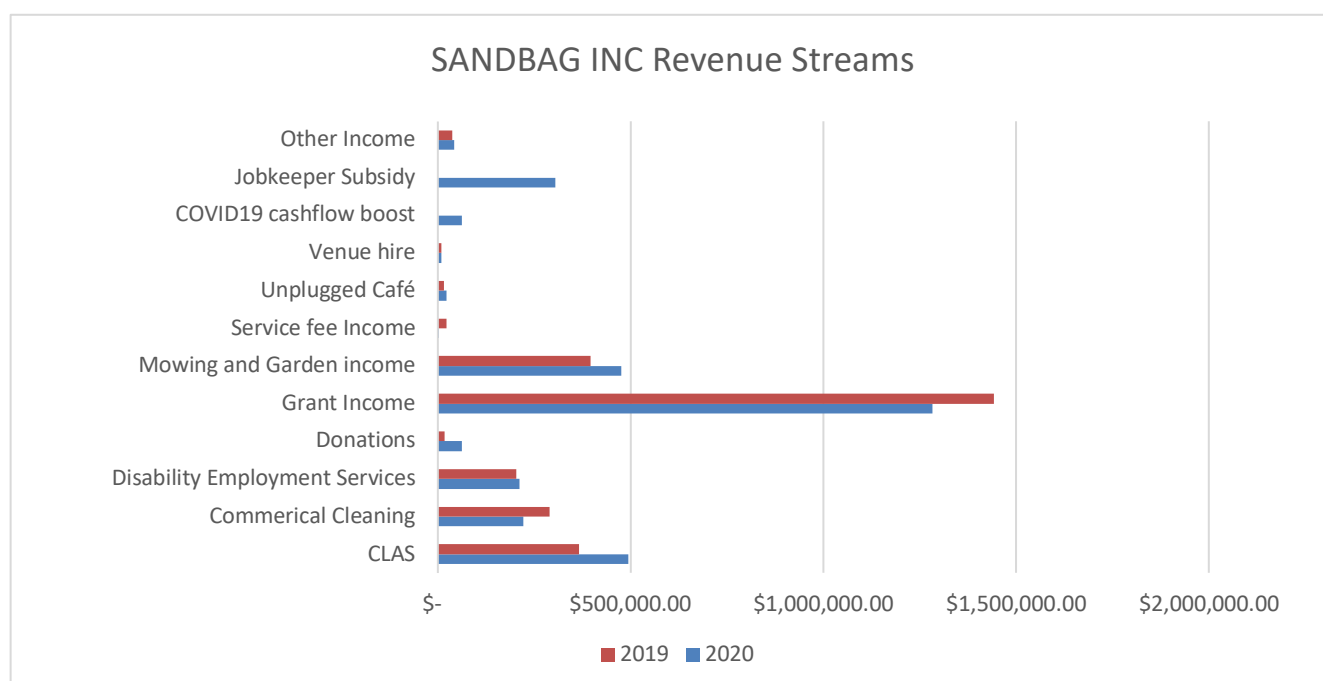
For the financial period July 2019 to June 2020, SANDBAG Inc made a financial profit \$252,006.

The total equity of Sandbag Inc. is \$1,251,884.

Our main source of income comes from contracts with Queensland Government and Australian Government agencies enabling us to effectively support the local community through diverse community programs.

This year Sandbag Inc. also received a COVID – 19 cash flow boost of \$62,500 and Job keeper subsidy of \$304,500.

The below table details Sandbags current and previous years income streams.

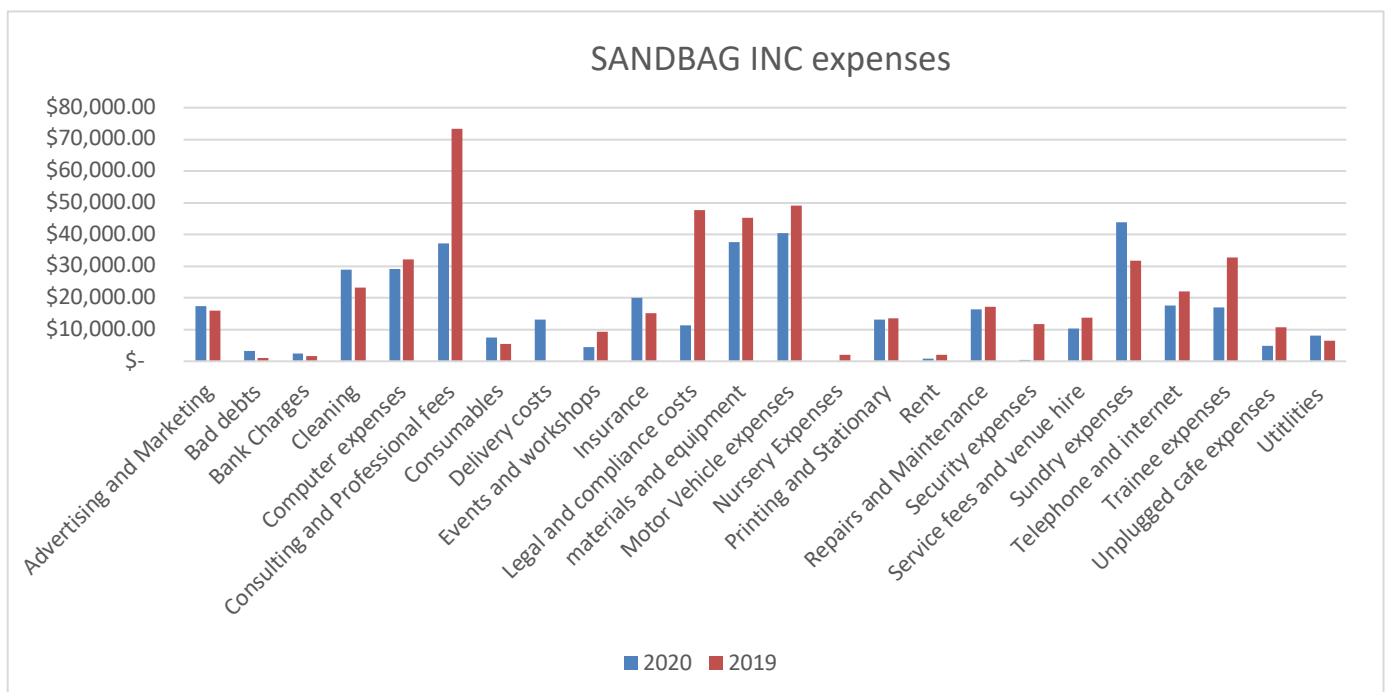


Continuous improvement for regular projects must be carried out to make sure these programs are viable into the future and are in the best interest for our local community.

Skilling Queenslanders for Work, Neighbourhood Centres, Domestic Violence and Family Counselling, Seed, the Unplugged Cafe and Green P Farm continue to support our local community.

The table below shows the top line expenses for 2020 compared to 2019.#

Once again our largest expenses employee benefits expense at \$2,494,356



While challenges continue to present themselves within this ever-changing environment of community services, in terms of overall sustainability for the long term, I would like to thank the hard work of our SANDBAG Inc team.

Mrs Tegan Hooper

Treasurer

STRATEGIC PLAN



SANDBAG is a caring, inclusive, and collaborative community based organisation that delivers support and activities which builds a resilient and diverse community.

www.sandbag.org.au

SANDBAG Strategic Plan

Vision – Our Vision is of communities of diversity and resilience where people connect, share and grow

Mission – Our Mission is to improve the wellbeing of individuals, families and communities by creating opportunities for connection, participation and support

Values

- ▶ **Inclusion**
We respect difference and are open to new perspectives
- ▶ **Integrity**
We value human rights and the social justice principles of: Access, Equity, Rights, Participation.
- ▶ **Collaboration**
We are stronger when we work alongside individuals, organisations, and community.
- ▶ **Responsiveness**
We listen and respond positively to the changing needs of our community

Strategic priorities for 2020-2023

1. Be reliable and trusted

- ▶ Maintain and improve program performance - Service quality
- ▶ Maintain and improve relationships with all stakeholders
- ▶ Reinforce our clients' trust and understand their needs.

We will know we've been successful when

- Contracts and grants are renewed
- Existing clients maintain contracts
- Membership grows with few cancellations
- A successful philanthropic and fundraising program



Our Culture

We will always be:

- ▶ Caring,
- ▶ Sustainable,
- ▶ Systematic, and
- ▶ Committed to doing our best
- ▶ Safe

2. Align risk with risk appetite

- ▶ Achieve and maintain financial sustainability
- ▶ Develop and maintain leading corporate services
- ▶ Maintain good governance and meet statutory obligations
- ▶ Make sound and considered decisions
- ▶ Always meet the compliance obligations of our stakeholders.

We will know we've been successful when

- SANDBAG has strong financial reserves and a solid balance sheet
- A balance between grants and other revenues is achieved

3. Achieve sustainable and manageable growth

- ▶ Develop and maintain fit-for-purpose infrastructure and equipment
- ▶ Develop and expand social enterprises
- ▶ Develop and expand fee for services businesses
- ▶ Explore opportunities and partnerships to better deliver our mission

We will know we've been successful when

- We have a team of competent and cohesive staff and volunteers
- SANDBAG has a range of services and activities that delivers our vision
- Social enterprise and fee for service businesses are making a valued contribution

4. Increase community connection and recognition

- ▶ Create an organisation that is truly valued by its staff, members and stakeholders
- ▶ Develop and implement tools and strategies to promote SANDBAG and its services
- ▶ Build effective and meaningful relationships and networks which contribute to our vision

We will know we've been successful when

- Steady increase in membership
- SANDBAG is valued within the broader community
- Increased community partnerships
- Staff consistently live Sandbag's values and culture

AUDITOR'S REPORT

Audit & Assurance srjww.com.au



30 October 2020

The Committee Members
SANDBAG Inc.
77 Bracken Street
Bracken Ridge QLD 4017

Dear Committee Members,

RE: SANDBAG INC.

AUDIT MANAGEMENT REPORT - YEAR ENDED 30 JUNE 2020

We have now completed the end of year audit work for SANDBAG Inc. for the year ended 30 June 2020. There were various issues that arose during our audit which we would like to bring to your attention. These issues are detailed in the following Management Report.

Please note that this Management Report is designed to not only inform you of the areas of concern that were detected during the audit, but also to act as a working document to assist you and the team at SANDBAG Inc to improve the accounting systems and controls in the areas identified. We have left spaces for you to make comments about each issue raised in this report. Your comments in the areas provided on any action taken for each area will assist us with subsequent audits. Please review the information included in our management report and provide your comments in the space provided in this report.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'j croston'.

Jason Croston
Director

FINANCIAL STATEMENTS

SANDBAG Inc.

53 905 821 076

Statement of Financial Position

As At 30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	645,538	1,023,012
Trade and other receivables	6	336,092	155,885
Other assets	7	33,200	22,798
TOTAL CURRENT ASSETS		1,014,830	1,201,695
NON-CURRENT ASSETS			
Property, plant and equipment	9	968,630	945,299
TOTAL NON-CURRENT ASSETS		968,630	945,299
TOTAL ASSETS		1,983,460	2,146,994
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	210,188	225,647
Employee benefits	10	134,556	160,668
Other financial liabilities	12	16,415	25,518
Other liabilities	11	276,811	652,153
TOTAL CURRENT LIABILITIES		637,970	1,063,986
NON-CURRENT LIABILITIES			
Employee benefits	10	2,576	17,982
Other financial liabilities	12	91,030	65,148
TOTAL NON-CURRENT LIABILITIES		93,606	83,130
TOTAL LIABILITIES		731,576	1,147,116
NET ASSETS		1,251,884	999,878
EQUITY			
Reserves		444,968	444,968
Retained earnings		806,916	554,910
TOTAL EQUITY		1,251,884	999,878

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2020

		2020	2019
	Note	\$	\$
Revenue	3	2,783,188	2,760,163
Finance income		4,147	16,407
Other income	3	409,683	37,446
Employee benefits expense		(2,494,356)	(2,524,780)
Depreciation and amortisation expense		(59,009)	(38,225)
Other expenses	4	(385,098)	(483,714)
Finance expenses		(6,549)	(2,207)
Surplus/(deficit) for the year		252,006	(234,910)

SANDBAG Inc.

53 905 821 076

Statement of Financial Position
As At 30 June 2020

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Retained earnings		806,916	554,910
TOTAL EQUITY		1,251,884	999,878

Statement of Changes in Equity

For the Year Ended 30 June 2020

2020

	Retained Earnings	Asset Revaluation Surplus	Total
	\$	\$	\$
Balance at 1 July 2019	554,910	444,968	999,878
Surplus/(deficit) for the year	252,006	-	252,006
Balance at 30 June 2020	806,916	444,968	1,251,884

2019

	Retained Earnings	Asset Revaluation Surplus	Total
	\$	\$	\$
Balance at 1 July 2018	789,820	444,968	1,234,788
Surplus/(deficit) for the year	(234,910)	-	(234,910)
Balance at 30 June 2019	554,910	444,968	999,878

Statement of Cash Flows

For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		2,653,792	2,560,492
Payments to suppliers and employees		(2,963,304)	(2,885,030)
Interest received		4,147	16,407
Interest paid		(6,549)	(2,207)
Net cash provided by/(used in) operating activities	15	<u>(311,914)</u>	<u>(310,338)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Movement in property, plant and equipment		<u>(82,339)</u>	<u>(99,372)</u>
Net cash provided by/(used in) investing activities		<u>(82,339)</u>	<u>(99,372)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Repayment of borrowings		<u>16,779</u>	<u>28,967</u>
Net cash provided by/(used in) financing activities		<u>16,779</u>	<u>28,967</u>
Net increase/(decrease) in cash and cash equivalents held		(377,474)	(380,743)
Cash and cash equivalents at beginning of year		<u>1,023,012</u>	<u>1,403,755</u>
Cash and cash equivalents at end of financial year	5	<u><u>645,538</u></u>	<u><u>1,023,012</u></u>

THANK YOU

A big thank you to all the staff and volunteers for all their great work this financial year.

Kylie and her team of volunteer counsellors put in many extra hours and made personal sacrifices when demand for counselling increased in conjunction with COVID, however we continue to see an increase in waiting times for these vital services, and a priority in 2021 is to create a stronger financial base so that we can employ additional counselling staff and provide a quicker response to people dealing with domestic and family violence.

We are very grateful for the fantastic contribution of Shelly Knight (Skills & Employment Manager, head of our SQW program) and Rhiannon Buglar. Thank you also to John Buckby, Amy Kemp, and Tim Tooke, who were field supervisors for our construction and CALM trainees.

While the rest of SANDBAG has received a lot of attention as we have created new teams, improved our processes, implemented better technology, and dealt with any performance concerns, SEED was perhaps the ‘forgotten child’ for much of the 2019/20 financial year – largely due to the fact that Kim Wagner and Kayla-Maree Richardson continued to manage daily operations in the absence of a full-time manager.

We welcomed Brett Wise to the team as an Employment Consultant, in late January Rebecca Lowther joined as our DES Manager (and also Disability Services Manager, overseeing CLAS), and Jessikha Brooks joined the team a couple of months later.

As a result, and aided by the selfless contributions of Shelly Knight, who spent many late nights during December and January assisting DES in parallel with her regular SQW responsibilities, we have now implemented robust processes, dramatically reduced non-compliances that affect our ability to claim fees, almost doubled our number of active participants (as at 1st November 2020 compared to 1 year earlier) and, most importantly, helped many more participants to secure productive employment

It was a very challenging start for Jessica, however, since the resumption of services we’ve bounced back stronger than before with clients requesting increased hours, new support workers joining our team, and new clients selecting SANDBAG for their disability support

A special mention must go to Donna Culross for her hard work over the last 12 months and thank you Peter Turk for finalising the financials for the year.

LOOKING TO THE FUTURE

The Board is keen to receive ideas from members and staff about the possible future scenarios for Sandbag. If you would like to contribute, please send your suggestions to secretarysandbag@gmail.com

- What are our community needs?
- What services can we provide?
- Should we focus on the broader community as well as those with specific needs
- In what regions should we operate?
- How can Sandbag generate funds to do this work to supplement the wonderful support from our governments.
- How do we measure success?

Join a Volunteer Board Sub-committee in 2020

The Board is investigating the use Volunteer Board Sub-committees which involve community representatives/leaders to help us plan our future. If you are interested in being part of a Board Sub-committee, please send an email to secretarysandbag@gmail.com and outline how you could be of assistance.

