Hunters Hill Ryde Community Services Annual Report 2013







Funding and Sponsorship



HUNTERS HILL RYDE COMMUNITY SERVICES INC IS A LOCAL NOT-FOR-PROFIT **ORGANISATION FUNDED BY:**

- Ageing, Disability & Home Care (ADHC)
- Community Services
- Department of Families Housing, Community Service and Indigenous Affairs (FaHCSIA)
- Department of Health and Ageing (DoHA)
- Hunters Hill Council and the City of Ryde support and assist Hunters Hill Ryde Community Services Inc
- Through the Ryde Community Grant program we receive additional financial assistance from North Ryde RSL, Ryde-Eastwood Leagues Club and Gladesville RSL













HUNTERS HILL RYDE COMMUNITY SERVICES WOULD LIKE TO THANK ITS **SPONSORS & SUPPOR**

- Bakers Delight Gladesville
- Boronia Park Public School
- Eurobyte IT Solutions
- Gladesville Public School
- Gladesville RSL Community Club
- Hunter Holden Ryde
- Hunters Hill Ladies Probus Club
- Hunters Hill Public School
- Marist Fathers Australian Province
- North Ryde RSL Community Club
- Northern District Times
- Probus Club of Hunters Hill
- Rotary Club of Gladesville
- Rotary Club of Hunters Hill
- Rotary Club of Ryde
- Ryde-Eastwood Leagues Club

















Volunteer Board and Staff



BOARD OF DIRECTORS

President & Public Officer Robyn Harvey

Vice President Gary Traill

Treasurer David Button

Secretary Sharon Vincent

Board Members Warren Bell

Andrew Clark Joanne Stone

Carolyn Burlew

Sub Committees:

Finance Committee David Button – Treasurer

Gary Traill

Strategic Advisory Committee June Beck

Warren Bell David Button Mary Carey Joanne Stone Colin Dean Robyn Harvey

Development Committee Gary Traill

Mollie Bainton June Beck Sharon Vincent Mary Carey Robyn Harvey Joan Lloyd

STAFF AS AT 30 JUNE 2013

Executive Officer

Mary Carey

Finance and Administration

Finance ManagerMargaret HeppellProject ManagerBranka Ivkovic

Administration Officer Barbara Cruickshank

Administration AssistantBetty MusicPayroll OfficerChristina HoCasual EmployeeCristina Leontini

Social Support

Team LeaderMaria MaguireCommunity Visitors SchemeMargaret BrownVolunteer VisitingNorah PalmerSocial Support ABI/In-Home RespiteGaynor StarkeySocial SupportBranka Ivkovic

Social Support CALD Tina Liu

Kate Lee
Carer Support Rosemary Liu
Emergency Relief Margaret Vuli

Casual Employees Maddalena Panuccio Christine Hannan Jolyn Hersch

Chris Hart-Smith Reuben Manmothe Sharon Patterson Kristina Barisic Linda Sigmundsdottir Hiroko Kawashima

Jing Yu Xu

Community Support

Team Leader Anna Buddo
Day Centre Maria Antonio

Maria Antonich
Neil Ballantine
Rane Chen
Alice Cheng
Kwok Wai Cheung
Lynette Guthrie
Christina Ho
Mina Lloyd
Fiona Ng
Melodie Pike
Richard Roebuck

Bernadine Wijesekera

Outreach/Men's Shed Roxanne Chant

Food Services Kaye Batten

Robin Hall Sandra Mollica Greg Williams

Don Warren

Transport Greg Williams
Casual Employees Georgia Sinclair

Michael Laker John Wyper

President's Report



Hunters Hill Ryde Community Services has successfully met the challenge this year of adjusting our policies and procedures to meet the changed arrangements with our major funders following the adoption of the Living Longer Living Better aged care health reforms. The Board acknowledges the work of the staff under the leadership of our Executive Officer Mary Carey in working through these changes whilst maintaining our hallmark excellence in the delivery of service to our clients. The cultural change which this has required across the entire organisation has been achieved only with the goodwill of all. For this we thank you.

There have been a number of highlights during the year including the opening of the Woolwich Day Care Centre to the appreciation of all its clients. For one client this was her old school room – a return to her alma mater. A new program for the Day Centres saw our clients using Asus Android Tablets. The Men's Shed opened and operates two days a week. It is a great working and meeting place for men. They can use their hands making things out of timber – a service to themselves as well as to the community. Another highlight was Hunters Hill Wine and Food Festival, HHRCS are grateful for the opportunity to be involved on the day and the significant donation HHRCS received.

On the Social side The Biggest Morning Tea fund raiser for Cancer Council was a great success. The Christmas lunch held the week before Christmas for any client who was having Christmas Day by themselves was great fun as well as a gourmet's delight. In September we recognised the invaluable contribution that volunteers make to HHRCS with afternoon tea and presentation of certificates. Our Facebook and webpage have both grown and have been commented

upon by people within government on its professionalism. The Board was saddened at the death of Ed Gooley during the year. Ed had been a foundation member of HHRCS

Board and his expertise in the financial area as well as his very witty personality has been missed at the meetings. We also lost the services of Colin Dean for personal reasons.

The Board has been fortunate to welcome two new Directors. Carolyn Burlew who has much experience in corporate governance and management as a Senior Public Servant and Andrew Clark an accountant with strong interest in working with Not for Profit organisations. A weekend Strategic Planning workshop was held in February with the Board and Managers developing an updated vision for the future of HHRCS.

A number of consultants have assisted the Executive Officer. Consultants have advised on transitioning of the SCHADS awards and updating job descriptions, on implementing a marketing campaign for the Food Services section, and on introducing a Quality System in readiness for the ISO 9001 Accreditation. Risk Management Assessment is being conducted at the moment. Some Board members attended an Enablement Workshop on self directed care.

The Board are very mindful of their responsibility to the funders and have spent many hours discussing the best possible use of the funding keeping expenses low without impacting on existing services. Some hard decisions have been made but the Board ensures that staff and clients can see we have their interests uppermost in our minds.

Finally, the Board of Directors would like to thank the funding bodies, the staff, volunteers and clients.

Executive Officer's Report

2012/13 has been a busy and eventful year for Hunters Hill Ryde Community Services (HHRCS). Community care services are evolving on a scale not seen for many years. Significant changes are occurring as part of the Commonwealth Government Living Longer, Living Better strategy and HHRCS is committed to meeting these new challenges.

Mission

During the year we reviewed our mission statement and the Board approved a new mission statement to guide our service into the future:

"We aim to be a respected organisation, providing dynamic services, which enable our diverse community members to realise their potential."

We are excited by the new statement and will do our best to strive to achieve it on a daily basis through our many services delivered to the local community.

Continuous Improvement

HHRCS is committed to continually reviewing and improving the services we provide to our clients and local community. As part of this commitment we reviewed and revised all policies and procedures to ensure compliance with the Community Care Common Standards.

We also published a regular Continuous Improvement Bulletin to educate staff and volunteers about new procedures and organisational improvements.

We established a Continuous Improvement Committee to review policy and procedure, identify and implement improvements, monitor and treat work health and safety and manage risk.

We participated in a quality review process with Family & Community Services called the Performance Management Review. HHRCS was commended and found to be fully compliant with all elements of the review framework.

As part of our funder requirements for Ageing, Disability & Home Care we commenced implementation of quality systems to achieve compliance with the ISO9001 Quality Management System standard and expect to achieve certification in early 2014.

Planning and Governance

Our Strategic Plan was revised and a new one developed in February 2013. The plan has a two year timeframe and identifies a number of key result areas for HHRCS in terms of future developments and systems.

The plan will be a valuable blueprint for HHRCS over the next few years.

The Board also undertook a review of Board Committees and this has resulted in the formation of the following committees:

- Finance and Operational Performance
- Governance and Risk
- Strategic

Marketing and Promotion

HHRCS invested significant time and energy into expanding our social media presence during the year. Our Facebook page was regularly updated with upcoming HHRCS or local events. We also launched a new HHRCS website with improved functionality.

In March/April 2013 we conducted a marketing campaign for our Food Services which saw a postcard being sent to residents in our LGA's to promote awareness of our Meals on Wheels program. This resulted in a number of new clients coming onto the program and increased awareness of HHRCS within the local community.

In May HHRCS attended the Hunters Hill Food & Wine Festival. Our presence at the festival with an Information Booth raised our profile with local people and gave us a unique opportunity to promote our many services. I would like to acknowledge the great team effort by Board Members, Volunteers, Managers and Staff of HHRCS in making the day such a success. We were also extremely fortunate to be the beneficiary of a large donation from the Hunters Hill Food & Wine Festival Committee and for this we are extremely grateful.

Model of Care

In 2012 we formally adopted the Enablement Model of Care for all of our community care programs. This model uses a strengths based approach to identifying and meeting clients' needs. A workshop was held to introduce the concept and a Community of Practice has been established to support staff to implement the approach as part of their service delivery. We also launched the concept of Active Ageing Champions to promote a healthy approach to ageing in our community and these case studies have been well received.

Client Feedback

Client Feedback is an important element of our approach to service improvement at HHRCS. During the year we implemented the following systems to encourage feedback:

- Tell us what you think this form seeks feedback from clients, staff and volunteers alike on ways in which our services can be improved.
- Client Satisfaction Survey significant time was spent designing a survey tool that would be user friendly and also give us valuable feedback on our services. The survey tool was piloted in July 2013 and then it will be progressively rolled out to all programs.

Conclusion

I would like to thank the Board of Directors, Management Team, Staff and Volunteers of HHRCS for their ongoing support and commitment to excellence in serving our local community.

Most Popular Reasons for HHRCS Customers Using HHRCS Services

"I love being socially active" (75% of base)



"Convenience" (39% of base)



"It helps me stay at home and be independent" (32% of base)



Segments more likely to use HHRCS service(s) for this reason:

- Male
- Under 70yrs old
- Living alone
- · Italian, Spanish, Indian, Iranian
- Involved in Volunteer Visiting, Food Services, Social Support, CALD
- Using 3 HHRCS services
- Male
- Under 70yrs old
- · Living alone
- Iranian, Italian
- Involved in Food Centres, Volunteer Visiting, Social Support
- Using 3 HHRCS services
- Male
- Under 70yrs old
- Living alone
- Iranian, Australian
- Involved in Food Services, Volunteer Visiting, Social Support
- Using 2+ HHRCS services

How Satisfied are our Customers with the Services we Deliver?

- Strong overall customer satisfaction (95%)
 - 51% of total base are 'very satisfied'
 - 44% of total base are 'satisfied'

"Provision of HHRCS Services" Statements	% who 'Strongly agree / Agree'
The services I use are organised and delivered to a high standard of quality.	87%
I have no intention of discontinuing the services I currently use.	85%
3. Staff provide me with clear information about the services offered to me.	80%
4. Staff consider my needs when planning and delivering the Program.	84%
5. Staff develop my Support Plan in consultation with me.	76%
Staff explain why changes are needed to the service provided to me.	80%
7. Staff support my wellbeing and independence.	76%

Q. Overall, how sall fied are you with the services you receive?

Q. Please indicate your level of agreement with the following statements by ticking or all ling the face that best represents your server that the services your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all ling the face that best represents your level of agreement with the following statements by ticking or all lines the face that the face

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TREASURER'S REPORT

Hunters Hill Ryde Community Services (HHRCS) for the Financial Year 2012/13 registered a record income of \$2,065,379 up some 22% on the previous financial year. This is an indication of the demand for our services together with the quality of our staff.

Unfortunately, our expenses at \$2,137,935 exceeded our income with a loss of (\$28,920) for the financial year. A number of our programs recorded significant deficits for the financial year and these programs included BIRDS, CALD, Carer Support, Community Visitors Scheme, Gladesville Social Support and InHome Respite. The balance of our programs either recorded small deficits or a small surplus.

Throughout the year we have endeavored to maintain adequate expense controls whilst retaining the quality and structure of the programs without affecting our clients.

However, as we move into the new financial year some subtle changes will have to be made to the structure of some programs so that we can maintain the quality of service to our clients within the constraints of our income.

We would like to acknowledge our principal funders in the Australian Government Department of Health and Ageing and NSW Department of Family and Community Services because without their support we would not be able to maintain our services.

There are a number of organisations who provide support to us and it is not possible to recognise them all but the City of Ryde and Hunters Hill Council are great supporters of HHRCS. We also received during the year a substantial donation from the Hunters Hill Wine & Food Festival together with CDSE grants from the local clubs which we are very thankful for.

The demand for our services continues to grow and therefore we recognise the challenge to expand our donation base so that we may assist as many clients as possible in our programs. Any donation is accepted with gratitude by HHRCS.

Mary Carey and her staff throughout the year have maintained a high quality service to our clients and we thank them for their commitment to HHRCS.

David Button - Treasurer

DEVELOPMENT COMMITTEE REPORT

The Development Committee comprises two Board Members, myself as Chair, Sharon Vincent, the President (ex Officio) and a number of community members.

The primary function is to provide proposals for initiatives for functions and/or developing new or existing services of Hunters Hill Ryde Community Services (HHRCS) with a focus on a specific community need.

This year saw the commencement of operations at the Hunters Hill Ryde Men's Shed. The Shed was officially opened in December 2012 by the Member for Lane Cove and Minister for Fair Trading, The Hon. Anthony Roberts MP. The Mayor of Hunters Hill, Cr. Richard Quinn and the Mayor of the City of Ryde, Cr. Ivan Petch also spoke at the opening which was attended by about 80 citizens.

The other major initiative of the Committee was the second annual Christmas luncheon for those in the community who the staff identify as having little other opportunity of celebrating Christmas with family and friends. We record our thanks to the residents and management of The Heritage for allowing the use of their dining and reception rooms, to the Boronia Park Mum's Choir and to the anonymous donor of Christmas gifts for each attendee.

I thank the Committee members for the generous provision of their time and work for the Committee.

Gary Traill – Chairperson

HILL SURVEY MISSION INFORMATION PROGRAMS FINANCIAL DECISIONS INTERRESTS HEREOTE SET CALD TIME FRAIL DELIVERING OF TASK FUNDS OPINION PROFILE COPING HEALTH MANAGE EDUCATE WEEK VISIBILITY PLANNING FINANCIAL DECISIONS INTERESTS HEREOTE STIVAL EXPLORATION ORGANISATION ORGANISATION

STRATEGIC ADVISORY COMMITTEE REPORT

The primary purpose of the Strategic Advisory Committee is to discuss, evaluate and analyse issues relevant to Best Practice for Hunters Hill Ryde Community Services (HHRCS).

This Committee met on three occasions during the earlier part of the year. Subsequent meetings were delayed in order to allow discussion on and ensure alignment of the Terms of Reference governing the workings of the Committee to the outcomes of the Strategic Planning Workshop held in late February 2013.

During the year a number of items previously discussed by the Committee have come to fruition. The previous exploration of the application of iPads to advance client interaction has resulted in a pilot program being initiated with ten clients involved in the use of these devices.

Due to the energies of a number of staff members, Joanne Stone (Board member) and Vivito Communications who volunteered their expertise and time, both the Facebook page and HHRCS website were commissioned mid-year.

The importance of these sites as a portal to HHRCS cannot be understated. From a practical point of view the information that can be immediately accessed by clients, potential clients and their carers is invaluable. Secondly, although no less important, is the high visibility of the capabilities and activities of HHRCS which can be accessed by our funders, sponsors and potential sponsors.

A critical task of the Committee is to identify and develop relationships with potential sponsors to support programs. The work undertaken this year both within the Strategic Advisory Committee in concert with the staff and Board members energies at the Strategic Planning Workshop positions us well for future success.

My thanks to my fellow Committee members for their energies and support.

Warren Bell – Chairperson

STATEMENT BY MEMBERS OF THE BOARD OF MANAGEMENT FOR THE YEAR ENDED 30 JUNE 2013

In the opinion of the Board the Income and Expenditure Statement, Balance Sheet and Notes to the Financial Statements:

- 1. (a) present fairly the financial position of Hunters Hill Ryde Community Services Inc. as at 30th June 2013 and its performance for the year ended on that date.
 - (b) have been prepared and presented in accordance with applicable Australian Accounting Standards and the Associations Incorporations Act (NSW).
- 2. (a) the accounts give a true and fair view of all income and expenditure with respect to fundraising appeals;
 - (b) the Balance Sheet gives a true and fair view of the state of affairs of the organisation with respect to fundraising appeals;
 - (c) the internal controls exercised by the organisation are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board of Management by:

Robert SHa

Robyn Harvey - President

David Button – Treasurer

Social Support Report

THE TEAM

In 2012/2013 the Social Support Team continued to deliver a range of diverse programs, events and short-term projects with the aim of increasing our clients' wellbeing, independence and participation in the community.

Maria Maguire - Social Support Team Leader.



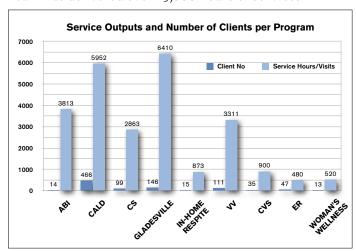
HIGHLIGHTS OF THE YEAR

Through adopting the Enablement Model of Care to service delivery, we worked with our clients developing the opportunity to be actively involved in identifying what is important and meaningful to them, participating alongside our staff and volunteers in achieving their goals.

- 10 Social Support Acquired Brain Injury (SS-ABI) clients enjoyed a range of challenging interactive activities on their annual weekend away.
- Carers from four diverse groups identified information and education topics to support them in fulfilling and enhancing their caring role, such as Strategies for Behavioural Issues.
- 16 Blandville Court residents participated in English classes facilitated by a professional teacher and supported by native English speaking Blandville Court residents.
- Supporting four Social Support Gladesville clients to share their skills and knowledge through facilitating small interest groups such as painting, healthy cooking and handicrafts. These groups regularly attract over 40 participants.
- Increasing the number of Culturally and Linguistically Diverse (CALD) clients seeking individual support.
- Publishing stories of our Active Ageing Champions who shared their positive ageing secrets with us.
- Supporting local women to stay physically active and socially connected through the Women's Wellness Group's weekly activity.
- Helping over 50 families and individuals to overcome temporary financial struggles and alleviate the burden of illness, job loss and rental or tenancy stress through the provision of the Emergency Relief Services.

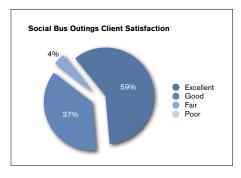
FACTS AND FIGURES

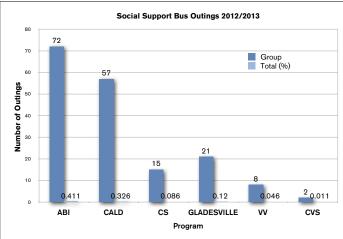
During the 2012/2013 Financial Year the Social Support Team has delivered over 25,000 hours of services.



BUS OUTINGS

Bus Outings are much anticipated events on our monthly calendars, and a highlight for many of our clients. The destinations are chosen on selection criteria such as accessibility, service quality rating and clients' suggestions. We make sure to include culturally specific destinations that are tailored to our clients' needs and interests.





CLIENT FEEDBACK

The Magic Moments – Our staff and volunteers work with dedication and enthusiasm, which is further encouraged by the positive feedback from our clients.

Volunteer Visiting:

"I had been feeling a bit lonely and depressed as a lot of my friends had passed away and I didn't get out as much, then Robyn started to visit ... she is so delightful, the hour goes very quickly ... she gives me something to look forward to."

SS CALD, Iranian Ladies Group:

"Although we have lived in Sydney for more than two decades our Social Support Outing is always a nice surprise."

Carer Support:

"Thank you so much, you (Carer Support Coordinator) are a wonderful source of information and very supportive to all of us."

PARTNERSHIPS

We strive to build a strong, healthy and resilient service that provides opportunities for all members of our diverse community. In partnership with other local organisations, business and individuals who share our values and passion for community work, our staff and volunteers continue to develop and improve the services we offer.

We partnered with:

- Australian College of Applied Psychology in delivering a course of Cognitive Behaviour Therapy sessions for carers to help them develop their coping and stress management skills
- Accredited Art Therapist in delivering a course of art sessions for clients living with mental health illness to foster the understanding of self and creative expression
- Novartis Corporate Volunteers to provide much needed help with home and garden maintenance in carers' homes
- Macquarie University in providing 32 Masters Interpreting and Translating students who provided over 400 hours of interpreting and translating for the Social Support Gladesville Program
- Housing NSW and Hunters Hill Council in developing 'Welcome to Our Community' package for the new Housing NSW tenants in Hunters Hill LGA
- Golden Girls, the Chinese Traditional Dancing Group in providing entertainment at a number of Community Celebrations.

AWARDS

Northern Sydney Community Award

- SS-ABI Program for the Community Group of the Year Award
- Jeonming Park Korean Cockatoos Community Group leader for outstanding contribution to the community

City of Ryde Volunteer Award

• Janine Hannan for 15 years of Volunteer Visiting service

Community Support Services Report



THE TEAM

The Community Support team is a dedicated team of staff and volunteers who are always striving to provide a quality service to all our clients. Through their commitment and professionalism, Food Services, the Day Centre and Transport Services continue to enhance independence for the elderly, frail and people with a disability living in the Ryde and Hunters Hill Local Government Areas.

Anna Buddo - Community Support Team Leader

FOOD SERVICES

The Food Services team has worked very hard to increase the number of home delivered meals resulting in a 25% increase. Our clients are very satisfied with the meals we offer and we regularly receive positive feedback regarding how tasty these meals are. Food Services is also providing a wider variety of meals by offering salads, finger food packs and delicious soups.

In March 2013 we held a Seniors Day lunch for 22 guests. Those who attended really enjoyed the food, friendship and entertainment. In December 2012 we held a special Christmas Luncheon at The Heritage for clients who would otherwise not be able to celebrate with family or friends over the festive period. This was very well received by guests who attended, as they enjoyed a delightful Christmas lunch which was provided by Ku-ring-gai Meals on Wheels, whilst listening to Christmas Carols sung by the Boronia Park Mamma's choir.

Highlights:

- Increased number of home delivered meals
- Introduction of salads, finger food packs and soups

FACTS AND FIGURES:
16,071 MEALS WERE DELIVERED BY 79 VOLUNTEERS
5,805 CENTRE BASED MEALS



DAY CENTRE

The Day Centres provide Centre based Day Care to frail aged, frail aged people with dementia and to Cantonese frail aged living in the Ryde and Hunters Hill Local Government areas. To increase our outputs within the same resources the Day Centre has a new initiative called "Men about Town".

Fortnightly every Tuesday the bus driver and the Outreach Coordinator take a group of men on an outing. To date they have been ten pin bowling, played croquet, had a tour of the ABC and there are many more exciting adventures planned.

The Day Centre was very fortunate to receive a Community Development & Support Expenditure Scheme (CDSE) grant to purchase three Asus Android tablets for the use of the clients. Clients are learning how to play games, look at photos and listen to music – we like to call it 'ther-appy'!

Highlights:

• Men about Town initiative

TRANSPORT

The internal bus hire within Hunters Hill Ryde Community Services (HHRCS) continues to expand, with demand for buses and drivers within our programs at times stretching our resources. We have been fortunate enough to obtain the services of additional suitable volunteer drivers throughout the year and a big thank you goes out to them. As of January 2013 all external bus hirers signed terms and conditions of hire with HHRCS to ensure hirers clearly understood the terms of bus use. This has resulted in a decrease in external bus hire for the year.

The Tuesday trips which have been operated by this organisation for more than 20 years, once again have remained popular with clients. With the introduction of the venue assessment we now have a record of the most popular venues where client satisfaction is excellent. This means the program can be improved to ensure trips are to a quality venue.

Highlights

- HHRCS retired bus driver Arthur McKenzie named City of Ryde "Volunteer of the Year"
- Fitting of the lap sash belts to improve safety for the clients
- Purchase of a new bus for the Woolwich Day Centre

FACTS AND FIGURES:

CLIENTS ATTENDED THE DAY CENTRES
FOR A TOTAL OF 2,4534 HOURS
52 REFERRALS
DAY CENTRE VOLUNTEERS PROVIDED
1.449 HOURS OF HELP

FACTS AND FIGURES:

1,537 ATTENDANCES ON SOCIAL BUS OUTINGS
167 EXTERNAL PEOPLE HIRED THE BUSES
621 TRIPS FOR HHRCS

Volunteers 2012-13

Ieff Adams Cate Alder Lyn Alfoldi Tonia Amy William Anschau Melinda Arthur Vivian Au Veronica Barbagallo Kristina barisic Leonie Barrett Francesco Basile Tina Basile Kris Bate Betty Benjamin Adam Bentvelzen Pat Birch Liz Bogatai Pat Borosh Margaret Bradbery Ann Buckley Kenneth Burkett Marguerite Burkett Penny Bursil Elysha Burton Rita Butt Tanya Byak Betty Byrd Jan Cairns Eva Chan Patricia Chatfield Peter Chatfield Da Wei Chen Marina Cincotta Catherine Clark Alex Collins

Elizabeth Conterno

Donna Cook

Tracey Cooper Sylvia Cordiner Lyn Cosandey Jocelyn Curteis Sarah David Don Davidson Dorothy Davidson Jeff Digby Judy Edmiston Audrey Evans Milli Falconi Glenda Fraser Laura Garretty Lynette Garrick Giant Steps Sarah Grant Margaret Greenland Denise Gribble Ianine Hannan Tim Hawcroft Sisi Heidari Candice Hersch Sonja Heyworth Anthea Hickey Irena Hitchings Leila Hogan Bob Holland Laura Holliday Pamela Horton Patricia Horton Bob Ironside Julio Jibaja Kerry Jolly Patricia Jones Frances Kelly

Margaret Kennedy

Phil Kennedy

Tom Kiat Joy Kim William King Lorena Kovac Becky Kwan Kathleen Labbozzetta Grace Lau Janice Lee Jane Lehmann Adelaide Lehmann Yun Kam (Willa) Li Shirley Lim Rod Lloyd Henry Lo Linda Lucey Bruce Luscombe Dawn Luscombe Derek MacRae Ching Mai Ting Linda Mariasson Meg Marshall Eulalia Mayford Deborah McDonald Ruth McConnell Sarah McCrory Kevin McDonald Denise Medley Fatima Mehryar Morena Melograna-Bernleitner Janel Mickels Christine Miller Hasan Molana Joe Molla Kylie Muga Chhanda Mukherjee

Janet Muscat

Pat Nash

Teresa Navarro Robyn Newbery Narelle Nielson Paula Nigem Michele Nikles Zahira Noor Peter O'Neill Robert Ortado Sebastiana Pagliaro Brian Philpott Vanessa Pino Alex Potts Angela Pozzolungo Patricia Poircuitte Nina Prakash Mike Prendergast Alex Radburn Lorraine Reakes Daine Reardon Io Redfern Ross Redfern Anne Richards Alan Richards Patricia Ricketts Catherine Roach Beryl Robinson Marguerite Robinson Dorothy Roselli Elizabeth Rowe Lena Ruggero Adrienne Ryan Jessica Sailah Heidari Sakineh Stephen Sanderson Lenny Santoso Sr Anne Saunders

Peter Scheidegger

Christine Schirato Susan Schumacher Sharon Scott Maura Seeto Jonathan Selby Milica Seric Jenny Shaw Alison Shillington Nalyn Sirivivatnanon Tom Skiadopoulos Stella Small Jenny Smith Susan Spencer Dafna Stern Karey Story Nola Strom Annette Sturt Sunshine Homes Phyllis Tay Kathy Thompson Kristen Thompson Cheryl Toh Dick Totten Tasha Trivedi Syd Twist Margaret Walsh Lillian Wang Alison Wardropper Margaret Wengel Peter Westcott Sharon Whitbourn Fred Widmer Angela Yiannikas Lucy Young Yoon Barry Young Jamila Zhang

Jean Jing Yu Xu



Your Board of Management presents their report on Hunters Hill Ryde Community Services Inc's activities for the year ended 30 June 2013.

A copy of the 2012-2013 Financial Statements and auditor's independent declaration is available at the Annual General Meeting on Wednesday 18 September, 2013 or on request.

HUNTERS HILL RYDE COMMUNITY SERVICES

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