



LinC Church Services Network National Inc.
IA No. 0022598N, ABN 23 057 449 199

2020-21 ANNUAL REPORT

Presented at the AGM on 27 November 2021

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LinC National President's Report 2021

Marylin Leermakers
LinC National President

The challenges of the COVID Pandemic have sadly continued through to 2021, despite early optimism that the worst was over at the close of 2020. COVID Normal plans have had to be deferred for yet another year as Affiliates have developed responses to the current situation. For some Affiliates this has meant reduced capacity to deliver services whilst for others, there have been opportunities to develop new ways of meeting the needs of community members.

For LinC National, it has been a time of planning, reflection on our Purpose and Objectives, the development of a Strategic Plan and the delivery of NeighbourLinC to address the other pandemic – Loneliness.

LinC National's Purposes

The Board has spent time reflecting on exactly how we can achieve our stated Purpose and have put together a list of specific objectives to achieve our purpose.

Primary Purpose (as stated in our Constitution)

- to relieve and alleviate suffering, poverty and distress in Australia by empowering Christians to express practical compassion and love to the poor and needy in the name of Jesus Christ.

Secondary Purposes

- To encourage the development of referral centres
- To be a governing body supporting, encouraging and uniting all LinC Affiliates;
- To provide a communication point and set common core policies, core procedures, and the LinC Core Values

Our Objectives

Aligned to the Strategic Plan, these objectives describe how we will achieve our purposes:

1. *To establish new LinC Affiliates (when COVID- Safe and resourced to do so)*
2. *To provide support and assistance to LinC Affiliate Operations*
 - Secure umbrella Insurance policies for Affiliates
 - Develop quality projects, resources and training for implementation in Affiliates
 - Provide support and resources to Affiliates in grant-writing, Affiliate growth and management.
 - To strengthen the Affiliate network through regular communication via phone calls, emails and resources.
 - To motivate, encourage and unite Affiliates through Newsletters, Monthly Prayer Calendar and Conferences

- To assist Affiliates sustain their work and impact through feedback on Affiliate health and advice and assistance as needed.
3. *To increase opportunities for church members to volunteer.*
 - In response to current needs research and assessment, develop projects and resources to engage new and existing volunteers in new ways to volunteer.
 - Provide motivational recruitment resources for church and volunteer recruitment.
 4. *To work collaboratively with local churches and agencies*
 - Provide Affiliates with quality resources to assist them in communicating with local churches and agencies.
 - Develop resources to motivate churches to establish LinC Networks in their local communities.

Staffing: NeighbourLinC Project Coordinator

LinC National has been blessed this year to have Jane Hathaway employed for one day per week to coordinate the implementation of NeighbourLinC. We are most grateful for the generous financial support of a donor which has enabled us to offer Jane employment. Jane worked as a volunteer throughout 2020 to develop all the project resources ready for this year's rollout of NeighbourLinC first stage – LinC CALL. We are thankful for Jane's professionalism and dedication as well as the many additional hours she has volunteered for LinC National. Jane has also been instrumental in contributing to the development of our Strategic Plan and its implementation.

Our Strategic Plan

The Strategic Plan was developed in response to the LinC National Review (2019) outcomes. Through our Strategic Plan, LinC National seeks to improve the unity, capacity and connectedness of churches within their communities & improve the outcomes and experience of vulnerable people in their neighbourhoods. LinC National will continue to support and encourage all the services currently provided by LinC Affiliates, as well as strongly encourage the implementation of NeighbourLinC.

We have identified our top 4 Priorities as tabled below:

Top Four Priorities	Indicators & Measures of Success
1. Sustainability	Ongoing funding, sustainability and succession plan
2. Energising	Enable LinC growth & promotion opportunities
3. Extending	Extend LinC focus to enable a comprehensive response to gaps in current social issues
4. Supporting	Strengthen ongoing relationships with existing Affiliate Boards and leadership.

Some communication initiatives

- Our updated website – lincnational.org.au – for information on LinC and

- NeighbourLinC project and the opportunity to donate to LinC National online.
- LinC National Newsletter which will be published 3 times per year
 - Monthly Prayer Calendar which features one Affiliate per month and is distributed through all Affiliates. A great resource for sharing prayer needs and praise points

Thank you

To all those volunteers, local Affiliate Boards and churches that make up the wider LinC Network. Your gifts of time, love and compassion extended to people in your communities are truly appreciated. You make a difference in the Name of Christ!

Special thanks to the LinC National Board Members and Project Coordinator for your dedication, time and prayerful consideration as we have reflected, made decisions and sought God's leading in the way forward for LinC National.

LINC NATIONAL (LN) AGM PROJECT COORDINATOR REPORT 2020-2021

Jane Hathaway

NEIGHBOURLINC PROJECT 2020-2021

NEIGHBOURLINC OVERVIEW

NeighbourLinC is a new LinC ministry which enables LinC church members to expand their demonstration of Christ's love to people in local neighbourhoods. It is a social connection ministry which fosters long-term friendships versus a short-term, as-needs approach. It is designed to enable LinC Affiliates to focus on combatting loneliness which has been identified as an epidemic in Australia. Due to Covid impacts, NeighbourLinC was designed in two stages:

Stage 1. LinC CALL- for developing friendships between matched neighbours and LinC volunteer neighbours to enable safe, weekly phone/online contact from the comfort of people's own homes.

Stage 2. LinC UPs - for enabling lonely neighbours and LinC volunteer neighbours to participate together in a range of special interest, social activities, and experience ongoing, regular, reciprocal friendships with other neighbours in local community settings.

2020: OPERATIONS, RESOURCES & TRAINING DEVELOPMENT

OPERATIONS: NeighbourLinC was created to operate through normal coordination processes used by LinC Affiliates to deliver their other ministries.

RESOURCES & TRAINING DEVELOPMENT: The 2020 focus was to develop a comprehensive LinC CALL Resources Toolkit to assist LinC Affiliate implementation. The resources provide a simple, achievable way to prepare, equip and mobilise affiliates to coordinate LinC CALL. Resources include:

- Promotional information - customised affiliate brochures , church promotional material and LinC National website updates
- Recruitment Templates, Tips & Social Media Information
- Registration Templates & a LinC CALL Registration & Matching Database
- Training & Operation Resources

2021: LINC CALL LAUNCH

PROMOTION & CONSULTATION: LinC CALL was launched in 2021 through a range of promotional communications, presentations and consultations to ascertain LinC Affiliate interest, capability, and uptake.

INITIAL UPTAKE: Four LinC Affiliates embraced the LinC CALL ministry and are currently at varying levels of preparation and implementation. These affiliates are LinC Alstonville, LinC Warringah, LinC Manningham & LinC Whitehorse.

TRAINING: LinC National provides LinC CALL Coordination Training and LinC CALL Volunteer Training. LinC CALL Zoom Coordination training was provided to LinC Warringah, LinC Manningham & LinC Whitehorse. LinC Alstonville is waiting for face-to-face Coordination and Volunteer training, when Covid safe to do so.

SUPPORT & FOLLOW UP: LinC National Coordination provides ongoing support and follow up. This includes consultation, follow up information, further resource development, organisation and delivery of resource printing.

2021: CURRENT LINC CALL STATUS

LinC Manningham: LinC CALL has been fully implemented with 14 volunteers and 14 neighbours have been registered & matched with friendship calls commencing at the beginning of November.

LinC Alstonville: Face-to-face Coordination and Volunteer training have been rescheduled due to Covid restrictions. It is anticipated training will be delivered early in 2022.

LinC Warringah: LinC CALL Coordination Team and Volunteer training for an initial few were completed in November. Further training is scheduled for January for a February 2022 start.

LinC Whitehorse: LinC CALL Coordination Team training has been completed and Volunteer training for 26 volunteers is scheduled for November 28 with the hope that befriending can start before Christmas.

The Covid pandemic showed LinC's ability to create opportunities, such as NeighbourLinC, to respond to people's unmet needs. While a new project inevitably presents challenges, it also highlights strengths as follows:

KEY CHALLENGES:

1. The Project Coordination role required a considerable time commitment (4-5 days per week)
2. Covid restrictions impacted timing, volunteer recruitment and adapting training to Zoom.

KEY STRENGTHS:

1. LinC CALL is able to be easily integrated into different affiliate operational processes.
2. The team approach strengthens motivation and unity of purpose to implement LinC CALL.
3. Planning and implementation are enhanced by participants' enthusiasm, flexibility and capability.
4. NeighbourLinC is able to be well supported in every aspect of implementation and ongoing operations, through current local affiliate and LinC National support processes.
5. Existing volunteers, current and past clients, provide an excellent base for building LinC CALL.
6. LinC CALL is able to start making a difference with small numbers & grow as promotion, capacity building through new volunteer recruitment and Covid restrictions allow.

2020-2021: OTHER LN PROJECT COORDINATOR COMPLETED TASKS

1. Consulted with LN Board to develop and deliver the LN 2021-2023 Strategic Plan.
2. Supplied a database of regional church contacts, demographics and referral sources for eleven affiliates.
3. Developed and produced 5 monthly LN 2021 Prayer Calendars.
4. Co-produced the design and supplied content for the first two 2021 LN Newsletters.
5. Sourced national and local grant opportunities, completed applications & provided affiliate assistance.
6. Redesigned & updated LN Website content and information throughout 2020-2021.

LN PROJECT COORDINATION: MEETING EXPECTED LN STRATEGIC PLAN OUTCOMES

1. Sustainability of LinC Affiliates is being facilitated by the implementation of LinC CALL in 4 affiliates.
2. Recruitment of new volunteers is being enabled by NeighbourLinC's focus on recruiting younger volunteers.
3. Reducing the incidence of loneliness is being achieved through the four Affiliates already engaged with LinC CALL.
4. Regular communication with affiliates is being conducted via project consultation, website updating, Board meeting reports, Zoom Board meeting attendance, emails, LN Prayer Calendars & LN Newsletters.

2021-2022 LN PROJECT COORDINATION: ACHIEVING LN STRATEGIC PLAN GOALS

(As funding & Covid situations allow)

VISION	LinC Affiliates address the 'Loneliness Pandemic' by showing 'Christ's love in action'
LN STRATEGIC GOALS	EXPECTED PROJECT OUTCOMES
1. Maximise Sustainability	<ul style="list-style-type: none"> Affiliates actively recruit younger generation church volunteers (18+) for NeighbourLinC. Affiliates mentor and offer leadership position opportunities to younger NeighbourLinC volunteers.
2. Energise growth & promotion opportunities	<ul style="list-style-type: none"> LN Coordinator promotes LinC CALL & LinC UP uptake in LinC Affiliates, plus encourages & resources the development, promotion and implementation of community setting LinC UPs for affiliates who have implemented LinC CALL. Affiliates present the NeighbourLinC vision to churches personally, via email, church publications & websites. Affiliates raise awareness re NeighbourLinC in local communities and collaborate with community organisations and groups to achieve new, long-term, sustainable befriending outcomes. Affiliates utilise LN promotional resources for LinC CALL & LinC UPs.
3. Extend LinC model to respond to current social needs	<ul style="list-style-type: none"> LN Coordinator facilitates full LinC CALL implementation in Alstonville, supports Manningham, Warringah & Whitehorse in 2022 to combat loneliness. LN Coordinator completes LinC UP resources and training for Affiliates. Affiliates increase lonely neighbour awareness and participation in NeighbourLinC to create confidence and access to ongoing friendships Affiliates proactively create younger NeighbourLinC volunteer opportunities for befriending lonely neighbour peers & older people, helping with IT admin & NeighbourLinC online promotion, helping increase older LinC volunteer IT literacy, planning special neighbour interest activities, developing intergenerational social connections & gaining leadership experience.
4. Support & Strengthen Relationships	<p>LN Coordinator continues additional provision of:</p> <ul style="list-style-type: none"> Ongoing consultation, communication, resources and support to local affiliate boards to enable successful NeighbourLinC implementation. Communication via LN Prayer Calendars & Newsletters. Communication via LN Board reports & strategic plan data outcomes. Grant application assistance, other resources & website updates for affiliates.

ON A PERSONAL NOTE: It has been a real privilege to develop and coordinate the delivery of NeighbourLinC stage 1: LinC CALL to four affiliates so far. Serving alongside people in these affiliates has been an honour. Trusting in God's love, purpose, guidance and timing for affiliate LinC CALL implementation has been my source of strength. God's transformation of lonely people's lives and those who befriend them has been a primary motivation for me. Thus, my hope for 2022 is that other affiliates will adopt the NeighbourLinC ministry to provide a mighty combined church witness of God's love in action and a significant reduction in neighbour loneliness across Australia.

Administration Report for the LinC National AGM– 27 November 2021

LinC National Board membership 2020-21

The Board membership remained the same as in 2019-20, as follows.

Position	Name	From Affiliate
President	Marilyn Leermakers	Yarra Valley
Vice-President	Bruce McLaren	Warringah
Treasurer	Theresa Chew	Whitehorse
Secretary	Peter Fagg	Whitehorse
NSW representatives	Mark Quilligan & Bruce McLaren	Alstonville & Warringah
VIC representatives	Janet van Leerdam & Peter Fagg	Manningham & Whitehorse
QLD representatives	Peter Taylor & Wendy Grech	Bayside
WA representatives	nil	

Board meetings

During 1 October 2020 - 30 September 2021, 7 Board meetings were held. The meeting on 14 October 2020 was a Special Meeting specifically to discuss the draft strategy and the honorarium for Jane Hathaway. A meeting of the Fundraising Committee was held on 10 November 2020.

All meetings were held using the video conferencing system Zoom. Bi-monthly reports from the Treasurer, the Project Coordinator and each Affiliate were received at each meeting.

The 2019-20 AGM, attended by 12 members, was held by Zoom on 5 December 2020.

LinC National membership and volunteer numbers

As at November 2021 the number of LN members was 42 (see table below), a decrease of 3 over last year, and the total number of registered volunteers was about 400. There were 11 active Affiliates and 1 inactive Affiliate (Logan).

Affiliate	State	No. of LinC National members
Alstonville	NSW	5
Bayside	QLD	5
Canning	WA	3
Eltham	VIC	2
Hornsby	NSW	2
Logan	QLD	3
Manningham	VIC	7
Northern	VIC	1
Pine Rivers	QLD	2
Warringah	NSW	7
Whitehorse	VIC	4
Yarra Valley	VIC	4
Total		42

Note - All Chairpersons are automatically members.

Re-establishment of Affiliate

The Board of LinC Logan (Qld) is attempting to re-establish this Affiliate by meeting with church leaders in the Logan area, but COVID-19 restrictions have severely limited this plan.

Establishment of new Affiliates

No new Affiliates were established in 2020-21.

However, after a query from a minister in Queensland, a booklet was prepared to guide the establishment of new Affiliates.

Review of LinC's Operations and Structure in 2019

Conducted by Dr Neville Carr, the Review's objectives were to:

1. Study the operations and structure of LinC at the local and the national level, identifying why many Affiliates are struggling to survive.
2. Make recommendations to the Board designed to strengthen both existing Affiliates and establish new Affiliates, and to strengthen the national management and structure of LinC.

Dr Carr's 2019 report resulted 18 specific recommendations for the Board and 17 specific recommendations/suggestions for Affiliates to consider. The results of these considerations are yet to be finally analysed. The appointments of a National Director and Chaplain are still on hold, pending these results.

The reports by the President and the Project Co-ordinator summarise the great work that has been built on the general outcomes of the Review.

Insurance

Policies for Public Liability and Personal Accident & Sickness for 9 Affiliates were renewed with Marsh Advantage. We also arranged Association Liability with Aon, after Marsh said that each Affiliate needed to take out their own, very expensive, insurance. Certificates of Currency were supplied to each Affiliate for 2020-21.

Website

Thanks to Anthony Leermakers our website (www.lincnational.org.au) was significantly updated in mid-2020, and a new hosting company was found. The *NeighbourLinC* program is described and the new Strategic Plan is also included.

Financial matters

Mrs Theresa Chew has carefully maintained the financial records, including paying wages and superannuation for Jane Hathaway. She has also been diligent in sending out invoices to Affiliates for affiliation and insurance dues. Changing banks to the Bendigo Bank from the Commonwealth Bank has made for easier banking operations. **See her separate report.**

Peter Fagg

Secretary, LinC National

What good is it, my brothers, if a man claims to have faith but has no deeds? Faith by itself, if it is not accompanied by action, is dead. James 2:14, 17

FINANCIAL REPORT
YEAR ENDED 30th SEPTEMBER 2021

Overall Results for the Year 2020-2021

The year ended with a profit of \$2,336 compared to a loss of \$709 last financial year, which was close to the budgeted outcome. Our bank balance closed at \$18,369 compared to \$15,883 last year.

We received a one-off donation of \$12,000 this year in order to fund our part time Project Co-ordinator, Jane Hathaway from January to December 2021. For the voluntary work that Jane performed in 2020, the Board decided to give her an honorarium payment of \$2,000. During the year, we managed to save about \$2,000 on insurance premiums due to a change in Insurer for Association Liability.

LinC National's income was derived mainly from fees and insurance repayments from Affiliates, membership fees, donations and (very low) bank interest from a temporary term deposit. Our main expenditure was for wages, insurance and administration costs. 'Office supplies' increased, mainly due to the purchase of a new laptop computer. 'Affiliate and Insurance Dues' income comprised (a) licence and affiliation fees, and (b) re-imbursment of LinC National which paid the insurance premiums for Public Liability, Personal Accident and Association's Liability for 9 Affiliates.

Auditing

We want to record our sincere thanks to our auditor Doug Mitchell of Mitchell Wilson, Chartered Accountants for performing the audit as an honorary service. This is the second year that Michell Wilson has audited our accounts. The third page shows the sign-off by the auditor. The full audited report is available on request.

Next Financial Year Outlook

We will be able to employ our part-time Project Co-ordinator until the end of 2021, but from January 2022, unless we are able to significantly increase our income by way of donations/grants, we will not be able to continue to pay for this or any other position. We have budgeted for \$1500 for interstate travel, but this could be offset by extra income from LinC Call training fees.

Conclusion

Thank you for this opportunity to serve as Treasurer of LinC National. May God continue to bless the amazing work done by all our Affiliates and give us wisdom to serve Him better.

In His Service,
Theresa Chew

Hon. Treasurer, LinC National Inc.

LINC CHURCH SERVICES NETWORK (NATIONAL) INC
A.B.N. 23 057 449 199

PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	2021	2020
	\$	\$
INCOME		
Affiliate and Insurance Dues	9,343	10,348
Donations	13,067	929
Other Income	1,364	0
Interest	100	124
Membership Fees	536	350
	24,410	11,751
EXPENSES		
Administration	0	60
Annual Meeting	0	1,913
Honorarium	2,000	0
Insurance	6,600	8,663
Office supplies	2,544	270
Professional Fees	0	282
Salary and Wages	9,813	0
Subscriptions	717	626
Telephone	400	210
Travelling Expenses	0	436
	22,074	12,460
Operating profit (loss)	2,336	(709)

INCOME STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Note	2021	2020
		\$	\$
Profit (loss) for the year		2,336	(709)
Retained earnings at the beginning of the financial year		15,898	16,607
Profit attributable to the association		18,234	15,898

BALANCE SHEET
AS AT 30 SEPTEMBER 2021

	Note	2019	2020
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	18,369	15,883
Receivables	3	0	15
TOTAL CURRENT ASSETS		18,369	15,898
CURRENT LIABILITIES			
Payables	3	135	0
NET ASSETS		18,234	15,898
EQUITY			
Retained earnings		18,234	15,898
TOTAL EQUITY		18,234	15,898

**AUDITORS' INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE BOARD MEMBERS
LINC CHURCH SERVICES NETWORK (NATIONAL) INC**

We declare that, to the best of our knowledge and belief, during the year ended 30 September 2021 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Associations Incorporation Reform Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm: Mitchell Wilson
Chartered Accountants



Doug Mitchell

Address: 261-271 Wattleree Road, Malvern VIC 3144

Dated this 28day of October 2021