



Riverwood Community Centre

# 40 Years

2013 -2014 Annual Report



### VISION

Individuals, in the areas Riverwood Community Centre services, will have increased capacity to meet their own needs and develop a safe community they are happy and proud to live in

### PURPOSE

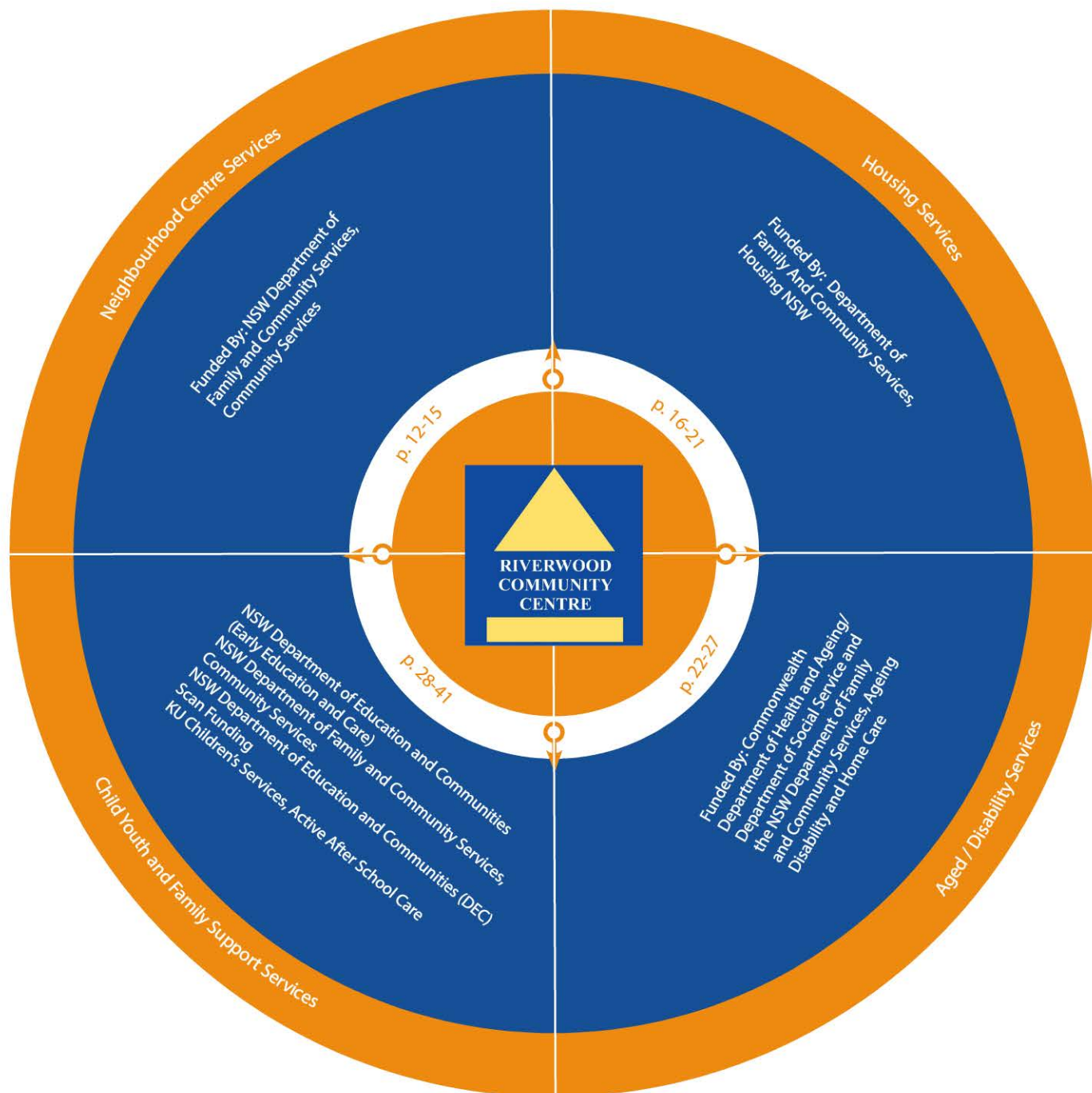
Riverwood Community Centre provides a range of high quality services to meet the needs of individuals and communities, in a caring and inclusive environment, so community members can actively participate in decisions that affect the quality of their lives

### CORE VALUES

- Encourage, empower and support community participation
- Enable people to make their own choices
- Respect and celebrate diversity and provide services that are inclusive and sensitive
- Deliver accessible, high quality services in caring, safe environments which create a sense of well-being
- Respond and be accountable to our communities and funding bodies
- Manage resources efficiently and effectively
- Value and respect staff and volunteers
- Collaborate with other community based organisations to strengthen communities



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# Chairperson's Report

This year has been a momentous one for Riverwood Community Centre. It celebrated forty years of service to the community! This is a truly wonderful achievement and I congratulate the Centre for this, but more importantly, thank and congratulate everyone who has been involved with assisting the Centre achieve its aims at any time over the last forty years.

Riverwood Community Centre provides services across a wide range of areas including Family Services, Youth Services, Ageing Services, Disability Services, Children's Services, Neighbourhood Centre Services and Tenancy Services. In my time as a local school principal I was able to see first-hand the effects of many of these services, with many families and students receiving assistance from the Centre for a huge range of reasons. The Centre is unique in its provision of hands on service at minimal cost to its community.

This last year has been the first year that a Board of Directors has been in operation under the new

Constitution approved at last year's Annual General Meeting. Our role is to guide the Centre and ultimately to take responsibility for its efficient operation. This is a quite different role to previous advisory bodies, such as Management Committees. We have utilised professional services to increase our understanding of the role and to provide valuable advice. We will continue to do this, as we strive to ensure that the Centre operates on best practice principles and to ensure the Centre and the Board itself meets all its responsibilities. Perhaps our major achievement this year has been the development of a Strategic Plan for the Centre. This will guide everything the Centre does over the next three to four year period. I thank all my fellow Board Directors for their volunteer service over the last year.

Our Centre operates so well due to two factors. Firstly, due to the hard work of the staff, led by our very experienced and capable CEO, Pauline Gallagher. Secondly, due to the volunteers and everyone else who assists. Without funds from the various funding bodies we would not be able to provide the wide range of services we do. The invaluable assistance of Canterbury City Council, Campsie Local Area Command, our local politicians, the various service clubs (the Rotary Club of Georges River, Lugarno Lions, and previously APEX) is very much valued. Payce Communities continues to work with the Centre, as it undertakes the redevelopment project on the estate area.

From a small, fibro house, in Belmore Road, the Centre has grown hugely in size and in the services it provides. I am confident Riverwood Community Centre will continue to grow exponentially and continue to be a highly valued, outstanding, community service provider.





*John Boland*

Chairperson  
RCC Board of Directors  
John Boland

### Board members 2013-2014

John Boland (Chairperson)  
Ali Faraj (Vice Chairperson)  
Liz Moore (Minutes Secretary)  
Helen Huthnance (Treasurer)

Bev Kabar  
Cheryl Field  
Henry Leon  
Helen Gialouris

Kadije Arja  
Mohammad Huda  
Neale Owen  
Shirley Glennie



# Riverwood Community Centre Ltd

## STRATEGIC PLAN 2014 - 2019



### About Us

Riverwood Community Centre Ltd. is a non-profit, community managed organisation providing leadership, information and resources to meet the needs of diverse communities in the Riverwood Area, St George district, Inner West, Eastern Suburbs and Sutherland Shire. We do this by providing high quality services, undertaking community development projects, and organising community events.



#### Our Vision

Individuals, in the areas Riverwood Community Centre services, will have the capacity to meet their own needs and develop a safe community they are happy and proud to live in

#### Our Purpose

Riverwood Community Centre provides a range of high quality services to meet the needs of individuals and communities, in a caring and inclusive environment, so community members can actively participate in decisions that affect the quality of their lives

#### Our Values

- Encourage, empower and support community participation
- Enable people to make their own choices
- Respect and celebrate diversity and provide services that are inclusive and sensitive
- Deliver accessible, high quality services in caring, safe environments which create a sense of well-being
- Respond and be accountable to our communities and funding bodies
- Manage resources efficiently and effectively
- Value and respect staff and volunteers
- Collaborate with other community based organisations to strengthen communities

### Our Services

Neighbourhood Services

Tenancy Participation Services

Disability Services

Family Services

Youth Services

Ageing Services

Children's Services



### 1. Enable people to actively participate in developing a community they are happy and proud to live in

How we will do this

- a. Enable people to shape their community and Riverwood Community Centre
- b. Provide safe, welcoming and vibrant spaces for individuals to participate in, and contribute to, community life

### 2. Deliver high quality services that respond to the identified needs of our diverse communities

How we will do this

- a. Make our services as individualised as possible
- b. Be responsive to the ideas and changing needs of the communities we service
- c. Deliver compliant effective services and programs, aimed at best practice

### 3. Implement strong organisational systems that support high quality service delivery

How we will do this

Develop, implement and evaluate quality management processes that deliver across the areas of:

- Finance
- Information, Communication, Technology
- Human Resources
- Physical Resources (including buildings, fleet, equipment, etc.)
- Governance (including policies & procedures, Board, delegations, management structure and meetings, etc.)
- Risk Assessment and Management (including WHS, governance, sustainability, etc.)

### 4. Develop a skilled, performance driven workforce, committed to our values

How we will do this

- a. Embed and balance the organisation's values in everything we do
- b. Develop a workforce Plan for current needs and strategic objectives
- c. Recruit develop and retain a skilled workforce
- d. Develop and sustain a performance oriented culture
- e. Develop leadership sustainability and enhanced management capacity
- f. Develop career pathways and professional development opportunities that are aligned to our strategic objectives



# CEO's Report



## Admin Team:

Payroll:  
Gaye Kneen

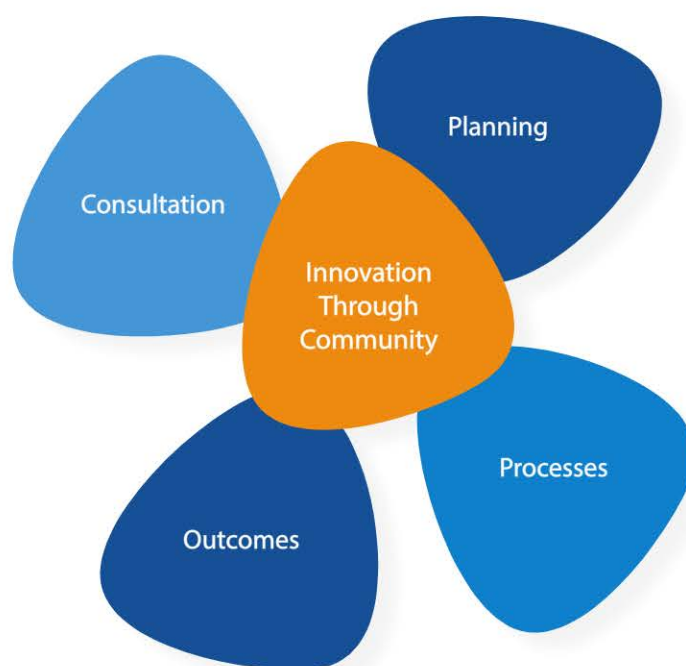
Accounts:  
Rose Turner  
Elena Samsonova

Receptionist/Room Bookings:  
Krystal Warren

IT Officer/Room Bookings:  
Paul Rayner

*Pauline Gallagher*  
Pauline Gallagher OAM  
CEO





## Riverwood Community Centre is 40 years old.

We had a fabulous party in August with rides for the children, fireworks and fire dancers. Even though it was very cold, many people braved the weather and had a most enjoyable afternoon. Thank you for your warm birthday wishes.

During the last 40 years, we have provided services to thousands of people. Of course these outcomes could not have been achieved without funding from the Department of Family & Community Services, Community Services, Housing NSW and Ageing and Disability and Home Care, Department of Education & Communities and the Commonwealth Department of Health and Ageing / Social Service. These Departments have provided the bulk of our funding. Smaller grants have been provided by our local clubs with the Canterbury League, Lantern Clubs and other clubs contributing regularly. Riverwood Rotary have been involved for 40 years supporting us in with manpower at festivals and financial assistance. The Lugarno Lions gave us the money to purchase our first bus, now we have 4 and every year they provide Christmas hampers for the community. Even though Apex closed, the members have continued to provide the manpower for our BBQ's at the festivals.

Canterbury Council has been a major stalwart of this Centre, providing this great building. Without a place to operate, nothing would have been possible. They have worked alongside us to achieve many positive outcomes for the community.

Hurstville Council have generously provided us with a building in Riverwood to operate our regional tenancy services. Without all of this input we would never have been able to achieve what we have.

Our Board of Directors have never let the Centre or the community down. In 1974, when the original idea about a place to hold activities was conceived by Mr & Mrs Quartly and Dick Jordan, the Board have continued to govern and oversee this large organisation providing support and guidance to the workers as we strive to meet community needs.

Volunteers are the backbone of this Centre and without their commitment and sincerity we would not be able to perform the work necessary to meet community needs. They have contributed an amazing amount of hours, and hard work, that have been given to the community with a generosity of spirit that is a real gift.

Workers have come and gone, brought skills and ideas that have made our dreams and needs into outcomes. As you will see from the reports, so much has been achieved and there is more to do.

# CEO's Report



Politicians have played a major role at our Centre. We believe our elected members should listen to their communities if they are to govern effectively. So we have supported our local MP's in this endeavour by encouraging contact with the community. We have had visits from Prime Ministers, the most recent being Julia Gillard. Unfortunately because of strict



security I wasn't able to tell anyone in advance, which was a difficult secret to keep. But the Parents Group enjoyed their surprise visitor, as did the children in the Childcare Centre. One small boy said 'I know you from TV'. Daryl Melham supported the Centre during his time in Government and was involved with Council receiving a grant to build the large hall during

Moved into House

Moved to new building  
151 Belmore Rd North  
Riverwood

'79

'83



A high school rang us, there was a woman living in a car. Could we help? YES we replied. After several visits we were able to arrange 12 weeks emergency accommodation. We were the 4th service they rang; none of the other services would attend.



A young girl who was sexually abused and now living interstate rang and needed assistance. I was able to refer her to the services to meet her needs. She said 'I will always come back to you guys because you always provide the best advice.'



A husband rang concerned about his wife's depression. She was newly arrived here. We invited her to join our Mother's Group. She made friends, joined the English class, joined the computer class and after a further period of time they bought a home and moved on. The husband and wife thanked us and said they would never have achieved what they had without our help.





the Keating Government years. We have had visits from many State Premiers. It was very exciting when local boy Morris Iemma was elected as Premier. Morris was responsible for the development of the YMCA to help meet the needs of local young people. Robert Furolo has worked hard as our local member to support us, is always happy to pop in and attend Centre activities and has



been instrumental in us receiving funding for renovations (TPRS). During my time at the Centre I have seen it grow from a small house with three part-time workers and a small band of volunteers, to the organisation it is today with 94 workers and 160 volunteers, operating out of 3 locations.



It is a strong vibrant organisation because of the support from its community and I believe it will continue to strive to keep the playing field level because that is just and fair.

Major Extension



Office Extension



40 Years



We have worked with the community in a variety of ways. The Riverwood Residents Action Group improved the impact and the design of the M5. The standards they achieved are now used across the state when highways are built.



The tenants and shopkeepers joined together to fight to save the local Housing Office, the only one out of eleven that didn't close.



The local community was supported by Terry Griffiths to save our local Police Station.

# Neighbourhood Centre Services

Rohena Round  
Neighbourhood Centre Team Leader

A place for community members to meet, join in our activities, use our services, find information, increase their knowledge, have fun, make use of our facilities, serve the community and enjoy a place of respect and safety. 1500-2000 people use the Centre each week and all are welcome. Look how we've grown!

1979

Information  
Officer  
15hrs/wk

- \*Information
- \*Volunteers
- \*Fundraising

1987

Information  
Officer  
15 hrs/wk

- \*Information
- \*Leisure Learning
- \*Volunteers
- \*Vacation Care
- \*Fundraising



Riverwood Autumn Fair

1999

Information  
Officer  
23hrs/wk  
+Leisure Learning  
Co-ordinator  
4hrs/wk

- \*Information
- \*Volunteers
- \*Students
- \*Annual General Meeting
- \*Leisure Learning
- \*Fundraising – Riverwood Festival Car Boot Sale

2001

Program Facilitator  
35hrs/wk  
+Volunteer Co-ordinator  
7hrs/wk  
+Leisure Learning  
Co-ordinator  
5hrs/wk  
+HACC Neighbour Aid  
Coordinator initiated  
RCC's Centre-Based  
Meals Program  
[Riverwood Cafe]

- \*Enhance overall RCC service delivery
- \*Policies & Procedures/OHS subcommittees
- \*Events incl. Festival, AGM, Neighbourhood Wk
- \*Funding applications
- \*Oversee Job Seekers Service
- \*Manage lawn and cleaning contracts
- \*Support Australian Arabic Association
- \*Volunteers incl. Volunteers Christmas Party
- \*Leisure Learning
- \*Students

Services

**7,030** Occasions

Services Coordinated through the  
Neighbourhood Centre



Infrastructure

**1,494** Occasions

Using Community Infrastructure [Govt  
funded services book/use rooms]







Multicultural Morning Tea

2014

Neighbourhood  
Centre Team  
Leader  
38hrs/wk

- \*Information incl. producing RCC Newsletter 'News In Brief'
- \*Volunteer Coordinator
- \*Events incl. Riverwood Autumn Fair [Festival], AGM, Volunteer Afternoon Tea & Christmas Party, Partner Breakfast, Carols in the Wetlands, International Women's Day, Tenant Conference
- \*Oversee Riverwood Men's Shed and Punchbowl Community Centre
- \*Partnerships – incl. 4 Council subcommittees
- \*Funding submissions...



Leisure Learning

Volunteers Christmas Party



2004

Program  
Facilitator  
35hrs/wk

Same as at  
2001

2014

Neighbourhood  
Centre Team  
Leader  
38hrs/wk  
continued

- \*Community Development
- \*Leisure Learning
- \*Monday Meals [Riverwood Cafe]
- \*Multicultural Morning Tea
- \*Student Placement Coordinator – 20 students plus 2 TAFE Class visits, 1 School Class visit, 5 visits by Korean Groups
- \*Community Consultations / Research – 6
- \*Community Plans – 6
- \*FaCS Data Collection/Reporting for both RCC and PCC [significantly more accountability than previous years]

## Resources

30,150

Resources  
developed



36,160

People  
reached



## Facilities

228

Private  
bookings



864

Community used RCC's  
phone/fax/photocopier



# Neighbourhood Centre Services

Funded By: Department of Family and Community Services, Community Services



## RIVERWOOD AUTUMN FAIR (above left and p 42 & 43)

We were thrilled that 5000+ people attended our Riverwood Autumn Fair in March. This is a great community and we celebrated in the beautiful Salt Pan Wetlands. There was something for everyone as a wonderful range of people shared in the experience of community cohesion and strengthening. We continue to be thankful for our amazing volunteers and also for our partners and sponsors.

## TENANT CONFERENCE (see photos p 16 & 19)

In partnership with HCP and TPRS the Neighbourhood Centre was proud to host 180 social housing tenants and guests in June, sharing positive experiences as tenants, and also areas of suggested improvement. We held a 'thankyou moment', where tenants wrote to their Housing provider in recognition of the hard and often thankless work undertaken by Housing staff. The new Minister of Family and Community Services was invited but unfortunately could not attend, however we were pleased that Sophie Cotsis MP, Shadow Minister for Housing, Local Government and Women, was able to be there to speak about the Housing Inquiry.

## MULTICULTURAL MORNING TEA (above right)

A new initiative, the Multicultural Morning Tea came from the suggestion of some of our local residents. It is a fabulous monthly gathering of sharing and learning together. We have heard fascinating stories of growing up in at least ten different cultures and have also: made sushi, learned words in each language, shared about cultural festivals, danced and been visited by a famous Chinese Calligrapher. Strengthening the community by forging cross-cultural relationships and understanding is resulting in greater community participation, cohesion and fun!

## ANNUAL CENTRE USAGE

### Social Inclusion

Monday \$2.50 Meals  
Adult Leisure Learning  
Multicultural Morning Tea

### Training

First Aid  
Community Services Cert III  
STARS Volunteer Training

### Sport & Recreation

Yoga, Tai Chi  
Riverwood Walkers  
Badminton, Basketball  
Tae Kwon Do

### Kids Activities

SoccaJoeys, Aussie Hoops  
Go4Fun, Vacation Care  
OOSH, Family Fun Days  
Local School visit

### Youth Activities

Drop In, Holiday Activities  
Youth Big Screen Events  
St George TAFE visits

### Family Assistance

Homework Help  
123 Magic Parenting  
Parenting Group

### Aged/Disability

Men's Group, Italian Groups  
Vietnamese Groups  
Women's Group  
Arabic Group  
Australian Arabic Assoc.

### Regular Bookings

Financial Counselling  
Diabetes Australia  
Chiropractor  
Podiatrist

### Community Assistance

English classes, free phone calls  
Tax help, Intake service, Narcotics Anonymous  
Canterbury Council Rates Info Sessions  
Canterbury Council Refugee Forum





2010 The Men's Shed opened thanks to Housing NSW.

2014 Currently the Shed is undertaking an annual audit on all electrical tools and equipment, the outcome of which will help determine the tools/equipment that require replacement or repairs.

There is some new interest from Mandarin speaking tenants which is wonderful. Safety signs have been translated and we are working towards a bilingual Information Pack in both English/Mandarin.

Our aim is still to open the Shed more days each week and we continue applying for funding in the hope that this may be possible.



2010

RCC was successful in tendering for Punchbowl Community Centre, the upgraded Canterbury Council facility formerly Punchbowl Senior Citizens Centre. Previous events include: TAFE English classes, Positive Parenting Classes, International Women's Day and Interfaith celebrations.

**2013-2014 New Programs at PCC included:**

**Eat Well and Tell** an 8-week TAFE course to help people gain knowledge & skills in preparing healthy food  
**Zumba** fitness classes

**Self Defence Classes** for women

**Heart Foundation Heartmoves** gentle exercise

**Weekly and Regular Groups**

- Punchbowl Friendly Club and Craft Gp
- Sydney Day Nursery
- Arabic Family Cohesiveness Association
- Arabic Mothers Gp
- Indonesian Welfare Association Inc.
- Green Garden Society
- CALD Groups: Italian, Cantonese
- Yang's Tae Kwon Do
- Overcomer's Christian Church Gp
- Canterbury/Bankstown Muslim Assoc. Prayer Gp
- Seniors Gps: Aust. Chinese, Vietnamese
- Masonic Widows Association
- Women's Study Circle
- Chinese Twilight Rouge Dancing Gp

#### Best things about living in Punchbowl

Shops	17%
Close to everything	15%
Neighbourhood	15%
Friendly	12%
Quiet	9%
Transport	6%
Everything	6%
No Racism/Multiculturalism	5%
Cheap	5%

#### **PCC RESEARCH**

Research was undertaken in eleven streets surrounding PCC, with approximately 430 doors being knocked on.

#### Improvements needed in Punchbowl

Nothing	19%
Less violence	17%
Lift for train station	17%
Roads	15%
Transport	6%
Cleaner	4%
Traffic	4%
More Parks	4%









## Housing Services include

### **CSSTPRS Workers**

Rohena Round (Jul - Mar)  
Team Leader

Julie Dannevig  
Team Leader / Eastern Suburbs & Sutherland  
Tenant Worker

Karl Saleh  
St George and Inner west Tenant Worker

Carly Nancarrow  
Admin

### **CSSTPRS Change of staff**

Susan Wylie (Jul-Sep)  
Sutherland Tenant Worker  
Chris Gowland (Jul-Dec)  
Eastern Suburbs Tenant Worker

### **HCP Worker**

Jessica Cai

### **Funded By:**

Department of Family and Community Services,  
Housing NSW



# Central Sydney South Tenant Participation Resource Service

Funded By: Department of Family and Community Services, Housing NSW



Canterbury Harmony Group

**1997** The Southern Sydney Regional Tenant Resource Service began operations. An Advisory Committee made up of representatives from Dept of Housing, Dept of Urban Affairs and Planning, plus tenant delegates, guided our region which briefly included Bankstown. By 2000/01 the region changed: Bankstown went to South West Sydney, we gained the Eastern Suburbs and the service name changed to reflect it.

**2014** Due to CSSTPRS covering 16,000 residences in the four areas, we work very closely with and support four Area Tenant Councils [ATCs]. The ATCs are comprised of tenants who are elected by other tenants in their area to represent and be a voice for them. All

members of the ATCs are dedicated and committed volunteers with a passion for helping others. There are many and sometimes complex issues that can effect social housing tenants and lead to social isolation. CSSTPRS works with other service providers to try and alleviate and find solutions to these problems. CSSTPRS partner with Police, Health, local Councils, Mayors and MPs, Housing NSW [FACS], community housing providers including Bridge Housing and SGCH, and Junction Neighbourhood Centre.

CSSTPRS rely on small grants in order to offer an effective service, successful grants have included:

- Harmony Day
- Recognition Luncheon
- Expressive Art Therapy Group
- Blinds, tables and chairs for an existing Pergola

- CSSTPRS & HCP joint Tenant Conference
- Building Renovations

**2013 -2014** has been a time of change for the CSSTPRS with both staff and building changes.



In an innovative move, RCC as the auspice for CSSTPRS, decided in February 2014 to hire a full-time worker as a Team Leader / Tenant Worker.







CSSTPRS work with social housing tenants across 4 geographical areas which include:

- Eastern Suburbs
- Canterbury/Inner West
- Sutherland Shire
- St George

CSSTPRS work within 5 core principles:

- Tenant Engagement and Participation
- Community Capacity Building
- Departmental Liaison and Advice
- Partnerships, Networks and Linkages
- Tenant Advice, Referral and Advocacy



Julie Dannevig, Pauline Gallagher, Sophie Cotsis MP, Karl Saleh

While in the role of Team Leader for CSSTPRS Rohena Round put in a submission for a grant to upgrade and renovate the CSSTPRS office in Thurlow Street in July 2013. The submission was successful and planning began in November and December 2013. The building submission is for the construction of a dedicated meeting room and separate offices plus a complete overhaul including new paint, re-carpeting and an upgrade of the amenities. Renovation work commenced in June 2014. During

the renovations the CSSTPRS office and staff were temporarily accommodated at RCC to enable as little disruption as possible to the daily running of CSSTPRS. While

technically the renovations were not complete until July 2014, the building looks so fantastic that we have included a sneak preview with this report!



Then & Now



# Housing Communities Program (HCP)

Funded By: Department of Family and Community Services, Housing NSW



## Overview:

1994 Housing Communities Assistance Program [HCAP] was first funded.

As well as assisting residents living on Riverwood Housing Estate with tenancy related matters, HCAP was community development focused ascertaining the needs of the community and working with tenants to achieve positive outcomes that strengthened community cohesion.

One of the first significant projects was a mural that was designed and painted in conjunction with local residents, celebrating the multicultural nature of the community.

The Riverwood Community Garden was the next important project, welcomed by the community in 2000. Approximately 20 plots were available at first, this grew to 40 and now 57!

There have been many HCP projects over the years, and with changing demographics in the community, the projects have continued to meet community needs. One project that has continued throughout the years has been the community garden which still provides much needed joy and assistance for many within the community.

2009 Name Change to HCP – Housing Communities Program.

## Highlights of 2013/2014:

CCSP – Monthly Community Clean Street Program – is committed to making Riverwood sustainable, green and clean. Thank you to residents who have helped keep Riverwood clean and beautiful.

- Volunteers and workers have collected almost 1,000 bags of rubbish from Riverwood Housing Estate since October 2012
- Education sessions are planned to promote awareness of litter reduction

- A Halal BBQ lunch is provided after the clean up giving an opportunity to celebrate our achievements, appreciate our volunteers and workers and build community capacity
- CCSP was successful in its application for funding from Keep Australia Beautiful NSW



Information Carnivals – in partnership with HNSW, SGCH, Canterbury City Council, Cancer Council NSW, UWS and YMCA, HCP has held two Information Carnivals during the year:





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

# 8482

Occasions of service  
July '13--June '14 from 1,500  
targeted households

TOTAL  
DELIVERY  
OF FLYERS &  
PAMPHLETS  
**46,900**

- Healthy Mind, Healthy Body – October 2013
- Road Safety Day – April 2014

**Chinese Association** – was successful in their application for HNSW Small Grants funding to run a Chinese Leisure Group: Music Group, Playing Cards Club, Cooking Class, Flower Group, Chinese painting & calligraphy and Riverwood Happy and Healthy Walking Group. All groups do not just gather together to break down isolation, but as people grow in understanding of the community they identify community assets and resources to contribute to positive change in Riverwood.

**Off - Estate tenant groups** – include complexes in:

- Hannans Rd & Nirimba Ave, Narwee;
- Violet St, Roselands;
- Endeavour Pl & Iluka St, Riverwood.



An average of 8-10 tenants are involved in each tenant meeting every two months. Off- Estate tenants were successful in receiving funding from HNSW for bus outings organised by HCP Worker.

#### Riverwood Community Garden

RCC organised 57 individual gardener interviews to seek to create a safe place to grow food and plants in our community garden. The updated Riverwood Community Garden Policy was published in Riverwood Inside News, Christmas Edition 2013, and sent to each gardener. The update to Riverwood

Community Garden has involved all stakeholders: gardeners, garden volunteers, people on the waiting list and RCC.

#### Future focus

- Multiculturalism and social inclusion
- Involve local families in community decision-making
- Public and private housing integration when new private buildings are completed

33  
Projects

320  
Events

40  
Volunteers

668  
Translated  
materials







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## Service includes

CALD Social Support  
Centre Based Day Care  
Neighbour Aid  
Shopping Services  
CALD Bi-Lingual Staff Brokerage Project

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## Manager

Sue Ashcroft

## Management & Quality Assurance Support

Gina Gericke

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## Staff

### **CALD Social Support & Centre Based Day Care**

Team Leader, CALD Social Support: Hoang Hoa Lam  
Team Leader, CALD Day Care: Hang Trinh  
CALD Admin Support: Monika Chapagain  
CALD program Workers (Groups and Social Support):  
Faten Awad, Bassima El Sayed, Susan Tawdrous, Mary Mikhaile, Rima Jaber, Juan Pomfrett, Annie Chen, Malgorzata Lewandowski, Nguyet Tran, Manal Ghaly, Uyen Dam, Fiona Wang, Kim Trinh, Emily Chang, Helen Philips, Androula Panasetis, Carmina Sokolowski, Teresa Norberti, Norma White, Kim Low, Vassi Henson, Ho Tan Thi Nga, Oanh Phan, Do Cung Nguyen

### **Fleet Manager / Drivers:**

Raymond Roy / Kent Lo,  
Goce Bogdanoski, Tony Crowhurst,  
Seamus McNally, Anthony Lieu

### **Relief Drivers:**

Ron Duckworth, Patrick Sarmiento,  
Helen Scarborough

### **Shopping Services**

Team Leader: Matina Kremisis  
Group Shopping Co-ordinator: Dianne Astley  
Group Shopping Service Support Worker / Service Assistant: Denise Richards, Peter Meadows  
Individual Shopping Project Worker:  
Susan Tawdrous  
Accompanied Shopping Worker: Yingshu Zhen  
Admin Assistant & Accompanied Shopping:  
Melinda Parkinson

### **Neighbour Aid and Mainstream Day Care**

Team Leader: Robyn Karoubas  
Mainstream Group Worker: Carmina Sokolowski



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## Funded By

Commonwealth Department of Health and Ageing/Department of Social Service and the NSW  
Department of Family and Community Services, Ageing Disability and Home Care

# Riverwood/Canterbury Aged and Disability Support Service

## OVERVIEW

RCADSS is funded under the HACC program to provide support services to eligible clients (frail aged and younger people with disabilities and their carers) living in the Canterbury and Bankstown LGAs so that they may remain living independently in the community.



## Analysis of service data at 30 June 2014

Service was provided to 675 clients from 47 different countries. The client mix is proportionately representative of the demographics of the local government area. The main client groups are Australian born (28%), Chinese (21%), Vietnamese (12%), Greek (9%), Lebanese (7%), Italian (6%) and Egyptian (3%). The service operates through three funding streams: Centre Based Day Care with Transport, Social Support, and Domestic Assistance. These funding streams translate to four program areas: Centre Based Day Care, CALD Social Support, Neighbour Aid, and Shopping Services.

## THEN AND NOW

The Aged Service started in the mid 1980s before the introduction of the HACC Program, with a fortnightly shopping service and a weekly group for local aged people who felt isolated and expressed a wish to meet together socially. In the last ten years the following changes have occurred:

### In 2004

Two separate services operated as Riverwood / Canterbury Neighbour Aid and Canterbury Shopping Service  
Staff: 14

Five Centre Based Day Care Groups  
Caring Contacts newsletter mailed to 50 carers  
Group Shopping by minibus

Volunteer based Neighbour Aid service

Operating in Canterbury LGA

### In 2014

All services combined as one new service: Riverwood Canterbury Aged and Disability Support Service  
Staff: 44

Funding increased by 400% since 2004  
Fourteen Centre Based Day Care Groups  
Caring Contacts newsletter mailed to 150 carers  
Group Shopping, Accompanied Shopping and List Shopping  
CALD Social Support program with paid staff

Volunteer based Neighbour Aid service

Operating in Canterbury and Bankstown LGAs



### Centre Based Day Care

This service provided twelve weekly day care groups in Canterbury LGA over 48 weeks of the year, to Polish, Italian, Greek, Vietnamese, Mandarin, Cantonese, Arabic and English speaking clients, servicing around 320 clients each quarter.

In April 2014 it received funding for 2 Vietnamese Day Care Groups in Bankstown.

As well as regular group activities, groups attended special events in the community including Seniors Week, Law Week and Carers Week Celebrations, Harmony Day, Chinese Moon Festival, Vietnamese & Chinese Lunar New Year and the Dragon Boat celebration.

### CALD Social Support

Eighteen bi-lingual staff provided social support services to 41 clients, including home visiting, personal shopping, bill paying and transport to access community facilities, with 16 clients awaiting service.



### Neighbour Aid

The Neighbour Aid Service provided service to 115 clients during the year, including gardening and providing carers to accompany clients to medical appointments. Volunteers performed home visiting, took clients on personal shopping trips, to the hairdresser or to the bank to pay bills. Of the 35 new enquiries / referrals received during the year, 28 new clients were taken on to the service, with the majority of the remainder being referred to other more appropriate services.

This service depends greatly on a core group of volunteers, who generously offered their time

during the year. Our volunteers were trained and supported by regular volunteer meetings and by social celebrations which acknowledged their help and commitment.

The Neighbour Aid Service continued to publish the bi-monthly Carers Newsletter, keeping 150 individual carers up to date on current carers news and information.

The Dementia Café met on nine occasions through the year and now has 7 regular participants. The Café is supported through a partnership with the Dementia Advisory Service.





## Shopping Services

In 2013 / 2014 the service offered three shopping options, using the assistance of around 10 volunteers each week.

- The 'group' shopping service provided essential grocery shopping to around 100 more 'able' clients a fortnight to Roselands.
- Clients who were unable to access and travel on the bus were offered 'accompanied shopping' by car to their preferred shopping centre, provided it was assessed as being safe. Thirteen clients, including some with early stage dementia, took advantage of this option.
- A 'list shopping' service provided fortnightly essential grocery shopping and bill paying to 21 housebound clients.
- As at 30 June there were 20 people on the waiting list.
- Three bus outing trips for existing clients as an opportunity for clients to socialise and participate in the community.
- 60 clients attended the annual Spring Party

The Supported Shopping Service experiences a high volume of turnover of clients as they are quite frail and have a fairly high incidence of ill health, hospitalisation or admission to respite care.

## CALD BI-LINGUAL STAFF BROKERAGE PROJECT

A total of 1199.5 hours of staff hire were made during the year, and customers included Ability Options, South West Community Transport, Canterbury Earlwood Caring Association, Canterbury Council and Bankstown Area Multicultural Network.

## QUALITY MANAGEMENT

RCADSS underwent and passed Quality Review by the funding body, meeting all of the Home Care Standards.

Quality Improvement (QI) measures introduced were:

- Improved accountability process for tracking all client fees which are given to the Admin Dept
- Revised and expanded assessment forms to better meet the requirements of the Standards, providing for improvement in the quality of Care Plans
- Investigating and developing use of HMS to monitor and record client re-assessment

## Centre Based Day Care

9,879	OCCASIONS OF SERVICE
53,673	HOURS
19,787	TRANSPORT TRIPS

## CALD Social Support

41	CLIENTS
18	BI-LINGUAL STAFF
10	NATIONALITIES

## Bi-Lingual Brokerage Project

1,199.5	HOURS OF STAFF HIRE
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## 2013-2014 Performance

### Neighbour Aid

115 Clients

18 Volunteers

### Shopping Service

134 Clients fortnightly

3350 Occasions of service



### Carers Newsletter

750

Copies distributed

- Creating a central recording system for evaluation of information and implementation of continuous quality assurance
- Evaluation of field staff hours resulting in some savings
- Restructure of team leader positions and responsibilities, providing for more streamlined and more efficient service
- Ongoing training on the Enabling Approach at all staff levels, resulting in Care Plans and service which focuses on clients' goals and independence

These QI measures link to the Service Strategic Plan which was drafted in the first part of the year, and meshes with the Centre's overall Strategic Plan. The aims are:

1. The service is well positioned to meet the needs of the frail aged and younger people with disabilities
2. The service will provide best quality service, achieving a high standard of excellence in service delivery
3. The service will deliver the best outcomes for individual clients

The service achievements against the Plan in the latter half of 2013 / 2014 were:

#### Aim 1

- Successful tender for expansion of service into the Bankstown area with the establishment of 2 Vietnamese CBDC groups in March 2014
- 183% increase in Brokerage service hours in the financial year
- Brokerage service promoted in a wider area and added to our website
- Promotional Plan for Social Support developed and activated

#### Aim 2

- Three CALD staff were supported to achieve their Certificate 3 in Aged Care
- Introduction of Aged Services 'call screening' / intake system
- Partnership events with Commonwealth Respite Centre (Dementia Education) and Medicare Local (Diabetes Education)

#### Aim 3

- Ongoing client feedback through Tell Us What You Think forms
- Redesign of assessment tool to improve quality of Care Plans

## CALD Social Support Clients

41 TOTAL CLIENTS

Arabic	32%
Bengali	2%
Cantonese	5%
Farsi-Iranian	2%

Greek	12%
Italian	5%
Mandarin	17%
Spanish	2%
Vietnamese	20%
Other	2%

10 NATIONALITIES







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## Service includes

Children's Centre  
CSA  
Family Support Service  
Links to Learning  
OOSH  
Youth Service

## Manager

Nadia Saleh



## Staff

### Children's Centre

Acting Team Leader:  
Rima Jaber (Jul-Apr)  
Team Leader: Marie Antuoni  
Educational Leader: Nicole Tyhterleigh  
Nominated Supervisor: Marie Antuoni  
Birth-2's Educator: Angela Makridis  
2-3's Educators:  
Catherine Rumsey (M/T/W)  
Syeda Shamsunnaher (Th/Fri)  
3-4's Educators: Rana Nahlous (M/T/W)  
Ferial Zreik (Th/Fri)  
4-5's Educators:  
Marie Antuoni (M/T/W)  
Rima Jaber (Th/Fri)  
Cooks: Julie Thomas PT& Feridah Abduuah

### CSA

Beverley Daniel

### Family Support Service

Team Leader:  
Mariam Mourad (Jul-Feb)  
Ishara David  
Case worker:  
Kerrie Newcombe (Jul-Mar)  
Heather-Mae Peterson-Connor

Occasional care:  
Elisar Bazi, Sue Cocking and Sue Glynatsis

### Links to Learning

Team Leader: Syed Hasan  
Teachers: Trudi Bourke (Feb-Sep)  
Gini Shearer (Sep-Dec)  
Marcus Dabb (Sep-Dec)  
Youth Worker: Samey Minkara (Nov-Apr)

### OOSH

Team Leader: Elizabeth Hughes  
OOSH Workers:  
Amale Zreik, Elisar Bazzi  
Hady Saleh, Helen Montan  
Mathew McGrath, Melissa Ryan  
Pam Kerr, Rana Saleh  
Sophie Newcombe, Sue Cocking  
Syeda Shamsunahar, Vivien Josephs

Bus Drivers:  
Kent Lo, Patrick Sarmiento

### Youth Service

Team Leader: Vincent Gordon  
Youth worker: Samy Minkara (Jul-Apr)

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## Funded By

Department of Family and Community Services, Community Services  
Department of Education and Communities (Early Education and Care)  
Department of Education and Communities (DEC)  
Australian Sports Commission Active After School Care  
KU Children's Services  
Scan Funding

# Children's Centre

Funded by : Department of Education and Communities (Early Education and Care), Scan Funding



The Riverwood Children's Centre educators strive to support and guide children attending care aiming to ensure that they are all provided with a happy, safe and stimulating environment. The service has been involved in a process of renewal and change over the past few months including changes to the learning environments, teaching team and curriculum. Educators have been involved in reflective practice meetings and mentoring sessions to re-examine programming practices as we begin to shift towards a more contemporary approach to curriculum construction. This shift in practice is a response to becoming better aligned with the practices and principles of the Early Years Learning Framework (EYLF). This examination and assessment is an important, reflective process that takes time. Small changes are

already evident and we are excited about the new curriculum for children and families and the teaching team.

The EYLF advocates a play-based curriculum that respects and reflects the individual child within the context of family, community and social groups. The team have been discussing ways to strengthen relationships with current families and have started thinking about learning opportunities beyond the confines of the Centre. Several family-focused events have been hosted including Parent's Forum Night, Mother's Day Concert, Parent's Picnic Day, Multicultural Day, Father's Day Concert, Grandparents Day and the end of year concert. These events offer the opportunity for families to spend time in the Centre, with their child, their friends, classroom educators and build relationships with other families.







## 58 Places

9am-4.30pm  
Two groups: Mon-Wed & Thur-Fri  
Staff: 2 F/T, 6 P/T, 3 Casual

The ratio of children:  
0-2 yrs: 4  
2-3 yrs: 8  
3-4 yrs: 8  
4-5 yrs: 9

As part of the new national assessment and rating process, all early childhood centres need to carry out a self-assessment of the service and develop a quality improvement plan (QIP). The team have identified several areas of focus as part of our quality improvement goals including the educational program. We have been discussing how we currently share this information with families and have begun devising new and better ways to ensure children's learning is conveyed clearly. We will be canvassing families to find out preferred ways of receiving information to ensure we are meeting the needs of all families.



There has been a focus on children's learning environments and significant time, energy and resourcing has gone into the development of interesting and inviting play spaces for children. These places and spaces celebrate children's capacity and competence, resonating with shared interests. We will continue to inspire children's

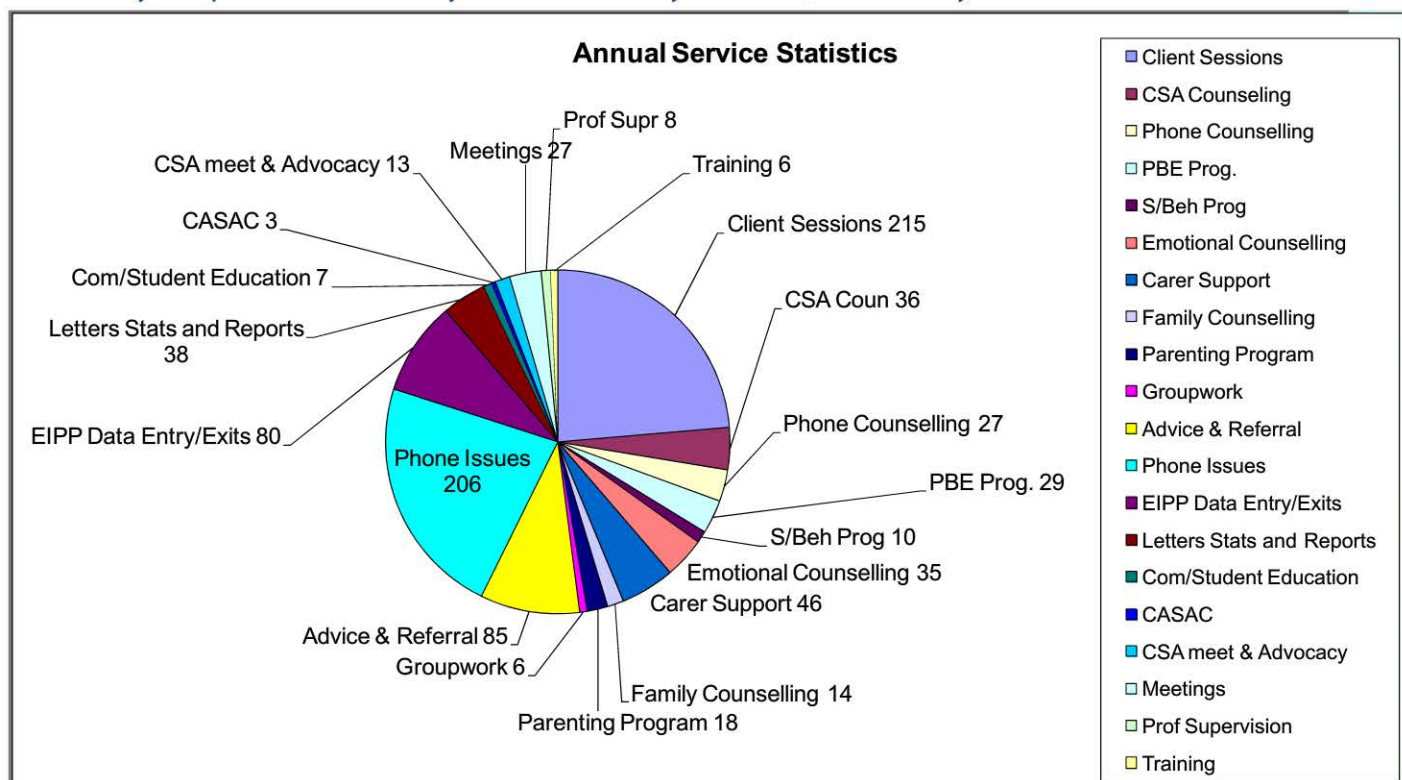
learning through the provision of carefully planned, interesting experiences and environments.

The dedicated team of educators will continue to provide children and families with quality programs and educational activities responsive to their individual needs.



# Child Sexual Assault Service (CSA)

Funded by : Department of Family and Community Services, Community Services



## Service History

The Child Sexual Assault Counselling Service (CSA) began in 1985 with its first CSA Counsellor. During the next sixteen years there was a succession of dedicated counsellors who strived to make the lives of sexually abused children better.

## Service Profile

- A free service providing short, medium and long-term individual counselling to children and young persons to 18 years, who have experienced sexual assault.
- A safe and supportive setting to allow children the freedom and respect to express their thoughts and feelings.

- Support for non-offending parents, carers, and siblings on a one-to-one basis and as a family group.
- Client-Family support and advocacy as a holistic approach, with clients often receiving more than one service from within our Centre and wider service networks.
- Court preparation and court support.
- Protective Behaviour's Program: An age appropriate personal and practical safety skills awareness program.

## Challenges and Changes:

*As a sign of changing times, as of June 2014 the CSA service closed. All continuing clients were referred to other suitable services.*







#### Client Snapshot 2013-2014

A total of 27 clients received therapeutic counselling and/or one or more of the service programs. The children's ages ranged from 3 years to 18 years.



# 10

## Cultural Backgrounds

Aboriginal & Torres Strait Islander (ATSI), Australian, Chilean, Egyptian, Greek, Indonesian, Iraqi, Lebanese, Maltese, New Zealand – Maori, and Samoan

- Sexualised Behaviours Program: A therapeutic program for children aged to 10 years who demonstrate problematic sexualised behaviour.
- Beyond Parenting: A parenting toolkit of skills learning resources to better support their children affected by abuse and trauma.
- Training Seminars and Consultancy: 'The Dynamics of Child Sexual Assault', and 'Children (under 10 yrs) who Demonstrate Problematic Sexualised Behaviours.'
- Information and referral.
- Liaison and Advocacy to government and non-government services.



SAFETY is a 'Yes' feeling

#### Thank-you

To the government and non-government agencies and services, and individual persons that have supported and networked in co-operation and collaboration with this service throughout the years.

To Riverwood Community Centre: the Board, staff and volunteers. Many thanks for great working partnerships and friendships.

To the young clients and their families who gave their trust unconditionally, and allowed this counsellor and counsellors of the past to be part of their healing and share their journey, thankyou ... it has been a privilege.

# Child Youth and Family Support Services

Funded by : Department of Family and Community Services, Community Services

The Child Youth and Family Service was initially funded through Commonwealth Employment Program [CEP] funding for 6 months in 1984. In 1985 funding was received from the Department of Youth and Community for 10 months which ended 31st January 1986. This was called the Child Protection/Family Support Program which offered full and part time workers.

1986 -1988 saw a change from Federal to State funding, with an extra 20hrs approved - 10hrs for a Family Support Child Care worker to care for preschoolers while parents attended educational and recreational programs.

## 1988-1992

Partnership with Padstow TAFE Outreach: many families benefited through learning opportunities supporting families to enter the work force.  
Multicultural Group: to support women from CALD [culturally and linguistically diverse] backgrounds providing a holistic response to assist with: financial hardship, financial stress, lack of parenting, social isolation as well as providing an opportunity to learn new ideas including child development stages.  
Breakfast at the local primary school: in conjunction with the Child Sexual Assault Counsellor.  
Protective Behaviors: training for children was introduced.



## Current Statistics

