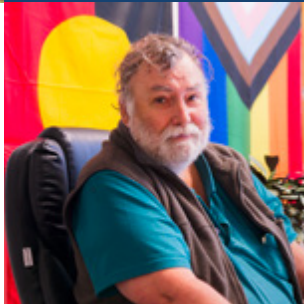




# BELONG

## BLUE MOUNTAINS

COMMUNITY AND NEIGHBOURHOOD SERVICES



# ANNUAL REPORT

2021-22

BE HEARD • BE CONNECTED • BE SUPPORTED • **BELONG**

# BE HEARD BE CONNECTED BE SUPPORTED BELONG

**Supporting the strength, wellbeing, resilience and cohesion of our Blue Mountains community.**

Belong Blue Mountains is a community and neighbourhood services organisation with a footprint across the Mountains providing services from Lower Mountains, Mid Mountains and Katoomba Neighbourhood Centres.

We provide a wide range of services and activities for people of all ages and circumstances to improve the wellbeing and capacity, social inclusion, resilience and quality of life for people in the Blue Mountains.

Our work is grounded in the principles of social justice – connection, inclusion and access, safety and conditions for wellbeing. We focus our resources on the disadvantaged and least powerful groups in the community. We believe the development of networks, mutual support and collective action can improve the quality of life for our entire community.



Chair's Report	04
CEO Report	05
<b>OUR SERVICES HIGHLIGHTS AND ACHIEVEMENTS</b>	
Who We Serve	06
Families, Children, Youth & Communities	08
Katoomba OOSH (KOOSH)	09
Aged, Chronic Care & Allied Health	10
NDIS Disability	12
ASSIST Building & Maintenance	13
<b>OUR IMPACT</b>	<b>14</b>
<b>OUR PEOPLE</b>	
Staff	18
Volunteers	20
<b>OUR SUPPORTERS</b>	<b>22</b>
Treasurer Report	24
Finance Report	25

For more about our services go to:  
**[belongbm.org.au](http://belongbm.org.au)**



# CHAIR'S REPORT

## RUTH BENNETT CHAIRPERSON



Belong Blue Mountains is proud to acknowledge that we are privileged to meet on the traditional lands of the Darug and Gundungurra nations. We pay our respects to their elders, past, present and emerging, and thank them for their wisdom and for their support of this organisation.

Belong Blue Mountains has faced ongoing challenges in these pandemic times within a context of ongoing community sector reform. 2021-2022 is the fourth year of operation for Belong BM. The organisation has maintained and grown its services during this difficult period, which followed the Black Summer bushfires that impacted our region in December 2019 and January 2020.

Our centres in Katoomba, Blaxland and Lawson have worked closely with the community across all age groups to provide key services to our growing Blue Mountains population. This has involved great innovation, increased capacity in terms of technology and hybrid forms of working.

Our board, our CEO, our executive management team, our staff and volunteers have all contributed diligently in working with the community and other local organisations and businesses, to improve social cohesion and provide key services for a diverse and vulnerable population, enabling them to support older people to age in place, strengthen families and provide support to NDIS participants. In these endeavours we thank especially our hardworking CEO for her leadership and compassionate vision and our dedicated executive management team.

Belong BM's workforce continues to grow and expand and is highly qualified. Whilst we have faced financial challenges in bringing together and establishing Belong BM, and acknowledge there are

ongoing costs as we restructure our organisation to be optimal in its internal arrangements, our future service provision is secure.

Belong BM has received funding commitments from our funding partners who see Belong BM being able to plan for future growth and expansion in its service to the Blue Mountains community. This is deeply gratifying. This trust and belief from our funding bodies confirms that our efforts are valued. The strength and significance of what Belong BM contributes to our population has been recognised and the commitment to ongoing financial support gives us great encouragement.

After more than three decades Belong BM continues to successfully deliver services across a number of areas and activities to decrease social isolation, provide emergency services, consult with the community on its needs and aspirations, and provide vital information and referral services.

I warmly thank board members for their commitment, hard work, sharp focus, and striving for good governance. My grateful thanks are especially given to the Deputy Chair Wendy Holland, Treasurer David Caton, Secretary Mahalya Middlemist, and Board members Warwick Fuller, Maria Katrivesis and Gay Thornton, for their ongoing support to me, our CEO, executive management and to all the hardworking staff and volunteers of Belong BM.

The willingness by all to grapple with the difficult issues we have dealt with in these ongoing Covid times has helped keep us and our community safe and we will continue with these efforts to ensure that public health continues as a significant priority for our organisation going forward.

I thank the State and Federal governments for their support and ongoing financial funding that enables wide-ranging programs to be run in our community. I appreciate their understanding that we would not achieve the targeted outputs set for some of these programs, due to the lockdown caused by the Covid 19 pandemic. As a board and speaking for the entire organisation, we acknowledge that we draw strength from this confidence and trust in us from government and our community and funding bodies. In these challenging and unique times, this is what sustains us and keeps us to the task of moving forward to ensure that service levels to our community are maintained.

I thank our local government, the Blue Mountains City Council, for their support, our premises, their donations, and their understanding of the challenges we currently face. I thank the local business community who have been steadfast in their support and our amazing volunteers whose trust and support and strong ongoing commitment is foundational to our strength and longevity as an organisation in our Blue Mountains region.

Thank you each and everyone for playing your part. It is greatly appreciated.

# CEO REPORT

KATH HARRISON CHIEF EXECUTIVE OFFICER



I wish to begin by acknowledging the traditional owners of the land on which Belong Blue Mountains operates, the Darug and Gundungurra peoples, and pay my respect to their elders past and present and to the young people who are the elders of our future. This always was and always will be Aboriginal land.

The 2021-2022 reporting period again brought significant challenges for our Blue Mountains communities, the Organisation, our staff, volunteers and service partners. Covid 19, multiple natural disasters within the Local Government Area following severe storm events, Public Health Orders, and the implementation of the internal Organisational restructure were our complex operating realities in this period.

Again, the Belong BM leadership team and our absolutely committed staff and volunteers rose to the challenges together to: enable the introduction of the revised Belong BM management and service structures, introduce innovative virtual service options, reintroduce direct services on our sites following lockdown, and re-establish services displaced by the effects of the weather events on our premises to other sites.

I acknowledge and thank the Management team responsible for providing leadership and solid management throughout this period. To Len Kasper, Chris Baird, Danielle Wilding-Forbes, Jo Ridley, Dale Reardon, Leigh Gordon and Steve Hart, your commitment and dedication to the work that we do, despite the many challenges faced this year, enabled Belong BM to continue to provide critical services across our communities and to our most vulnerable within them with clarity, integrity and focus.

I also wish to acknowledge Peta Williams, Mick Barrett and Barbara Cuthbert who left the Organisation in this period. Your collective impact on the local community sector, service development and delivery across the local government area and guidance and professionalism in the development and implementation of Belong BM is a legacy to be revered.

The care, commitment and humanity shown by the staff and volunteers of Belong BM in meeting the challenges of working with our diverse and unique communities is present everyday. I acknowledge, thank and honour you all for your ongoing commitment to the work of Belong BM through yet another year of significant challenge and change. Your capacity and your capabilities to continue to care and support the most vulnerable in our communities through significant internal change, an ongoing pandemic and multiple natural disasters is humbling. The Organisation is strong and resilient as a direct result of your commitment, professionalism, integrity, expertise, innovation and agility.

The Belong Blue Mountains Board continues to exhibit great vision, strength, boldness and absolute commitment to the important work that we do. Your governance continues to keep the Organisation viable, strong, vital, agile and current. I wish to thank the Chair, Ruth Bennett, the Board Executive David Caton, Warwick Fuller and Mahalya Middlemist, and Board members Gay Thornton, Wendy Holland and Maria Katreveis for your wisdom, expertise, patience and clarity in bringing about positive change.

I would like to acknowledge and thank all the people of our communities and our service partners who contribute to our work in some way, we are simply stronger together.

The care, commitment and humanity shown by the staff and volunteers of Belong BM in meeting the challenges of working with our diverse and unique communities is present everyday.

# WHO WE SERVE

We are proud to support the cultural diversity of community members across the Blue Mountains. Our services reach children, young people, families, older people and people living with life threatening illness. We bring people together to build stronger communities where all people feel included and supported and our services aim to care for community members so they can thrive.

## OUR TEAMS



### Families, Children, Youth & Communities

Our Families, Children, Youth and Communities team work to deliver a range of centre and place based inclusive and flexible supports and facilitate activities that increase community connections, resilience and self-determination. Our Katoomba OOSH (KOOSH) team believes children learn and make sense of the world around them through play.

#### Our services include:

- » Neighbourhood Centres in Blaxland, Lawson and Katoomba
- » Community Supports including information and referral, emergency relief food hampers, provision of community spaces for groups and drop in facilities
- » Community and Social Support Groups and Community Advocacy
- » Families and Children's Services including KOOSH, supported playgroups, family fun days, transition to school, school holiday activities and social support groups
- » Disaster, Resilience and Preparedness Support
- » Mental Health Support through Blue Fringe Arts and Literature Festival and targeted support groups



### Aged, Chronic Care & Allied Health

Our Aged, Chronic Care & Allied Health team aim to enrich the quality of life for frail, older people living at home, residents of Aged Care facilities, and community members living with life threatening illness. With our experienced, professional workforce and large base of volunteer workers, we can provide the support you need to stay at home. From domestic assistance to friendly visitors, social groups, building modifications and home maintenance our services include:

- » Commonwealth Home Support such as transport, social support, in an individual or group setting, assisted shopping and outings to assist in community connectedness.
- » Domestic Assistance to maintain household task such as cleaning, paying bills etc
- » Allied Health from qualified Occupational Therapists, Physiotherapist and Social Worker to maintain safe environments, address functional limitations and improve or maintain wellbeing
- » Standing Strong – Strength and balance classes
- » Community Visitors Scheme-providing social support for people on Home Care packages or in Residential Aged Care.
- » Palliative Support providing respite and support to clients, families and carers
- » Access and Referral across CHSP programs as a central point of contact for new referrals.



### NDIS Disability

As a registered NDIS provider we offer support to people living with a disability, and their families and carers, via our Plan Management and Support Co-ordination services. We enable NDIS participants to build the most appropriate and beneficial system of supports from their NDIS plan and can provide support for the financial and administration aspects of the plan.



### ASSIST Building & Home Maintenance

ASSIST Building and Maintenance is a service offered to the elderly and people living with a disability to help maintain and modify your home so you can stay in your home and be safe.







# FAMILIES, CHILDREN, YOUTH AND COMMUNITIES TEAM UPDATE



During the second half of 2021, with teams working under various Public Health Orders, our Neighbourhood Centres continued to serve the community with careful consideration for the welfare of visitors and staff. We continued with online programs and activities, including online playgroups and community trivia.

At the beginning of 2022 the team farewelled Nikki Boys, Christopher Smith and Bren Sherring with much gratitude for their vast and varied contributions to both the team and the community. Bren has moved into the Social Support Groups team and we welcomed Sarah McLoughlin and Meredith Vasilescu to our Neighbourhood Centres. New staff Cathryn Ferreira and Melanie Townsend also re-energised our supported playgroups as they returned to centres and schools. Crystal Cooke made an immense contribution supporting this work over a short period in early 2022, before returning to teaching.

As Covid 19 pandemic restrictions lifted, our team worked to rebuild each of the playgroups in Lawson, Blaxland, and Katoomba and reconnect with families feeling the impact of lockdowns and raising their children with limited supports from families and peer networks.

Instead of hosting our annual Meet Your Street events that promote conversations about emergency preparedness, the team worked with the Red Cross to provide access to an abridged version of The Pillow Case

Project for families with children. Pillow cases, markers and information were sent out to over 50 households. It was a great way to connect and share information when face to face conversation was not possible.

Each playgroup is a little different, but some structure has been added to the way we run, particularly the regular story and sing along at the end of the morning. Billie Booksie, the Paint the Blue ReAd Early Literacy mascot arrives to help read the day's story and promote reading to children and their love of children's stories.

The Deadlee Gap Cultural Café hosted a number of sessions in partnership with Mootang Tarimi Services, to link people directly with health care providers and yarn about a range of topics including wellbeing, men's and women's health and diabetes.

In April 2022 we worked in partnership with Mountains Outreach Community Services and the Aboriginal Cultural and Resource Centre to put on the Bullaburra Family Fun Day. There were workshops by the Wagana Aboriginal Dancers, a short bushwalk to Minnatonka Falls

and a park full of childrens activities. The day was a wonderful opportunity for families to reconnect with services and with each other.

We also had the opportunity to support the Walanmarra Aboriginal Women's Art Group to host a number of cultural sharing workshops with women's arts groups from St Mary's and Emerton. These workshops were a wonderful opportunity for the Walanmarra Women to share skills they learned in their weekly art sessions and to connect and share culture.

We had the pleasure of working with Lawson Public School again, as we hosted a number of place based play days over the summer to support kindy students and their families to remain connected between school orientation and the start of the new school year. The team is looking forward to extending this program to families enrolling at Our Lady of the Nativity in Lawson in 2023.

For Christmas 2021 we developed an online registration system for families and individuals to receive Christmas Food Hampers and Gifts for children.

*Below: 1 Playgroup, 2 Bullaburra Fun Day, 3 Walanmarra Aboriginal Women's Art Group*





# KOOSH TEAM UPDATE



Even with Covid 19 constraints, our before and after school care service operated Monday to Friday 7am-9am and 3pm-6pm and our vacation care program was open to families during school holiday period running full day sessions 7am till 6pm Monday to Friday.

Our wonderful KOOSH team rose to the challenges of building maintenance and flooding issues at our 10 Station St venue and successfully moved our service to a temporary venue at Katoomba Public School.

A new 22 seater bus was purchased for transport of children to and from the service and our vacation care programs ran some fantastic activities such as excursions to Scenic World and the movies, Skyworks planetarium and making mud cloth.

Despite pandemic and flooding impacts, we were able to keep delivering educationally sound activity based programs developed in collaboration with our children, for both before and after school sessions.



# AGED, CHRONIC CARE AND ALLIED HEALTH TEAM UPDATE



Belong Blue Mountains Aged Care services and programs undertook a redesign process in the latter part of 2021, which resulted in the amalgamation of several programs and the formation of the Aged, Chronic Care and Allied Health Stream.

Unfortunately, we farewelled some of our long-standing Coordinators in Marlene Churn, Narelle Mackander, Katrina Simmons and Eva Regitz. With this change we welcomed some new faces including Jocelyn Grover and Bethany Higgs (Social Support Care Coordinators), Brenda Sherring (Social Support Group Coordinator), Sonda Mitchell (Volunteer Recruitment and Training Officer), Natasha Frankham (Home Care Worker), and Simon Da Silva (Allied Health Assistant).

As we welcomed new staff to the new Stream of Aged, Chronic Care & Allied Health, existing staff members continued to be innovative and deliver high quality services to clients aimed at improving functional abilities and increasing social

inclusion and overall wellbeing. Thank you to all staff for your professionalism and dedication.

Led by Claire Grover we embarked upon establishing a Domestic Assistance Service. The success of this initiative during a challenging period, is testament to Claire's time, knowledge and skills, as well as Jessica Ardouin's support for the functions of the service. Natasha Frankham, our new Home Care Worker enabled the service to expand and increase delivery of quality care.

Also newly established, our Renew Physiotherapy Clinic has capitalised on the passion and skills of Adam Wilkes, who specialises in the older persons management of muscular skeletal health.

Operating 2 days per week, the clinic is located in a dedicated space within the Lower Mountains Neighbourhood Centre and attracts private health card holders and privately funded clients. A great complement to our services for older community members, it's envisaged that as awareness grows in the community Clinic opening hours will increase.

Adam is currently undertaking further studies to become one of a limited number of qualified Physiotherapy Aged Care specialists. We are lucky to have his skills and talents within our organisation.

Our wonderful quilters were featured in the Blue Mountains gazette in an article highlighting the positive difference receiving a handmade quilt makes to palliative patients and their families.



**Some of our Aged, Chronic Care and Allied Health Stream staff**

Left to right: Christine Baird - Manager Aged Chronic Care and Allied Health Stream, Eddie Bosnich - Senior Administration Officer, Gillian Menear - Allied Health Lead and Occupational Therapist, Sonda Mitchell - Volunteer Recruitment and Training officer, Emma Pereira - Occupational Therapist, Melissa Williams - Social Worker and Palliative Support Service Coordinator, Vania Dickens - Occupational Therapist







# NDIS AND DISABILITY TEAM UPDATE



We employed four highly valued and well-respected Support Coordinators during the 2021-2022 financial year and supported over 60 clients ranging in age from young children to adolescents and adults.

Examples of supports we facilitate include:

- » specialist housing options
- » personal care supports
- » links to therapists and equipment
- » discharge from hospital arrangements

We continued to act for over 200 clients as Plan Managers, organising the financial and administrative aspects of NDIS plans such as paying invoices on time, requesting payment from the NDIA, preparing reports on how funds are being used, helping a participant to connect with their choice of providers and organising service agreements.

We have also begun researching and testing a new online Plan Management tool which promises to deliver significant productivity gains and provide our participants and their support people with live information about their plans and budgets.





# ASSIST BUILDING AND MAINTENANCE TEAM UPDATE



The 2021-2022 year has been a difficult one with the continuation of Covid 19 restrictions affecting services right across the board from our gardening staff (Amos & Lea) through to maintenance staff (Howie & Tom) and minor/major modifications carpenter (Greg).

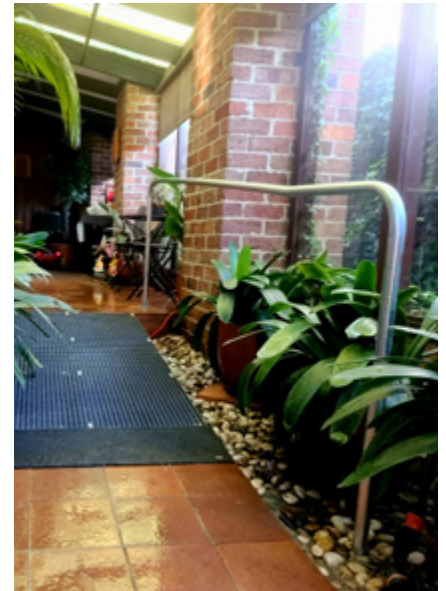
A special shout out to Tish & Amanda in the Assist Admin team for doing an exceptional job helping Belong BM steer through this challenging time.

One of the outstanding outcomes for Assist services was commencing an NDIS Major Modification that has been in the making for approximately

3 years. With the client finally being given approval we were able to start setting them up so they have safe access into their home.

---

*Clockwise: 1 accessible handrail, 2 major bathroom modification, 3 ramp installation, 4 garden maintenance*



# OUR IMPACT



Palliative Support

**351**

Hours provided



New Referrals

**310**

across Stream

## Community Visits Scheme

**459**

Combined total  
(This includes face-to-face visits,  
letters/cards, phone calls)

**190**

Total number of  
visits in Aged Care  
Facilities

+

**269**

Total number of  
visits to Home Care  
Package clients



**23**

Number of  
volunteers



**31**

Number of clients  
(includes book group attendees)





# OUR IMPACT (CONTINUED)



We assisted

**270** clients

with home modifications and maintenance provided over

**4,436**  
hours  
of service



**144** hours  
Home Modifications



**126** hours  
Home Maintenance



**1,745** hours  
Gardening



**359** hours  
Minor modifications



**2,332** hours  
Major modifications



We provided over

**4,200** hours

of out of school hours

and



**148**

children attended KOOSH



We answered

**3,895**

community phone calls

and  
welcomed



**1,632**

Visitors  
to our Centres

**206**

Social Inclusion  
(Tea/Coffee/Chat)

**553**

Practical Assistance

**731**

Food Relief



**544**

Community Supports  
(295 Face to Face)  
(249 Via Digital)

**2,268**

Information/Advice  
& Linker Referrals





**12,914**

Community group attendance



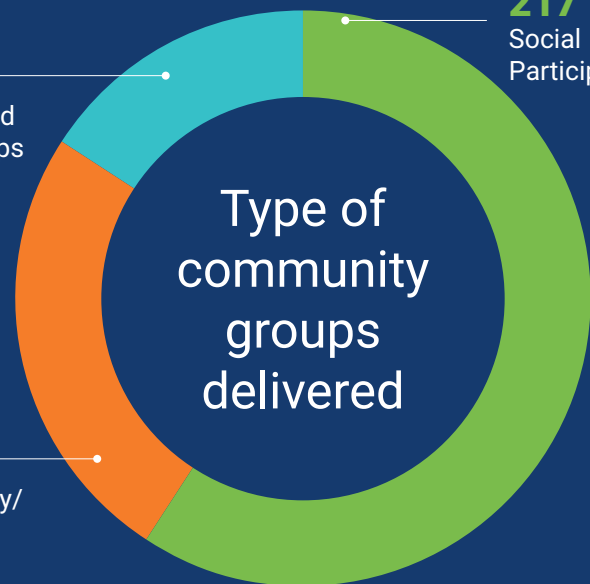
**967** hours

of community groups

**57**  
Supported  
Playgroups

**92**  
Advocacy/  
Support

**217**  
Social  
Participation



At Christmas time

**152** Individuals

received a food hamper and



**51** children

received gifts



We provided

**1,000** hours

NDIS support coordination and



**800** hours

NDIS plan management services



Belong Blue  
Mountains Website

**6,866**

Unique Visitors to Site



Facebook

**2,912**

BBM Page Visits



**32,987**

FB Page Reach

# OUR PEOPLE

The strength and heart of this Organisation is in its people and we'd like to thank all of our amazing staff for their energy, spirit, and contribution during a particularly challenging year.

---

Dorothy Allen

---

Natasha Frankham

---

Brenda Sherring

---

Cathryn Anderson

---

Stella Giitsidis

---

Isaac Sherring-Tito

---

Howard McIntosh

---

Jessica Ardouin

---

Leigh Gordon

---

Katrina Simmons

---

Christopher McKenzie McHarg

---

Kasey Arnold

---

Claire Grover

---

Christopher Smith

---

Sarah McLoughlin

---

Christine Baird

---

Jocelyn Grover

---

Neil Smith

---

Gillian Menear

---

Michael Barrett

---

Korey Gunnis

---

Pauline Stafrace

---

Sonda Mitchell

---

Louise Bender

---

Mia Gyaneshwar

---

Amanda Stephens

---

Renee Williamson

---

Maureen Bosnich

---

Kath Harrison

---

Annemarie Tardent

---

Jo Newton

---

Nikki Boys

---

Steve Hart

---

Cathryn Thompson

---

Jennifer O'Brien-Neal

---

Lex Burney

---

Vickie Hastedt

---

Amos Tito

---

Shelley Oliver

---

Marlene Churn

---

Jennifer Herman

---

Melanie Townsend

---

Caroline Peel

---

Crystal Cooke

---

Bethany Higgs

---

Meredith Vasilescu

---

Emma Pereira

---

Barbara Cuthbert

---

Jenni Howard

---

Sharise Watson

---

Kerin Pollock

---

Simon Da Silva

---

Katherine Johns

---

Simon Wheble

---

Katya Quigley

---

Hunter de Groot

---

Tracey Johnson

---

Emma Wheeler

---

Melanie Rawlins

---

Vania Dickens

---

Len Kasper

---

Danielle Wilding - Forbes

---

Dale Reardon

---

Olivia Eynon

---

Adam Wilkes

---

Justin Reardon

---

Cara Ferguson

---

Patricia Kerry

---

Carole Williams

---

Tom Redmond

---

Cathryn Ferreira

---

Lea Kuipers

---

Melissa Williams

---

Eva Regitz

---

Jordan Fiddling

---

Narelle Mackander

---

Peta Williams

---

Jo Ridley

---

Sarah Fielding

---

Ari Roberts

---

Greg Wolthers







# OUR VOLUNTEERS

We are incredibly grateful for our amazing volunteers whose commitment and generosity helps us provide our services each and every day across the vast geography of the Blue Mountains. Belong BM has over 100 active volunteers supporting our programs each year, and the thousands of hours they give to us and the community we support, is worth well over \$120,000.

## Volunteer Recruitment and Training

Covid 19 restrictions and lockdowns took a toll on the number of volunteers returning to service as well as attracting new volunteers to the organisation. This has been a trend across many areas of Australia and abroad. Belong BM responded by creating a new role to specifically support the recruitment and training of volunteers locally. Sonda Mitchell hit the ground running with her enthusiasm, creative ideas and expertise as an educator. Volunteers joining Belong BM began increasing again with opportunities ranging from reception, home visiting and group facilitation.

## Volunteers event

Our annual Volunteers Week event provided an opportunity for us to thank our wonderful volunteers and a chance to reconnect with other volunteers and staff. Focusing on supporting our volunteers to take time out to look after themselves and enjoy activities that replenish them, this year volunteers were invited to participate in a session on 'Self Care' followed by Devonshire tea.

## Seniors Awards

For the 2022 Seniors Awards this year, there were three special nominations made by Belong BM to honour some of our volunteers:

1. Shirley Williams  
Shirley for many years imparted her skills, knowledge and love of art by facilitating an Art for Seniors group at our Lower Mountains Neighbourhood Centre.
2. The Caring Hearts Group  
A dedicated group of highly skilled and talented quilters who display their care for Palliative Care patients by creating magnificent quilts that they donate to the Palliative Care Service of Belong BM, for distribution to patients within the Blue Mountains Anzac Memorial and Springwood Hospitals. This year alone 30 quilts were donated and distributed, with another donated for a Palliative Care Week raffle.
3. Nancy Shying  
For many years Nancy facilitated one of our long-established social support groups.

## Gratitude

We owe a debt of gratitude to our reception volunteers for their patience and support throughout Covid 19 restrictions. The joy and humour with which they have worked to welcome community and groups back into our centres in ways that felt safe and comfortable, is impressive.

We are also immensely grateful for the support of the volunteer facilitators that support groups like the Lawson Literary Lot, Blue Mountains ME/CFS and Fibromyalgia Support Group, Chess Club, A Creative Outlet, Mid Mountains Community Garden and Bipolar Support Group. Over the past twelve months they have worked to keep these groups connected throughout a period of intense isolation and have done wonderful work bringing groups back into centre based activities.

We'd also like to thank Lyn Farthing and Peter Abbott – our wonderful volunteer KOOSH bus drivers.

In the week leading up to Christmas an enthusiastic group of volunteers gathered to pack and deliver Christmas Food Hampers and Gifts for children from Lapstone to Blackheath, thank you to Darren, Katlyn, Katherine, Robyn, Ollie, Robert and Haidee for your support.





We are incredibly grateful for our amazing volunteers whose commitment and generosity helps us provide our services each and every day across the vast geography of the Blue Mountains.





# OUR SUPPORTERS

Belong BM wishes to acknowledge and thank the following:

## Government

Department of Health under the Commonwealth Home Support Program (CHSP)



Australian Government  
Department of Social Services



Australian Government  
Department of Health

Departments of: Community & Justice, Education, Nepean Blue Mountains Local Health District and Fair Trading



Communities  
& Justice



Health  
Nepean Blue Mountains  
Local Health District



Education



Fair  
Trading



Blue Mountains City Council  
Mayor: Mark Greenhill OAM  
General Manager: Rosemary Dillon

## Community donations

Thank you to all individuals and organisations who have donated to Belong BM over the last year, either through cash donations, donations of wool or funding to the Wrap With Love project, or those who donated funds through the supply and purchase of second hand books.

## Community partnerships, collaborations and support

Thank you to everyone in all services across the Blue Mountains who are committed to working collaboratively for a community that values justice and equality. Belong BM thanks the following businesses, organisations and partners for their contributions in 2021-2022:

*Aged Care Assessment Team (ACAT)*  
*Aged & Community Services Australia*  
*Aids Council of NSW (ACON)*  
*Bendigo Bank – Katoomba & Upper Blue Mountains Community Bank, Katoomba branch and Blackheath agency*  
*Blackheath Area Neighbourhood Centre*  
*Blaxland & Districts Chamber of Commerce & Industry*  
*Blaxland High School*  
*Blaxland Library*  
*Blue Mountains Collaborative for Elder Abuse*  
*Blue Mountains City Council Squalor and Hoarding Committee and Prue Hardgrove*  
*Blue Fringe Committee*  
*Blue Mountains Community Interagency (BMCI)*  
*Blue Mountains Food Services*  
*The Blue Mountains Gazette*

*Blue Mountains Leisure Centres*  
*Blue Mountains & Lithgow Integrated Neighbourhood Network (BLINN)*  
*Blue Mountains TAFE*  
*Blue Mountains Women's Health & Resource Centre*  
*Bunnings Katoomba and Valley Heights*  
*Aunty Carol Cooper*  
*The Carrington Hotel, Katoomba*  
*Coalition Against Violence and Abuse (CAVA)*  
*Complete Care Team*  
*Community Care Forum and Prue Hardgrove BMCC*  
*Connect Child and Family Services*  
*Elder Abuse Collaborative*  
*Elders Lunch Planning Group*  
*Elizabeth Evatt Community Legal Centre*  
*Fantastic Aussie Tours*  
*Friends of Melrose Park*  
*Gateway Family Services*  
*Glenbrook Panthers*  
*GREAT Community Transport*  
*Good Shepherd Youth & Family Service (for NILS)*  
*The Hattery*  
*Hazelbrook Association*  
*House Proud Cleaning*  
*HUBitat –*  
*Lower Mountains Community Hub Junction 142*  
*Katoomba Radio Cabs*  
*Kinship at Christmas Foundation*  
*LEEP Understand Technology*  
*Lithgow Information & Neighbourhood Centre*  
*Local Community Services Association (LCSA)*  
*Megalong Books*



Mental Health Commission of NSW  
 Mental Health & Networking Forum  
 Mid Mountains Cabs  
 Mid Mountains Family Support Network  
 Mountains Community Resource Network (MCRN)  
 Mountains Multicultural Interagency  
 Mountains Outreach Community Service (MOCS)  
 Mountains Youth Services Team (MYST)  
 Nepean Belle Paddle Wheels  
 NCOSS – Council of Social Services NSW  
 Neighbourhood Aid Association  
 Nepean Blue Mountains NDIS CEOs Roundtable  
 Nepean Community & Neighbourhood Services (NCNS)  
 Partners in Recovery  
 Palais Royale Katoomba  
 Pink Mountains  
 Positive Life Sydney  
 Radio Blue Mountains 98.1  
 Resilience & Preparedness Working Group  
 Rotary Club of Upper and Lower Blue Mountains  
 Springwood Neighbourhood Centre Cooperative  
 St Vincent De Paul  
 Stronger Families Alliance  
 Thrive Family Support  
 United Cinemas (The Edge)  
 Western Sydney Community Forum (WSCF)  
 Winmalee Neighbourhood Centre  
 Wentworth Community Housing  
 Youth Mental Health Illness & Substance Abuse Network

## Bread and Food Donations

Avalon Restaurant, Katoomba  
 Central Blue Mountains Rotary  
 Earth Recovery Australia  
 Food Bank NSW & ACT  
 Hominy Bakery, Katoomba  
 Todarellos, Katoomba  
 Woolworths

## Other

Bennett's Office Supplies, Katoomba  
 Blue Mountains Food Co-op, Katoomba  
 The Lunch Box, Katoomba

## Consultants and Contractors

Marty Walker, Still Moving Design  
 Michael & Wendy Farrell-Whelan, Farrell-Whelan & Associates  
 Virginia Field  
 Wendy's Home Care  
 Tracey Willow

## Other Donations

Art for Seniors Social Group  
 Blue Mountains Ukulele Group  
 Blue Mountains City Council  
 Bridie Campell  
 Clak 'n' Yak Social Support Group  
 Colleen and Gregg Smith  
 Jennifer Dooley  
 Mira Secerov  
 Neville Rowe  
 Nicholas Roskolnikov  
 Patricia Cree  
 Phillip Chapman, Phillip Chapman Real Estate  
 Sandeep Kirplani  
 Susan Robbins  
 Suzanne Janine  
 Val Ingram

# THANK YOU

We can't do this without you!

# TREASURER'S REPORT

DAVID CATON



The 2021-2022 financial year was challenging due to the ongoing impact of the Covid 19 Pandemic.

The ongoing reality of the continuing pandemic throughout this reporting period, with resultant lockdowns and lower client and consumer confidence, saw a significant postponement or withdrawal of face to face service particularly across those services working with vulnerable target groups.

This situation was further compounded by the introduction of Public Health Orders across the Belong BM's childcare, aged care and disability services. These orders affected our employees ability to perform their duties while getting their vaccination status in line with the Public Health Orders.

The Organisation committed to maintaining employment levels wherever possible during the Covid 19 period, and whilst proud of this action, it came at a financial cost for the Organisation.

The financial impact that directly resulted from reductions in Belong BM fee for service programs as a result of Covid, were partially offset by significant funding from the NSW Government's one off Social Sector Support Fund. The 2021-2022 financial year did however result in an overall operating deficit of \$195,892.

While the NSW State government matched the National Wage Case annual increase in wages of 2.5%, again we saw funding increases from the Federal government failing to at least match the decision (Department of Health 1.7% and NDIS 0.0%). With inflation for the 2021-2022 financial year averaging 6.1%.

Belong BM embarked on a restructure program to address these financial circumstances resulting in annual savings in excess of \$200,000. The cost of this initiative, while partially offset by a decrease in employee entitlement provisions, significantly contributed to the operating result reported above.

The financial position of Belong BM continues to be strong with turnover increasing by \$1,456,165 and Reserves representing 7.5% of income (down from 11.3% last financial year).

I would like to take this opportunity, as always to thank our Finance team for their continuing professionalism and incredible effort through another very challenging year.



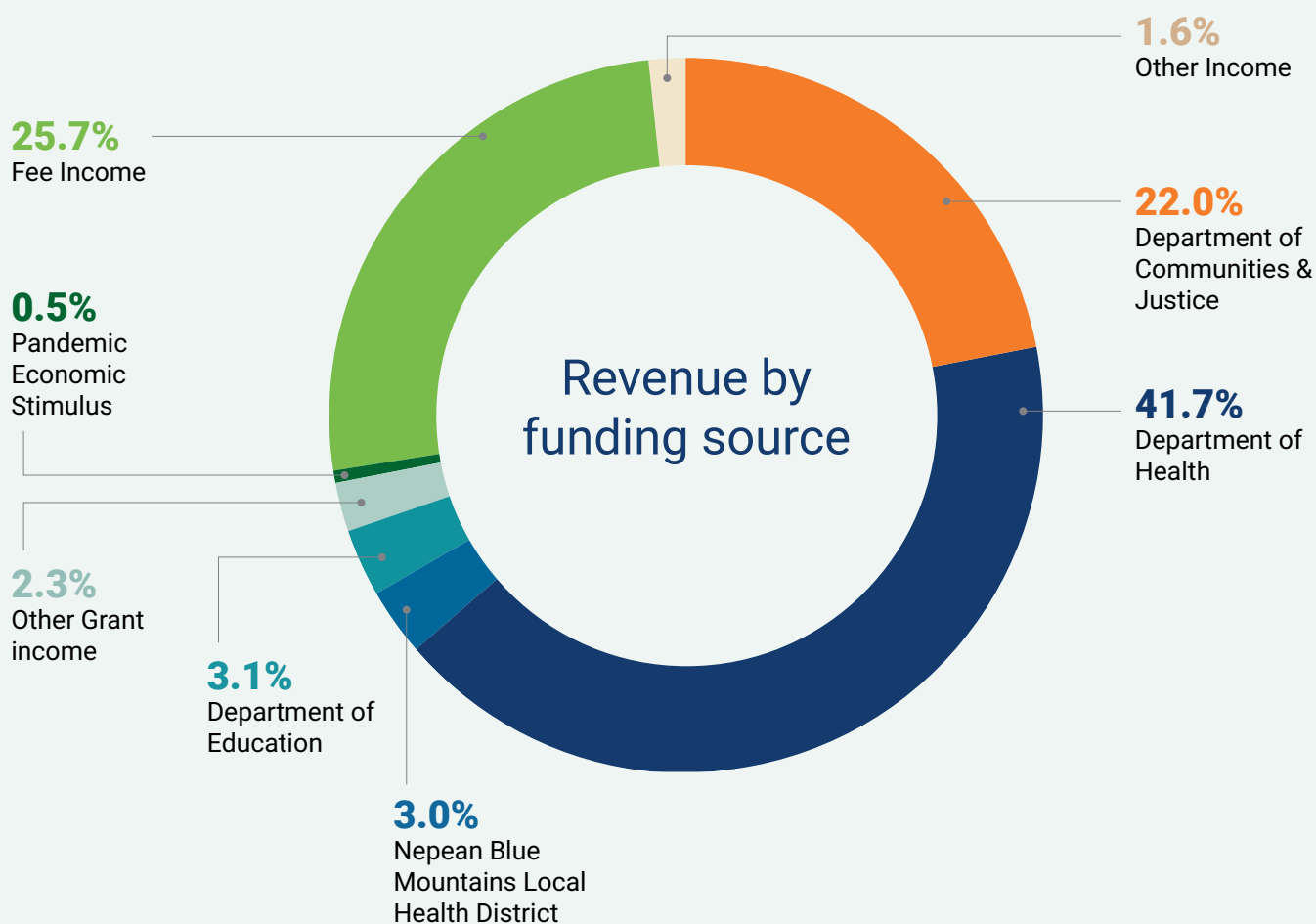
**The financial position of Belong BM continues to be strong with turnover increasing by \$1,456,165 and Reserves representing 7.5% of income.**



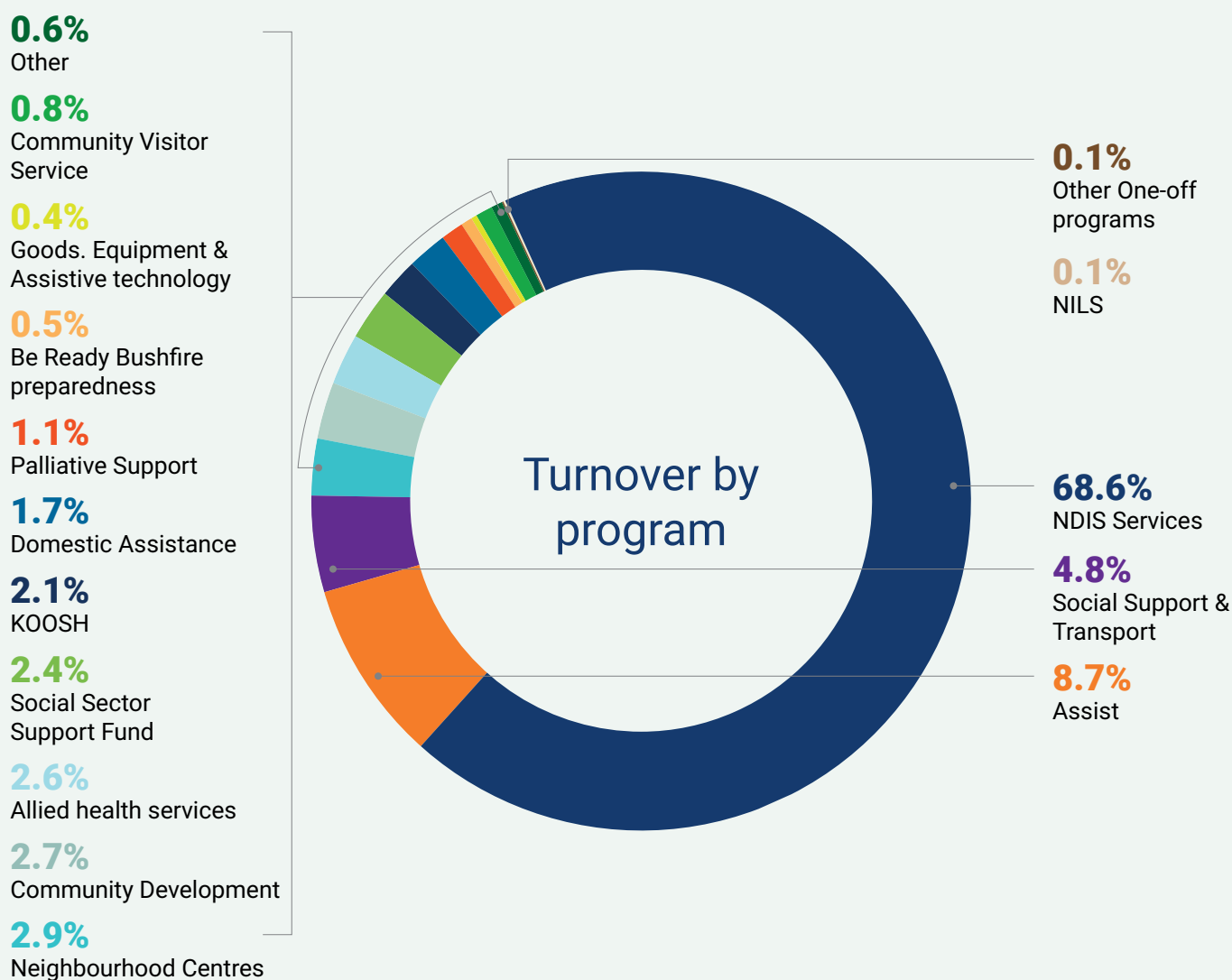
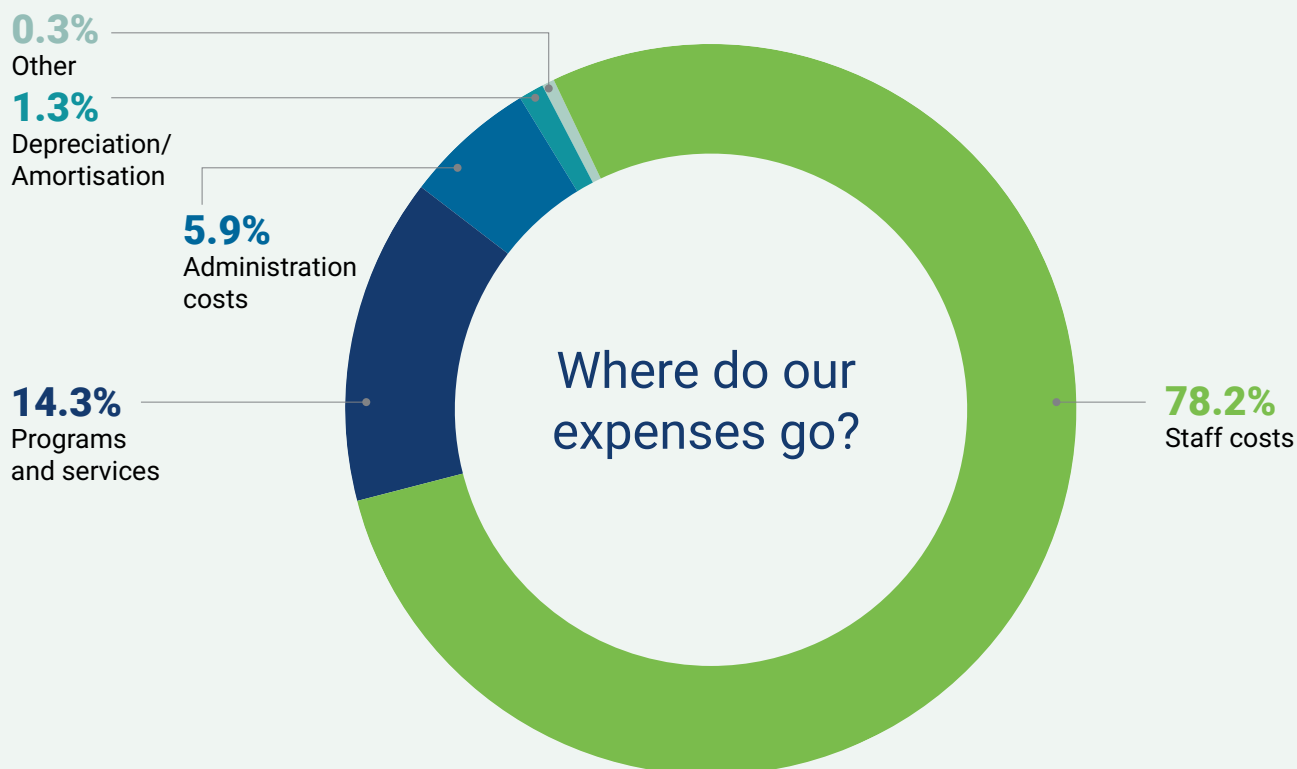
# FINANCE REPORT

FINANCIAL SNAPSHOT 1 JULY 2021 TO 30 JUNE 2022

Income Statement	2021/2022	2020/2021	2019/2020
	\$'000	\$'000	\$'000
Revenue	<b>\$13,738</b>	\$12,282	\$8,870
Expenses	<b>\$13,933</b>	\$12,242	\$8,635
Net Surplus/(Deficit)	<b>(\$195)</b>	\$40	\$235
Reserves	<b>\$363</b>	\$594	\$552



# FINANCE REPORT









**BELONG**  
**BLUE MOUNTAINS**  
COMMUNITY AND NEIGHBOURHOOD SERVICES

Run by teams of committed, experienced workers and dedicated volunteers, our Centres strive to be safe, welcoming places offering connection and support.

#### **Katoomba Neighbourhood Centre**

8-10 Station Street  
Katoomba NSW 2780

**Tel:** 02 4782 1117 from  
9:00am - 4:00pm Monday to Friday

**Drop-In:** 9:00am to 4:00pm  
Mondays to Fridays

#### **Mid Mountains Neighbourhood Centre**

9 New Street  
Lawson NSW 2783

**Tel:** 02 4759 2592 from  
9:00am - 4:00pm Monday to Friday

**Drop-In:** 9:00am to 4:00pm  
Mondays to Fridays

#### **Lower Mountains Neighbourhood Centre**

33 Hope Street  
Blaxland NSW 2774

**Tel:** 02 4739 1164 from  
9:00am-4:00pm Tuesday to Friday

**Drop-In:** 9:00am to 4:00pm  
Tuesday to Friday