



Riverwood Community Centre

Annual Report 2016



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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Morris Iemma
Chairperson

This year has been one of consolidation and further progress against our Strategic Plan 2014-19 including:

- restructure of our finance section,
- successfully transitioned our pre-school service to long day care,
- secured a number of grants that has allowed us to make much needed improvements to the Centre and
- strengthened our Management team under the leadership of our CEO, Pauline Gallagher.

Chairperson's Report

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The Board has met its governance responsibilities as outlined below:

Legal - ensure that RCC operates in line with:

- its Constitution;- this was reviewed reviewed and adopted on 1st June 2016 and reflects our Objects under Company Limited by Guarantee
- the Corporations Act 2001 – compliance obligations met

Policy and Planning

- oversee setting of the strategic direction and monitor the progress of RCC through a Strategic Plan - reviewed and updated yearly;
- setting overall policy - Governance policies were reviewed and implemented

Financial: undertake financial accountability by ensuring that RCC operates within financial policy pocedures:

- 2015-16 budget approved and implemented;
- the centre is in a financially viable positon;
- all Funding Agreements' conditions were met;
- audit for 2015-16 completed.

Human Resources

- HR and WHS policies were reviewed and implemented

This year also saw a couple of long term staff retire notably Sue Ashcroft and Diane Astley. We wish them health and happiness in their retirement. We thank them all for their contribution to the Centre.

Future Challenges

Our biggest challenge in 2016-17 will be the recruitment of a new CEO. After 36 years Pauline retired on 30th September and our challenge will be to find a new leader. I cannot begin to describe what Pauline has contributed to this Centre. Through her leadership she has taken a small community centre with a handful of workers and services with minimal funding to a large \$3.6m organisation offering a variety of services from birth to 100 to all our community.

The amazing feat is that throughout this process Pauline has not lost sight of what is the heart of the organisation and that is the clients and even today Pauline has a handful of clients that she personally works with.

Pauline what can I say THANK YOU, THANK YOU, THANK YOU

The Centre has been a wonderful place to work. I believe as the community has contributed to my growth as a better person, that I have contributed to the growth and provision of services in Riverwood for the betterment of the community.

CEO's Report

The Riverwood Community is at the beginning of interesting and challenging times. The announcement regarding the future development of the Housing Estate in Riverwood to increase housing for applicants waiting to be housed and to increase private ownership will have implications for existing tenants. Consultations will be held at the community centre later in the year and I encourage all tenants to attend discuss and assess all the information provided.

I am pleased to inform you overall in 2016-2017 the Centre has achieved outcomes as expected of us by our Funding Bodies. In the main our statistics have been higher than expected.

Canterbury Council's amalgamation has taken place and although this has been a great disappointment and a blow to the community of Canterbury we are pleased to amalgamate with our neighbour Bankstown. The Centre believes we are not under any threat with this partnership as we have always had a strong performance history with Council.

Our Administration Department has had staff changes in that: Gaye Payroll Manager, Liz in Accounts and Paul in IT have left. We wish them well and compliment them on their hard work and loyalty to the Centre

over the years. We welcome new staff Eryl and Erica and know they will uphold our work ethic in the Department.

Our Child Care Centre funded by the Department of Education was required to re-adjust its hours and become a Long Day Care Centre operation from 7.00am-6.00pm Monday to Friday. Building up our numbers has been slow but they have increased to 24 per day. We are licensed for 29. We hope to achieve full capacity by the end of the year.

We are relocating our reception area back to it's original space in October. This is a more valuable use of space and will provide more privacy for our counselling and intake as well as providing valuable storage.

To all the volunteers who have worked over all the years and given so freely to the community your generosity of time and heart has ensued the viability of this Centre. I sincerely thank you. To staff who have worked with the community to level the playing field, providing services to meet needs in an engaging and inclusive manner. All of you have contributed to the Organisation we are today.

Many thanks to Jihad Dib, Member for Lakemba, for securing funding towards another bus.

An Inter-Faith Dinner was held at Punchbowl Community centre. This was a thought provoking event attended by approximately 150 people of different faiths. The speakers were outstanding and I congratulate Karl Saleh



Pauline Gallagher OAM
CEO

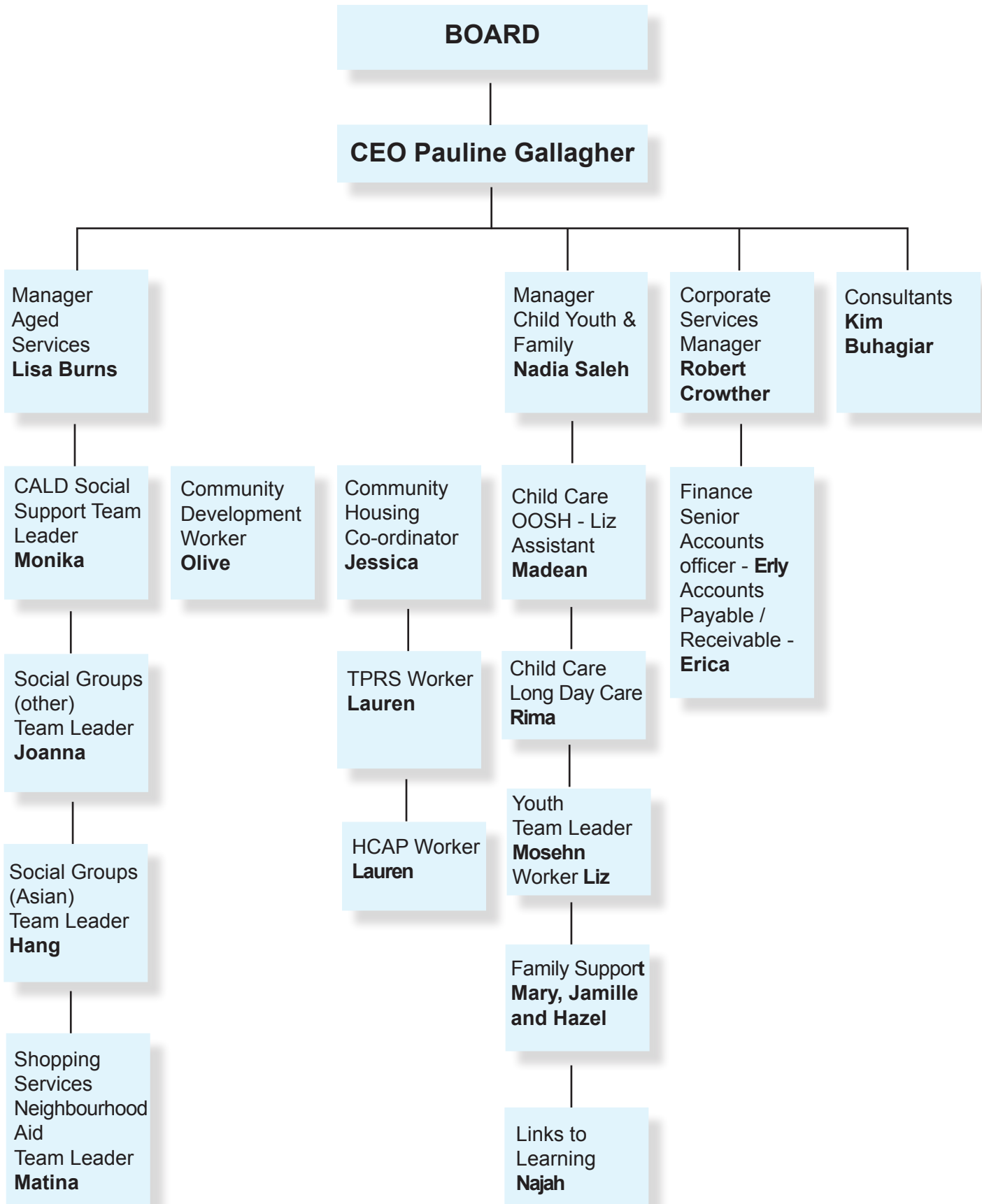
for bringing us all together. In listening to the speakers I believe we can unite and understand each other's passion and commitment to their beliefs.

This will be my last report due to my resignation. Kim Buhagiar will act in the role of CEO temporarily until a new CEO is employed. Please make her feel welcome and supported as you have done for me over the last 36 years.

I believe I leave the Centre in a strong financial position. Staffing has changed in the last year but I believe we have a stable, qualified staff to take the Centre into the future. I have secured long leases from Council re Punchbowl and Riverwood and we are negotiating a formal agreement with Georges River Council re the Thurlow Street Hub. The board has been supportive of me in the last year in regards to my personal issues. I sincerely thank them. A particular thanks to Morris Iemma, Karl Saleh, Ganesh Tamang, Hassan Kureshi, and Vicky Wang who came onto the Board at a difficult time. Many thanks to Helen Gialouris, Mohammed Huda, Kadije Arja and Shirley Glennie who supported and stayed on during all the hardship with truth and honesty winning in the end.



Organisational Chart





Community Hub Services

Funding Body:
NSW Department of Family and Community Services

Counselling through Wesley Mission, Partnership breakfast for over 100 partners held annually.

Riverwood Community Hub is the heartbeat of the community providing:

Information and Referral- over 1300 people were assisted throughout the year. We also provide a daily intake service to assist and support members in the community. Main issues presenting through this service are housing, legal, Centrelink, immigration, financial, domestic violence and form filling. These are either dealt with internally or referred to the appropriate service for actioning.

Punchbowl Community Hub- 21 different groups use the Hub on a weekly basis with over 1000 people using the centre per week. Groups include Senior Citizens Dance group, Chinese Art group, Italian Group and Tae Kwon Do.

Social Inclusion Programs- supports and encourages community participation.

Throughout the year at least 3000 people attended the centre on a weekly basis. Regular activities include the men's shed and community café that operate weekly and the community garden has 130 plots with a long waiting list as well as art and craft weekly activities. Our volunteer program is vital in keeping our programs and activities running on a daily basis and we have over 100 volunteers assisting throughout our services.

Community Events- major events include our Annual Fair, Christmas Carols, Neighbourhood Week celebration and White Ribbon Day with each event attracting hundreds of people made possible with the assistance of our partners, volunteers and staff.

Partnerships at Riverwood- include outreach by Centrelink, Ability Links, Financial

Partnerships at Punchbowl- In partnership with Padstow TAFE English classes have been provided weekly during school term with approximately 15 people attending weekly. Bankstown Womens Health community kitchen was held through the year providing opportunities for our multicultural community to learn about other foods and cooking skills.

Community Consultation- 3 consultations were held with the community focussing on identifying needs and providing information on the further development on the estate – over 300 people attended.

Community Infrastructure- We have 12 external groups that use our Centre on a weekly basis mostly after hours and on the weekends as well as one off bookings ranging from birthdays to weddings.



Aged Care Services

Funding body:

Commonwealth Home Support Program

Australian Government Department of Health

NSW Department of Family and Community Services: Ageing, Disability & Home Care

Manager:

- Sue Ashcroft until December 2015
- Lisa Burns

Team Leaders:

- Monika Champagain
- Joanne Sluiter
- Hang Trinh
- Matina Kremisis

Administration Officer:

- Krystal Warren

Information & Referral:

- Kerry Muldoon

Team Workers:

- Yingshu Zheng
- Fiona Wang
- Kim Trinh
- Nguyet Tran
- Juan Pomfret
- Oanh Thi My Phan
- Androula Panasetis
- Linda Ngoc Ly
- Graziella Mua
- Kim Low
- Nga Tan Thi Ho
- Vassi Henson
- Manal Ghaly
- Bassima El Sayed
- My Lan Duong
- Huyen Dinh
- Uyen (Jenny) Dam
- Emily Chang
- Faten Awad
- Fortini Athanasakos
- Carmina Sokolowski
- Norma White
- Peter Meadows
- Dianne Astley
- Helen Phillips
- Susan Tawdrous
- Melinda Parkinson
- Mary Mikaile
- Zeina Taouk
- Margaret Lewandowski

Riverwood/Canterbury Aged and Disability Support Service assists older people, people with a disability and their carers by providing a variety of support services to enable them to live in their homes by improving their independence and well-being. Services are designed to increase social participation by encouraging people to stay connected to their community, friends and family.

In reflecting back on the year it has been a year of learning, some challenges and many changes. It has been a time of significant change for both the aged and disability sectors.

July 1 2015 saw the:

- Commencement of the Commonwealth Home Support Program
- Introduction of My Aged Care Portal, a single pathway for assessments and referrals into Aged Services for older people and
- Introduction of the Restorative Care (wellness and re-ablement) approach.

Whilst there were many external changes, change was also happening internally at the Centre. A few of our long term staff retired or moved on to other positions.

In December we farewelled Sue Ashcroft who had been Aged Services Manager here for over 25 years. We also sadly farewelled Gina Gericke, Quality and Safety Coordinator and Dianne Astley, Shopping Coordinator after many years of services in our team. We would like to thank them for all their hard work, commitment and the many contributions they made to the centre over the many years they worked here.

To achieve our aims here at the Centre the Aged Services team provide weekly social groups to 4 Vietnamese groups, 3 Chinese Groups, Arabic, Greek, Italian, Polish, Men's and Women's Group as well as providing a monthly social group for people with dementia and their carers.

CLIENT AND CARE FEEDBACK:

Since mum joined her social group her state of mind is more alert and she is more aware of her surroundings. She is no longer depressed as she was before and she has been a little more outgoing. She is very happy and wishes that she had joined earlier!!

I don't have enough words to describe the emotions and feeling towards the group my parents attend at the Centre. My parents recently went back home and they always talked about the group with their children, grandchildren, friends and neighbours. We greatly appreciate the Australian Policy to support older people. We also admire all the hard work, the assistance, the caring from the staff for our parents. When my parents came back from their holiday they asked me to inform you immediately that they are back so you can pick them up to attend the group.

Case Stories

There are many issues facing the elderly in our community, elder abuse being one of these issues. Elder Abuse is any behaviour or action within a relationship that harms an older person. It includes a financial, physical or social abuse and neglect. 1 in 20 older people experience abuse every year but only 1 in 5 cases are reported.

A client's story: A 90 year old person who attended one of our



groups was identified as being neglected in most capacities of their life. We visited the person's home and ascertained that they did not have enough support in place for their needs. There was not enough food, warm bedding or clothing, as well as support, to assist them with personal care or support around the house. We immediately organised for Meals on Wheels to provide food. We utilised the support of the Aged Care Assessment Team and it became evident that the person was not capable of looking after themselves and the family did not have the capacity to support their relative. The person now resides in an aged care facility where their total wellbeing can be looked after.

The Aged Care team provide different services that connect people with their community. We provide various shopping services to ensure that people can live as independently as possible and remain in their own homes. We offer a door to door bus service with assistance on and off the bus and delivering of their groceries. If our shoppers need more support we organise for them to be supported by a volunteer whilst at the shopping centre. For those who are unable to



access the bus we have a one on one car service. We also offer a list shopping service for people who are unable to get out to the shops.

We have many clients from diverse cultural backgrounds where English is their second language. Many of our staff are bilingual and assist to bridge the gap due to language barriers. The Cultural and Linguistically Diverse home visiting service has helped a number of clients to maintain their independence, develop new skills and participate in the wider community. This one on one service gives us an opportunity to work with clients individually and to discover what is really important to them which then empowers clients to move forward in their lives.

Clients include:

A person with anxiety issues who wouldn't leave her house or open the door who now opens the door for staff and we are now working this person to access needed services from other organisations. Also an elderly couple we visit, who are the primary carers for their daughter who has a disability, were assisted with paperwork regarding the introduction of the National Disability Insurance Scheme. English being their second language the change was overwhelming for them.

However, our staff assisted in translating all the paperwork and made sure the clients understood

everything before making any decisions and the daughter is now successfully incorporated into the NDIS system. This is a major achievement for the family.



Volunteers

Many of the services we offer at Riverwood are as a result of the hard work, skills and the commitment of our amazing volunteers. They assist us in so many ways: from administration, shopping support, social group support, and assistance in providing the delicious meals we prepare for participants.

Our Neighbour Aid programs are entirely supported by volunteers. This service provides a diverse range of activities: from minor repairs around the home, gardening, taking people to appointments and other things that are needed to remain independent.

On behalf of all the aged care team we thank you for the support, commitment and generosity you

give every time you volunteer. We know we could not offer the diversity of our services without your assistance. We thank each and every one of you.

Future Direction

We have been reviewing our services to ensure we are ready to meet the changes that will be happening in the future. Currently there is major reform happening in the disability sector through the introduction of the National Disability Insurance Scheme (NDIS). NDIS is the new way of providing support for Australians with disability, their families and carers. The NDIS will be introduced to our area in 2017. We are currently looking at ways we can support clients to ensure they understand how to navigate and successfully access the scheme.

The second stage of the Federal Government's reform will commence in 2018. The Home Care Packages Program and Commonwealth Home Support program will integrate into one single program. This will allow the consumer/client to choose the provider that is best suited to them and to direct the funding to that provider. Our aim is to ensure we are the best provider in our area providing effective and efficient services to meet the needs of the client.



Quotes

Vietnamese Client

Chúng tôi cảm thấy thoải mái khi đến sinh hoạt nhóm. Chúng tôi biết về tiểu sử nước Úc, biết thông tin về sức khoẻ để ngăn ngừa bệnh tật.

When attending the group, we feel relax and comfortable. We have learnt Australian history, received health info for prevention and know how to look after ourselves. Chúng tôi hạnh diện



Vietnamese Client

chia sẻ với những người nước ngoài về văn hóa VN, về chuyến vượt biên bằng thuyền đến Úc. Chúng tôi luôn tìm cách trả ơn đất nước đã cứu mang chúng tôi. The Vietnamese Cultural Day celebration with Greek people participation. We proud to share our cultures, our songs and food. We also memory our journey by boat for freedom to the lucky country so we always giving back to Australia when we can.



Chinese Client

自从参加了社区活动，我现在更加有信心用简单英语与邻居或朋友交谈。

Since join the group, I feel more confident speaking to my neighbours in English.

Chinese Client

大家都喜欢出去游玩，特别是工作人员帮我们拍了许多照片，每当我们把照片给家人和朋友看，他们都说我们很开心，笑得很灿烂。

The group love the outings. When we went to the garden or beach, it was great to take photos, so we could show our family and friends. You could see how happy we are.



Greek Client

Ελληνική Ομάδα
Είμαι χαρούμενος με την ομάδα . Έρχομαι εδώ και πολλά χρόνια και έχουν κάνει νέους φίλους , μιλούν τη δική μου γλώσσα και γενικά έχουν μια καλή στιγμή . γιός

I am happy with the group. I have been coming for many years and have made new friends, speak

my own language and generally have a good time.

Polish Clients

Jest tylko 3 dziewczyny opuścił więc dołączył do grupy greckiej. Uczymy greckich , nowe zwyczajaję i komunikacja jest bardzo szczęśliwy. Kochamy się i cieszyć się dniem i wycieczki . Personel jest bardzo dobry i miły dla nas. Bronisławy , Trudy i Alina

There are only 3 girls left so we joined the Greek group. We're learning Greek, new customs and communication is very happy. We love to come and enjoy the day and outings. The staff are very good and kind to us.

Arabic Client

أنا أود أن أشكر الموظفة في مركز ريفر وود الاجتماعي على متابعة أموري في الإسكان والأمر الطبية لأنني لا أتحدث الانكليزية . الموظفون متعاونين ومنهم من لحاجاتي .

I am thankful for the worker and Riverwood Community Centre for following up on my behalf with housing and medical people as I don't speak English. Staff are flexible and they listen to me"





Family Support Services



Funding body:

NSW Department of Family and Community Services

Service Manager: Nadia Saleh

Team Leader: Amira Shahid /Mary Mills

Family Support worker: Jamile Abou Raad

Playtime worker: Hazel Tong

Childcare Worker: Sue Glynatsis

The Family Support team continues to focus on inclusiveness and connectedness of our local families, the Riverwood Community Centre's Services, Community Partners and our local Community. We have achieved this by connecting families to services and programs, to respond to each family's individual needs.

Riverwood Community Centre Family Support Team continues

to strive to provide a professional service for vulnerable families with children 0-12 years old who live within the Riverwood, and the surrounding suburbs of Canterbury and Hurstville local Government area. The RCC Child and family support components are: Advice, referral and information, case management, practical skills development groups, court support, parenting skills groups, home visiting, and parent support groups.

Family Support receive referrals from a wide range of Government and non-government services these include FACS, Housing NSW, Campsie Police, department of human services, Locals Schools, Medical Services and Practitioners, Women's Health, and Women's Services. Families can self-refer or identified through our Family support programs or through the RCC intake system.

The Family Support Team continues to ensure that ongoing partnerships and relationships are established with our Community Partners and are maintained to meet the diverse needs of our special and unique multicultural community.

The Family Support Team work from a Strength base model, we provide assessment, case planning to families and together we develop achievable case plans. We continually review evaluate and monitor effectiveness of services through data analysis, we offer advice, referral, home visiting and we link our families with appropriate support where required. We plan and co-ordinate services to meet the needs of families and their children who work with the family support team to ensure the best outcomes are achieved.

Staff Changes:

In the last 12 months there have been changes within the team structure. Long serving Team Leader Amira resigned from the team. During Amira's time with family support her contribution to the team and community was invaluable.

The Family Support Team would like to extend our gratitude to the Board, The Management Team at RCC and staff for their ongoing support.

Case Management

Our Existing Family Support groups provided for our families include Playtime and The Parent Support Group in addition to the Circle of Security parenting program which is offered to our families on a one on one basis as well as continuing to work in partnership with other service providers to offer educational and recreational activities to meet the needs of our community.

Playtime:

Playtime is held each Monday and Friday morning from 10am -12pm at the 'Jefferson Building' in Washington Street, Riverwood. The families attending can vary each week.

Activities that have been provided with children and carers alike have been when the parents and children were involved in making their own playdough and edible finger paints. Finger paints were a great way of teaching the children about primary colours and learning what happens when you mix the colours. These activities quietened down even the liveliest kids.

We've had the pleasure of sharing playtime with a lot of car-obsessed boys. We laid down a simple track using masking tape so they could enjoy racing cars and driving the red cars around. We made a cardboard ramp for toy cars to zoom down and fly into the air.

Finally, Storytime was a big hit, with 'The Very Hungry Caterpillar' being read at the end of every session.





During the year a number of groups and activities were conducted in conjunction with our community partners: The women attended a great end of term trip to Birkenhead Point in Balmain. Also Alison Matthews conducted the 123 Magic Parenting course with the Women's Group.

Parents Support Group

This was extremely popular and we are looking to have Alison return in term 4 to follow up with clients on the progress of implementation of their new parenting skills. This was at the request of our clients to ensure they are on track with their new skills in parenting.

For this year we have introduced The Jewellery design which has been a great hit amongst the women. Participants have been enjoying making different types of earrings and bracelets and want the group to be extended.

Partnership projects and Networks

The Family support service team

continue to be actively involved in the local networks, throughout the year we have continued to take part in the local Canterbury child and family interagency, Canterbury domestic violence committee and the Sydney District regional family support service and the regional forums.

For the third year the team have continued to be part of the White Ribbon Committee which has been initiated by Campsie Local Area Command with other service providers from government and non-government organisations.

The walk aims to raise awareness about violence against women, last year's theme was no excuse for abuse aiming for men to speak out and prevent violence against women.

The Food and Safety and Barista Skills

This group was run in conjunction with TAFE South Western Sydney Institute (SWSI) this course was delivered in 5 sessions. All participants' comments were in relation to how the course increased their confidence and skill and improved their opportunity of seeking employment in the future.

Pathway to Beauty Industry Skill Set: This course was run

in conjunction with SWSI TAFE and held between Friday 13 May 2016 and Friday 1 July 2016. The course was held for 4 hours per week for 8 weeks.

Celebrating International Woman's day

In partnership with Bankstown city Council, Human Services and the Family Support service IWD was celebrated with a group of woman by visiting the eastern suburbs it was a great opportunity for some of the participants to learn and embrace other cultures. Also during the visit participants had the opportunity to meet the life guard from Coogee and learn about basic water safety as well as meeting local women and listen to motivational speakers.

Tech Packs Project: In partnership with The Smith Family

Tech Packs Project this project was run in partnership with The Smith Family local families with school age children attended training provided by the TSF at Riverwood Community Centre. After completing the course the participants attended a graduation ceremony where they all received a fully refurbished computer with 17" flat-screen monitor plus additional software.

English Class facilitated by MTC

In partnership with MTC and for the 2nd year The Skills for Education & Employment (SEE) program continues to support participants, aim of the program is to help improve an individual's English language and employability skills. Riverwood Community

Good News story:

The highlight for a local lady was when she had the opportunity with her children to meet Mr Bill shorten during his visit to Riverwood Community Centre.



1 Riverwood community centre meeting with Minister for women Hon Pru Goward and local MP for Oatly Mark Coorey.



2 Meeting with opposition leader Bill Shorten.



3 Autumn Fair Participants in the Bike n Blend.



4 White Ribbon March in Haldon Street Lakemba.



5 Turkan & Helen celebrating International Women's Day.



6 Local service providers thank you lunch.



Youth Services



Funding Body:

NSW Department of Family and Community Services

Service Manager:

Nadia Saleh

Team Leader

Vincent Gordon till Dec 2015

Mohsen Rezaie Jamaloui

Case Worker:

Elizabeth Milinkovic

The youth service provides a range of quality services for young people aged 12-18 years old within the community. The youth service aims to create a safe environment for the young people where they can get engaged, participate in activities, talk about their daily challenges and receive support and assistance to overcome the problems.

Case Work and Case Management

The Youth Service offers, assessment, case work, case management, court support, home visit, advocacy and referrals to other services to the young people aged 12-18 years old who lives in Riverwood and surrounding areas. Since February this year we have supported 28 individual clients through case management and advice and referral.

Drop In Service

youth drop in service, three days structured Tuesday – Thursday and two casual days Monday & Friday, during the school terms from 3pm -5:30pm. Some of the services that young people can access during the drop in service include; Sporting, recreational and educational workshops, financial counselling/budgeting, Work & Development Orders, pathways to employment and training and resume writing. An average of 20 young people participate daily.

Work and Development Orders

Work and development orders (WDO) are made by the SDRO to allow eligible clients to reduce their fines through unpaid work with an approved organisation and through certain courses or treatment.

Since February this year 8 young people have benefited from the WDO scheme, so far, allowing them to pay \$3,420 off their fines. Four young people have already completed their WDO and paid off all their fines, resulting in two young men being able to apply for their drivers licence.

School Holiday Program

In the past, the Youth Service provided school holiday programs in partnership with Belmore Youth Resource Centre. However, after an evaluation and consultation with young people, the youth service has developed its own school holiday program for September/October 2016 school holidays. All the activities are free of charge and will be held at the centre. Some of the activities include indoor sports, healthy cooking and a music workshop. Also, the Youth Service will host a group of young people from Belmore Youth Resource Centre one day during the School holidays.

“Her Space Program”

This program was funded by Former Canterbury Council Financial Assistance Program (FAP). Her Space Program was delivered during the term 1 and 2 of this year. The program was designed to address and respond to the needs of young women in the community over 16 weeks at our Centre. Self Defence, Cooking, Dance, Art /Craft, Social Club and Screen Printing were some of the sessions of Her Space Program. All the activities were run by female facilitators.

Partnerships and Networking

Kick Start Cafe Project: In Partnership with PAYCE provides training and employment opportunities to young people who are disengaged from school, to obtain Certificate 1, 2 & 3 in Hospitality as well as their RSA, RCG and a Barista Certificate, over 6 months and while they attend paid work. We currently provide mentoring and case management to three young people who are engaged with the café program.

Youthblock: Since the beginning of this year, our Youth Service and Youthblock have delivered workshops (inc. Drug& Alcohol, healthy eating, cooking and nutrition) during the Youth Service drop in service. Also, free flu vaccines were provided to the young people, by a registered nurse from Youthblock.

Canterbury Bankstown Bulldogs Club: The new working partnership provides 100 season passes for Bulldogs home games in 2016 for the Refugees and new arrivals within our community. Potential future ventures include Sports/Health days in partnership with local high schools.

Workshops at Local Schools: In partnership with 3Bridges we have continued to provide links

to learning program @ Willey Park Girls High School supporting students to develop self-esteem in order to build their confidence and resilience by focussing on their strengths and resources to achieve the best outcomes. Throughout the year the Youth team and links to learning program have delivered several workshops at Willey Park Public school such as social inclusion and self-esteem, wellbeing, mindfulness and resilience which have been attended by over 100 participants.

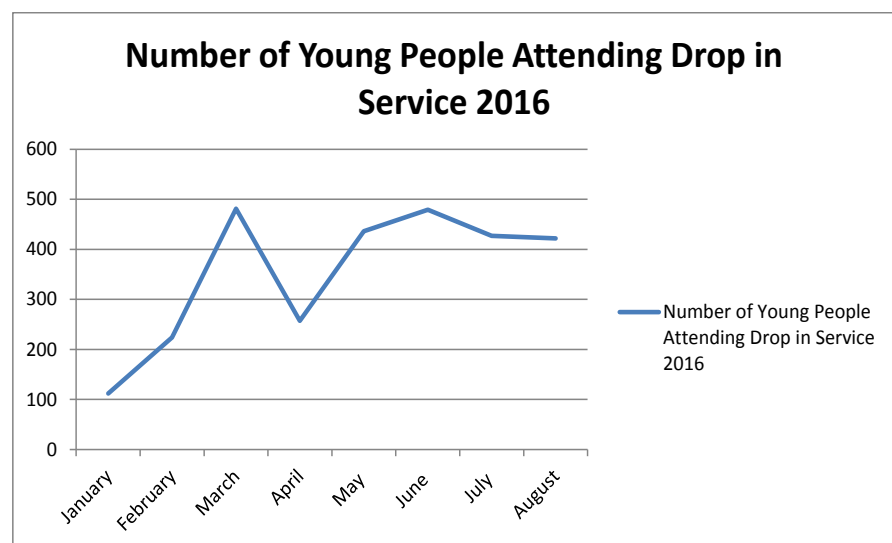
Sir Joseph Banks High School - Year 7 students Healthy Relationships (80 Participants).

Centrelink Outreach

A new exciting partnership with Department of Human Services, (Centrelink) means that a Multicultural Service Officer from Burwood and Campsie Service Centres is now able to attend RCC on a monthly basis to provide outreach support to our Youth and community members.

Canterbury Workers with Youth Network (CWWYN)

The youth service is part of CWWYN group and attend quarterly meeting.





Central Sydney South Tenant Participation Resource Service (CSSTPRS)

Funding Body:

NSW Department of Family and Community Services (FACS), Housing NSW

Housing Service Coordinator:

Jessica Cai

Tenant Worker Inner West and Sutherland Shire:

Kath Jones (March 2016)

Lauren Kenworthy

CSSTPRS work within five core principles:

- Tenant engagement and participation
- Community capacity building
- Departmental liaison and advice
- Partnerships, networks and linkages
- Tenant advice, referral and advocacy

CSSTPRS works with social housing tenants across four broad geographical areas in Sydney which include:

- Eastern suburbs
- Inner West/Canterbury
- Sutherland shire
- St George



CSSTPRS covers 16,000 residences over four areas and 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 which could lead to social isolation. CSSTPRS works with other service providers to try and alleviate and find solutions to these problems. CSSTPRS partner with local Police, Health services, local councils, FACS – Housing Services, Royal Botanic Gardens, local schools, Fire Brigade, community housing providers and local Neighbourhood Centres and Community Services across all areas.

Recognition Luncheon

The annual Riverwood Community Centre/ CSSTPRS recognition lunch was held at Club Engadine to acknowledge the great efforts our tenants have put into community organising over the past year. It was a great turnout, with over 120 participants in attendance, many of whom received certificates of recognition for their wonderful volunteering efforts and commitment to community. Also in attendance were staff from the Miranda and Riverwood Housing offices who took time out of their busy schedules to congratulate the

tenants for all their hard work. A special thanks to Sutherland Shire area tenant council Chairperson, Rhonda Talbot who did a superb job both organising the event and facilitating the day's proceedings, not to mention the Chinese group for the fun entertainment and dances. It was a great day and I'm sure everyone is looking forward to the next one!

Grants

The CSSTPRS was successful in assisting tenants and tenant groups apply for various grants from a range of funding bodies. These include Housing NSW Small Grants, Social Community Housing Improvement Fund, Volunteer Grants from the Department of Social Security and from local councils.

The application and implementation process is extremely time consuming however, these grants are so important for tenant projects and activities as a means to enhance tenant participation and engagement. 33 grant applications were submitted this financial year, 65% (19) were successful and four are pending.

Tenant/Community Groups

The purpose of establishing tenant/community groups is to identify local issues, strengthen relationships and produce inclusive strategies.

In this financial year, there has been a huge increase of tenant and community groups across all four areas. The TPRS workers are continuing to work with local community services and Housing



Providers to develop new groups as needed.

Volunteers/Community Leaders

In this past financial year, a number of new volunteers and community leaders have been identified through tenant groups or other TPRS projects.

These volunteers/community leaders are not just assisting with tenant meetings but also organising tenant gatherings and social activities whilst also playing an important role in encouraging tenant participation and promoting social cohesion.

Future Direction

There are increasing concerns regarding mental health and anti-social behaviour within the community. CSSTPRS will partner with NSW Health, Police and Housing NSW to work on those issues.





Housing Community Program

Funding body:

NSW Department of Family and Community Services (FACS), Housing NSW

Housing Services Coordinator: Jessica Cai

HCP Worker: Michael Thorn & Lauren Kenworthy (July 2016)



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

The service works with social housing tenants who live in Narwee, Roselands, and Riverwood either on or off the Estate.

During 2015 and 2016, HCP services worked closely with local councils, Police, FACS—Housing NSW, local schools, St George Community Housing, local MPs and Councillors, Payce Communities and other local community organisations to provide services to social housing tenants in the area.



Information Carnival

Twice a year, HCP organises an Information Carnival at Riverwood wetlands, next to the Riverwood Community Centre, in order to provide service information to local residents.

Each Biannual Carnival is organised around a central theme that is developed in conjunction with the local community. Recent speakers included Bridge Housing, St George Community Housing, FACS, Payce Communities, Tenants Union NSW, Local tenant advice and advocacy services and Tenant Participation and Resource Service (TPRS).

Cleaner and Greener Riverwood (also known as the Waste Committee)

This Committee consists of local agencies and residents passionate about keeping Riverwood cleaner and greener. As a result, the Community Clean Street Program was developed, which organises a group of volunteers on a monthly basis, who help pick up rubbish on the Estate.

Chinese Association

Chinese Speaking social housing tenants meet monthly at the Lincoln Community Room to break down social isolation and enhance social cohesion.

Within the Association, there are 10 social groups run by volunteers for local residents including gentle exercise, dancing, singing, cooking, board games and gardening. In this financial year, the Association celebrated a number of traditional Chinese festivals including Chinese New Year, Moon Festival Celebration, Christmas and Dragon Boats.

Multicultural Morning Tea

A group of local residents come together and celebrate Riverwood's multicultural diversity each month. For each morning tea, a different theme is developed by tenants and recently Easter, ANZAC Day, Arabic and Chinese themes

were explored. The Multicultural Morning Tea provides residents with an opportunity to showcase their own cultural heritage and also learn and understand the cultural background of others within the group.

Riverwood Inside News

Riverwood Inside News is circulated three times a year as a means to keep residents up to date with what's happening in the local community and as a way of highlighting key events that have recently been held.

Tenant Groups

HCP had provided support by attending to regular meeting of 17 tenant and community groups in Riverwood and Surrounding Area. The HCP Worker is continuing to work with Housing Service providers and partners to provide support and develop new groups if needed.





Long Day Care Centre

Funding body:

NSW Department of
Education & Communities
Commonwealth
Department of Social
Services.

Service Manager:

Nadia Saleh

Team Leader:

Vanersa Petroveski
Rima Jaber

Educators:

Angela Makridis
Sofia Shaikh
Sue Glynatsis
Vien Nguyen
Rochell Yaconb
Ferial Zreik



Riverwood Community Long Day Care is licensed to care for 29 children aged 0-6. The service operates 5 days per week from 7am till 6pm. We are also available during school holidays.

Since February 2016, the centre became a long day care where parents can get (CCB) childcare benefit which is a payment from the Australian government to support families with the cost of childcare.

The children in our care are provided with nutritious and healthy food in line with the NSW government health initiative (Munch and Move).

The centre's curriculum is based on the children's interests and needs and we support pre-schoolers transition to school by providing programs that support their literacy and numeracy skills.

At Riverwood Community Long Day Care, we embrace the early years learning framework introduced by the Australian government and the framework is delivered by our highly trained, qualified and caring staff to ensure that all children are given the opportunity to achieve a holistic development.

Throughout the year, Riverwood Community Long Day Care has continued to strive and support children's development by organising events in partnerships with other local government and non government organisations such as:

- Police Visit
- Wires Visit
- Eye Screening for pre-schoolers from the NSW Health
- Special visit from Bill Shorten the opposition leader of the labour party in Australia

Also parents were invited to participate in some special events at the centre such as:

- Easter morning tea
- Mother's Day morning tea
- Father's Day morning tea
- Parents/Teachers interview

In addition to that, our calendar of events for the rest of the year is very rich as we planned for these events:



- Multicultural Day
- Grandparents morning tea
- Fire fighters visit
- Library visit
- School visit for pre-schoolers to prepare them for school transition

At Riverwood Community Long Day Care, educators enjoy working with children from various background as this gives us the opportunity to learn about the diversity in the Australian community.

Educators and children in Riverwood Children Services would like to acknowledge the support of the service manager and special thanks to the Centre's Chief Executive Officer Mrs Pauline Gallagher for her support and commitment to our Children Services to ensure that we continue to provide high quality early childhood education and care.

With sadness, we are going to say "Good Bye" to Mrs Gallagher at the end of September as she is retiring after 36 years service to the community of Riverwood.

Staff and children at Riverwood Community Centre wish her a happy retirement filled with fun and happiness.





Out of School Hours Care



Childcare Benefit by Department of Social Services

Service Manager:
Nadia Saleh

Staff

Team Leader :

- Elizabeth Hughes
- (2nd in Charge) Madaen Dergham

Helen Montan
Sophie Newcombe
Sue Cocking
Kylie Neaylon
Mathew McGrath
Elisar Bazzi

2015/16 has been an exciting time for OOSH with the accreditation process, events, development of the OOSH Children's Council (OCC), successful implementation of vacation care programs as well as new staff and families starting at the service.

In January OOSH underwent the Assessment and Rating visit from the Department of Education and Communities (DEC). In the lead up to the visit staff and families worked extremely hard to ensure all aspects of the service were up to date and at a high quality.

We continue to maintain our high standard and with the feedback received from the visit we are able to further develop our practice. The results of the visit were extremely positive ; achieving exceeding in 4 quality areas and meeting in 2 others. As a team and community we are very proud of the overall outcome.

We have had a fun time over the past 12 months with a variety of events at OOSH including muffi days, lolly guessing competitions, colouring competitions, mini Olympics, Christmas party and a visit from the dentist where Dr Shahada explained to children the importance of brushing their teeth and the correct method of doing so. A visit from the police service to learn about stranger danger and crossing the roads safely in addition to the dentist provided children with valuable lessons they can take through life. The OOSH rainbow disco was an extremely enjoyable night with games, party food, glow sticks and dancing.

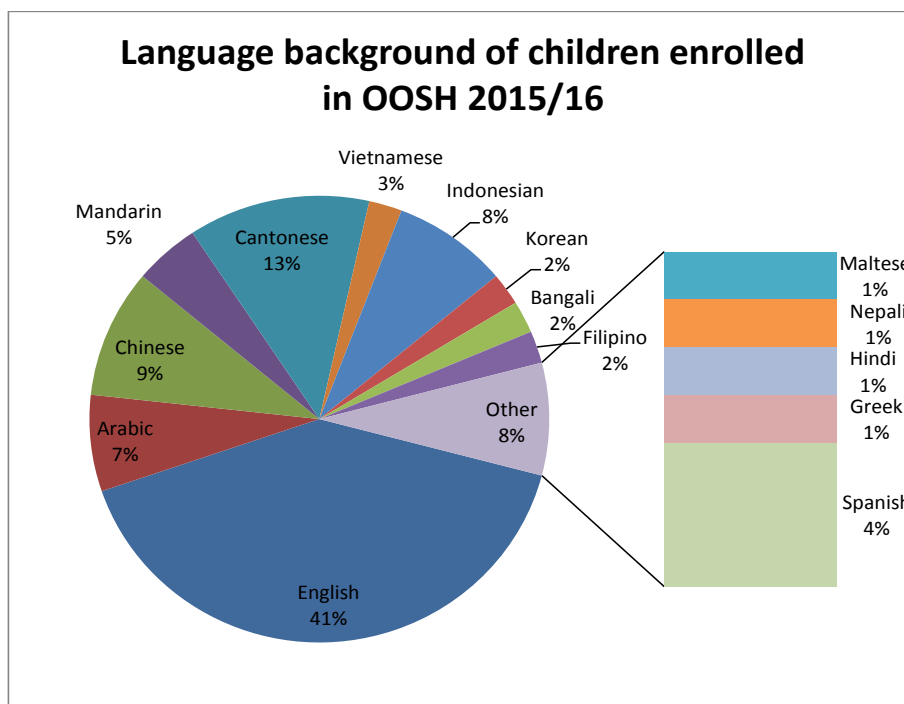
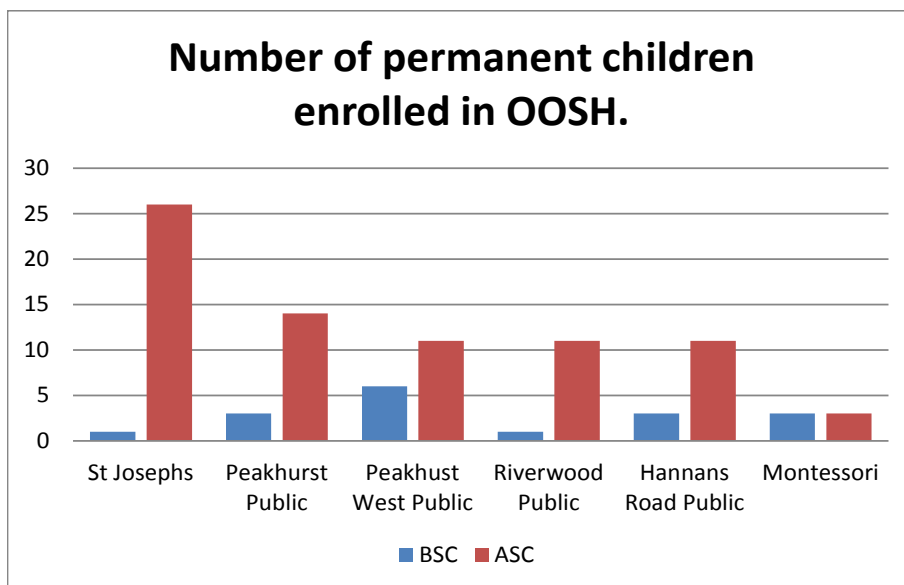
A new initiative at OOSH is the OOSH Children’s Council (OCC) that was founded to allow more children’s voices to be heard. The OCC members collaborate with other OOSH children to find out what they want at OOSH and the improvements that can be made in order to make OOSH a better place. The OCC children were responsible for a number of our events such as the lolly guessing competition and disco in which they were able to raise \$211 throughout the year to purchase the TV they want mounted on the wall.

The addition of our 2nd in charge Madaen has brought new life to the service with many innovative ideas from her vast experience.

Using Madaen’s experience we have seen a change in the programming methods in an attempt to streamline the process and make it clearer for children, families and staff. The new method involves templates that clearly outline the children’s learning and what activities are on offer at any time. We also welcome Kylie to our OOSH team with an energetic spark. Throughout the year all staff have had the opportunity to access additional training in the areas

of child protection, behaviour management and planning.

We have had numerous new children enroll into the service this year each whom bring something special to the service. Our families are the reason why our staff are passionate about their jobs and the support of families is detrimental to the running of the service. OOSH staff make every effort to attend to the needs of every family at the service.





Vacation Care Services



Funding body:
Department of Education & Communities

Our Vacation care program was run during the July, September, December/January and April school holidays with great success. The feedback from families was positive with comments such as “my kids always have the best time at vacation care” and “The excursions provided are great”. Highlights of the vacation care programs have been; Gamerz, City Farm, Powerhouse museum, magic shows, Stardust circus and craft days.

One family who has joined our service is Nicolas with his mum Nataly and dad Elkin. This is their story:

Case Study

At the start of 2016 Nicolas a 6 year old attending Riverwood Public School started at OOSH. Nicolas and his family had just travelled out to Australia from Spain for his parents to study.

Nicolas and his family spoke no English so for him to walk into a busy, loud, fast paced centre for the first time must have been very intimidating. Staff worked closely with Nicolas to support his development of communication and social skills. We as a team learnt some key Spanish words so he could be made to feel as comfortable as possible. 6 months on and Nicolas has a number of friends at OOSH and his English has improved immensely.

Partnerships

Thank you !

Working with our community partners is immensely rewarding. We learn from each other by bringing our expertise to the table.

We help resource and support each other to achieve the agreed goal. A real partnership takes time and work. The foundations are built on respect, trust and skills.

ACAT, Canterbury Hospital
Australian Services Union, NSW & ACT (Services) Branch
Bankstown Area Multicultural Network
Bankstown Canterbury Community Transport
Bankstown City Council
Bankstown Girls High School
Barnardos Marrickville and Canterbury
Break Thru People Solutions
Campsie Library
Campsie Local Area Command
Cancer Council NSW
Canterbury City Community Centre
Canterbury City Council
Canterbury Home Care
Canterbury League Club
CASS
Centrelink
City of Canterbury Early Childhood Service
Club Rivers
CMADSS
Department of Education & Communities
Department of FACS, Ageing, Disability & Home Care
Department of FACS, Community Services
Department of FACS, Housing

NSW
Department of Social Services
Earlwood Caring Community Centre
Ethnic Child Care, Family & Community Service
Ethnic Communities Council
Guide Dogs NSW/ACT
GWS Giants
Hannan's Road Public School
Hurstville City Council
Hurstville Local Area Command
Inner South West Community Development Organisation (CDO)
Jannawi Family Centre
Keep Australia Beautiful
Kingsgrove High School
Kingsgrove North High School
KU Children Services
LCSA
Local Riverwood Shops
Lugarno Lions Club
Meals on Wheels
Moorebank High School
Moorefield Girls High School
MTC Training Solutions
MTC Work Solutions
Narwee Public School
NSW Department of Education & Training - Vocational Training
NSW Family Services
OfficeMax
Peakhurst Public School

Payce Communities
Peakhurst West Public School
Polish Welfare & Info Bureau NSW
Punchbowl Public School
Riverwood Library
Riverwood Public School
Rockdale Community Health
Rotary Club Georges River
Royal Botanic Gardens Sydney
Salvation Army Hurstville
SES
SGCH
Sir Joseph Banks High School
Southside Montessori School
St George Family Support Service
St George Local Area Command
St George Youth Services
St Josephs Catholic School
Sydney Credit Union
Sydney Women's Counselling Centre
3Bridges Community
Tempe High School
The Aged Care Rights Service
Vietnamese- Australian Medical Association
Woolworths
YMCA - Morris Iemma Indoor Sports Centre
YouthSafe

YOU ME US... TOGETHER, COMMUNITY



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