



2016-2017 ANNUAL REPORT

riverwoodcommunity.org.au





CHAIRPERSON'S REPORT



MORRIS IEMMA
BOARD CHAIRPERSON

This past 12 months has included quite a few changes for our organisation, the most significant being the settling of our new CEO Barry Higgins. We are continuing to make progress against key strategic priorities including:

A response to the Riverwood Estate Development

The board formed a sub-committee to explore options for how to respond to the next phase in the development of this State Significant Precinct.

This included commissioning David Lilley of Holos Consulting to provide a comprehensive study on future opportunities and challenges.

We are also grateful to David Richmond who was invited by the board to be member of this advisory committee. The advice of Michael Evers was also most helpful.

Legal matters

The due diligence of our constitutional review and increased focus on clear strategic priorities, has been rewarded with the Australian Charities and Not for profits Commission awarding us Public Benevolent Institution Status.

This is a form of Deductible Gift Recipient Status, opening up new opportunities for fund raising as well as allowing our staff to benefit from salary packaging.

Policy and planning

Our Strategic Plan underwent minor review, with a renewed commitment to focus on all people in the newly formed Canterbury – Bankstown and Georges River boundaries, whilst prioritising those with the greatest needs, especially in Riverwood.

Our strategic and operations plans remain important documents to support us to monitor progress and to ensure against mission drift.

Responding to sector reforms

This included preparations for the opportunities and challenges provided by a new funding model for Aged and Disability Services and the introduction of the National Disability Insurance Scheme.

Staff continued conversations with Family and Community Services for targeted earlier intervention reforms

A new brand

Our new brand builds off the strength of our existing name whilst opening ways to appeal to specific consumer segments in and beyond the Riverwood area

We plan to use the new brand to build our profile, including the use of social media and other forums to find those in our community who do not yet know what we can offer them.

The new brand fits with a wider strategy to foster connection with business.

Thanks to our staff

We are grateful for the work of managers – Nadia Saleh, Lisa Burns, and Robert Crowther – who along with CEO Barry Higgins, have supported all staff and volunteers to continue the excellent work of RCC.





CEO'S REPORT



CEO BARRY HIGGINS

RCC has always been an organisation with the capacity to assess its context and respond creatively to change.

Over 40 years ago, the RCC Board was in fierce debate over whether to apply for a Council grant to purchase a much-needed bus to transport vulnerable community members to important appointments or to engage a social worker to assess needs and opportunities in the community. The latter option won the day, by barely a vote. If the vote had gone the other way RCC might not be where it is today. A bus could have provided RCC with immediate gratification of responding to a specific need in a very practical way, yet a social worker facilitated strategic positioning for future opportunities, leading to further funding.

Today we face equally important strategic choices that will impact our future. We need to respond to a complex series of changes. First, the transition to a new CEO after Pauline Gallagher's massive contribution for over 35 years. We also have the integration of social and private housing, alongside calls for more development with Sydney's booming population. Add to this recent Council amalgamations, the National Disability Insurance Scheme, Aged Care Reforms, Targeted Early Intervention (child protection) reforms, an ever-changing political environment and more.

On the following pages are some of the responses we have made to identified challenges and opportunities since I commenced barely nine months ago.

1 Build on the foundation of past success

I have been fortunate to take leadership of a strong service with skilled managers and staff as well as a Board very connected to the concerns of our community. At the centre of this is our former CEO Pauline Gallagher who gave more than 35 years to developing RCC from a small neighbourhood centre into a team of skilled workers – a large staff and hundreds of volunteers, focused upon running three Community Centres, Social Housing Support Services across Central Sydney South, Child Youth and Family Services, Community Development Services, Aged Care Services and various auspice programs. Our main Centre at Riverwood has more than 2,000 people pass through its doors each week, which speaks to our connectedness to the community. At one level we need to simply keep doing more of the same, continuously improving as we go.

2 Respond to the development of the Riverwood Housing Estate

RCC is aware of the need for due diligence in ensuring that any future development includes consideration of the broad needs of our community. We have especially focused our attention upon understanding the challenges and opportunities with the proposed next stage in the Riverwood State Significant Precinct Development (the old Riverwood Public Housing Estate area). As the only local community centre located in Riverwood, we have a mandate to support our local community's concerns. With this in mind we have conducted a comprehensive social study that takes into account lessons learnt from other similar developments, best practice research and the voices of local stakeholders. This study will guide our future responses.

3 Responding to sector reforms

Like all providers of Aged and Disability Services our 'block funded' services will soon conclude as we move to "consumer pricing". Put simply, individuals will choose who they want as service providers and the funding follows this individual's choice. This means the consumer will not only have more say but will hold the power to purchase services from whomever they prefer. We cannot sit back and hope that people will come to us. We will need to think like a business in at least two ways: firstly, how can we make what we offer more appealing than what others are offering, and secondly, how can we make it good value for money, whilst keeping our vision and values?

This year our aged services team has spent considerable time looking at program appeal and value for money, with lots of focus on how to use volunteers and be innovative. A lot of effort has also gone into quality improvement and building staff capacity to operate from a Wellness and Reablement model of care. The new brand on show in this report also reflects efforts put into making our services more appealing.

The coming year affords us the opportunity to pilot some new innovative approaches whilst still being able to rely on the security of block funding.

An equally important reform is occurring within our early intervention child protection services. Our CYFS team have worked closely with Family and Community Services to ensure our services align with the new outcomes they are proposing.

OUR VISION

All 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 VALUES

- Encourage, empower and support community participation
- Enable people to make their own choices
- Prioritise those with the highest level of need and vulnerabilities
- 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



4 Opportunity knocks

A significant new development has been the formation of Opportunity Knocks. This new program aims to increase links between business and supporting young people into training and employment opportunities. We are looking for corporate friends who want to make a difference in the lives of young people. Jonas' story on page 8 is but one example of innovative business partnerships we hope we can foster even further into the coming year.

5 Rebrand

Our new brand celebrates our past as a means to inspire us to new opportunities. The colours are bright, optimistic and varied, recognising our multi-cultural approach. The images are intentionally busy, reflecting our many and varied activities across all ages. The three arrows emphasise direction and movement into the future. The 'parent brand' continues to be the Riverwood Community Centre, as this has strong resonance in our community, especially in Riverwood. Yet we have also developed three sub-brands RCC Aged Services, RCC Child, Youth and Family Services and RCC Community Programs. This allows us to have service specific identities that are separate to a geographical identity. This rebrand is linked to wider community engagement and partnership development strategy that includes engaging social media and other creative forms of communication to increase the appeal and reach of our services.

6 PBI

Another recent and significant achievement is our new status as a Public Benevolent Institution, which provides us with the deductible gift recipient status to receive funds from all philanthropic organisations and the ability to offer tax deductible gifts. This is an important foundation to developing new approaches to building our work in the community. I am especially grateful to Clyde and Co and Justice Connect for advice and the pro bono support needed to achieve this.

7 Farewelling two champions

This year we lost two of RCC's greatest champions. I want to honour Margaret Horder, one of our earliest chairpersons from the late 1980s and a volunteer going back to the beginnings of our work. Margaret reminds us that volunteering is at the heart of all we do. We also honour Sue Ashcroft, our former Aged Services Manager for more than 20 years and responsible for building this service. This report has focused upon RCC's response to complex change. Yet in all this change we must never lose our identity as a community-based service focused upon ensuring all people, especially those most disadvantaged, are included. The way we go about things may need to adapt to new contexts, yet our goal of empowerment and reducing disadvantage remains the same. This was what Margaret and Sue strived for over many years.

Finally, I wish to thank the RCC Board, staff, volunteers and members for the support and trust you have given me. I want to especially acknowledge our growing partnership with NSW health, including operation of their Healthy Homes and Neighbourhoods Programs from our premises. Thanks also to all our other partners, including those who provide funding, large and small. Like the story I began with, a small Council grant in part shares the credit for RCC becoming what it is today.





YOUTH SERVICES

Our Strategy

RCC Youth Services focus upon building resilience in 12 – 17 years old, so they can manage life's challenges well, thriving, not just surviving.

- 1 We create safe and appealing spaces to build engagement and trust.
- 2 We identify young people in need of greater support and use training, casework and other interventions to do this.
- 3 We give young people opportunities to build their confidence and skills through giving back to the community through volunteering, employment pathways programs and taking up leadership opportunities.

Youth workers are available at RCC from Monday to Friday, between 10am and 6pm

1. Safe and appealing spaces

Safe and appealing spaces are especially provided by our drop-in service. Young people come to our Riverwood Centre to play sport, socialise, listen to music and spend time in an environment of positive influences. The drop-in service has structured activities available every Tuesday, Wednesday and Thursday afternoon from 3:00pm to 5:30pm during the school term. Activities include basketball, pool, gym, table tennis, free wifi, playstation, a weekly barbecue and regular workshops. On Mondays and Fridays, the drop-in service is more casual.

2. Greater support

Greater support comes as young people trust and open up to us. We then provide information, advocacy and support around a whole range of issues like - how to improve family relationships, safety and sexual health, well-being, managing strong emotions and more. Step by step we support young people to build skills to help them survive tough circumstances, strive to improve areas where more growth is needed, always aiming to get them to places where they thrive with aspirations for their future. When needed, we

get in and advocate for a young person who is in a very tough place, for example having to testify in court. Yet the end goal is always about giving them a voice. One new innovation this year has been the development of a young women's space, a designated area where young women come together for mutual support, sharing and learning.

A key support strategy is educational workshops, which this year included:

- Love Bites' at Georges River College, Peakhurst and Sir Joseph Banks High School, educating students on domestic violence and sexual assault;
- 'Life Skills' program at RCC;
- Drug and alcohol education;
- Mental health workshops at Wiley Park Girls High School.

3. Opportunities to give back

Opportunities to build young people's confidence and skills to give back include work experience and placement programs. For example, we partner with schools to identify students who are finding school is not working for them. We find informal hands-on training helps these young people learn through doing – for example with Payce we have placed young people into the Kickstart Café. They are learning hospitality skills, business acumen and soft skills employers are crying out for. This has led to employment and a whole new purpose for quite a few young people. Our "Opportunity Knocks" program has grown out of this and we are looking to find more businesses interested in partnering with us to take young people on behind-the-scenes tours of what goes on in a business and much more.





Picture: Carmela Roche,
Courtesy of Canterbury Bankstown Express

YOUTH SERVICE FACTS & FIGURES

DROP IN SERVICE

In the past year the Drop In Service has attracted a monthly average of 450 youth which amounts to a yearly intake of 5400.

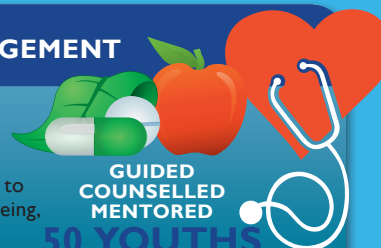


450 YOUTH MONTHLY
5,400 YOUTH ANNUALLY

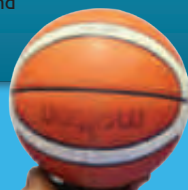


CASE MANAGEMENT

The Youth Service Team help guide youths into making positive life choices to improve their wellbeing, and in the past year have counselled and mentored over 50 youths.



**GUIDED
COUNSELLED
MENTORED
50 YOUTHS**



WORK DEVELOPMENT ORDERS

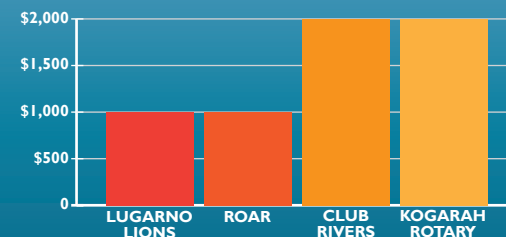
RCC has assisted local youths to reduce their fines through unpaid work and courses.

Over the 2016-2017 period approximately \$5000 worth of fines have been paid this way.



SPONSORSHIPS

The Bulldogs NRL Club have generously donated **100 FAMILY SEASON PASSES** to rugby league games which have been distributed by RCC staff.



PAYCE KICKSTART CAFE



In conjunction with RCC, Payce have established a cafe on the premises of their development site where they employ high school students – providing training and education. Students are able to earn **TAFE QUALIFICATIONS** in hospitality through this program. Since the Kickstart Cafe conception last year, 3 students have gone through the program and have found external employment, and 2 students are currently enrolled.



2 STUDENTS
**CURRENTLY
ENROLLED IN
KICKSTART
PROGRAM**



3 STUDENTS
**HAVE GONE THROUGH
KICKSTART
CAFE AND HAVE
FOUND EXTERNAL
EMPLOYMENT**

MEET JONAS

Since 2013 Jonas had been in contact with RCC, and by June of 2016 Jonas was attending Drop-In every afternoon. He often came during the day and because he was 15 years of age, we realised that he was not enjoying school.

As we got to know Jonas it became apparent to us that, following his father passing away, he had experienced significant adversity in recent years. He was living with his grandmother, who was frail and unwell, but we realised he was very self-sufficient and mature for his age. It also became clear to us that there were some occasions when Jonas would engage in risky behaviour.

Jonas's contact with RCC continued irregularly and by January 2017 he recognised the need for change and gradually became open to support from the Youth Team because he wanted to access the services.

Jonas indicated to us that he was interested in the 10-month Kick Start Café program, established at Washington Park by PAYCE Foundation, so RCC lobbied on his behalf and, after obtaining consent from the Department of Education and his grandmother, we referred him to the Kick Start program. Jonas commenced in April of 2017 and on successful completion he will graduate with a

Certificate III in hospitality, including barista, RSA and RCG accreditation.

In his most recent well-being assessment, Jonas displayed maturity and an ability to reflect on his choices, and to appreciate the consequences of those choices. Jonas has developed the confidence he needed to create a plan for his future success and his current self-belief has nurtured in him an optimistic view of the future. Since connecting with RCC Jonas now strives to do better in life and will seek employment in the hospitality industry when he graduates in 2018.

We are so proud to see this young man make the right moves toward a successful future and we think very highly of him. His success reflects well on RCC and in turn we can rely on this experience to see that what we are doing works. It inspires us to encourage young people to obtain good results for themselves and accordingly we are grateful to him for placing his trust in us.



CHILDREN'S SERVICES

RCC provides high quality education and care for children aged 0 to 12 years of age tailored to meet the particular needs and interests of the children. Childcare includes OOSH (out of school hours care), Long Day Care (from 7am to 6pm), Vacation Care (available during school holidays) and Occasional Care.

RCC's aim is to enable children to develop language, literacy, numeracy and social skills. Within the framework of the regulations, the staff at RCC have a role as early educators and use their knowledge and experience to expand on the observed interests of the children to build foundational skills that prepare them for formal schooling and nurture existing abilities.

Providing high quality education and care for children aged 0 to 12 years of age tailored to meet the particular needs and interests of the children.



RCC's Childcare Service recently had a successful result with a girl aged 3 who was born overseas and started attending Long Day Care in November of 2016 with no comprehensive or verbal English language skills. By January of 2017 she was sufficiently fluent in English to be able to commence kindergarten the following months. Her parents were delighted with the speed of her progress and the positive impact it had on her formal schooling path.



FAMILY SUPPORT

RCC's committed and passionate Family Support Team provide quality support and care to our unique multicultural community by linking local families with appropriate resources to strengthen networks and ensure the best outcomes are achieved.

Some of the services include case management, advice, referrals, home visits, practical support and assistance, skills development and training as well as parenting programs. These are delivered in an inclusive and responsive way. They provide families with an ongoing community network responsive to their needs.

The Targeted Earlier Intervention Reform

For the past few years Family and Community Services (FACS) have been re-thinking the way earlier intervention child protection services are offered across the State. The concern is to ensure that the limited resources available are being used in the areas they are most needed as well as in a manner that is most effective to protect children from significant harm and set them on a pathway to a successful future. They have described this process as the 'targeted earlier intervention (TEI) reform'. FACS plans to continue to work through the same partners (including RCC) yet change some of the focus. Over the past year



the emphasis has been on 'business as usual' yet next year will be a transition period into a new service approach. We are still working with FACS to gain clarity on what this means. It is a step-by-step partnership requiring lots of consultation back and forth between FACS and RCC. Through this reform process we expect to:

- Improve outcomes for children, young people and families.
- Create a service system continuum grounded in evidence-based best practice;
- Target resources to those with the greatest needs;
- Work more collaboratively with the wider district on the design and delivery of local services; and
- Increase flexibility so that clients are at the centre of the system.

The CFYS team have continued throughout the year striving to provide projects which are strength-based to appropriately respond to families' needs. We hope that longer funding cycles will be made available to service providers, enabling us to continue to work in collaboration with families for more flexibility and better outcomes for families and children in need. With the TEI reform, it is intended that the improvements with data collection will enable us to focus more on outcomes through a qualitative data analysis.

MEET LINA

One example of the positive impact of Family Support involvement is that of Lina, a mother of 4 children aged between 3 and 7 years of age, who was diagnosed with cancer in 2010.*

The Family Support team took an active role in assisting her with childcare in the form of before and after school care and childcare so that she could receive medical treatment. This ensured the daily routine for the family remained calm and stable and that Lina did not need to worry about childcare arrangements and could focus more completely on her treatment and recovery.

After a period of 12 months, Lina's treatment was successful and she and her family relocated to Perth to open a business and establish themselves. Later, in 2017, Lina's children returned to Sydney and visited RCC to thank the staff for their care, at which time an afternoon tea was held to celebrate the visit.

This was a successful outcome enabling a family to thrive during a difficult and stressful time that could otherwise have impacted negatively on them all and may have had detrimental effects on the children and their education.

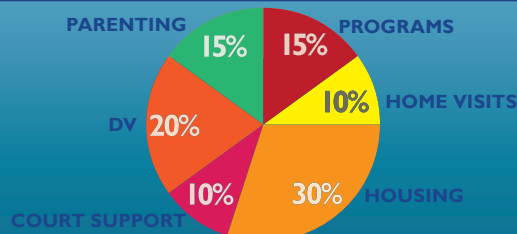


Reunited family workers organising the reunion with Lina and her family over mobile skype



FAMILY SUPPORT FACTS & FIGURES

CASE MANAGEMENT



PROGRAM ATTENDANCE



113

JUL 2016 – DEC 2016

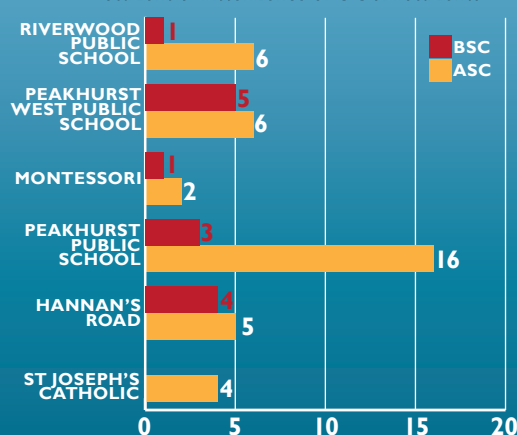
240

JAN 2017 – JUN 2017

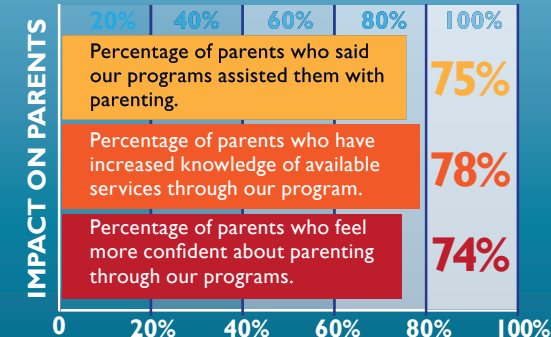
From July 2016 to December 2016 there were 113 young members or families that stayed in the program for it's duration. In January 2017 to June 2017 this number increased to 240.

FAMILY SUPPORT TEAM

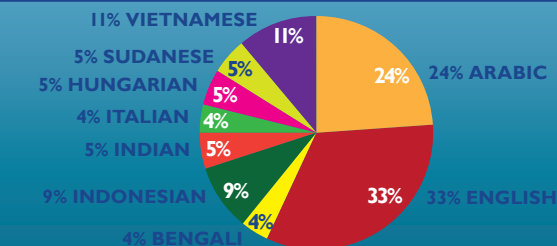
Student of Attendance of OOSH Students



IMPACT ON PARENTS



LANGUAGES SPOKEN BY OOSH STUDENTS



FAMILY SUPPORT TEAM

The Family Support team speak a variety of languages including:

- ARABIC
- CANTONESE
- DARI
- HAZARAGI
- HINDI
- MANDARIN
- PASHTO
- PERSIAN
- URDI

स्वागत हे
ကခြီပါတယ်
Witamy
환영합니다
benvenuti
Dobro pozdraviti
வெளியுக்கு வருவது
សូមស្វាគមន៍
خوش آمدید

मिनिटोनसिब
Знакомство
Bienvenue
Xush kelibsiz
සුඛසාගර
സ്വാഗത
أهلاً وسهلاً
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AGED & DISABILITY SERVICES

RCC's Aged and Disability Services continues to deliver high quality, targeted Commonwealth Home Support Program (CHSP) services to the aged and people with disabilities. Aged Services are funded by the Commonwealth Department of Health and Disability Services are funded by a division of Family and Community Services.

My aged care

The past year has been a period of continuing reform and innovation for the Aged Care Services team following the introduction of the My Aged Care (MAC) portal in 2015, which has resulted in a single-entry pathway into receiving services.

In 2020 our funding will change (from the previous "block" funding model), to an individualised funding model that will have the effect of giving more choice and control to the participants.

National Disability Insurance Scheme (NDIS)

The impending introduction of NDIS, starting in our area July 2017 has required significant preparation for the participants and we have held information forums in multiple languages (English, Chinese, Vietnamese and Arabic) to assist with understanding of the new model and have them ready for the changes.

The wellness approach

The foundation of RCC's service is the "wellness approach" which involves assessment, planning and delivery of services that build on participants' strengths, abilities and their goals. This is a responsive model that gives the participants greater choice and control in the services that they receive.

We know that people have been successful while remaining in control of their lives and these new care plans ensure that participants are at the centre of decision-making about the services they will receive.

How does it work? We ask them to identify their goals and then we can use our skills and resources to formulate a pathway to help them achieve that result.



They talked and we listened!

The feedback we received was that they would like longer outings to different places...

SO RCC INTRODUCED Community Outings. And we have been to some amazing places:

- Christmas in July in Robertson in the Southern Highlands
- A tour of the Gosford Regional Gallery and Japanese Gardens
- A visit to the NSW Mounted Police
- A night trip to Vivid Light, Music and Ideas Festival
- A tour of the Museum of Human Diseases at the University of NSW
- A night trip to attend Oliver, the Musical at the Bryan Brown Theatre
- Bondi Winter Magic
- Nan Tien Temple, Wollongong
- A visit to State Parliament House at Macquarie Street, Sydney

Our participants asked for help getting to appointments...

SO RCC INTRODUCED the Volunteer Transport to Medical and Community Appointments Service.

Our participants requested assistance around the garden...

SO RCC INTRODUCED the Home Maintenance Program and expanded our gardening services.

Our participants wanted to remain healthy, active and independent...

SO RCC INTRODUCED a diverse, fun-based exercise program designed to increase balance and strength and target different parts of the body, including fun exercises such as shuttle board, table tennis and dance.



MEET IVY

"I have seen more of Australia in these outings than I have in the past 34 years."

Ivy was already receiving existing services from us, including the Home Visiting Service and Shopping Assistance, but she was keen to engage with more RCC services.

And, on a fun note, Ivy really enjoys Chair Zumba!

We needed to ensure that Ivy had knowledge about the impact of the NDIS and so she participated in our NDIS information forum.

We asked Ivy what else she would enjoy and she indicated that she wanted to learn computer skills. So, in partnership with TAFE, we will now be running computer training courses at RCC.





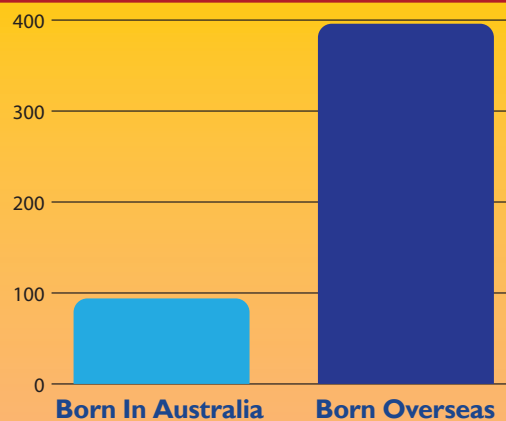
AGED & DISABILITY SERVICES

FACTS & FIGURES

The Aged Care Services team are a group of like-minded individuals who are passionate about providing high quality services to the elderly in the Canterbury-Bankstown area, and even beyond.

The team strives to deliver a wide range of services, catering to needs on an individual level.

PLACE OF BIRTH



INTERESTING FACTS

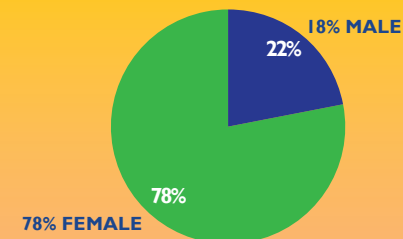
OVER 75% of our clients have a first language other than English

We have intervened in **3 CASES** of elder abuse

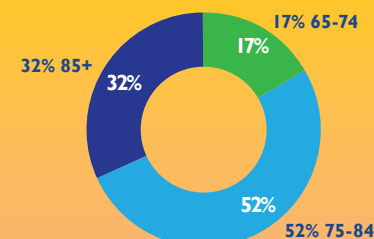
Our assistance with rehousing has been sought **4 TIMES**



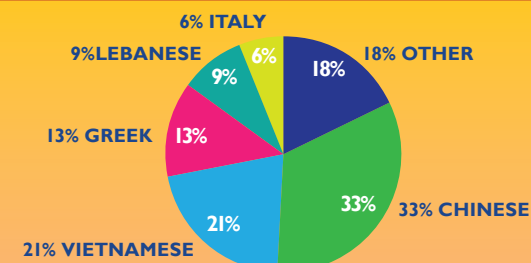
GENDER



AGE COMPOSITION



DIVERSITY



MEET KATA

Kata started attending RCC in 2014. Her daughter, Milena, was already receiving some services from us. By this time Kata's husband had advanced dementia.

In 2016 Milena was diagnosed with cancer. Kata and Milena were very close and lived together, with Milena's son, Kata's grandson. Kata was a great support to her daughter and took care of her, having been a nurse in Croatia many years ago.

Sadly, in 2017 Milena passed away. Around the same time Kata's husband was placed in an aged care facility. Kata started to participate in RCC activities, such as attending

the community outings, the Friendly Group and arts & crafts. In this way she made many friends who were able to provide a support network during her period of bereavement and helped to prevent her feeling isolated.

Having a community connection and group of people to socialise and interact with has provided Kata with company and comfort. Kata calls the Friendly Group her "special group".





AGED & DISABILITY VOLUNTEERS

THE CONTRIBUTION MADE BY OUR VOLUNTEERS

Services provided by our valued and trusted volunteers are vital to the ongoing development of our organisation and the accessibility of our services for the local community.

Volunteers are at the heart of our organisation because every aspect of what we do is supported by our volunteers. Some of our services are **totally run** by volunteers, such as transport to medical and community appointments and home visits.

We thank them for their **ongoing support, dedication to their local community** and for the care that they show in making such an important contribution to the lives of people in need.

Some types of skills and training that our volunteers receive:

- First Aid
- Manual Handling
- Safe Food Handling
- Professional Boundaries
- Wellness Approach Service Model

We absolutely could not provide the services that we provide without the help of our volunteers

MEET GREGORY

Gregory was looking for a change of career and initially joined us as a volunteer.

He made a valued contribution to the provision of services at RCC by providing transport to medical appointments, attending outings and assisting with shopping.

The positive and appreciative feedback we received about him included statements such as, ***“I trust Gregory as I would my grandson.”***

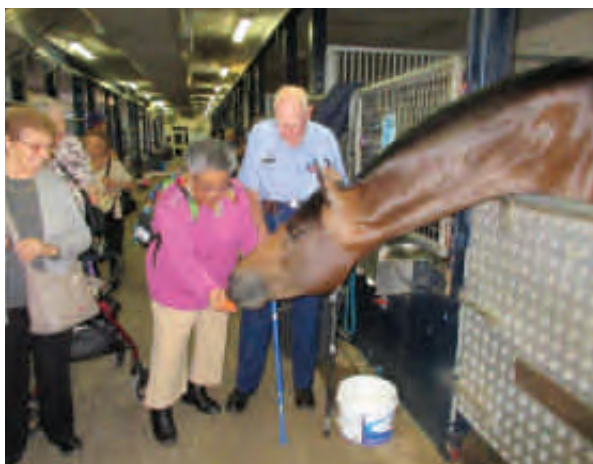
Gregory ultimately completed his Certificate 3 in Aged Care and is now employed as a consequence of gaining the experience and confidence that he gained while working here.



We have 53 current volunteers and they fill many roles, including:

- Drivers and bus assistants
- Gardeners
- Kitchen assistants
- English teachers
- Group workers
- Home visitors
- Administrators
- Shopping assistants
- Handyman
- Volunteers with specialised skills
- Bilingual volunteers





VOLUNTEER DATA FACTS & FIGURES

HOME MAINTENANCE

Our volunteers performed
100 ITEMS
of HOME
MAINTENANCE



SHOPPING

Our dedicated team
and volunteers helped
clients fill over
**10,000
BAGS**
on our shopping
trips service



OUTINGS

Our bus drivers,
staff and volunteers
took clients out on
**5077
TRIPS**



MEALS

Our staff and volunteers prepared and served approximately
**18,946
MEALS**



VOLUNTEER HOURS

Over the past year our 53 volunteers worked a total of
**7,956
HOURS**



CONTRIBUTIONS

At a conservative \$25/hour this amounts to a labour cost of
\$198,900
from July 2016
to June 2017







COMMUNITY PROGRAMS REPORT



Our community Development work is all about connecting people to places, communities, and services that will enhance their lives. We connected thousands of people to services able to assist them. We've hosted all sorts of different groups to use one of our three Centres to run meetings that strengthen the community. We've developed service networks to help us to better work together for our community. This has included recruiting, training and supporting volunteers.

Community garden

RCC is particularly proud of its Community Garden. The garden has 82 plots and is located along the Salt Pan Creek Wetlands and features a lush display of vegetables and flowers.

The RCC Community Garden is the largest community garden in New South Wales.



Recent developments

RCC has continued to consult with the gardeners in meetings held in English, Chinese and Arabic, to ensure that ongoing needs are identified and issues are resolved. As with any large project involving multiple participants, there is a need to continually rework existing policies and procedures around the management and sustainability of the Community Garden and this will continue to be an objective into the future.

A nominal plot holder's fee of \$20 has been introduced to create an income stream to assist with expenses connected to managing the garden and also to reinforce the concept of hire and enhance the appreciation of those involved with the program.

On 15 June 2017 the Community Greening Coordinator from the Botanic Gardens & Centennial Parklands Trust attended the Community Garden and ran a workshop that provided horticultural training about companion planting and also covered the benefits of organic gardening.

Future management

As part of its ongoing management and promotion of the Community Garden, RCC envisages:

- Holding gardening workshops where gardeners can discuss their skills
- Inviting the community to participate in cooking demonstrations
- Introducing programs for healthy eating
- The benefits of a "harvest day" once a month, as a way for gardeners to share produce

RCC has obtained funding from the Social Housing Community Improvement Fund to install lattice and ensure the appearance of the garden infrastructure remains uniform. RCC is also employing a gardener for 6 hours a week to assist with maintenance, risk management and weed and pest control.

The Riverwood Community Centre

More than 2000 people a week have continued to access our Centre for a wide variety of services. This included Narcotics Anonymous, frail aged groups, various sporting groups including disability services groups, parenting groups, Indigenous Wise parenting and play group, The Riverwood Choir, Leisure and craft groups, Parenting and skills education groups, NSW Health 'Healthy Homes and Neighbourhoods' and more.





Punchbowl Community Centre and the Mum's Hub Project

RCC continues to coordinate the Punchbowl Community Centre, which is totally run by volunteers who welcome people to this hub space every day. 23 different groups use the Hub on a weekly basis, including senior citizens, arts, cultural, health, sporting and recreational groups.

A need was Identified to create an opportunity for young mothers to come together and participate in activities to increase social contact and confidence with the broader community, because many come from culturally and linguistically diverse backgrounds and risk becoming isolated when their children begin school.

A funding application has been made (and approved!) to deliver a program that will respond to the needs of

these women. TAFE NSW will be running this program to teach mentoring skills and the program will include work experience at the Punchbowl Community Centre to gain skills and build confidence.

Importantly, it will be driven by the needs of those involved and will organically grow to deliver relevant and useful skills to the participants as determined by them.

An empowering and practical program!

Intake Service – reform and review

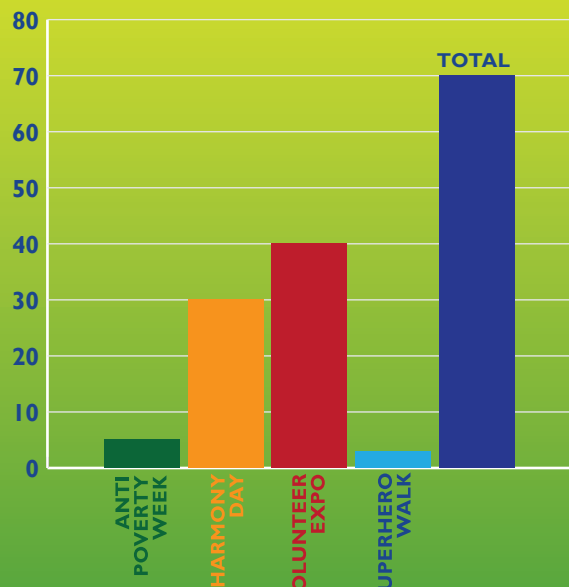
RCC's intake service is vital to the local community as it provides an access point to obtain important information and, where required, referral to other services. Examples of some of the issues dealt with include family violence situations, liaison with private service providers and assistance with completing forms. This year over 1,250 people engaged this service.

The intake service is available from 9am to 5pm, Monday to Friday.



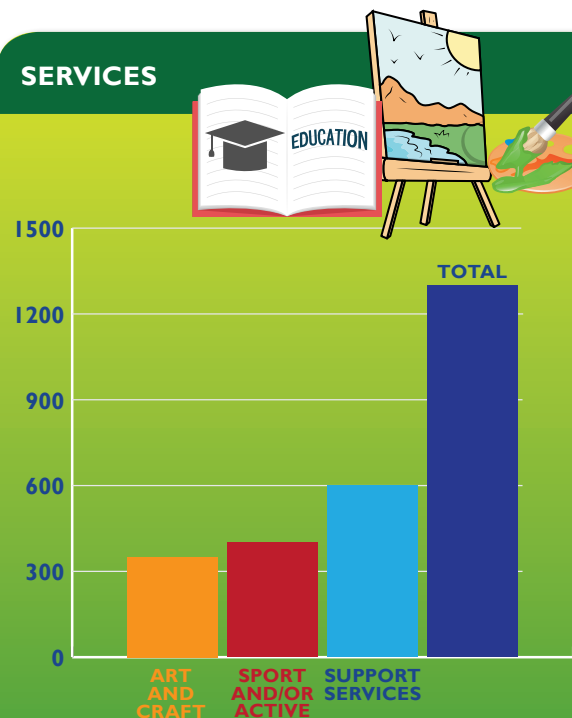
Community development work helps communities to bring about social change and improve the quality of life for people in the local area. Work is done with individuals, families and whole communities to empower them, and to identify their needs, opportunities, rights and responsibilities.

PARTNERS



RCC works with many partners on the events such as Harmony Day and our Superhero Walk. They make these events possible.

SERVICES



The Community Hub has an array of services such as English classes, TAFE classes, badminton, and painting to name a few

DELIVERING SERVICES

Our team of workers and volunteers work tirelessly in order to deliver high quality services to all of our clients, in order for them to achieve their goals and maximise their quality of life.

Our services were provided a total of **1,619 TIMES**



COMMUNITY DEVELOPMENT FACTS & FIGURES

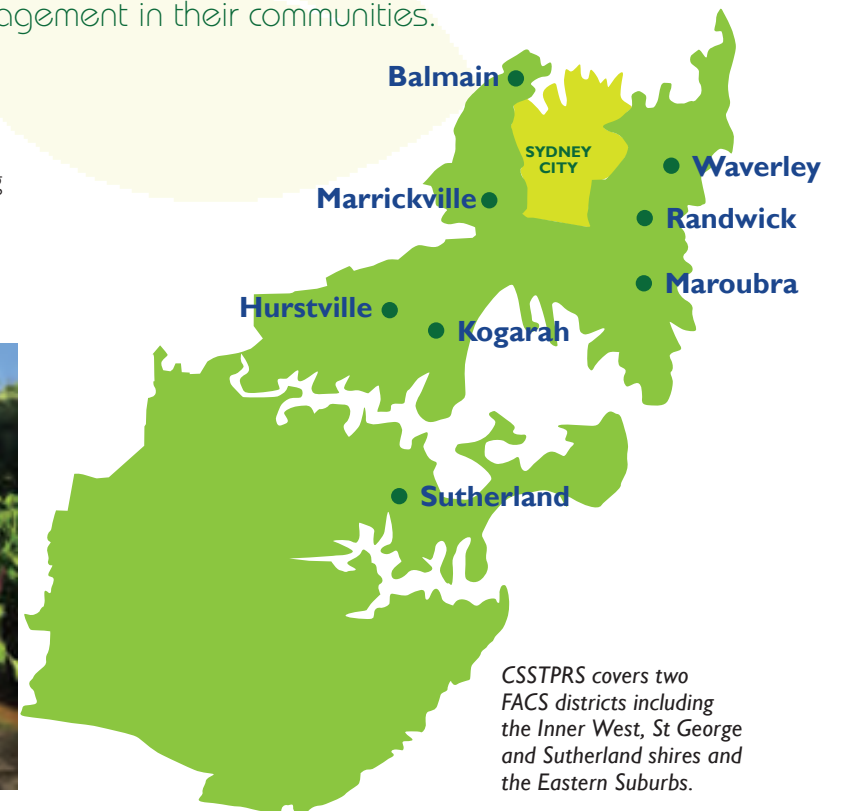


HOUSING SERVICES REPORT

CENTRAL SYDNEY SOUTH TENANT PARTICIPATION & RESOURCE SERVICE

The Central Sydney South Tenant Participation Resource Service (CSSTPRS) program is a FACS initiative that provides social housing tenants with increased access to information, advice and opportunities to more actively participate in processes related to their housing, as well as to encourage and facilitate engagement in their communities.

This information and advice can take many forms, from providing guidance on how to collaborate and form objectives, to making applications to receive funding for specific projects and connecting the tenants with other relevant community organisations that will provide practical supervision and education.



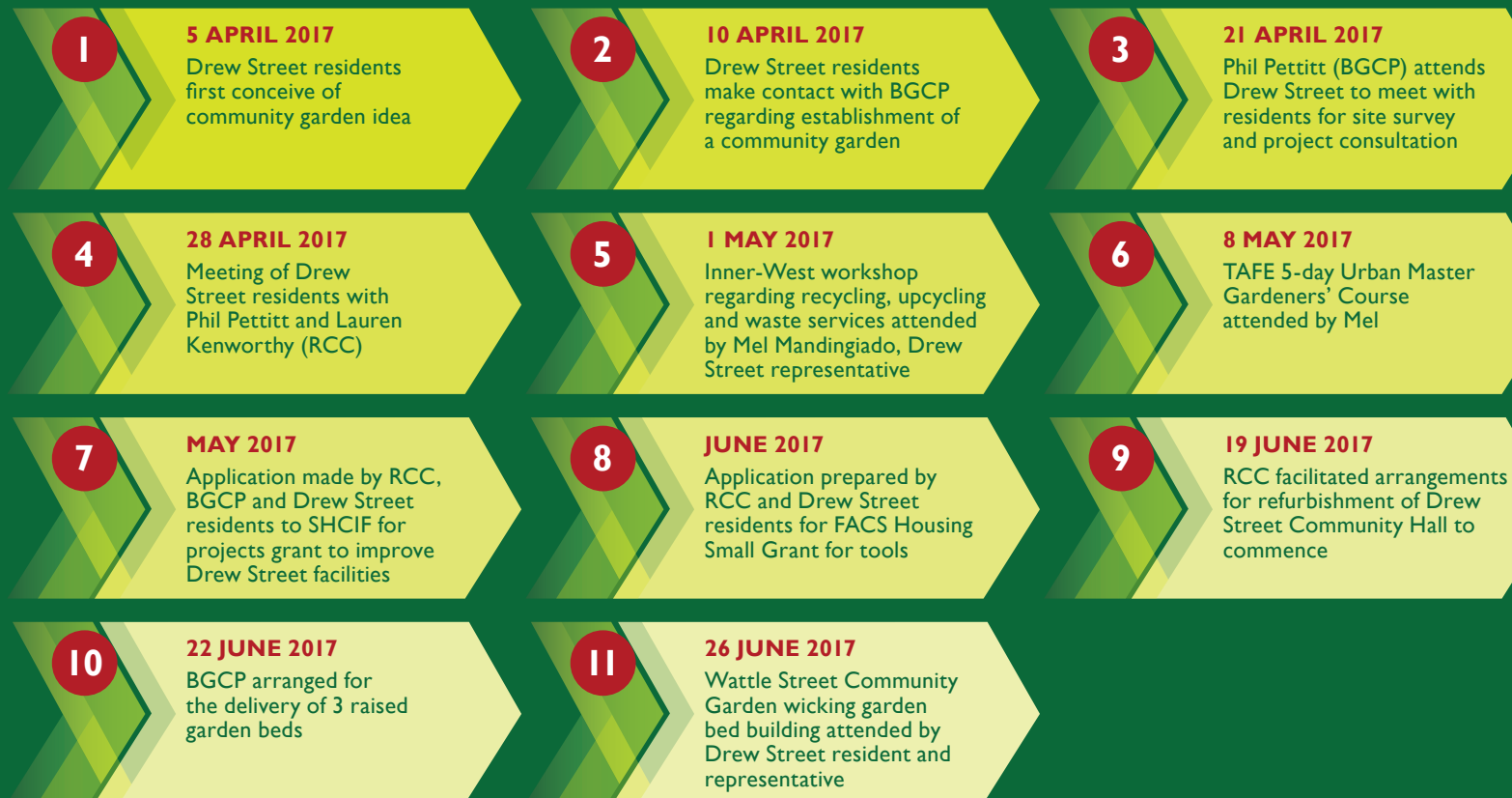
The Drew Street housing estate transformation

One very recent example of a tenant-initiated project is the story of the Drew Street Housing Estate transformation, which started in April of 2017, at Drew Street in Greenacre.

THE RESIDENTS' OBJECTIVE:

To establish a community garden on the grounds of the estate and to restore their Community Hall

ACTIONS TIMELINE FOR THE DREW STREET HOUSING ESTATE TRANSFORMATION PROJECT





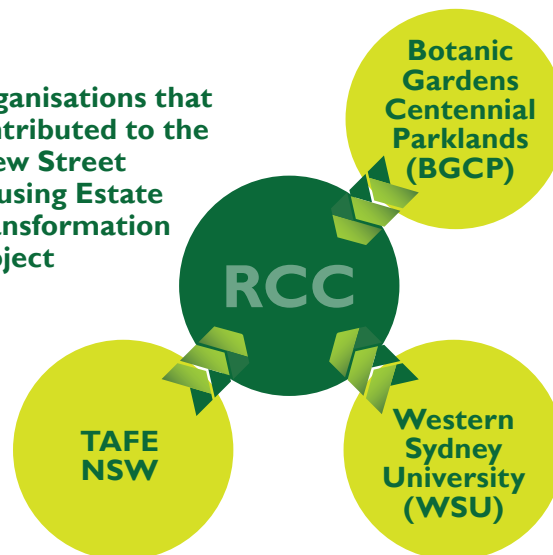
OUTCOMES OF THE DREW STREET HOUSING ESTATE TRANSFORMATION PROJECT

The result achieved at Drew Street has inspired the residents to:

- become more involved in community participatory processes;
- hone their gardening skills and enjoy making a contribution to a communal project;
- develop tenant-initiated activities that seek to promote community engagement;
- offset social isolation and appreciate their newfound social cohesion;
- collaborate further with stakeholders to achieve stated objectives; and
- improve their overall confidence.



Organisations that contributed to the Drew Street Housing Estate Transformation Project



Housing Communities Program

FACS provides grant funding under the Housing Communities Program (HCP) to eligible organisations to build cohesion and to improve community wellbeing in locations across New South Wales affected by significant social, economic, environmental and/or housing change.

This program covers the suburbs of Riverwood, Punchbowl, Roselands and Narwee. RCC's role within this program is to facilitate:

- Tenant engagement
- Departmental Liaison
- Advice, referral and advocacy
- Community Building
- Partnerships, linkage and networks

RCC's objectives in this program are to participate in:

- Stakeholder consultation and community mapping to identify strengths and weaknesses
- Community liaison to develop process and structures and escalate ideas to policy makers
- Capacity building and training
- Maintaining partnerships and service networks
- Developing community-driven projects and initiatives
- Building on sustainable project initiatives

Some of the challenges in this area include dealing with:

- Changes to the community posed by redevelopments;
- The introduction of different landlords and an altered representative structure; and
- Dealing with an aged population with a diverse ethnic background.

Foodies Project – delivered at Riverwood and Punchbowl

This project was funded by the EPA Environment NSW “Love Food, Hate Waste” initiative and it commenced in April of 2017.

The aim was to teach healthy cooking and the importance of reducing food waste. Workshops conducted at Riverwood Public School and Punchbowl Community Centre included guidance on shopping, recipe tips to minimise waste and general instruction on healthy eating and food preparation.

Participants were taught how to cook delicious, healthy meals with fresh ingredients and how to shop for what they need thereby reducing how much they throw away and saving money in the process.

Workshops were ‘hands on’ in the kitchen and attended by parents with young children (under 16 years), and young people 18-24 years.





CELEBRATIONS AT RCC

FACTS & FIGURES

RCC is a widely diverse and an all-inclusive community organisation. To cater to our broad demographic, we celebrate a number of occasions across various cultures

EID

Our Arabic Group at RCC celebrated Eid with a festival of feasting and music



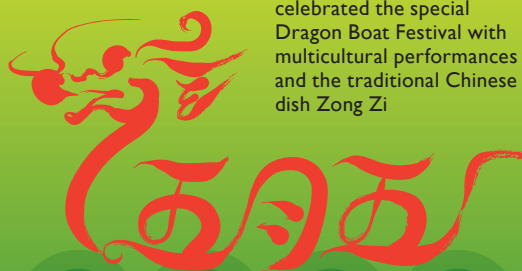
LUNAR NEW YEAR

RCC kicked off the lunar new year with a morning celebration to ring in the Year of the Rooster



DRAGON BOAT FESTIVAL

RCC's Chinese groups celebrated the special Dragon Boat Festival with multicultural performances and the traditional Chinese dish Zong Zi



LANTERN FESTIVAL

Our Chinese community celebrated the end of the Chinese New Year Celebrations with traditional Chinese food, dance, music and of course ornately decorated lanterns



MOON FESTIVAL

RCC's Chinese Association commemorated the auspicious time with a day of performances, art and traditional moon cakes



CHRISTMAS

All of our social groups celebrated Christmas with a number of different Christmas parties, with lots of food, music, dancing, Kris Kringles and merry. Our staff and volunteers also celebrated Christmas with a party of their own



Our Auspice organisations

We take this opportunity to thank our auspice organisations, those that we lend our support to, for the work that they do with us for the benefit of the community.

Each of these organisations has a specific focus on an event, or cause, that is consistent with RCC's values. In supporting them in their work we can achieve mutually beneficial outcomes for those in our community and beyond.

One example of a highly successful auspice organisation is the Harmony Day Committee. This committee organised a formal day of celebration at RCC in March 2017 that included choir and dance performances, speeches by local politicians and community leaders from business, religion and law enforcement. There was also an Interfaith Dinner that took place on a few months later. It was inspiring event where people from many backgrounds and persuasions committed to work together for the common good.

We acknowledge the efforts of our auspice organisations to raise awareness and build community cohesion about topical issues of importance to our area.

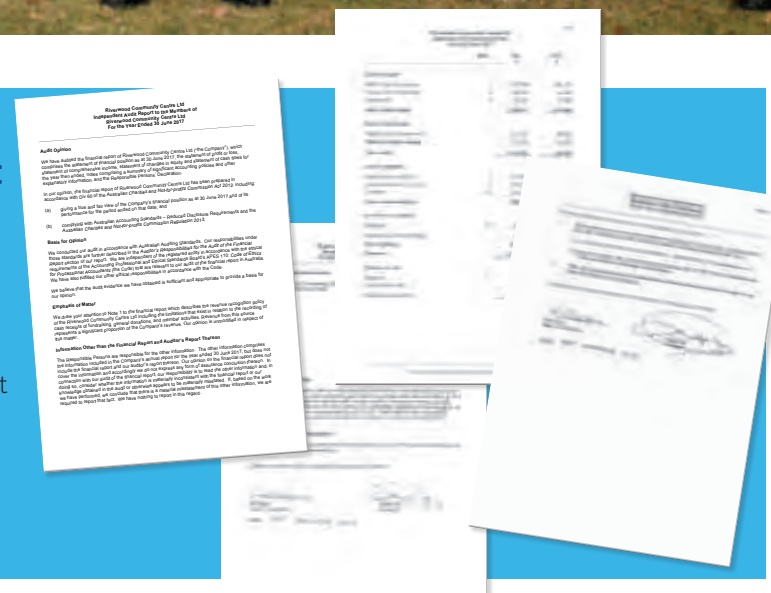


Picture: Justin Sanson,
Courtesy of Canterbury Bankstown Express

2016-2017 Auditor's Report and Financial Statements

To obtain the full *2016-2017 Riverwood Community Centre Auditor's Report and the 2016-2017 Riverwood Community Centre Financial Statements* please visit our website at www.riverwoodcommunity.org.au

These reports will be available to view online or to download.





Riverwood Community Centre

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The Riverwood Community Centre would like to thank all of our partners for their continued support

3Bridges
Ability Links
Anglicare
Australian Hearing
Australian Services Union
NSW and ACT (services)
Branch
Bankstown Canterbury
Community Transport
Bankstown Canterbury Torch
Bankstown Girls High School
Bankstown Women's Health
Centre
Barnardos Marrickville and
Canterbury
Benevolent Society
Beverly Hills Girl High School
Breast Screen NSW
Breath Thru People Solutions
Bulldogs NRL Club
Bunnings Greenacre

Burwood Council
Campsie Library
Campsie Local Area
Command
Cancer Council NSW
Canterbury Bankstown
Domestic Violence Committee
Canterbury Bankstown
Express
Canterbury Child & Family
Interagency (CCFI)
Canterbury City Community
Centre
Canterbury Leagues
Canterbury-Bankstown City
Council
Canterbury-Earlwood Caring
Association
Catholic Care
Child Adolescent Mental
Health Service (CAMHS)
Chinese Australian Services
Society

Cleanaway
Club Rivers
Commonwealth Bank of
Australia
Community Childcare Coop
Community Green Project –
Royal Botanic Garden
CPSA Health Promotion
Service
David Lilley, Holos
Consulting
David Richmond
Department of Education &
Communities
Department of FACS
Lakemba Community
Services Sydney District
Department of FACS NSW
Department of FACS, Ageing,
Disability & Home Care
Department of FACS,
Housing Service –Surry Hill
Office, Riverwood Office,
Maroubra Office, Miranda

Office and Burwood Office
Department of Health
Department of Social Service
Environmental Trust NSW –
Love Food Hate Waste
Ethnic Child Care, Family &
Community Service
Ethnic Community Services
Co-operative
Family Referral Services
Fire and Rescue NSW
Riverwood
Fusion
Galactic Solutions
Georges River Council
GRC Peakhurst
Guide Dogs NSW/ACT
GWS Giants
Hannan's Road Public School
Headspace Hurstville
Healthy Homes &

Neighbourhoods
Hesta
Human Services Centrelink
– Bankstown, Campsie and
Hurstville Offices
Hurstville Local Area
Command
Hurstville Rotary
Inner South West
Community Development
Organisation
Inner Sydney Voice
Inner West Area Tenant
Council
Jannawi Family Centre
Junction Neighbourhood
Centre (JNC)
Kogarah Rotary
Kooloora Community Centre
KU Children Services
Land and Housing Corporate
Legal Aid NSW

Lions Club Lugarno
Local Community Service
Association (LCSA)
Medal Mission
Members Equity Bank
Michael Evers
MTC Training Solution
My Choice Matters
Narwee Baptist Church
Narwee Public School
NSW EPA
NSW Family Services
NSW SES Canterbury Unit
OfficeMax
OOSH Network
Oz Harvest
Payce
Payce Foundation
Peakhurst Public School
Peakhurst West Public School

Punchbowl Public School
Riverwood Chinese
Association
Riverwood Library
Riverwood Public School
Riverwood Punchbowl
Anglican Church
ROAR - Residence
Organisation at Riverwood
Roselands Shopping Centre
Royal Botanic Gardens
Sydney
Sir Joseph Banks High School
Skills Training and Resource
Service (STARS)
South Eastern Community
Connect (SECC)
Southern Sydney Regional
Organisation of Councils
(SSROC) Inc.
SSI - Staples Bag
St George and Sutherland
Shire Leader

St George Community
Housing (SGCH)
St George Local Area
Command
St George Youth
Accommodation
St George Youth Services
St George Youth Services
St Joseph's Catholic School
Stroke NSW
Sutherland Area Tenant
Council
Sydney Credit Union
TAFE NSW
University of NSW
University of Sydney
Western Sydney University
Wiley Park Girls High School
Wiley Park Public School
Youthblock Youth Health
Service