



Riverwood Community Centre Ltd

Annual Report 2012-2013



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Pictures of Riverwood
Community Centre from our
OOSH kids

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Annie Organ
**Chairperson's
Report**

I wish the incoming board great success in the next 12 months. May our Centre grow from strength to strength, as we approach our 40th anniversary.
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Pauline Gallagher
**Chief Executive
Officer's Report**

Please read this report and note the many statistics provided which will give you an understanding of this Centre's commitment to this community.
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Rohena Round
**Neighbourhood
Centre Report**

The Neighbourhood Centre is a Community Hub under Department of Family and Community Services, Community Builders Renewable Funding. We are one of the few Neighbourhood Centres in our area with an open door policy. Have a look at how many people we assist in an average month, and the variety of activities.
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Housing Services' Report

RCC's Housing Services are funded by Department of Family and Community Services, Housing NSW and include CSSTPRS & HCP.

CSSTPRS covers:

St George, Sutherland
Eastern Suburbs,
Canterbury to the Inner West

HCP covers:

Riverwood Housing Estate,
Off-Estate: complexes
in Narwee, Roselands &
Riverwood

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Children, Youth & Family Support Services' Report

Child, Youth and Family Support Service is funded mainly by Dept Family and Community Services under the Early Intervention and Placement Prevention program (EIPP). The service supports families and children up to 18 years of age with low to medium risk providing support and assistance, advocacy, referrals and case management including home visiting and parenting programs as well as educational workshops.

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Riverwood/ Canterbury Aged and Disability Support Service (RCADSS) Report

RCADSS is funded under the HACC program to provide practical and social support services to eligible clients (frail aged and younger people with disabilities and their carers) living in the Canterbury LGA.

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Partnerships & Networks

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Our three Centres:

RCC, PCC & CSSTPRS

Graphic Designer:

Jessica Cai

Editor: Rohena Round

Chairperson's Report 2013



I am proud to say that all Directors of Riverwood Community Centre have carried out their responsibilities with enthusiasm and commitment and I would like to thank and congratulate them for a successful first year as a company limited by guarantee.

Annie Organ

Chairperson's Report 2013

Riverwood Community Centre is now a company limited by guarantee. With the new setup come extra duties and responsibilities for all Directors and our CEO. These new regulations derive both from general law and from legislation in particular the Corporations Act 2001. This legislation is administered by ASIC and is a requirement for our Centre because of our stronger financial position.

As Directors of a not-for profit organisation we have the duties of good faith and loyalty to this organisation, to exercise care and skill in carrying out our roles and to prevent insolvent trading of this Centre.

I am proud to say that all Directors of Riverwood Community Centre have carried out their responsibilities with enthusiasm and commitment and I would like to thank and congratulate them for a successful first year as a company limited by guarantee.

Our CEO, Pauline Gallagher, has had her role better defined and has worked very well in carrying out a heavier workload. I must mention that RCC is a lucky community centre to be governed by a dedicated Board of Directors, managed by a committed CEO in Pauline Gallagher, a highly experienced manager in Sue Ashcroft, supported by a tremendous group of workers in administration and service delivery, and last but not least an army of selfless and generous volunteers. I applaud the high standard of commitment of

everyone involved in the delivery of various services to our multicultural community. In the interest of our community we are always on the search to broaden our services. Funds are not always guaranteed and I would like to extend my gratitude to our current funding bodies for their continued support. I would also like to thank Payce Communities for their ongoing participation in our community. To the Emergency Services, such as the Police from Campsie Local Area Command, I thank them for taking care of us. Your efforts to make our community safe are highly admired. To all other generous donors I say a big 'Thank –You'.

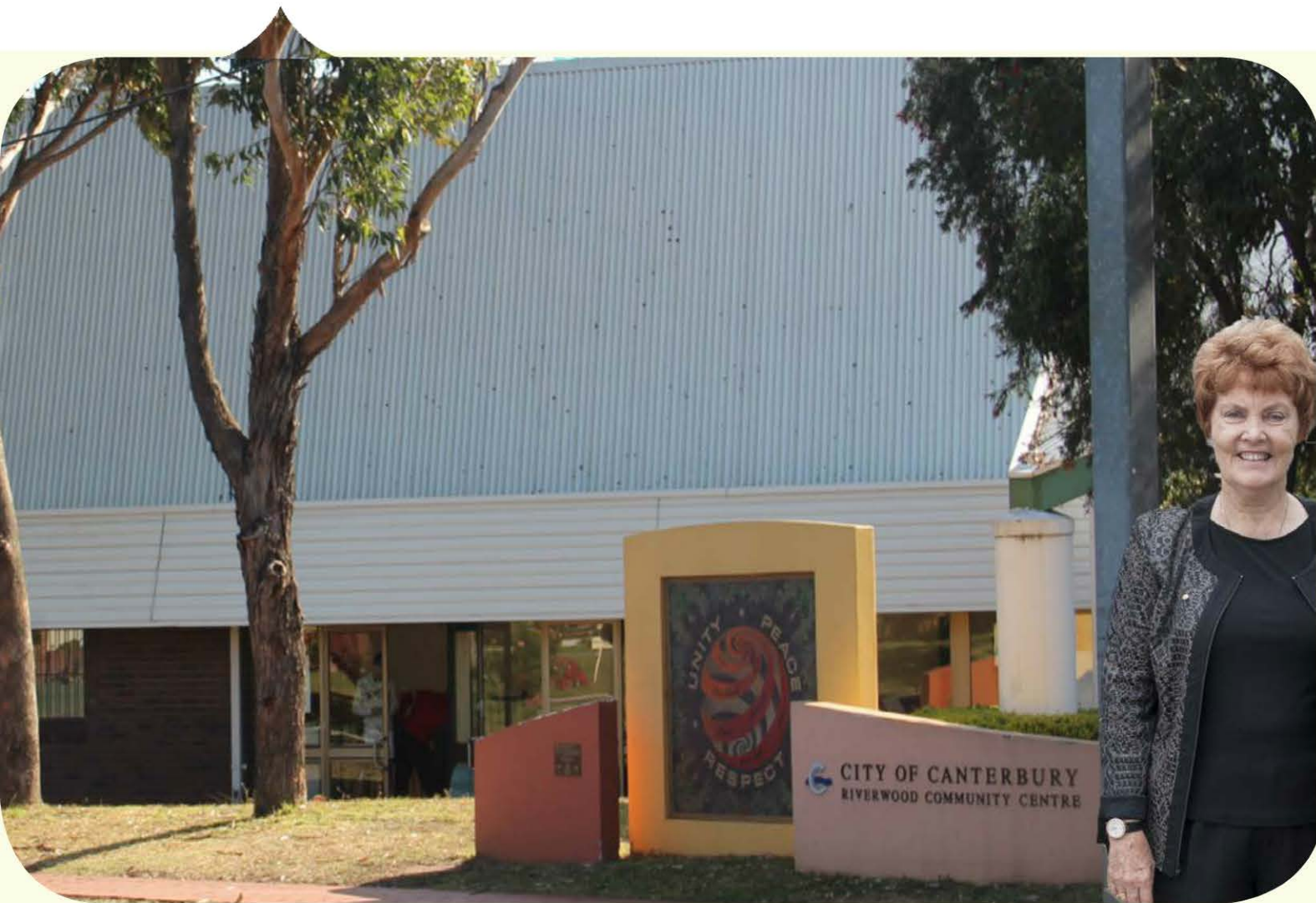
Our Punchbowl Community Centre is slowly gaining ground, as more groups are using the Centre, and we have also established various services to cater for the needs of the local community. We are now financially more stable.

As this will be my last report as a Chairperson I would like to thank the supportive Board and Management Committee who have worked with me for the last four years as President.

I wish the incoming Board great success in the next 12 months. May our Centre grow from strength to strength, as we approach our 40th Anniversary.

Annie Organ

Chief Executive Officer's Report



Pauline Gallagher
CEO

The staff work incredibly hard as you can see from the statistics and the activities described in the Annual Report. Along with the volunteers and the Board we meet the needs of our community to a high standard.



Chief Executive Officer's Report

What a year it has been, with the requirements of the Corporation Act due to becoming a company, and changing from ASIC (Australian Securities Investment Council) to the newly formed ACNC (Australian Charities and Not-for-Profit Commission). A new constitution is to be presented at the Annual General Meeting. We are also working on our Strategic Plan, which will be completed by April next year, and the changes to requirements of operating and managing the Childcare Centre and OOSH services under the NQF (National Quality Framework) standards.

So what does this mean in plain language? The organisation is on a continuum of developing new policies and procedures. The Board of Directors will undertake intensive training in the coming year in regards to governance issues. Workers will undertake more training and responsibilities and will undergo more scrutiny in the performance of their roles as required by funding bodies and the ACNC.

We were also assessed by DOHA (Department of Health and Ageing) who fund the majority of our HACC services. Two consultants spent three days checking our documentation, policy and procedures and talking with clients and staff about performance satisfaction. I am happy to report that there were only small details to be rectified.



Former Prime Minister, Julia Gillard, visits RCC



Home Power Savings Program Celebration



Immigration & Citizenship Minister visits



Chief Executive Officer's Report

The work of Riverwood Community Centre has been made possible by the contributions and support of these State Government Departments:
NSW Family & Community Services – Community Services
NSW Family & Community Services – Housing NSW
NSW Family & Community Services – Ageing, Disability & Home Care
NSW Department of Education and Communities

And
Federal Government Departments:
Department of Health & Ageing
Active After-school Communities

And other small grants

Canterbury City Council has provided the buildings for Riverwood and Punchbowl Community Centres, and
Hurstville City Council has provided the building for our Central Sydney South Tenant Participation Resource Service; without this assistance none of our work would be possible.



Chief Executive Officer's Report



Next year will be the year of training and further policy development, as well as an overall evaluation in regards to restructuring to see if improvements and savings can be made.

We need to improve our fundraising. Hopefully with our new Board, we can set up a Fundraising Committee and have fun while we raise much needed funds. Next year we will be 40 years new so I am hoping we can have a big party. Let's raise funds to contribute to this.

The staff work incredibly hard as you can see from the statistics and the activities described in the Annual Report. With the volunteers and the Board we meet the needs of our community to a high standard. The Centre's aim and commitment to the community is continuous improvement in the provision of our services. I congratulate the staff and volunteers at the Centre for their loyalty and hard work.

The Board has endured many changes in this past year and this will continue into 2014. Thank you for your commitment. Many thanks to Annie Organ our Chairperson, who is stepping down. Annie you have done a great job and thank you for your support.

Please read this report and note the many statistics provided which will give you an understanding of this Centre's commitment to this community.



Roybn Parker MP, Minister for the Environment and Heritage visits RCC

Neighbourhood Centre Service



Autumn Fair 2013

Our first Riverwood Autumn Fair was a success! People enjoyed the Reptiles Rule Show, the Animal Farm, and the Fizzics Liquid Nitrogen Show. They went on rides, had their faces painted or got an airbrush tattoo, visited the stalls, bought real coffee and Devonshire Tea from the Café, and found a bargain at the Book/Craft Stall or Op-Shop. They had delicious Asian, Arabic, Turkish and Aussie food. Youth had a Skate Competition then performed an aerial display, leaping over up to eight people! The Air League marched, Chinese and Korean Dancers danced, School Choirs sang, Mortdale Physical Culture and Tai Chi entertained us, the YMCA led a boxing class, Church @ the Peak's Band sang and played, and our official guests made time to visit and meet people. What a day!

Thank you so much to our sponsors:

- Canterbury City Council
- Payce Constructions
- Club Rivers
- Housing NSW
- Daryl Melham MP
- Nick's Fresh Valley Farm
- Akly Delicious Charcoal Chicken
- Chilli Garden Thai Restaurant
- Video Ezy
- Avon

Neighbourhood Centre Service - Partnerships



We thank those who have partnered with us, enabling many special events to be held: International Women's Day, Safety Summit, Carols in the Wetlands, Volunteer Afternoon Tea and Christmas Party, Australia's Biggest Morning Tea and our Tenant Conference.

The Neighbourhood Centre partners with HCAP for ongoing Information Carnivals to our community.

Aug'12 School, health and housing information.
Nov'12 Older Persons Legal Aid speaker re wills and senior issues. Kidsafe re window safety.

May'13 Family Fun Day - Health and Nutrition - held in partnership with ACT [Active Canterbury Together, Canterbury Council] and RCC Family Support. Held in the Riverwood Wetlands, gentle exercise was led by our Chinese community, parachute games from FS, soccer fun from the SoccaJoeys. Other stallholders: Medicare Local, Canterbury Council, Housing NSW and Riverwood Tenants Association. Cultural foods were enjoyed in partnership with Riverwood Restaurants: Thai, Lebanese, Japanese Sushi, and from our Community Gardeners.



Neighbourhood Centre Service

Sista Space @
Men's Shed

28

Men's
Shed



45

Leisure Learning
Adult Education

40

Monday
'Café'
[\$2.50
lunch]



39

Before and
After School
Care (OOSH)
80

Youth
Drop-In
120

RCAB Open
Meetings/Guest
Speakers **4**

Waste
Committee
Meetings **5**

Dementia
Cafe
12

Tae Kwondo

40



Zumba
40

Kid's Zumba
40



Tai Chi
Classes

40

AFL
Class

11

Vacation Care
50

Triple P
Information
Sessions **4**

HACC Social
Groups
140



Parenting Group +
Mum's Walking Gym
Group **80**

Financial
Counselling
20

Podiatrist
11



Tax
Help
32

Chiropractor



Narcotics
Anon
50

Diabetes
Group
12

English
Classes
120

Socca-
Joeys
80



Kids
Basketball
10

Badminton
150



*'Residents agreed...to participate in community
activities and get to know my neighbours'*

**Total services
coordinated:1319**



Neighbourhood Centre Service

HAVE YOUR SAY!

Help us improve Community Safety - talk to local Police & Council about your issues & work with us on solutions. Come along to the...

COMMUNITY SAFETY SUMMIT

Thursday 16 May 2013
5.00pm - 7.30pm
Riverwood Community Centre
151 Belmore Road North, Riverwood

RSVP's are essential - Limited places
Please contact 9789 9594 to reserve your spot

Transport provided for Seniors

Limited seats registrations essential
call Riverwood Community Centre
on 9533 0100.

Dinner will be provided



A BIG Thank You to our 160 outstanding volunteers! We never tire of thanking you and appreciate every hour that you give in supporting our Centre and many services.



More than seventy residents attended May's **Safety Summit** held in partnership with Canterbury Council and the Police. Both the perception and reality of crime was discussed, with statistical evidence showing that crime in the area has been decreasing over the past few years.

The main priorities that residents agreed were important to keep our City a safe place were:

- to participate in community activities and get to know my neighbours
- to report incidents of crime to the Police, and
- for young people to engage with sporting activities

Community Consultation

- RCC AGM Listening Campaign 105
- Welcome Morning Tea 21
- Riverwood Area Tenants Research Survey 70
- Punchbowl Area Resident's Survey 96

Total 292

Snapshot in May 2013

Information and referral by



: 293



: 170



: 146



: 14460

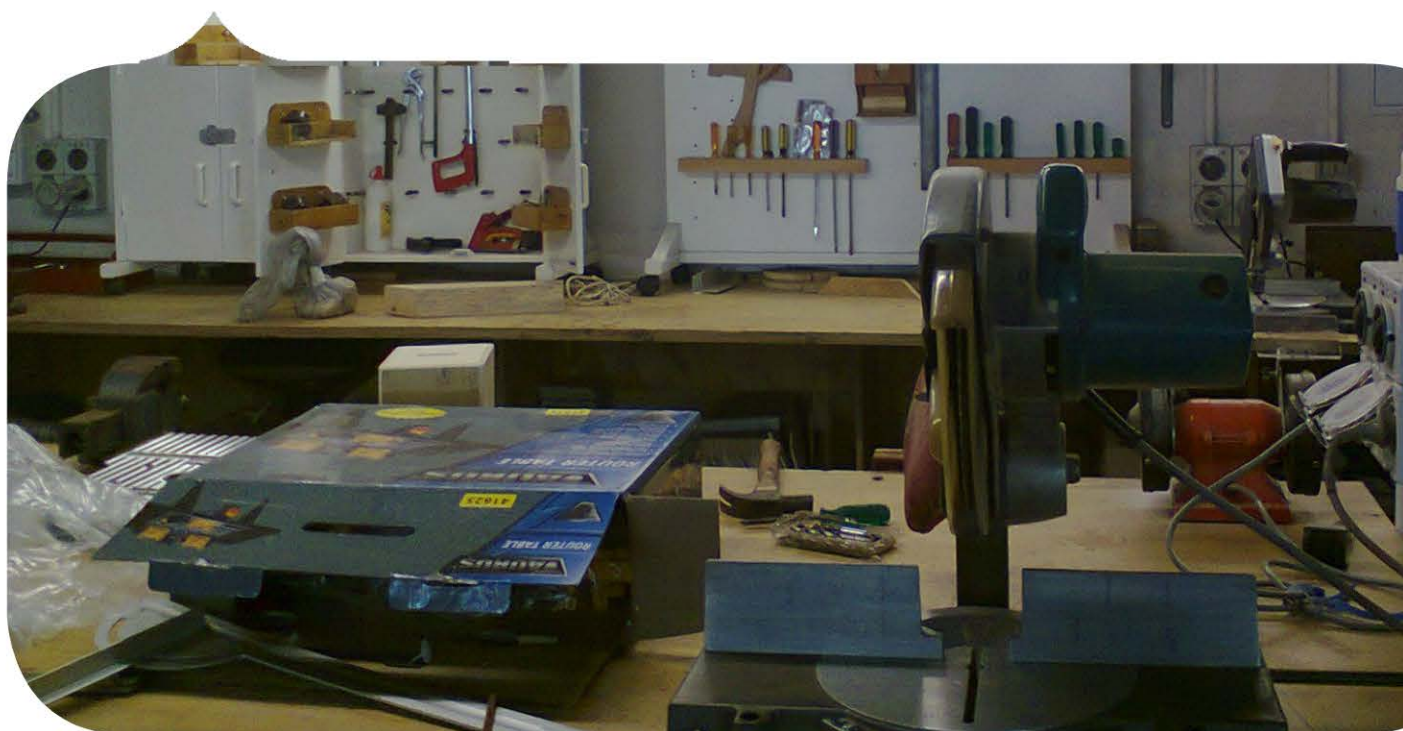
Total: 15069

Assisted referrals : 102

How many regular and/or occasional bookings : 220

Phone, fax, photocopier, etc : 335

Riverwood Men's Shed



During the last year, the Riverwood Men's Shed gained a new facilitator for one day each week: Jegan Nadeson, also Coordinator of the Canterbury Men's Shed and Bike Shed. Some local women then expressed an interest in learning skills and attending the Men's Shed so a new venture was started called 'Sista Space'. This operates from 9-11am, then from 11am-3pm the men are in attendance.

Sista Space attendees were instrumental in making a variety of children's toys for sale at our RCC Autumn Fair.

When our 7-8 regular local men are present,

plus the 8-10 guys with disabilities who attend the Shed as part of their morning activities, the Shed is full. The disability group use the picnic tables and chairs outside the Shed to engage in small tasks such as sanding.

The Men's Shed needs to be open and operating on more days each week so we are conducting a survey, plus have submitted a number of grant applications with the hope of expanding. We continue to hope for good news of more funding so the Men's Shed can continue its vital role, building social cohesion and community capacity.



Punchbowl Community Centre

Community Development Coordinator: Susan Wylie

Special thanks to our volunteer Advisory Board 2012/2013:

Lisa Giacomelli, Annie Organ, Hazel Davis, Beverley Dangers, Tony Moubarak

Also, to our dedicated team of Front Desk Volunteers:

**Bree, Cheryl, Naida and Donna who handle all enquiries from 9am to 4pm
Monday to Friday**

Since the opening of the Punchbowl Community Centre in September 2009 the Centre has evolved into a vibrant Community Hub meeting the needs of this diverse community. During the past 12 months the modern facility has been well utilised by regular weekly social groups, private function hire, and business and community groups holding large forums and other special events.

In August last year Susan Wylie was employed as our Community Development Coordinator. She joined with the door to door needs assessment that was underway, resulting in a return of the TAFE outreach English classes and a new weekly over 50's exercise class. The Girl's Talk Group for young women 12-18 years, commenced late last year and aims to educate young women about the effects of drugs and alcohol, healthy eating/lifestyle, body image and self esteem.

During the year several Community BBQs for the Housing NSW tenants of Rossmore Avenue were held as part of our social inclusion strategy.

Through working with Riverwood Community Centre, additional forums and programs such as Positive Parenting classes and language specific information sessions were held, e.g. Drug and Alcohol Use and Misuse. In partnership with NSW FACS, Community Services office at Lakemba, a Child Protection Information Session was delivered where participants learned about the different types of child abuse and neglect, mandatory reporter procedures and the helpline. The session was delivered in Arabic and English, and childcare was provided.

Plans for the coming year are to build on the new and developing partnerships and strengths of the Centre to maximise community participation and fully utilise the potential PCC has to offer.



Regular Groups

- Punchbowl Friendship Club
- Sydney Day Nursery
- Girl's Talk Group
- English Classes – TAFE
- Arabic Family Cohesiveness Association
- Arabic Mothers Group
- Indonesian Welfare Association INC
- Green Garden Society
- CALD Italian Group
- Hungarian Seniors Group
- Australian Chinese Senior Club
- Feldenkrais Gentle Exercise Classes
- Yang's Tae Kwon Do
- Overcomer's Christian Church Group
- Canterbury/Bankstown Muslim Association
- Prayer Group

Housing Services



Staff

CSSTPRS

Team Leader: Rohena Round
St George and Canterbury/Inner West:
Karl Saleh
Sutherland Shire: Susan Wylie
Sandra Russell (Aug. 2013)
Eastern Suburbs: Chris Gowland
Rohena Round (Sep 2012)

HCP Service Workers:

Jessica Cai
Rohena Round (Sep 2012)
Chris Gowland (Feb 2013)

Funding body

Department of Family and Community Services, Housing NSW



Central Sydney South Tenant Participation Resource Service (CSSTPRS)

TPRS works within five core areas:

1. TENANT ENGAGEMENT
2. COMMUNITY BUILDING
3. DEPARTMENTAL LIAISON & ADVICE
4. PARTNERSHIPS, LINKAGES & NETWORKS
5. TENANT ADVICE, REFERRAL & ADVOCACY

In order to attempt to engage with the 16,000 social housing residences in our region, we have four volunteer Area Tenant Councils [ATCs] which ensures the greatest contact with the greatest number of tenants in each area. Thank you to our amazing volunteers who give time and energy to help and support other tenants through many events and activities.

We received one-off funding for some special projects:

- Recognition Luncheon – unsung tenant heroes who help elderly or sick tenants or work in common areas were celebrated
- Harmony Day - 500 attended
- Art For the Mind
- Bus Trips to the Housing [Maintenance] Contact Centre
- Garden projects
- TPRS & HCP joint Conference
- Pergola construction
- Chinese New Year



Some housing complexes suffer extreme disturbances to tenants including noise, harassment, theft, violence and destruction of property including tenants' cars. The causes are not just mental health but drug and alcohol related or a combination.

Partnerships have been formed with local Police, Health, Sutherland Court, Enough is Enough [anti violence group], local Mayor and MP plus HNSW, at meetings called by TPRS. They plan for a submission to be written in conjunction with the Attorney-General's Department, and for a Drug Court to potentially be set up in the Sutherland Area.

CSSTPRS



The Central Sydney South Tenant Participation Resource Service (CSSTPRS) covers:

- * St George
- * Sutherland
- * Eastern Suburbs
- * Canterbury to the Inner West



For every 2000 tenants a worker is employed for one day		
Name	Area	Day/week
Karl Saleh	St George and Canterbury/Inner West	4 days
Susan Wylie	Sutherland Shire	1 day
Chris Gowland	Eastern Suburbs	2 days
Rohena Round	Team Leader	1 day
Susan and Chris shared an extra day/wk for the TPRS Admin role		

What are the average numbers of tenants TPRS works with over the course of a year? The statistics sheet was used across our State-wide TPRS's to gather data on the benefit of TPRS. The stats below give a general picture of the client contact in our Central Sydney South region.

Category of Service	Number of Interactions
Help with Tenant Issues	Year Total
CALD	432
Interpreter Service	72
ATSI	120
Mental Health	240
Disability	24
Homeless	48
Aged	924
Women	624
Families	132
Drug & Alcohol	120
Neighbourhood Disputes	288
Anti-Social Behaviour	180
Outreach	630
Tenant Support	Year Total
Volunteers	1601
Forums	360
Training Programs	34
Community Development Programs/Projects	871
Community Engagement	2856
Conference	90
Information & Referral	4515
Departmental Liaison	335
Partnerships	408



Housing Communities Program (HCP)



The Housing Communities Program (HCP) is funded by Department of Family and Community Services, Housing NSW and also applied for different funding submission during the year e.g. Small Grants (HNSW), to meet local residents' needs.

HCP aims to enhance social cohesion by building people's strength, providing opportunities for participation in both organised and informal activities and increasing a sense of well being and belonging.

The service works with social housing tenants who live in Riverwood, Narwee and Roselands, which are On the Estate and Off the Estate. On the Estate means the social housing in Riverwood. Off – Estate includes complexes in Hannans Rd & Nirimba Ave, Narwee; Violet St, Roselands; Endeavour Pl & Iluka St, Riverwood.

During 2012-2013, HCP service provided opportunities for social housing tenants:

- Information Carnivals
- Community Clean Street Program
- Community Garden Harvest Days
- Chinese Association meetings including Spring Festival, Xmas Party & Middle Autumn Celebration
- Riverwood Community Advisory Board (RCAB)
- Riverwood Community Garden
- Santa On & Off the Estate
- Christmas Lights Competition
- Sista Space @ Men's Shed
- Clean Up Australia Day
- Off-Estate Tenant Groups
- Community Bike Shed Program
- Sustainable Lifestyle workshops/bush walking
- Riverwood Inside News Newspaper
- Gardening Workshops
- Tenants Conference
- Chinese Community Survey



As a result of the RCAB meeting, partnerships with HNSW, SGCH, Canterbury City Council, Payce Communities and Tenant Representatives re-formed a waste committee in 2012 to deal with the dumped rubbish on Riverwood Housing Estate.

In September 2012, at the third waste committee meeting, some significant decisions were made by Committee members:

- Change the program's name to Community Clean Street Program- Keeping Riverwood Beautiful
- Design a program logo and make an interesting flyer/poster sample
- Run the Committee meeting quarterly and clean Riverwood

Housing Estate streets monthly (2nd Wednesday of month)

- Encourage more local residents' involvement (BBQ lunch, door knocking & flyer dropping)

An average of 15 local residents attended each clean up day from October 2012 to June 2013.

"I had a doctor appointment this Wednesday. I cancelled it as I just want to give the local community my heart" said a local tenant, one of the CCSP members.

Thanks to our partners, local residents and RCC students for your enthusiasm and passion for keeping Riverwood beautiful.

Occasions of service to **local residents**

6,100 

Deliver **flyers & pamphlets**

50,000 

Depend on

casual volunteers

30 

Deliver **3** times newspaper

Riverwood Inside News

6,000

copies



Targeted group had an opportunity to be involved in local and boarder community

95% 

Offer **projects**

415



The continuing improvement/focus for 2013-2014:

Multiculturalism (Understanding Aussie culture, living in harmony and respecting other cultures)

Social inclusion (sense of community) & encourage tenants to help each other

High participation interest

Maintaining consultation with existing and new clients to identify the needs and concerns



Santa On & Off the Estate

Children, Youth & Family Support Services

Staff

Manager: Nadia Saleh
Youth Services & Links to Learning
Manager: Gina Gericke (Sep. 2013)

Family Support Team

Team Leader: Mariam Mourad
Case Worker: Kerrie Newcombe
Childcare Workers:
Mary-Anne Shaheene
Sue Cocking, Elisar Bazzi

Youth Service

Team Leader: Vincent Gordon
Youth Worker: Samey Minkara
Personal Trainer: George Doeck

Links to Learning

Team Leader: Syed Hasan
Teachers:
Trudi Bourke, Sandra Russell

CSA Counsellor: Beverley Daniel

Children's Centre

Coordinator: Yvette Chia
Support Staff: Sandra Russell
Teachers: Rima Abbas, Mary-Anne
Shaheen, Angela Makridis, Catherine
Rumsey, Wan Lai
Cooks: Julie Thomas, Faridah Abdullah

OOSH Service

Team Leader:
Anastasia Kollias (Aug. 2012)
Elizabeth Hughes
Workers: Amale Zreik, Amanda Roy,
Elisar Bazzi, Jade Ngoc, Katelin Stares,
Mark Saleh, Mary-Anne Shaheen,
Mathew McGrath, Rana Saleh, Reem
Mourad, Rhys Briscoe Hough Russell,
Sue Cocking, Syeda Shamsunahar
Bus Driver: Kent Lo, Ray Roy

Funding body

NSW Dept of FACS, Community Services
NSW Dept of Education and Communities
Early Childhood Education and Care
KU Children's Services
Active After School Care Education and Communities
Scan Funding



Family Support Service

The Family Support (FS) team focus for this year has been inclusiveness and connectedness of our local families. We have achieved this by linking families to our services and programs, and other appropriate services in order to respond to their individual needs.

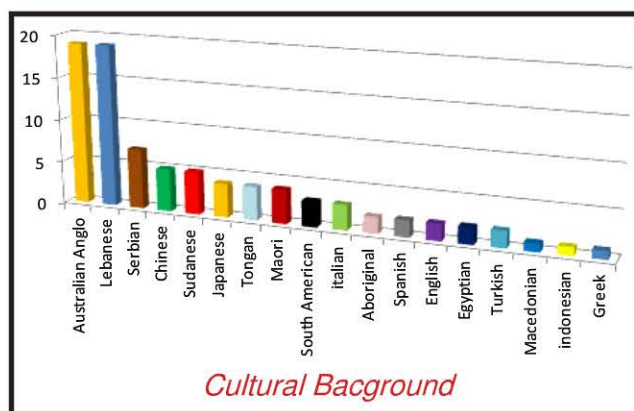
RCC FS team continues to provide a high quality professional service for vulnerable families with children 0-12 years old who live within Riverwood and the surrounding suburbs of Canterbury and Hurstville local Government areas. RCC has implemented the EIPP Community Services child, youth and family support service model outlined by the requirement of the service stream. The components are advice, referral and information, case management, practical skills development groups, parenting skills groups, home visiting, and parent support groups.

We collaborate with other local service providers and we participate in regional networks to ensure partnerships and relationships are established and maintained to best meet the variety of family needs in our community.

Case Management:

The FS team provides assessment and develops case plans with our clients. We plan and co ordinate a mix of services to meet the needs of families and their children. We continually review the case plan with the client and endeavour to achieve their outcomes within 3 months.

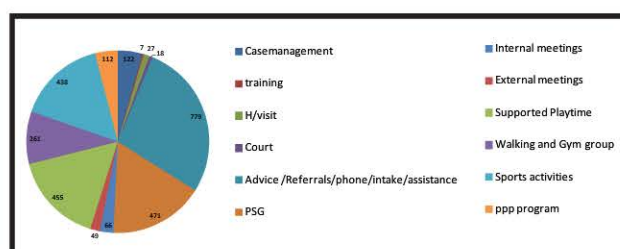
The FS team provides home visiting services for families who require parenting skills



development and support with family issues. We have attended and supported different clients in court proceedings and assisted with AVO matters.

We have made many mandatory helpline reports throughout the year, working closely with the local Community Services office and Brighter Futures.

A high percentage of our case managed families that we assisted this year had domestic violence (DV) and other complex family issues. A Domestic Violence information booklet has been compiled for clients who present with family violence. This has been well received.



Our existing FS groups include Playtime and the Parent Support Group which is offered on a weekly basis during school terms.

Our new programs for this year included the **Mums Walking and Gym group**: This is held each Thursday morning with a half hour brisk walk around the Riverwood Wetlands and then 1 hour workout at the Gym.

FS children's sports activities:

Due to the need of affordable afternoon sports activities, the FS team organised and coordinated a subsidised program of AFL skills for kids aged 4-12.

Family Support Service

28 kids participated in program. We also organised Basketball training through Basketball NSW. 24 kids participated in the program. In Term 3 we offered Go4Fun to families.

Multicultural Gala Day:

Aim - Cultural Diversity and Harmony. Held at Parry Park, Lakemba, in partnership with LMA, Basketball NSW, Dept Immigration and Citizenship, Metro Migrant Resource and Canterbury Council. A celebration of cultural diversity in Australia through sport.

Holiday Fun Activity Morning:

The aim of the School Holiday Activity Morning is to bring local families together in play, create a sense of belonging for all though our community, and introduce families to services.

It was held at RCC & the Wetlands in partnership with Canterbury Council, AFL, Little Kickers, and Campsie Police.

During 2013 the FS team delivered the Positive Parenting Program, Drug and Alcohol and Child Protection workshops.

Family Support Healthy Lifestyle, Eating and Nutrition for 2012/2013:

We have completed the first series nutrition booklet 'Brain breaks' which was handed out to our families. A recipe booklet was compiled from the Parent Support Group Nutrition and Sustainability class and was also distributed to FS clients.

Referral pathways:

Our referrals come from a wide range of Government and NGO's including FACS, Housing NSW, Campsie Police, Centrelink, locals schools, Women's Refuges, Medical Services and Practitioners. Clients are also self referred, identified through our FS programs or through the RCC intake system.

Christmas occasional care:

We provided care for over 25 children between 2-5 years of age for three weeks in January. This program is designed to minimise the stress often placed on families during the holiday season. A team of qualified child care workers was employed to provide an efficient and effective service.



Family Support Christmas Party



The FS team enjoy the challenges and rewards of their work

Family Support Service- Highlights



The Family Support team worked consistently with a local family to have 2 children returned back to their Mother and 3 siblings at the end of 2012. They had been taken overseas and had been gone for nearly 3 years.



After delivering the Positive Parenting Program the FS Team received the following feedback "I learnt to use praise more often to my children now". "I tend to look at the positive aspects rather than negative ones". "I respond to my kids rather than react". "I find my children listen to me better".



A single mother of 3 was the victim of DV. After attending the Parent Support Group and the Walking and Gym group for 12 months she said she now has the confidence and motivation to participate in vocational education. She has enrolled in a Certificate 3 course and says she now has a future for her and her children.



The Walking and Gym Group: "My counsellor has commented on my physical and mental health and cannot believe how much I have improved. I have met so many other Mums from the area. I would just sit at home and be depressed if it were not for this group". "I feel part of a community. I now understand what a community means to me".

Riverwood Youth Service



Mark's story (not his real name)

"Margaret" approached the service looking for some support in relation to her son 'Mark' who was experiencing severe difficulties both academically and socially at school. Mark was consistently receiving low grades, no matter how hard he studied. He was also being bullied by other students for 'being different'. This resulted in Mark feeling very negative about school which in turn resulted in him not attending. The Youth Service was able to assist Margaret and Mark in a couple of ways. Firstly the service contacted the school to seek additional support for Mark. We were also able to support Margaret in obtaining a medical assessment for Mark, and support Mark through the assessment period. This assessment discovered that Mark had a learning disability. Since the diagnosis, he has moved to a school better equipped to assist with his learning needs. Now Mark has made new friends, his attendance of school is excellent as are his school reports, and he is currently undertaking a work placement. Something that seemed impossible just a year ago is now reality.

Riverwood Youth Services

The Youth Service aims to provide a high quality service which is accessible to all young people aged 12-18 years, focusing on areas of disadvantage and under achievement.

Case Management

The Youth team provides casework and assistance including: court support, home visits, advocacy, external referrals to other services and agencies, assessments and case planning. Over 150 young people were provided with case management and/or support and advice. This is an increase of 25% from last year's figures.

Drop in program

The Youth Service also offers sporting, recreational and educational activities as well as information and referral on issues including: employment & training, financial assistance, education, youth, sports, arts & crafts, cross-cultural & intergenerational, driving, legal assistance, accommodation and social participation. Much of this is through our drop in program. In the last year we delivered an excess of over 4000 occasions of service to young people!

Referral pathways

The Youth Service receives referrals from various pathways including local high schools, DOCS, Department of Education and other youth specific organisations. We also receive self referrals, referrals by friends and family and internal referral from other services within the Centre.

Interagency

The Youth service is also part of the local adolescent allocation interagency meeting. These meetings are chaired by Family and Community Services and are attended by other youth specific and family services. The aim of this meeting is to provide assistance and support to young people and families currently experiencing moderate to medium difficulties.

School holiday activity Program

In partnership with Belmore Youth and Resource Centre (BYRC) we provided an activities program during school holidays. Young people contributed suggestions of what they would like to do and where they would like to go. During the last year this included activities such as skate boarding, archery, bike riding, laser tag and bowling.

We continue to develop partnerships and networks with other agencies and organisations. Through these we have been able to raise the profile of the service, while also strengthening our relationships with our partners. We have also been able to source new funding opportunities. Ultimately all of these activities are undertaken with the sole purpose of supporting and benefiting the young people and families we work with. These partnerships included Barnados MTC and BYRC, as well as many of the local high schools that we supported through the delivery of workshops. Also this year we developed a new partnership with Greater Western Sydney Giants. Through this partnership we were able to offer young people and their families the opportunity to participate in the Giants' community activities, as well as watching the Giants play live. We also partnered with Payce Communities, the YMCA and Campsie Police to provide a weekly healthy living program for local young people at the Morris lemma Indoor Sports Centre.



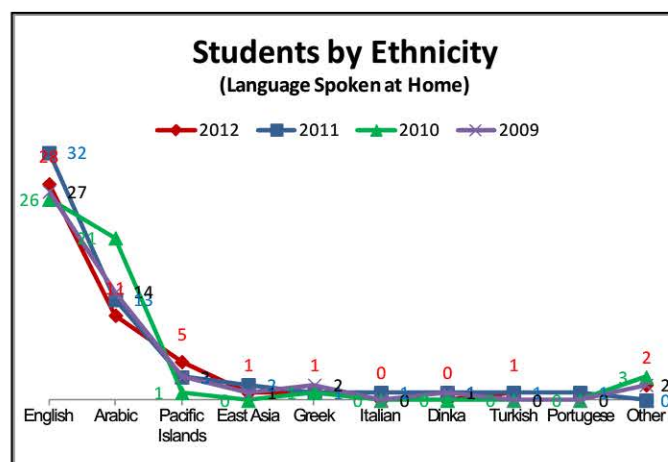
Links to Learning

Links to Learning (L2L) is a targeted program for young people in years 7-10 from government high schools who experience multiple barriers and significant difficulties accessing and participating in formal learning environments. The DEC is funding this program to improve education, employment and life outcomes for at risk young people.

L2L of Riverwood Community Centre is one of DEC's 80 projects that assist and facilitate young people to access, remain in or return to education or training.

We provide quality intervention programs to attain the needs of an individual student. We provide a positive emotional environment that is critical to establishing engagement and allows many young people to respond well to an educational environment that is warm and without criticism.

Students accomplish different skills relating to education and employment, including communication, team work, problem solving, initiative and enterprise, planning and organising, self management, learning and technology.



The social skills which they learn include developing self esteem, personal presentation, health, hygiene, budget/literacy/ numeracy, anger management, alcohol and other drug awareness, body image, nutrition, coping mechanisms and resilience.

L2L is intended to be an early intervention strategy at critical transition points in schooling, not a program of last resort.



Links to Learning

There are many success stories, of which one in particular needs to be highlighted. A student was enrolled in this program last year. He had a history of suspensions in school due to his lack of school engagement, failure to complete work/assignments and behaviour difficulties. He had been expelled from several other programs prior to this program. He had gone through ups and downs about his compliance but slowly and surely he had turned around. He had started to recognise his actions and stayed the full course of the program. He now continues to attend school with little disruptions. He became a mentor to other students. He has become wise and avoids trouble.

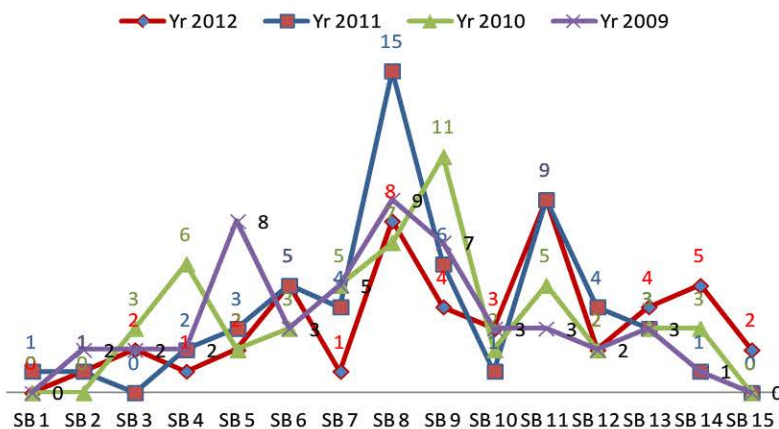
L2L operates on an annual calendar basis January through to December. L2L runs two programs at two locations – Time Out Program at St George PCYC at Rockdale on Mondays and Tuesdays and Future Focus Program at Riverwood Community Centre at Riverwood on Thursdays and Fridays.

Over the year we have worked closely with schools from both the Central Sydney Area and

Sydney South Western Districts (DEC Districts), these include schools from the following Local Government Areas: Hurstville, Kogarah, Rockdale, Sutherland Shire, Canterbury, Bankstown and Fairfield. The project is funded for 48 students per year and every student is offered a 20 week placement. During this year the service had enrolled a total of 49 students, 22 from Time Out Program and 33 from Future Focus.



Students by Residence



Suburb Block	Suburb - Residence Post Codes
SB 1	Sydney Central, 2007
SB 2	Fairfield/Moorebank/ Liverpool/Sandy Point/Guildford, 2165, 2161
SB 3	Parramatta/Auburn/ Villawood/ Georges Hall/ Yagoona 2142, 2144
SB 4	Bankstown/Mount Lewis/Greenacre 2200, 2190
SB 5	Punchbowl/Roseland 2196
SB 6	Lakemba/Wely Park/Belfield/Croydon Park 2195, 2191, 2133
SB 7	Marrickville/ Canterbury/ Campsie/ Belmore/Dulwich Hill 2204, 2194
SB 8	2205,2206,2207,2208,2218,2044
SB 9	Beverly Hills/ Narwee/ Peakhurst/Riverwood 2210
SB 10	Padstow/Revesby/Ploric Point/East Hills/Panania/Revesby 2213, 2212
SB 11	Rockdale/Kogarah/Brighton Le Sands/Ramsgate 2216, 2218, 2217
SB 12	Hurstville 2220
SB 13	Blakehurst/Connells Point/Penshurst/Mortdale/Kyle Bay 2221, 2223
SB 14	Sansouli/San Souli/Port Hacking/Jarali/Lotus/Sutherland 2228, 2219, 2226, 2229, 2232
SB 15	Glenfield/Ingleburn 2167, 2565

Child Sexual Assault Service (CSA)

A regional branch of CASAC Inc. (Child & Adolescent Sexual Assault Counsellors)



*I don't know what counselling is...
but, I like it*

The Child Sexual Assault Service (CSA) provides short, medium and long term therapeutic counselling to children and young persons aged 0 to 18 years who have experienced sexual assault and have reported to Community Services or Police. The Counselling service is cost free and provides a safe and supportive setting for children and young persons, offering freedom and respect to express their thoughts and feelings surrounding their experience. Counselling and support is provided for non-offending care-givers and siblings on an individual basis and as a family group.

CSA Services include:

Advocacy and Liaison: with Government and non-Government agencies.

Child Protective Behaviours Program: An age and stage appropriate personal and practical safety awareness skills program for pre-schoolers to adolescents.

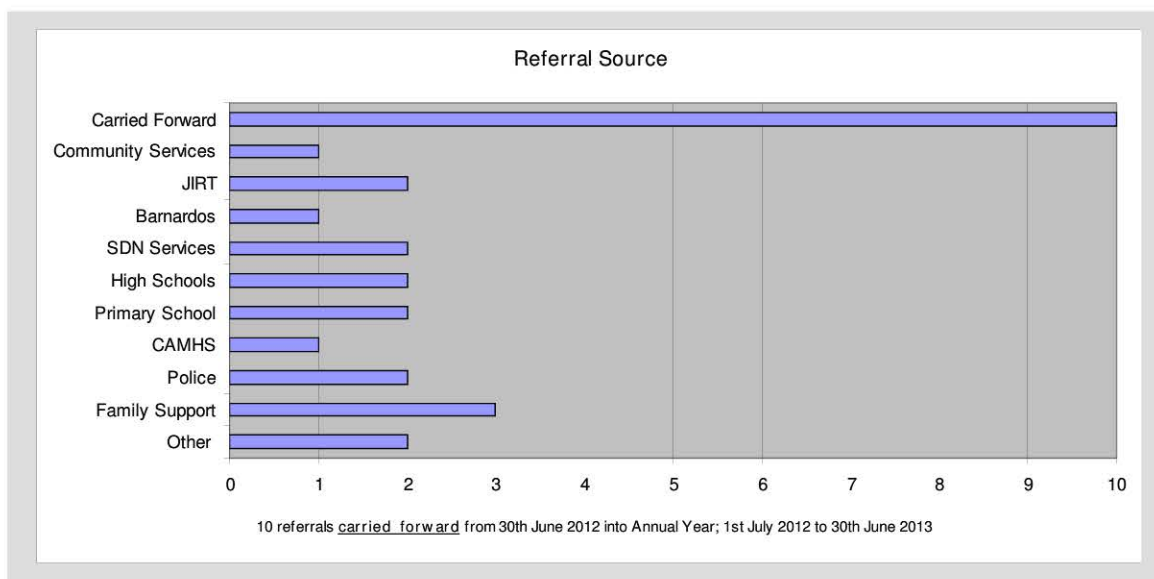
Court Preparation and Court Support: Witness preparation and support through the court process.

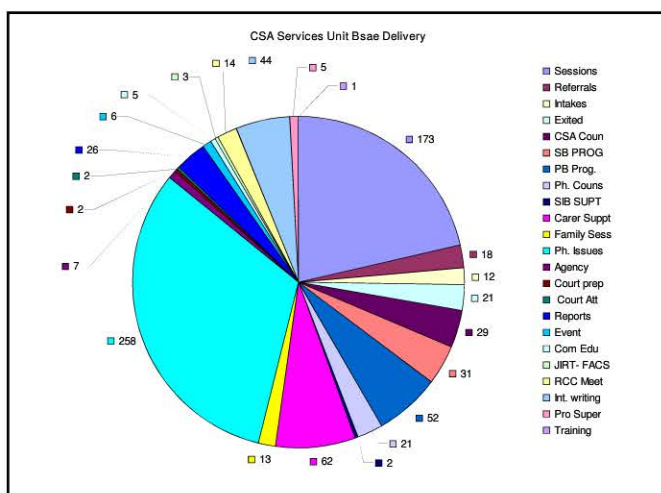
'Parents In The Know': A parenting toolkit of

skills learning and resourceful information to better support children affected by abuse and trauma, with a particular focus on assisting single Dads with parenting skills.

Sexualised Behaviours Program: A therapeutic program for children aged to 10 years who demonstrate problematic sexualised behaviours.

Training Seminars and Consultancy: 'The Dynamics of Child Sexual Assault', 'Children (under 10 yrs.) who Demonstrate Problematic Sexualised Behaviours'.





Ever wondered what the most important goal is in counselling children?

The principal goal is establishing a good child-counsellor relationship. Without establishing mutual trust and rapport, the possibility of promoting further goals towards a successful therapeutic outcome would not be realised.

Counselling children is very different to counselling adults in a verbal exchange. Engaging children so they can talk freely about painful or sensitive issues requires much more than just inviting them to talk. It requires a combination of verbal skills and approaches, involvement of media, play strategies and storytelling which creates an opportunity to be with the child on their remarkable therapeutic journey as they learn coping skills, a sense of self, and realising an opportunity to grow positively.

A total of 28 clients received intervention with therapeutic counselling, therapeutic programs, and support interventions. Age range and gender: 10 females 6½ -18 years, and 6 males 5 -10 years. 10 parents received support counselling and 2 received parenting-based programs; all received information and referral resources.

Background Ethnicity: Indigenous Australian, Australian, Chilean, Egyptian, Greek, Iraqi, Italian, Lebanese, Maltese, New Zealand Maori, Niue (Niuean), and Samoan.



The scars of abuse can last a lifetime

Maintaining Good Practice:

Productive relationships have been maintained with multidisciplinary teams and other networks working in collaboration and cooperation, producing positive outcomes in service delivery and client satisfaction.

Professionalism is maintained through continued training, professional development workshops and regular external clinical supervision.

What is learned is delivered to our young clients effectively. This service proudly promotes and fulfils its objectives with integrity: to support children, young people, caregivers and families so they can enhance their independence, safety, self esteem and quality of life within the community.

This specialised counselling service promotes appropriately targeted child, youth and family supportive services that form the basis of the EIPP model objectives; services that reduce the likelihood of children and young people entering (or remaining) in child protection and out-of-home care.

Riverwood Children's Centre



The Riverwood Children's Centre educators continue to strive to provide the highest quality care programs and activities based on the children's needs and interests. These developmentally appropriate activities aim to enhance and strengthen children's abilities to reach their potential.

In order to meet the National Quality Framework's (NQF)'s standards, our educators continue to receive extensive training to work cooperatively and flexibly within a team environment. The staff members link children's experience to learning outcomes under the Early Years Learning Framework which is part of the NQF-Identity, Community, Wellbeing, Learning and Communication.

The Centre has continued to support and

provide educators with the required tools, ensuring that they are well equipped and skilled to adapt, plan, assess and provide diverse programs.

Over 17 children from the Schoolies Program have benefited from the NSW Government's reduced fees program. The funding was provided to support children from families with low socio-economic circumstances, giving greater access to preschool education for 4-5 year old children.

Throughout this year the Riverwood Children's Centre has continued to strive and support children's development by organising several successful events in partnership with other local government and non government organisations such as:

Riverwood Children's Centre

The Parent's Forum which was held in partnership with Sydney Day Nursery (SDN). The forum was provided to parents and carers to support them with the transition to school process.

Partnership with the Japanese Centre Australia: students from Japan have visited the Centre as part of their student's placements.

Educators at the Children's Centre would like to acknowledge all the support and contribution from our Board of Directors with a special thanks to the Centre's Chief Executive Officer Mrs Pauline Gallagher for all the support, guidance, dedication and commitment in supporting the Educators and ensuring that we continue to provide high quality early childhood education and care.



Special visit from the previous Prime Minister, Julia Gillard.

Strengthening our cultural diversity, multicultural day was held.

Children with additional needs have been supported through SCAN Funding.

With the parents/carers support we collected about 3000 Woolworths earn and learn points. This strengthens parent's involvement to help the Centre to obtain much needed equipment.

Another fundraiser involved parents buying Christmas toys from MTA (Modern



Teaching Aid). The Centre then received a percentage for new equipment to benefit all children.

Yearly visits from the Police, Fire fighters, Bunning's, Wires and the RSPCA and also eye screening for pre-schoolers from the NSW Health.

Special Events:

Mother's Day concert, Father's Day concert, Grandparents Day and lastly the Annual year end Graduation Concert.

17 children graduated from the preschool last year, we wish them all well.