

KNC HISTORY, VISION, MISSION & OBJECTS

BRIEF HISTORY

Katoomba Neighbourhood Centre (KNC) has been operating for 39 years, providing a range of community services within the Upper Blue Mountains and across the Blue Mountains Local Government Area. In 1979, thanks to the efforts of local residents, and Thelma Murphy, a long-term elected member of the BMCC, our doors were opened in two public buildings owned by the Blue Mountains City Council. KNC particularly focuses on the provision of services to the most at risk and vulnerable within our communities using strong partnership and collaborative models for project and service development and delivery. Our strength lies in our commitment to social justice and our strong community development operating framework. We strive to support and assist in developing a connected, safe, resilient and informed community.

VISION

To build a community that cares and supports the vulnerable and disadvantaged, by providing services for those most in need. We work to remove barriers to opportunity and social inclusion and improve the quality of life for vulnerable individuals and groups within our community.

MISSION/PURPOSE

- To provide care and service to the most vulnerable within the community we serve, in a safe and supportive way
- 2. That the services provided are delivered in a dignified and respectful way, with integrity and honour
- 3. That the capacity of individuals and groups most in need is enhanced to achieve better outcomes for themselves.

We do this through:-

· The practical provision of food and community

- accessible meals to those experiencing misfortune or isolation.
- The provision of services to vulnerable children and families, the frail aged, persons with a disability and those living with or recovering from a mental illness to assist them to reach their potential and live independently and safely within their homes and be active within their communities.
- Social support and early identification, assessment and referral services to those who are disadvantaged, vulnerable and at risk, living in insecure accommodation, experiencing financial and housing stress and are at risk of becoming homeless or being removed from their home.
- Information and referral services accessible to all members of the public to enable them to utilise community resources and public services available to them.
- The provision of services to vulnerable families, the aged, people with disabilities, people living with mental illness and people on low incomes.
- Providing a community space supporting different social groups and activities aimed at enhancing wellbeing and community inclusion.
- Identifying community needs and where possible and appropriate, initiate, develop and operate programs to meet those needs.
- Developing and supporting self-help initiatives and networks which strengthen our community.
- Creating opportunities for residents to meet others, to develop beneficial relationships and links within the community.
- Raising awareness of local community issues and the needs of the vulnerable and those in greatest need.

 Advocating for and assisting individuals to ensure that those who are disadvantaged and vulnerable can access the services they require in a timely and appropriate way.

OBJECTS

The Objects of the Katoomba Neighbourhood Centre are:-

- To provide for the direct relief of social and financial disadvantage, vulnerability, distress and misfortune for residents in our community
- 2. To provide practical assistance through the response to, and provision of services and support for people experiencing distress and or need
- 3. To increase the knowledge of, and use of, community resources by the more vulnerable within our community to assist them to realise their potential
- 4. To raise community awareness of the issues impacting on the disadvantaged and vulnerable within our community
- 5. To provide opportunity for community connectedness and access to programs that build resilience within and across our community
- To work with the community to identify their needs, and to assist in the development and implementation of appropriate services, programs and links to meet and address those needs.

KNC acknowledges the Darug and Gundungurra nations as the traditional custodians of these lands



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Wescome to Country

Aunty Carol Cooper.

KNC acknowledges the Darug and Gundungurra nations as the traditional custodians of these lands

he Blue Mountains is the shared land of the Dharug and Gundungarra people and I am descended from both mobs. I am honoured to be able to acknowledge the great work of Katoomba, Mid Mountains, Lower Mountains and the other neighbourhood centres and welcome you to country.

All the neighbourhood centres in the mountains have a lot of respect in the community. I have worked closely with all of them and I know from my own firsthand experience and from what people come up and tell me when I do Welcome to Country, is that they are great places. Everyone there at these centres respects you and is friendly and because everyone knows they respect us, then everyone respects them.

They are very comfortable and welcoming places no matter who you are. They just do what needs to be done without any hassles. A lot of people know that without these centres they would have nothing.

We all know children are the future and they need good foundations. The neighbourhood centres do a great job looking after parents and families, as well as grandparents and extended family. Because of this we know these families can do a good job looking after their children and build good foundations for their future.

The staff and volunteers at the neighbourhood centres always work to the best of their abilities and care deeply for the community. They just make everyone feel good and are always looking to the future not looking back at what happened way back when. They do it without even being conscious of what a great job they are doing.



As some of these centres are joining together to become Belong Blue Mountains, I know that they will continue their great work and continue to have the respect of the community.

So thank you to Katoomba, Mid Mountains and Lower Mountains Neighbourhood Centres and I would like to Welcome you all to Darug and Gundungurra Country and I pay my respects to our Elders from the past, those present and we give love and hope for the future generations.

Aunty Carol Cooper at KNC's AGM, giving her Welcome to Country



Ruth Bennett

Chair

Chairperson's Report for 2017-2018 BELONG Blue Mountains

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 future.

This year has been a time of significant change, with an expanded vision and growth for all of us on this journey. This has seen KNC transform as it took on the novation of contracts held by the Mid Mountains Neighbourhood Centre and the Lower Mountains Neighbourhood Centre. With the joining of the three organisations in May this year, the name of KNC has changed to Belong Blue Mountains (Belong BM), and together the three Belong BM community hubs located in at Blaxland, Lawson, and Katoomba will grow and expand in terms of the breadth and depth of service provision including NDIS client management. In particular, we thank Deborah Dare, who as project officer has worked diligently and with great enthusiasm to assist all the parties across our three organisations engaged in this process.

As a result of the joining together as Belong Blue Mountains, we are in a strong position to take the neighbourhood centre movement and our service provision arms forward into the future. Belong now has an increased staff complement, and we expect an increase in our workforce going forward as we strive to be an employer of choice. Our Assist home modification service has been growing by leaps and bounds across the region over the past year. Our volunteer workforce is continuing to grow, with the majority of volunteers currently active. The details of Belong BM's operational achievements and highlights are contained in Kath Harrison's CEO Report.

Over the past year we have seen some changes at board level. We have welcomed several new board members: Sue Atherton as Treasurer, Associate Professor Wendy Holland as Deputy Chair, and Leanne Kent as ordinary board member. We are very thankful for the contributions of all of our board members including those on the executive, and in particular those that serve on our subcommittees that deal with employment, communications, policy and governance. Our board members have made a very energetic and significant contribution to the organisation over this past year as we have undertaken this transformation to become Belong BM. We welcome anyone from the community who is interested to enquire about joining our board.

The area that our service provision covers is across the entire Blue Mountains. We operate with unique operational requirements, with a challenging natural environment. Our staff travel across the 70 km long ridgelines and also down into the valleys and up to the Mounts, as we respond to the needs of our region. Our population has a higher level of disability and an older population on average compared to Sydney. 5.5% of the 78,800 population in the Blue Mountains are disabled, requiring assistance on a daily basis. Our client base includes families with young children, who in particular face economic and social challenges, in an environment of contracting service provision, challenging employment outlook, and housing costs which have reached an all-time high. Our organisation has pivoted to providing increased child and family services, to provide respite, play groups, and other programs to strengthen young families.

Children are our most vulnerable citizens needing our care and protection. 'It takes a whole village to raise a child' as the African proverb tells us. Parenting is a skill learnt on the job by all new parents, and within our Blue Mountains town and village community, Belong BM strives to support mothers and fathers and their children. We aim to establish trust with our most vulnerable clients, including those living with disabilities who are NDIS clients, to respectfully assist them with services, and with referral

pathways where necessary. We welcome client feedback on our service delivery and any ideas they may have on program development.

Belong BM is a mid-range organisation in terms of turnover and program offering. We are very thankful that we have the continued support of our State and Federal governments, who have increased our funding so that we can resource the program delivery we have collaboratively agreed upon as being required by our Blue Mountains population. We also thank our local council for its financial, advisory, and practical support. We are also very proud of the amazing ongoing support we have received from our local members, Susan Templeman, the Federal member for Macquarie and Trish Doyle, the State member for the Blue Mountains. They have provided vigorous muscular support as we have sought to broaden our base and grow this organisation which provides inclusive programs to our diverse populations within our region.

Going forward I am confident that Belong Blue Mountains will be involved in ongoing collaboration with the broader neighbourhood centre network, and with other community sector organisations. We will work together in a spirit of trust and cooperation, as we seek to ensure responsive, professional and empathic service delivery for our vulnerable client groups. Our staff is dedicated, committed, hardworking, and inspirational in the way they approach their work and provide services to our community. They seek to ensure that our local Blue Mountains communities are listened to and can have their local voices heard, and have access to strong and vibrant grass roots local services.

Belong Blue Mountains will strive to be competitive in the new and emerging funding environment. We seek to retain and grow our staff numbers. We wish to become an employer of choice, to be able to provide enhanced development opportunities for our staff, jobs growth, and roles which incorporate work/life balance principles. We wish to retain our quality staff, who are so highly skilled and experienced in providing inclusive service delivery to diverse groups including vulnerable client groups.

Finally I thank all our dedicated 'tribe' – our CEO Kath Harrison, our management team Peta Williams, Mick Barrett, and Barbara Cuthbert, Len Kasper our CFO; our board; our hardworking staff; our hardworking volunteers; our external advisors; our Blue Mountains community; and our funding bodies. Thank you for your trust; thank you for your enthusiasm; thank you for your commitment; thank you for the responsibility and stewardship you place in our hands. In your commitment and support we have grown strong and derived our purpose and meaning. We will try to do you proud! Belong Blue Mountains is grateful for the people in our towns and villages who have provided ongoing support, collaboration, engagement and services. The strength of the Blue Mountains community and its commitment to local grass roots has been a major key to our ongoing success, and we thank each and every one of you! ■



Gheif Executive Officer CEO

Chief Executive Officer's Report 2017 - 18

Kath Harrison

CFO

would like to begin my 2017-2018 report by acknowledging that we operate our services on the lands of the traditional owners, the Darug and Gundungurra peoples. We are privileged to live and work in this special place. I pay respect to their elders past, present and future. I would also like to begin by thanking the Board, the staff, volunteers and supporters of what is now Belong Blue Mountains Incorporated. Your support of the Organisation is central to our ongoing ability to work with our communities.

This is both an historical and a significant time going forward for us. We see our new name for Katoomba Neighbourhood Centre, Belong Blue Mountains Incorporated, being used here in a major document for the first time. We also see the integration of Lower Mountains and Mid Mountains Neighbourhood Centre staff and activities under our new name. The Board of Belong Blue Mountains also now has representatives from the Lower Mountains & Mid Mountains hamlets as a constitutional requirement.

Much of the major work and focus undertaken this year has revolved around the coming together of Lower Mountains, Mid Mountains and Katoomba Neighbourhood Centres.

This decision was based upon the emerging competitive funding environment and the obvious vulnerabilities for smaller organisations to continue to function and grow in this new reality. To serve our communities, we needed to ensure our sustainability going forward. A robust process of both community, staff, volunteer and Board member consultations was undertaken in person, electronically and

by phone at key periods across the last 12 months to guide this process, shape us going forward and importantly to name us.

I wish to acknowledge the Boards of all three organisations and specifically the representative Steering Committee that took carriage of the process that has resulted in the genesis of Belong Blue Mountains. Here we are now, able to celebrate this enormous achievement. I would also like to acknowledge Deb Dare who has been instrumental in the birthing process of Belong Blue Mountains, first in her role in Family and Community Services and then working with the Steering Committee as the Transition Project Officer.

The Boards of the three centres gave much over the last year in navigating their way through the process of coming together. It wasn't easy, but the commitment of Board members to the process remained firm. The professionalism shown by this committed group of community members who have volunteered their time, experience, wisdom and guidance requires recognition. We would not be marking the beginning of Belong Blue

Mountains without their investment in us and our communities. Our Board members truly embody strength in citizenship and we will go forward carrying these qualities.

We welcomed the staff from Lower Mountains and Mid Mountains Neighbourhood Centres to the staff of Belong Blue Mountains in May 2018. So to all staff, I honour and thank you for the trust you placed in us

KNC's CEO Kath Harrison and BMCC Mayor Mark Greenhill at Blue Fringe 2018 and the unwavering commitment you continue to show us with such emotional intelligence and gentle good grace during this at times, very trying and challenging journey of change. You embody our tenets of respect, integrity and honouring. The flexibility shown by the staff and their ability to adapt to rapid growth, a rapidly changing work environment and changing work practices is testament to their professionalism. I acknowledge all staff and thank them for their ongoing support and commitment. The staff of Belong Blue Mountains is a remarkable group of people and it is truly a privilege to be part of this team.

I wish to acknowledge my colleagues Peta Williams, Mick Barrett, Len Kasper and Barbara Cuthbert who form the Management Executive of Belong Blue Mountains. They have, with commitment, strength and resolve engaged with me in this process of far reaching change. Your support and trust is humbling in the extreme. I welcome Dale Reardon to our staff as our Information Technology Administrator. The emergence of Belong Blue Mountains





would not have been possible without his input and the extraordinary professionalism and expertise he brings to the organisation, completing 'state of the art' IT platforms for Belong Blue Mountains.

Belong Blue Mountains operates with a volunteer base exceeding 280 including our volunteer home visitors, palliative support volunteers, community visitor volunteers, reception volunteers, community lunch volunteers and those engaged in the Mid Mountains Festival and the Graffiti programs.

To our volunteers across the three neighbourhood centres, you have travelled with us along the journey to this point with generosity, open hearts and unquestioning commitment to the work we do. We could not operate without the support and expertise of our teams of volunteers.

Our volunteer workforce enriches all service components of Belong Blue Mountains by providing friendship and connection for the socially isolated within our community, support to people and their families in their homes who are receiving palliative care, the vibrant and welcoming

face of the organisation as the first and essential point of contact as our reception workforce, enhancing the experience of our children in our child care service, KOOSH, providing vibrant community lunches of home cooked food, a welcoming social space enabling friendship and connection through the time-honoured act of breaking bread together and working within the broader community to enhance our local environments. Our volunteers bring a breadth of expertise and life experience strengthening the reach and depth of the organisation. We celebrate, honour and thank our volunteers.

As a local organisation we are privileged to continue to be strongly supported by the broader community, Blue Mountains

City Council, local businesses, community groups, our partner Community Sector Organisations, the Local Health District and individual community members. Special thanks and acknowledgements go to our State and Federal Members of Parliament, Trish Doyle and Susan Templeman, for their ongoing support and their active representation of the Community Sector, our services and our community on the floors of our State and Federal parliament. The level of support and involvement received assists us to not only provide services but to grow, maximise opportunities, further develop services and influence policy and position. Our overall community support comes in many forms - practical assistance, resources, pro bono professional assistance, donations, fundraising, advertising, produce, expert advice, advocacy and representation. Our profile in the community is made possible by the strength and diversity of this ongoing support.

Whilst reform has become a constant companion within the Community Sector and the impact of these reforms touching all areas of the organisation, this year saw some surety emerge in the constantly changing environment as our key funding contracts with the Commonwealth Department of Health Community Home Support Program and the NSW Department of Family and Community Services Community Builders were extended to 2020. This timeframe enables us to embed the required changes, develop strong business practices, pivot to new areas of service delivery and build and embed the merged organisation into a truly significant local service provider with a strong and sustainable future.

Following the structural change and strategic decisions that have resulted in the emergence of Belong Blue Mountains, we sometimes hear comments and criticism around the "Corporatisation" of the sector and Belong Blue Mountains as an example of that locally. But at our core and at our heart remains the community and our driving principles of social justice, of equity, access, inclusion and participation. To be a place, where those, who are so often invisible still have a place and are known and welcomed by name, where they are heard, where they are connected and are supported. A place where they belong.



Above left: Michael Bruschetti from The Carrinton and Kath Harrsion at KNC's AGM. Above: Kath Harrison and Laurie Strathdee

Honour Roll 2017 - 2018

BOARD MEMBERS

Ruth Bennett - Chair
Wendy Holland - Deputy Chair
Mahalya Middlemist - Secretary
Sue Atherton - Treasurer
Greg Birtles (formerly of MMNC Board),
David Caton (formerly of MMNC Board),
Robert Firth (formerly of LMNC Board),
Warwick Fuller (formerly of MMNC Board),
Leanne Kent, Maria Katrivesis,
Don McGregor, Gay Thornton

STAFF

Kathleen Harrison - Chief Executive Officer
Len Kasper - Chief Financial Officer
Neil Smith - Financial Administration
Carole Williams - Finance Relief
Leigh Gordon - Financial Administration
Steve Ramsay - Building Services Manager, ASSIST
Megan Kavanagh - Service Co-ordinator, ASSIST
Matthew Johnson - Occupational Therapist, ASSIST
Chris McKenzie McKarg - Senior trade staff, ASSIST
Thomas Redmond - Tradesman, ASSIST
Patricia Kerry - Administration, ASSIST
Anna Tardent - Disability Services Coordinator/ Team
Leader NDIS

Tracey Johnson - NDIS Support Co-ordination
Barbara Cuthbert - Manager Operations & Quality
Josie Vendramini - CCD Co-ordinator
Deb Dare - Transition Worker/CCD worker
Marlene Churn - KVHV Co-ordinator and NDIS
Support Coodinator
Claire Grover - BMCSP Co-ordinator and NDIS

Support Co-ordinator

Karasa Gunnia - KNC Intoka & Cassional works

Korey Gunnis - KNC Intake & Sessional worker (Katoomba Film Club)

Vasant de Mello - KOOSH Co-ordinator/Nominated Supervisor

Amy Gaymer- KOOSH Certified Supervisor **Katherine Johns** - KOOSH Administration **Isaac Sherring-Tito** - KOOSH trainee

Hunter De Groot, Louise Bender, Finn Hilferty-Warren

Casual Child Care Workers

Felicity Tonks - CVS Co-ordinator **Bren Sherring** - Vale Street Co-ordinator, KNC Intake **Melanie van Kessel** - Vale St Project Worker

Amos Tito - Bus Driver, Vale Street

VOLUNTEERS

Reception

David Armitage, Maureen Lees, Mary Lawson, Jackie Delaney, Jim Hennessey, Jenny Lloyd, Amy Hill, Georgia Harris-Wolf, Carol Price, June Rose, Angela Sharman, Claire Gladman, Dianne Donnellan, Denise Stott.

Community Lunches

June Rose, Jim Hennessy, Brian Gravison, Lyn Harrison, Gillian Jones.

Community Visitors Scheme (CVS)

Elizabeth Bowe, Antoni Cornado-Cornet, Denise Garden, Kerrin Gale, Jules Booth, Erika Watson, Carol Price, Linda Hemmings, Narelle McIntyre, Matthew Tonks, Chantelle Wallis, Patricia Woodley, Sabrina Haberlah, Sara Nyssen, Carolanne Van Leeuwen, Giulia Priante, Joy Constantine, Matthew Downey, Matthew Johnson, Lyn Anag, Anna Clark-Doyle, Narelle Wilson, Keith Davies, Peter Aboud.

Katoomba Volunteer Home Visitors (KVHV)

Antonio Cornado-Cornet, Narelle McIntyre, John Hockney, Robyn Fairbairn, Diane Stebbings, Bernadette Power, Biruta Latta, Wayne Airth, Joy Constantine, Suzanne Kuhn, Matthew Johnson, Rexann Maxwell, Gwen Meehan, Pat McCullough, Gino Baudo, Joyce Thornton, Verna Van Ryswyk

Katoomba Out of School Hours (KOOSH)

Mary Lawson

Katoomba Film Society

Grigor Rich, Aaron Thorn, Gino Baudo.



ACKNOWLEDGEMENTS

KATOOMBA NEIGHBOURHOOD CENTRE INC. ANNUAL REPORT 2017-2018

KNC acknowledges funding and financial assistance from:

AUSTRALIAN GOVERNMENT

Commonwealth Home Support Program

Department of Health



NSW GOVERNMENT

Departments of: Family & Community Services; Education; Nepean Blue Mountains Local Health District.







LOCAL GOVERNMENT





ORGANISATIONS



PARTNERS

Stronger Families Alliance; Mental Health Commission of NSW, Mountains Community Resource Network, Blue Mountains Lithgow Integrated Neighbourhood Network (BLINN), Blue Fringe Committee, Friends of Melrose Park; Nepean Blue Mountains NDIS CEOs Roundtable; Blackheath, Mid Mountains, Lower Mountains, Springwood

and Winmalee Neighbourhood Centres and MOCS (Mountains Outreach Community Services). Thanks also go to Prue Hardgrove, BMCC's Aged & Disabilities Development Officer.

LOCAL MEMBERS OF PARLIAMENT

Member for the Blue Mountains, Trish Doyle, Federal Member for Macquarie, Susan Templeman.

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.

Katoomba Neighbourhood Centre thanks the following businesses and organisations for their contributions in 2017 - 2018.

GENEROUS SUPPORTERS

The Carrington Hotel, Katoomba The Paragon Cafe, Katoomba Palais Royale Katoomba Anytime Fitness Blg W

BREAD AND FOOD DONATIONS

Central Blue Mountains Rotary Hominy Bakery, Katoomba Woolworths Earth Recovery Australia

COMMUNITY LUNCHES

Ananda Marga
Blue Mountains Food Co-op, Katoomba
Leura Newsagency
Leura Pharmacy
The Lunch Box, Katoomba
Fine Flowers, Katoomba
Megalong Books, Leura
Avalon Restaurant, Katoomba
The Hatter's Cafe, Katoomba
Cafe Landseers, Leura
Pears and Apples, Leura
Bennetts Office Supplies, Katoomba

CONSULTANTS/CONTRACTORS

Consultants: Dale Reardon, DRCS;

Marty Walker, Still Moving Design; Michael & Wendy Farrell-Whelan, Farrell Whelan & Associates; Juan Pereyra, PNYX; Wendy's Home Care, and Wildhive Studios.

This Report was written by staff and volunteers at Katoomba Neighbourhood Centre.

Edited by Barbara Cuthbert, Laurie Strathdee and Carole Williams.

Photographs - Marty Walker and staff. Graphic design and layout - Felicity Tonks.

The KNC Board and Staff acknowledge and thank Bennetts Printing, Katoomba, for the production of this report.

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Operations & Quality OPERATIONS & QUALITY

KNC OPERATIONS & QUALITY

Barbara Cuthbert

Manager Operations & Quality

he Manager Operations & Quality role supports the service coordinators and staff, and helps manage the day to day operation of KNC. The role also forms part of the Management Team, and provides support to the KNC Board.

The KNC Management Team, formed by the Chief Executive Officer (CEO), Chief Financial Officer (CFO) and Manager Operations & Quality works to achieve organisational objectives; assists with development and implementation of KNC strategic directions and problem-solves organisational issues.

The role also works very closely with all service coordinators across the organisation by providing regular supervision; assistance with implementation of service initiatives; help with problem solving; help to monitor that their service targets and outcomes are being met; and provide advice, support and assistance with service issues.

The role also provides day to day support and assistance with operational issues throughout the organisation, and works across the breadth of KNC services and partnerships.

During this financial year, KNC began the monumental process of joining together with Lower Mountains Neighbourhood Centre (LMNC) and Mid Mountains Neighbourhood Centre (MMNC) to form a new, larger organisation able to offer a diverse range of services and programs to local communities across the Blue Mountains. The Manager of Operations & Quality has been part of the new Executive Team formed from the KNC Management

Team and the managers of LMNC and MMNC, and this team has done an enormous amount of work across this financial year to plan for and manage and implement this transition process, and to ensure that staff and volunteers in all three organisations have had a continuing key role in that process as it has unfolded.

In May 2018, KNC was required to undergo a Third Party Verification. This process of external verification against the NSW Disability Services Standards was required so that KNC could continue to be a registered provider of services to NDIS participants. This was an enormous process, not least because these are new services that KNC has been providing only since the rollout of the NDIS in 2016. The organisation has experienced rapid and unexpected growth in these services, and the NDIS itself continues to be an evolving entity to work with. KNC was successful in being verified as complying with the standards in the provision of services across all 9 registration areas that we applied for. This was a gratifying recognition of the dedication, skill and months and months of hard work that many KNC staff have poured into developing and sustaining high quality services to NDIS participants in our community.

There have been two other key elements of the role this year have been particularly rewarding.

Firstly, being part of the teams of staff and sector partners that make wonderful events happen for our community...

This year these events have included the Blue Fringe Literature & Art Awards, the Seniors Week ABBASBACK concert at The Carrington, Meet Your Street, the Altitude Project event at Melrose Park and the Brian Gravison Volunteer Awards. Each of these events has brought people together in a spirit of celebration, connection, warm welcome and FUN – it has been a privilege to be part of bringing these events to life.

Secondly, because of the quite unique position of this role and where it sits between the staff and the management...

I have been given a lot of support and scope from the

Management Team and the Board to put creative thought and time into supporting and enhancing the culture of KNC – which is a dynamic, life-affirming force of a thing that has been nurtured and developed over the decades that KNC has been in existence, and which is the strong core of KNC. During this year, when there have been strong forces of change and growth and reorientation affecting the staff and the sector, our staff were celebrated and honoured and given some much needed fun, with the Fun September extravaganza, a wonderfully celebratory AGM, and a very beautiful Christmas party. To have an aspect of your role where you can let your imagination run riot and bring joy to people is an absolute gift.

If KNC was a smaller organisation, an organisation that had plateaued, an organisation that had fewer and less dynamic and dedicated staff, if it were an organisation that had found a comfortable place in the world, if it was an organisation that was content that the needs of its local community had already been provided for – if that were the case, this role would be far easier. The fact that this role has faced ongoing demands and challenges this year is direct testament to the fact that in this financial year KNC has grown significantly, it has increased its staff,

Barbara Cuthbert, Manager Operations & Quality at KNC's AGM 2017



it has taken the bold step of starting a process of joining together with two other organisations to create a larger stronger organisation, its staff have actively and tirelessly supported/advocated for/provided services for/shown kindness and care to the hundreds of families, children, clients, participants, care recipients, visitors and community members who have made use of our services or come to us for welcome and assistance throughout the year.

Thank you to every single person that I work alongside at KNC – it is a pleasure and a privilege in my role to support and assist you in the work that you do with our community. Thank you to Deb Dare for the drive and enthusiasm you brought to your role of Transition Project Worker to help get the process underway of bringing three established organisations together to form a new whole. Thank you to the KNC Board for your human-centred leadership and for truly valuing the staff. Thank you to the management team - Kath Harrison, Len Kasper, Mick Barrett and Peta Williams - for navigating enormous change together as a team and for taking the leap of faith together. Anais Nin said "Life shrinks or expands in proportion to one's courage". Thank you Kath Harrison for showing this to me, and to KNC staff.

Barbara Cuthbert, Gino Baudo, John Hockney, Kath Harrison, Helen Hockney, Angela Sharman, Lyn Anag, at KNC's Christmas event, Everglades Leura.



SUPPORT & DEVELOPMENT

Laurie Strathdee

Coordinator (on sick leave from February to June 2018)

STAFF

Laurie Strathdee – Coordinator **Dale Reardon** – IT Contractor

SERVICE DESCRIPTION

Support and Development is part of the backbone of the organisation, managing IT and Promotions to help support the smooth running of all the services. In particular, in 2017-18, the commencement of the process of LMNC, MMNC and KNC coming together as one organisation has required a major upgrade and integration of IT systems and communication systems across the three organisations.

TARGETS

IT (Information Technology)

- Upgrading all desktop computers to the same standard configuration
- Upgrading and linking servers in all centres
- Establishing consistent login protocols across all computers in all sites
- Establishing Cloud backup and synchronisation for all files and folders
- Establishing consistent email addresses for all staff
- Establishing an IT Helpdesk procedure to log and triage all IT requests
- Developing a new website for the new organisation
- Upgrading phone systems to VOIP phones on all sites

Promotion

- Keeping KNC website up to date until new website developed
- Enhancing KNC's social media presence

ACHIEVEMENTS

IT

- All computers have been upgraded
- Servers have been upgraded
- Cloud backup and synchronisation has been established
- Consistent login protocols have been established
- IT Helpdesk procedure has been established

This has enabled a number of improvements:

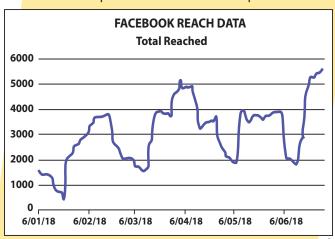
- Ability to log in for all staff across all three sites
- Access to files and folders at all three sites
- Version control of documents
- Control over user access
- Greater flexibility of work practices

Staff members now see the same computers with uniform logins and passwords at all sites. They have access to all their files and folders whichever site they are working at.

Due to the Coordinator Laurie Strathdee being on sick leave for four months, together with competing priorities in the first half of 2018, the roll out of other targets was delayed. These are currently being implemented.

PROMOTION

- KNC website is up to date
- Social media presence has more than tripled



COMMUNITY HUB

COMMUNITY HUB REPORT 2017-18

STAFF

Reception Volunteer Co-ordinators

Marlene Churn and Felicity Tonks

Linker Support Staff

Marlene Churn, Laurie Strathdee, Josie Vendramini, Kath Harrison, Brenda Sherring and Felicity Tonks

Volunteer Receptionists

Mary Lawson
Georgia Harris-Wolfe
Carol Price
Amy Hill
Dianne Donnelan
David Armitage
Angela Sharman
Jim Hennessy
Denise Stott
Jackie Delaney
June Rose
Claire Gladman
Lachlan Bertrand

Community Lunch Volunteers

June Rose, Gillian Jones, Jim Hennessey, Lyn Harrison, and Adrian Jeans (Music)

Tax Help Volunteer

Charles Packham





Above: KNC's Out & About Men's Group celebrating the success of the ame Sex Marriage plebiscite; **Below:** Marlene and Carol donning unusual headwear at KNC's reception.

FUNDING

NSW Department of Family and Community Services (Community Builders)

SERVICE AREA Wentworth Falls to Medlow Bath

SERVICE DESCRIPTION

One of the central functions of Katoomba Neighbourhood Centre is to act as a community hub that all community members can access for information, assistance and referral.

KNC's reception area and the people who staff it – our volunteer receptionists and the KNC staff who provide "back up" each day - are the central ways in which this community hub function is provided to the community. KNC reception is the first point of contact, whether by phone or by people coming through our doors, for community members with KNC.

SERVICE ACTIVITY

This last year has seen many challenges and changes take place at KNC's reception. Our extremely capable volunteers at the desk, have rolled with these changes, and have done so with great professionalism, grace and stoicism.

Our organisation continues to grow, which means that volunteers at the front desk are needing to grow alongside it, as well as expand their knowledge of services across the mountains and indeed, within KNC itself. Marlene and Felicity, who continue to coordinate our reception volunteers, would like to acknowledge the adaptability of our volunteers, the compassion which they show to the people who walk in the door or call up, the patience they exhibit to staff, and the assistance they provide to us so generously.

Receptionists continue to welcome people into our neighbourhood centre, making them feel comfortable and safe. The simple offer of a cup of tea and a chat are well received by those who may be simply looking for a quiet space to relax, or who may be needing assistance with a referral or help with some phone calls. KNC Linker Staff work alongside volunteers to provide support should any more complex issues arise, although volunteers often go above and beyond in helping to solve a problem for someone. Reception volunteers also provide valuable administrative support to the staff at KNC, which is much appreciated.

As volunteer receptionists come and go, we have been very fortunate to have some stalwarts who kindly do those extra shifts to cover the gaps, for which we are extremely grateful. Some volunteers at reception also volunteer in other capacities – whether it be community or home visiting, helping with lunches or at family events. Others, and a particular thank you goes to David Armitage, train incoming volunteers in reception – doing a 'buddy' shift with the new arrivals so that they may learn the ropes with meaningful and practical support.

All of our reception volunteers were nominated for a Seniors Week award as part of Seniors Festival 2018. We felt it very important to acknowledge publicly the work that our reception volunteers do here at KNC. Jim Hennessey, David Armitage and Carol Price were there to accept the award, presented by Trish Doyle and Susan Templeman. A great event run by Prue Hardgrove at BMCC.

Linker Network Support

The aim of the Linker Network is a system looking at access and promotion of services using tools such as common branding, information systems, training, materials and referral processes. Through this process, the idea is to reduce barriers and risks for potential clients *falling through the cracks*, people having to *repeat their stories* to participating Linker services to work together using the Linker model. Over the past year we have worked to develop how we can be an effective partner in the Linker Network across the Blue Mountains.

Community Lunches

KNC Community Lunches are on the first and second Thursday of each month (except January). Everybody is welcome, and while donations are gratefully accepted, payment is not required for people to access these lunches.

1st Thursday of the month lunches: Thanks again to June Rose and her crew for providing delicious and nutritious vegetarian food, great music and an opportunity for wonderful companionship and conversation. These lunches have been running for over 20 years with June at the helm, cooking the main course, with cakes donated by The Paragon and The Hominy bakery. Thank you also to our lunch assistants for the hard work of preparing and cleaning up and for making the community members feel so welcome and so nourished.

2nd Thursday of the month lunches: The Ananda Marga community in Katoomba has again provided delicious vegetarian curries, dahls and accompaniments each month. We thank them for the great food and the lovely atmosphere they create within which our community can gather to meet and nourish themselves.

HIGHLIGHTS

Central Blue Mountains Rotary Donation

Central Blue Mountains Rotary has again made a generous donation to KNC of tinned and packaged cupboard staple foods for winter. We made up over 50 food parcels from this donation, which were freely available at KNC reception. In less than two weeks, the food parcels had all been

collected and were accessed by a significant number of people who had never visited KNC before, some of whom perhaps wouldn't fit the stereotype of living with food insecurity.

Anytime Fitness donations of Christmas gifts, and distribution of gifts to KOOSH kids and other families.

TAX HELP

Charles Packham was once again the Tax Adviser in 2017, however, this was his final year. We acknowledge the outstanding and voluntary commitment that Charles has made to our community and wish him well for the future.

We would also like to acknowledge the support of our reception volunteers, who answered enquiries and scheduled appointments and Neil Smith who co-ordinated the bookings.

With increasing numbers of people lodging their tax returns online using the MyTax platform, there is less demand for the Tax Help service. However, KNC remains committed to support this important service for those community members who need it.

SERVICES CO-ORDINATED THROUGH THE HUB

KNC hosts a number of programs in the Community Rooms.

This included KNC programs:

- Book Club
- Your Life, Your Story
- Out & About (LGBTIQ Group)
- VIP Group (Vision Impaired)

- Eat & Greet Social Group
- Holiday Community Connections
- Family Lunches
- PLWHA Lunches
- Community Lunches

INFORMATION AND REFERRAL

- **People connected with information** An average of 1000 per month.
- **Assisted Referrals**: We undertook 55 assisted referrals in May 2018 alone.
- KNC website hits an average 300 per month
- Facebook "page views" averaged 4-5,000 per month.

Services Co-ordinated through the H	ub
Wednesday AA	52
Women's Recovery AA	52
Narcotics Anonymous	208
Juvenile Justice	3
Living Sober AA	52
Pacopezants Choir	40
As Bill Sees It AA	52
Saturday AA	52
FACS	3
Wesley Gambling Service	18
Lifespan Social Support Group	20
Stepping On	15
Swinbourne University Exams	2
Art Workshops	6
Lifespan Therapy	2
Parramatta Mission	2
Uniting Recovery	2
Koori Playgroup	40
Aboriginal Women's Art Group	30
Recycle, Redesign, Recreate	16
Tax Help	12
Gender Centre	1
Work Rehabilitation program	4
Total	684

Rotary volunteers delivering food parcels to KNC



CCD

COMMUNITY & CULTURAL DEVELOPMENT

Josie Vendramini

Coordinator

FUNDING BODY

Family and Community Services (FACS)

STAFF

Josie Vendramini: Community and Cultural Development Co-ordinator (on leave from September 2017 to February 2018)

Deb Dare: (September 2017- June 2018)

FUNDING

Family and Community Services (FACS)

SERVICE AREA

Katoomba Area - Wentworth Falls to Medlow Bath

SERVICE DESCRIPTION

Key components of Community Development work (CDW) are identifying community needs through conversations, consultations, and evidence for need. This involves working with community members to meet their needs, build their own capacity to respond, and assist them to access the ongoing supports they require. Community Development Work requires partnerships, collaboration, networking and advocacy. Ideally the work responds to some of the most vulnerable and marginalised or economically disadvantaged members of our community.

Although there are specialised staff / roles in KNC undertaking CDW work to meet FACS contract arrangements, it is important to remind ourselves that Community Development is a practice that is undertaken by the whole organisation, staff and volunteers.

SERVICE ACTIVITY

- Surveys for people living with a Mental Illness about their needs for outreach programs in 2018.
 Over 50 surveys were conducted which contributed to the development of the 'Reaching Out' program in the Blue Mountains from February to the end of July 2018.
- REACHING OUT Program had programs for People Living with a Mental Illness conducted in Blaxland, Springwood, Lawson, Katoomba and Lithgow. Approximately 35 people participated in the programs that were all conducted in partnership with Vale Street and Neighbourhood Centres.
- Family Lunches. Josie coordinated six interactive, engaging and fun family community lunches that were attended 275 times. The lunch themes included: 'A Harry Potter Trivia for Book Lovers Day' in collaboration with Katoomba Library Pop Up Library and Mountains Community Outreach 'Billy Booksie'.
 - One of the most well attended lunches had about 100 family members. They enjoyed health food, great company and a fantastic display of Reptiles from Creature Features.
- Community Conversations The BM Stronger
 Families Alliance organised a survey, based on
 the Harwood ASK method, into perceptions of
 Community Safety by children, young people and
 other community members. KNC actively participated
 in this survey in partnership with the Mid Mountains
 Neighbourhood Centre and KOOSH, Mountains Youth
 Services Team and Katoomba High school. 50 young
 people were consulted in these sessions, including
 young people who live with a development disability.
- Social Housing Residents. Josie coordinated strong support and advocacy for Katoomba Social Housing residents who had raised a number a safety concerns about their community. KNC hosted three well attended meetings with service providers, Wentworth

- Community Housing, Police and residents. Residents were very pleased with the outcomes from the meetings and the proposed actions. This work also involved supporting two Social Housing Residents Action Groups that were attended 144 times.
- The Tibetan Community. This year KNC was able to actively support one of our major emerging communities 50 Tibetan refugees living in the upper mountains. Deb coordinated a Refugee Support week 'Talking Circle' Mini Expo in partnership with Tibetan Community members and the Blue Mountains Refugee Support Group. 35 people attended the 'Talking Circle' at the Old Katoomba Library 11 Tibetans and representatives from 12 organisations providing information and personal contact. Another outcome from this work in partnership with BMCC was a beautiful Tibetan Cultural Celebration on 6 July. KNC hosted three meetings to prepare for these events and is hosting two more for community members to meet with Specialist services.
- Altitude Project. KNC auspiced this project which held two large community events in Katoomba in February 2018, which were attended by nearly 300 people.



Other work by CCD team:

- Supporting an older persons International Group with advice and some advocacy
- Supporting the Men's Group and LGBTI workshops
- Coordinating the collection of house hold items for families leaving Wimlah Women's Refuge
- Hosting two Mental Health First Aid training programs in partnership with trainer Jane Armstrong
- Working to support an emerging group, which had commenced the set up of a homeless outreach service for people living with mental illness
- Liaising with community members to create sewing projects, for items needed by families fleeing domestic violence
- Promotion of KNC activities. Josie added a steady flow of posts for our Facebook page, resulting in almost 1,000 likes and an audience of around 2,000 interactions on average, per week
- KNC staff members regularly attended relevant Blue Mountains Community Interagencies and Network meetings, including the Resilience and Preparedness network, the Multicultural and Mental Health Interagencies and the local Community Care Forum.

Other Major Community Development Work by other staff (see separate reports)

- o Social Inclusion Groups Marlene Churn
- Seniors Festival Events Marlene Churn
- Collaboration against Elder Abuse –
 Marlene Churn and Felicity Tonks
- o Katoomba Film Society Korey Gunnis
- o Christmas Connect Program Brenda Sherring
- o Blue Fringe Arts Awards Brenda Sherring
- Community Lunches Co-ordinator, June Rose (volunteer)











MEET YOUR STREET 2017

he Meet Your Street Building Bushfire Preparedness Together event was held at North Katoomba Primary School on Saturday, 18th November 2017 for residents to meet people in their street so that everyone looks out for each other in an emergency.

The event was built on research that one of the best ways to protect your property and life in a bushfire is to know your neighbours and to also receive important preparedness information. Many organisations in the community got behind the idea, including Katoomba Fire and Rescue, the Rural Fire Service in Katoomba/Leura, North Katoomba Primary School, Mountains Outreach Community Service, the SES and the RSPCA.

Stalls, entertainment and kid's activities were provided along with a free barbie put on by the local Salvation Army. 240 community members attended and it was a great success.

Kylie Van Riel from Katoomba/Leura RFS said it was "a good initiative to build the resilience in the community. It's quite valuable to get community members to speak to each other, neighbours are working together in the street."

Other partners were: Mountains Youth Support Team, BMCC Weed control team, Aboriginal Cultural and Resource Centre Katoomba Girls Guides Katoomba Men's Shed and a







KATOOMBA OUT OF SCHOOL HOURS (KOOSH) Incorporating Before School, After School and Vacation Care

Vasant Demello

Coordinator

LISTEN TO THE MUSTN'TS

Shel Silverstein

Listen to the MUSTN'TS, child, Listen to the DON'TS Listen to the SHOULDN'TS The IMPOSSIBLES, the WONT'S Listen to the NEVER HAVES Then listen close to me-Anything can happen, child, ANYTHING can be

At KOOSH we strive to put each and every child and family that comes to our service at the centre of our thoughts and interactions. By valuing each child's individuality we become a positive influence on their journey through life. We endeavour to create moments of equilibrium for each child as they move between their worlds of family and school, which is no small feat. Our primary tool is play.

Coordinator/Nominated Supervisor

Vasant de Mello

Certified Supervisor - *Amy Gaymer*

Administration - Katherine Johns

Child Care Workers (trainee) - Isaac Tito- Sherring

Casual Child Care Workers - Hunter De Groot, Louise Bender, Finn Hilferty-Warren, Miranda Garofalow, Maeve deMello-Moloney, Kathryn Carroll

Volunteer - Mary Lawson

SERVICE DESCRIPTION

KOOSH offers centre-based care for children aged 5-12 years for Before and After School Care during school term and all day during the school holidays in Vacation Care. KOOSH's purpose is to create a safe, stimulating and caring environment where children can be cared for while parents/carers work or study and where children can freely choose from the program of activities.

FUNDING

KOOSH is predominantly funded by fees for service, however receives a small amount annually from the NSW Department of Education for our Vacation Care program.

SERVICE PROVISION

Across 2017-18 we have provided care to 63 individual children in Before Care (1,875 attendances across 2017-18); 203 individual children in After Care (5,303 attendances across 2017-18) and 182 individual children in Vacation Care (1,621 attendances across 2017-18).

Service Targets

 To operate as close to full capacity (30 children each morning and 45 each afternoon and in Vacation Care) as possible utilising, and as often as financially possible exceeding, our staffing ratio of one staff member for every fifteen children in a bid to deliver a high quality service while remaining financially sustainable. All staff at KOOSH have continued in their efforts to provide high quality care to the diverse range of families who use our service.

SERVICE ACTIVITY

our team.

- Vacation Care has continued to grow in popularity with an increase of 11% in attendances from last year. We continue to offer exciting and inclusive activities such as yoga, music and dance workshops, a reptile show, waste to art craft days, cooking days that explore different cultural cuisines, a visit to Jenolan Caves, and a talk by David King that explored the connection to place and land that is central to Aboriginal culture. KOOSH continues to support local businesses as well, with visits to Mt Vic Flicks, The Edge Cinema and Camp Street climbing. The climbing gym days are consistently booked out and remains a favourite of both children and staff.
- It has been gratifying to see our Before School Care numbers increased by 5% in the 2017/2108 period.
 There was also a small increase in the After School Care numbers. KOOSH numbers have traditionally always waxed and waned and increasing numbers continues to be one of the major challenges faced by this service.

 Amy Gaymer has just completed one year as the second in charge at KOOSH. Amy has brought with her a wealth of knowledge and is a real doer. Her enthusiasm, exuberance and caring nature has made her an asset to

Katoomba Out of School Hours: After School Care (ASC)

All Children Utilisation

All Children Othisation								
From 1/07/2017 to 30/0	6/2018	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Attended		1038	1125	1078	1030	1032	0	0
Scheduled		1184	1247	1183	1141	1209	0	0
Capacity		67%	67%	64%	63%	68%	0%	0%
Total Attended:	5303							
Total Scheduled:	5964							
Total Children:	203							
Average Attended	26.52							
Average Scheduled	29.82							
Average Capacity	66.00%							

- Isaac Tito-Sherring has continued with his part-time traineeship and has been given positive feedback from the observations that have been conducted by his training supervisor. His completion date is August 2018 and he is on track to finish with flying colours. Isaac is a calm presence at KOOSH and has many skills that we do our best to utilise.
- KOOSH is continuing to access the Inclusion Development Fund through the Inclusion Agency (KU), which enables us to employ extra staff to help us provide a high quality of care to several children with additional needs who use KOOSH, primarily during Vacation Care.
- Our relationship with the Aboriginal Culture and Resource Centre's KOORI playgroup continues and it has been gratifying to see families gathering at KOOSH each week. The space at KOOSH has also been used to host a variety of community activities and events, including book club meetings, volunteer group supervision, monthly family lunches, and the Walanmarra (meaning: growing stronger every day) Women's Art Group.
- KOOSH continues to attract referrals from the Department of Family and Community Services both directly and via the Brighter Futures program. The referrals are an ongoing reminder that many families

are having a tough time for a myriad of reasons and often it is children that bear the brunt of the familial upheavals. It is within this context of family trauma that KOOSH is in a privileged position to offer ongoing support by providing a safe, non-judgemental and caring space for children and families to just be.

We are continuing to host Duke of Edinburgh students from Katoomba High School.

Feedback KOOSH has received from families this year:

Dear Kath and Committee.

I just wanted to take this opportunity to express my appreciation of the wonderful service provided by KOOSH. I have worked professionally with children in the Blue Mountains for many years, but I am also the grandmother of several children who attend KOOSH. Some of my grandchildren have additional needs and have had experiences in services that have been appalling. It has been with my great pleasure and admiration, that their experience at KOOSH has been nothing less than excellent.

Many times I have dropped off and picked up the children and every time without fail, the staff— most particularly Vasant, have been hospitable and caring. Vasant has taken great care to gain a detailed understanding of each of the children's needs and is accommodating to their

attendance requirements. He has carefully guided the staff in their behaviour management strategies that are both profoundly professional and genuinely respectful. His dedication to ensuring there is an atmosphere of fun, is clearly underpinned by the consistency across the day (some of which must seem so long) to maintaining kindness and consideration as the method of interacting with one other, the children and their families. I have never heard a raised voice or seen an angry face. And some days there are close to 50 children there, many of them with special needs.

It is clear that Vasant has a great understanding of both child development, inclusion and service management. As I work with children with additional and complex needs including exposure to trauma, I can see what careful attention is given to maintaining a calm, safe and predictable environment without compromising on the need for playfulness. KOOSH seems to be able to meet these needs of children across a very wide developmental, age and interest range.

I would like to congratulate Vasant and his team for the wonderful job they do. It is my hope that the KOOSH team, and Vasant most particularly being the Co-ordinator and ultimately responsible for the daily management including programming, staffing and finances, be acknowledged for their great work.

With regard to the extraordinary care taken of my grandchildren, whatever you pay Vasant, is not enough.

assc: 8Teach EC: AdvClin PT: MACA Reg Clinical Member APTA, Reg Supervisor APPTA

Kathleen O'Connor

Hi Vasant,

Just a quick email to say thank you for taking the time to chat yesterday. I often feel that I leave our conversations about half-way to three-quarters of the way through sorry.

Katoomba Out of School Hours: Before School Care (BSC)

All Children Utilisation

F 4/07/2017 . 20/06	12010							
From 1/07/2017 to 30/06	/2018	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Attended		307	388	399	375	406	0	0
Scheduled		327	406	413	386	429	0	0
Capacity		20%	22%	22%	21%	24%	0%	0%
Total Attended:	1875							
Total Scheduled:	1961							
Total Children:	63							
Average Attended	9.66							
Average Scheduled	10.11							
Average Canacity	22.00%							



Anyway, the point of this email is to sincerely thank you for the work that you do, particularly in regard to K and I. There have been multiple occasions that I'm aware of and likely many others that I'm not, where you have gone above and beyond in terms of the care and support you offer the two boys and by extension - this family.

It is always reassuring to find people in positions like yours who have a genuine interest in the well-being of the people in their care, both at times when they are with you and at times when they aren't.

I can say for sure that your observations and subsequent conversations have been instrumental in reshaping the way our family looks at itself and how we go about doing things better / differently.

To add to some of the more general topics we were talking about, you might like to look at the work of John Bradshaw his book, Homecoming - Reclaiming and championing your inner child, is perhaps the book that is closest to our discussion.

Again, many thanks for continuing to help and support both K and I.

Best wishes,

ACKNOWLEDGEMENTS

I would like to acknowledge all the staff at Katoomba Neighbourhood Centre for their ongoing support of KOOSH through thick and thin, their camaraderie is always welcome and appreciated. I would like to thank the following local businesses for their support of KOOSH: Fantastic Aussie Tours, The Edge Cinema, Mt Vic Flicks, Camp Street Climbing and Hands, Heart and Feet. I would also like to acknowledge and thank all the KOOSH staff (casuals included!)- this is a most demanding job and to be able to consistently deliver high quality care and be able to attune to the diverse groups of children and families that attend is a testament to the commitment, kind nature, emotional intelligence and dedication of each member of the team. Yet again I want to add a sincere thank you to all the families and children that attend KOOSH.



Hula-hooping in the KOOSH playground.

17

Katoomba Out of School Hours (VAC)

All Children Utilisation

From 1/07/2017 to 30/06	5/2018	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Attended		313	320	322	363	303	0	0
Scheduled		337	357	338	397	337	0	0
Capacity		74%	79%	83%	98%	93%	0%	0%
Total Attended:	1621							
Total Scheduled:	1766							
Total Children:	182							
Average Attended	35.24							
Average Scheduled	38.39							
Average Capacity	85.00%							

CVS CVS

COMMUNITY VISITORS SCHEME (CVS)

Felicity Tonks

Coordinator

CVS is an Australian Government initiative funded by the Department of Health

CVS Volunteers for 2017 – 2018: Elizabeth Bowe, Antoni Cornado-Cornet, Denise Garden, Kerrin Gale, Jules Booth, Erika Watson, Carol Price, Linda Hemmings, Narelle McIntyre, Matthew Tonks, Chantelle Wallis, Patricia Woodley, Sabrina Haberlah, Sara Nyssen, Carolanne Van Leeuwen, Giulia Priante, Joy Constantine, Matthew Downey, Matthew Johnson, Lyn Anag, Anna Clark-Doyle, Narelle Wilson, Keith Davies and Peter Aboud.

SERVICE DESCRIPTION

The Community Visitors Scheme (CVS) aims to contribute to the improvement of the quality of life for isolated residents living in Residential Aged Care as well as for residents who are living at home and are being supported by a Home Care Package, by matching them with volunteer visitors. Volunteers make a commitment to visit at least once per fortnight to enhance their social contact with the larger community. There is also funding for a small number of volunteers to help facilitate group visits within residential aged care facilities.

SERVICE TARGETS

The performance of the program is measured and reported to the Department of Health based on the number of Active Visitors in service. An 'Active Visitor' is defined by the program operating guidelines as someone who visits a resident 20 or more times per year. The CVS in the upper mountains, 'Residential Aged Care', is funded for a target of 25 visitors, and is required to meet a percentage of visitors across the funding year of over 90%. The CVS Expansion, which includes the Home Care Visits, is funded for a target

of ten visitors, and the Residential Aged Care Group visits are funded for five visitors.

SERVICE ACTIVITY

As at June 30 2018, visitor numbers were reported as being slightly down, with 19 active visitors. It must however be taken into consideration that during the last guarter of 2017 - 2018, several new volunteers were recruited and trained, but were not able to vet be matched with residents, meaning that they could not be counted amongst the active visitor numbers. For our Home Care residents, we had seven residents being visited by seven volunteers during this period, where the target is for ten matches. Referrals are not currently coming through the My Aged Care portal, which is one reason perhaps that our numbers are slightly lower than target. This has been a discussion point amongst many CVS service providers in the region, and has been raised as an issue with the funding body. For our Group visits, we have an active visitor number of 3.75, where the target is 5. Our volunteers made 77 group visits over this financial year. Whilst we have not guite reached our target, the quality of delivery of the service has been remarkable. We continue to have Keith Davies run the Book Circle at Morven Gardens, who

has been running the group for seven years. We have a new volunteer called Erika, who has started to visit residents at Bodington with her dog Pip - a pet therapy group. We have had a ladies chat group at Morven Gardens, run by volunteer Joy, who has needed to take a step back from the role due to a busy schedule. Below, is a blog from one of our new group volunteers, Narelle Wilson.

HIGHLIGHTS

- CVS Group Visit in Residential Aged Care: It has been exciting to see the commencement of a new group visit at Anita Villa, with volunteer Narelle Wilson. Narelle lives on a farm, and had the idea of bringing animals into an aged care facility, to connect residents with the natural world. With the happy consent of the facility, Narelle began by bringing in crickets for the residents to observe, then chickens, tadpoles and puppies. I have included a small blog below, written by Narelle, about her visits.
- Brian Gravison Volunteer Awards: On the 30th May 2018, KNC held an event at The Carrington to celebrate not only KNC's volunteers, but also volunteers from organisations who work in partnership with us to help us deliver services to the community.

VISITING RESIDENTS AT ANITA VILLA, by Narelle Wilson



The residents enjoyed the new Silkies and asked if they could name them. So please meet (left to right) **Ebony, Poo Poo & Chook Chook**.

I picked up young Silkies and as they grew I suspected that they were roosters. This was confirmed when they started to crow. I'll be swapping them for some hens shortly. Stay tuned.



Oh No! The Chickens are Roosters



Travel in Comfort

I cut holes in a travel bag for the Silkies to look out when being transported from their car carrier into Anita Villa.

Puppy Love!

One of my neighbours kindly let me take two of his puppies to visit the residents. It was a real treat for all of us.



- BMCC Seniors Week Awards 18th April 2018: Every year, Prue Hardgrove from Blue Mountains City Council organises an event to celebrate the work that local volunteer seniors do in our community. KNC put forward a nomination for one of our long-standing CVS volunteers Peter Aboud, and his dog Rosie, for his eleven years of service in the CVS. KNC also nominated their cohort of reception volunteers for their service accepted on the day by volunteers Carol Price, David Armitage and Jim Hennessy.
- Training and Events: During the course of the last financial year, we have made the following training available to our volunteers training on Manual Handling (21 Sep, 19 April), First Aid/WHS with Survival First Response Lawson (17 May), Training on Elder Abuse (22 Mar), Volunteer Clinical Supervision (1 Sep, 1 Dec, 16 Feb, 11 May), Volunteer Orientation (29 Sep, 24 Nov, 18 May), as well as our 2017 Christmas Volunteer Get-together at Everglades, and two volunteer get-togethers at The Carrington. (See table on Training Events and Workshops in collaboration with KVHV Coordinator Marlene Churn on page 21)
- Staff training and Partnerships: Felicity attended the following events and was involved in the following partnerships during the last financial year: Elder Abuse Conference (20 Feb), Defensible Documentation training (7 June), Manual Handling (19 April). Felicity and Marlene are KNC representatives for the Blue Mountains Collaborative on Elder Abuse, which meets bi-monthly. This culminated in an event to launch the Blue Mountains Elder Abuse Resource Kit put together by the Collaborative, design by Felicity, as a tool for community services to use. Felicity has also attended regular Regional CVS meetings in Springwood with counterparts from Parramatta, the Nepean and Hawkesbury areas.

WELCOME TO NEW VOLUNTEERS

During the 2017 – 2018 year, we have been fortunate to have new volunteers join the CVS, and we welcome them gratefully: Julia Booth, Erika Watson, Narelle Wilson, Giulia Priante, Matthew Downey and Lyn Anag.

CHANGES TO THE CVS

In April 2018, CVS auspices were informed that the current funding for the Community Visitors Scheme was to end on Dec 31 2018. We were then to apply for a new round of funding for the scheme to continue from January 2019. We wait to find out whether or not we are successful with our application. Thanks go to Kath Harrison and Toni Quigley from Springwood Neighbourhood Centre for the tremendous amount of work they put into this application. Our hope is obviously that we will be able to keep the program going, and continue to support our volunteers with this important work.

GRAPHIC DESIGN

A significant part of Felicity's role at KNC continues to be the creation of artwork for the organisation. Posters, business cards, flyers, advertising, invitations and annual reports included in this work.

ACKNOWLEDGEMENTS

I would like to thank the staff of the following Aged Care Facilities: Kerry-Anne Coxhedge, Anita Villa; Rebecca Bishop and Elisa Southall, Bodington; Nellie Campbell, Morven Gardens, Anna Hottwagner and Ashleigh Bower, Martyn Claver. Your assistance in identifying the residents who are most in need of social support has been an integral part in ensuring the success of the CVS. I acknowledge also the ongoing support at KNC from my excellent co-workers and from management at KNC, especially during these times of change. Thanks also go to Michael Farrell-Whelan, who provides valuable support to us as staff, and to our volunteers, with his Clinical Supervision sessions.

Top left: Volunteers taking part in our First Aid Refresher course at KNC, with Survival First Response, Lawson.



Our Volunteers OUR VOLUNTEERS

Volunteer Coordinators

Marlene Churn, Felicity Tonks

SERVICE AREA

Upper Mountains – Wentworth Falls to Mt Victoria

SERVICE DESCRIPTION

Types of Volunteering at KNC:

- Community Visitors' Scheme visiting residents of nursing homes who are isolated and lonely
- Katoomba Volunteer Home Visitors visiting people in their own homes
- Reception welcoming people to the centre and giving basic information and assistance
- helping out with community lunches;
- projectionist and other duties for the Katoomba Film Society
- assisting at community events
- and of course, volunteers are always needed for the **Board of Management**

SERVICE ACTIVITY

Volunteers make an extraordinary contribution to the mountains. They are the lifeblood of our community and come from all walks of life: working people, students and professionals, young people and retirees. And they volunteer for a wide variety of reasons, especially wanting to help others

KNC has an extraordinary cohort of volunteers, some of whom have been here for more than 10 years and some who volunteer in a number of different roles. Our number of volunteers has been steady over the years, sitting at 70-80, which is fantastic. But we can always use more volunteers to support more people in our community.

We want to give an enormous thank you to all our 20

dedicated volunteers at KNC who give themselves so freely.

TRAINING AND EVENTS

During the course of the last financial year, we have made available to our volunteers a range of training, support and social events which were greatly appreciated. (table pg 22)

HIGHLIGHTS

Brian Gravison Volunteer Awards Ceremony – **Carrington Hotel**

The Brian Gravision Awards are a chance to acknowledge volunteers from KNC and a variety of other community based services including Springwood Neighbourhood Centre and Junction 142 in Katoomba. All volunteers were presented with Certificates of Appreciation for all their great work. Then, as is the tradition our version of the Oscars, or as we call them the Quirks, were handed out. Volunteering Excellence Awards were given to Ms Angela Sharman and Mr Peter Aboud.

Many thanks to Brian's sister Rita and family for travelling to the Mountains to celebrate Brian's legacy as an extraordinary volunteer and honour the ongoing work by others in community.

BMCC Seniors Week Awards - 18th April 2018

Every year, Prue Hardgrove from Blue Mountains City Council organises an event to celebrate the work that local volunteer seniors do in our community. KNC put forward a nomination for one of our long-standing CVS volunteers Peter Aboud, and his dog Rosie, for his eleven years of service in the CVS. KNC also nominated their cohort of reception volunteers for their service - accepted on the day by volunteers Carol Price, David Armitage and Jim Hennessy.

From top: Volunteers at KNC's Everglades Christmas event; Denise receiving her appreciation award from Kath Harrison at KNC's Brian Gravison awards; BMCC Senior Volunteer Awards - Trish Doyle and Susan Templeman presenting to reception volunteers Carol Price, David Armitage and Jim Hennessy.



Our Volunteers

TABLE: VOLUNTEERS' ATTENDANCE AT KNC EVENTS 2017-18

Title	No. of Sessions	Attendances
Brian Gravison	1	60
Volunteer Awards		
Carrington Hotel BMCC Seniors	1	10 + 1 Dog
Week Awards	1	10 1 1 20g
International	1	25
Volunteer Day &		
Christmas		
Celebrations		
Volunteer	4	23
Orientation		
KNC Volunteers	3	24
Group Clinical		
Supervision		
KNC Volunteer	3	42
Get Togethers		
First Aid Training	1	5
(by Survival First		
Response)		
Elder Abuse	1	20
Information		
Session,		
Handle with Care	1	4
(Manual Handling		
Training)		

Clockwise from above: Reception Volunteer David Armitage at KNC's Hub; Food Resue Volunteers at the Brian Gravison Volunteer Awards; Marlene and Felicity at Awards, The Carrington; Volunteers with OT Anne Adams at Manual Handling Training; The 'Oscars' at the Brian Gravison Volunteer Awards; Angela Sharman, John and Helen Hockney.



Intake INTAKE

Barbara Cuthbert

Coordinator

SERVICE STAFF

Korey Gunnis and Bren Sherring

FUNDING BODY

Intake is funded by a consortium of Blue Mountains community organisations.

SERVICE AREA

Blue Mountains LGA – Lapstone to Mt Victoria

SERVICE DESCRIPTION

The Intake service provides a regular intake referral, inquiry and information service four days per week (Monday, Tuesday, Thursday and Friday) between 9-1pm. The service is mostly targeted for people over 65.

Referrals are primarily received through the Federal Government's Department of Health web portal, My Aged Care (MAC). They can also be taken over the phone; in person; and by email. Intake staff accept or reject requests for service support, enter client info into our Client Management System and send them to relevant service Coordinators for action.

Intake workers are also responsible for inputting activity data for CHSP programs.

SERVICE ACTIVITY

Service referrals mostly relate to CHSP Social Support, ASSIST Building & Maintenance and CHSP Domestic Assistance, although we also get referrals for Blue Fringe Arts, NDIS information and Katoomba Film Society.

Intake referrals doubled in 2017-18 from 330 to 663 mostly due to a doubling of clients for ASSIST Building and Maintenance Service.

Unfortunately, 20% of requests for service have had to 22

be revoked or rejected due to insufficient capacity, which is the case not only within the BLINN/Blue Mountains Neighbourhood Centres network, but throughout many services operating in the Blue Mountains LGA.

HIGHLIGHTS

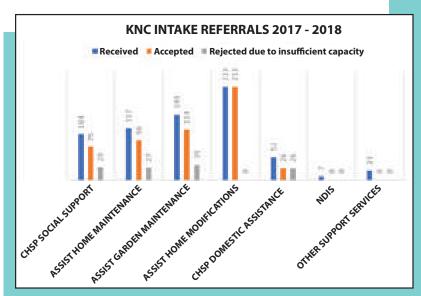
The MyAgedCare portal has been much more reliable this year, and there are less ongoing 'hiccups' with our current client management system.

It is always fulfilling being able to assist people navigate the complexities of the My Aged Care system and then to refer them to services which best match their individual needs.

Also getting to work more closely with the ASSIST team and learning a little of what they do has been greatly fulfilling.

ACKNOWLEDGEMENTS

I would like to acknowledge the Intake workers, Korey Gunnis and Bren Sherring, in the great work they do, and in being able to work cooperatively and effectively together so that we are best meeting the needs of our clients. And a special thank-you to the amazing workers who share the building at No. 10 Station St., and their willingness to share their knowledge and skills despite having their own pressing workloads.







Korey Gunnis and Bren Sherring at KNC's Intake desk.

KVHV

KATOOMBA VOLUNTEER HOME VISITORS (KVHV)

Marlene Churn

Coordinator

FUNDING

Funded by the Commonwealth Department of Health, Commonwealth Home Support Program (CHSP)

SERVICE AREA

Upper Mountains – Wentworth Falls to Mt Victoria

STAFF

Coordinator: Marlene Churn

Project Worker: Korey Gunnis - Katoomba Film Society Writers Group and Bookclub Facilitator: John Hockney KNC Volunteer Group Clinical Supervision: Michael Farrell-Whelan

Volunteer Visitors: Antonio Cornado-Cornet, Narelle McIntyre, Robyn Fairbairn, Diane Stebbings, Bernadette Power, Biruta Latta, Wayne Airth, Joy Constantine, Suzanne Kuhn, Matthew Johnson, Rexann Maxwell, Gwen Meehan, Pat McCullough, Gino Baudo, Joyce Thornton, Verna Van Ryswyk.

Katoomba Film Society Volunteers

Greg Rich, Gino Baudo, Aaron Thorn

Volunteer MC

John Hockney

SERVICE DESCRIPTION

The service aims to support frail-aged people and people of all ages living with disabilities by providing services which enable people to remain in their own homes rather then moving into institutional settings. To empower people to remain as independent for as long as possible within their communities as long as it is safe to do so. To provide

opportunities for ongoing social connection and inclusion for older people and people living with a disability who are isolated within their communities.

KVHV also organises Social Inclusion Groups and Community Events. (see separate reports)

Social Inclusion Groups

- Writers Group
- Bookclub
- Katoomba Film Society
- Out and About -LGBTQI Social Group
- VIP Group (Vision Impaired Group)
- Male Carers & Men's Group

Community Events

- Seniors Week
- Carers Week
- International Day for People Living with a Disability
- Blue Mountains Elder Abuse Collaborative World Elder Abuse Day

SERVICE ACTIVITY

The service's volunteers provide invaluable individual one-to-one social support for clients of the service who are often the more vulnerable members of our community living in isolated situations. The past 12 months has seen a fluctuation in volunteer numbers. To address this, we have combined training, combining our pool of volunteers across KNC and ongoing promotion.

HIGHLIGHTS AND ACHIEVEMENTS

Blue Mountains Elder Abuse Collaborative

KNC Representatives: Marlene Churn and Felicity Tonks The launch of the Blue Mountains Elder Abuse Collaborative Resource Kit saw the coming together of a broad range of service providers from across the Blue Mountains. Issues facing people affected by Elder Abuse were highlighted through a presentation given by Jack Goldberg, Chronic and Complex Care Social Worker. The presentation included an interview by Jack with a client's family member who had a lived experience of abuse.

Long time local resident, Julie McGregor, was introduced as the newly appointed ambassador for the Blue Mountains Elder Abuse Collaborative and she spoke about her own family experiences.

Felicity Tonks adapted the Blue Mountains version of the resource kit and gave a presentation on the resource kit describing how the kit can assist service providers and how the community can use it to access information and support. Shelly Harpur from the Elder Abuse Helpline and Resource Unit gave a presentation on the service and the role of the Blue Mountains Collaborative.

Many thanks to all the members and those who attended for their ongoing support. Particular thanks go to David Armitage, KNC receptionist, for his brilliant work as MC, Aunty Carol Cooper for her warm Welcome to Country and Federal member for Macquarie, Susan Templeman, Blue Mountains MP, Trish Doyle, Blue Mountains City Council Deputy Mayor, Chris Van der Kley and Prue Hardgrove from BMCC for their ongoing support.

Stepping on Program

Stepping On is a community-based falls-prevention program run by NSW Health. The program has run several sessions at KNC over the past twelve months targeting people aged 65 and over and ATSI specific. The program



consists of a 7-week course running for 2 hours per week, followed by a booster session. The course run by trained workers is free and the aim is to teach participants how to reduce the risk of falls and maximise ability in everyday activities. The weekly sessions also include presentations from health professionals discussing a range of topics including: Nutrition, Medication Management, Footwear, Home Hazard Awareness and Moving Safely in the Community. The program also provides a place for people to meet, share ideas and form connections. It has been a privilege to be able to support this program and many thanks go to the amazing workers from NSW Health Nepean Local Health Districts including Susan and Evelyn and Aunty Bev and all the fantastic participants. The next proposed sessions will be held in October 2018.

ACKNOWLEDGEMENTS

Our thanks to: Our fantastic Katoomba Volunteer Home Visitors, all the wonderful KNC Staff, Board Members and Volunteers, clients, participants, social group members, Aunty Carol Cooper, John Hockney, Michael Farrell-Whelan, The Blue Mountains Gazette, Blue Mountains Life Magazine, The Carrington Hotel Staff and Management, (particularly Anita and Fiona), Paragon Café, Big W Katoomba, ABBASBACK, Crew and Management, Megalong Books, Bunning's Valley Heights, United Cinemas (The Edge Cinema), Coles Katoomba, Big W Katoomba, Megalong Books, The Family Hotel - Katoomba, Bygone Beautys (Leura), Zest Café and Restaurant (Leura), Rotary, VHV Coordinators, Insightful Photographer Marty Walker, Prue Hardgrove and Blue Mountains City Council, colleagues across the services, Neighbour Aid Association, Elder Abuse Collaborative Members, Julie McGregor (Elder Abuse Ambassador), Jack Goldberg, Kate Le Corneu, Trish Doyle MP, Suzie Van Opdorp, Susan Templeman MP, Jenny, Liz and Denise TAFE NSW, David Crawford and the team from Positive Life, clients of the service, their family and friends, The Katoomba Men's Shed, Community Care Forum members and my family.

KVHVSeniors Festival 2018

"Let's do more Together"

The Seniors Festival held in April 2018 showcased a series of exciting events across the Blue Mountains through the combined efforts of workers and volunteers from Blaxland, Springwood, Mid Mountains and Katoomba Neighbourhood Centres. The Theme for 2018 "Let's Do More Together" was also supported by the NSW Government, Blue Mountains City Council and the generosity of local businesses. Events included the Festival

Launch at the Carrington Hotel, Seniors Week special lunches, classic Movies, inter-generational arts, high teas, literature events, and the annual Seniors Recognition Awards at the Blue Mountains Hub in Springwood.

Festival Launch with ABBASBACK

Marlene Churn at KNC co-ordinated the launch with tribute band ABBASBACK. Around 110 seniors from across the mountains and residents from local Aged Care Facilities danced and sang to well-known ABBA hits and had a great time. To help launch the Festival, the event was attended by Local State MP Trish Doyle and Deputy Mayor Chris Van der Kley. Aunty Carol Cooper provided a fabulous Welcome to Country and our MC and chief ABBA fan was Mr John Hockney. Once again, many thanks go to the Carrington Hotel for providing a such a fantastic venue for the launch.



KVHV

Social Inclusion Programs at KNC

Marlene Churn

Coordinator of Programs

OUT AND ABOUT (LGBTQI SOCIAL GROUP)

This group meets every Wednesday for lunch at KNC and enjoys regular outings including the Gay Mardi Gras, a trip to Sydney to see Kinky Boots, a day at Skyways Katoomba and a trip to Lithgow for lunch. Annual workshops were also facilitated by Michael Farrell-Whelan.

VISION IMPAIRED GROUP (VIP)

The VIP group is a new social group at KNC which meets monthly providing social support and an opportunity to share knowledge. The meetings are a mixture of social activities, interests and talks by guest speakers. Special thanks to group member Pat McCullough who provides generous support to the group by arriving early and organising a fabulous afternoon tea.

KNC BOOK CLUB

Facilitator: John Hockney

The KNC Book Club continues into its 10th year with more than half the ten members being with us from the



Participants in the VIP (Vision Impaired) Group at KNC



start. Members have only been replaced when existing members have moved away. All have a love of literature and compatible natures to agree or disagree. Conversation often becomes lively but always with respect for each other's opinions. Our last book this year is Norman Lindsay's 'Magic Pudding', the beloved Australian children's book.

Our members continue to socialise outside of our meetings with play and poetry readings. The Book Club continues to offer local seniors an opportunity for intellectual stimulation and expression. It keeps our brains alive and we look forward to another full year in 2019.

YOUR STORY, YOUR LIFE

Facilitator: John Hockney

The workshops are held monthly on the last Thursday of each month in the afternoon. Each month an assignment is given and readings of written work commence each meeting. It is from these readings people learn to connect with each other, when similar life occurrences are identified. The readings help bring a closeness to each other and a respect for coping with life. There is always so much to draw on from life to write about. We have some budding writers looking at publishing their stories.

MALE CARERS' AND MEN'S SOCIAL GROUP

The group is designed to provide an avenue to reduce social isolation for men who are caring for a loved one. During Carers Week in October 2017 KNC presented a workshop on Hidden Carers and their health and wellbeing. This session was supported and facilitated by Dimitrios Papalexus from Carers NSW.

Currently we are looking at options for continuing this group in the future.

HIGHLIGHTS

Mardi Gras 2018 with Out and About

Out and About (LGBTQI Social Group) members were excited to be a part of 40th Anniversary of Mardi Gras in 2018 which was also a big celebration of Marriage Equality. There was a high demand for spaces in the Parade this year and the MAG Bus (Mature Aged Gay) was full. Fortunately, a gleaming Audi convertible was donated for the night by Positive Life to assist with transporting those who needed it. Robert and John were lucky enough to secure a seat and travel up Oxford Street in style.

Marlene Churn and thousands of others, enjoyed the BRISK walk from Hyde Park to Moore Park navigating the slippery streets of glitter while enjoying the celebrations. Marlene was extremely glad with having chosen sensible runners whilst in admiration of those who displayed amazing feats of athleticism, balancing precariously on 9-inch stilettos.

Many thanks to Positive Life members and to staff and volunteers for their courage to march under the Positive Life banner and wear t-shirts with slogans about not being silent regarding HIV.

Pauls's Microwave

One of our members of our new VIP group, Paul, spoke about his microwave not working properly so a call was put out on the KNC Facebook page. Immediately we had two generous donations of cash to enable Paul to purchase a new microwave. Many thanks to KNC staff, Josie, Felicity and Neil, Guide Dogs for advice on suitable types of microwaves and Big W Katoomba for a discount on the price.

KATOOMBA FILM SOCIETY

Korey Gunnis

Project Worker

VOLUNTEERS

Greg Rich – Graphic Design, Gino Baudo – Event Assistant, Aaron Thorn - Event Assistant

FUNDING

Commonwealth Home Support Program, annual membership fees, one off donations and fundraising activities.

The Katoomba Film Society is aimed at people over 65, people with a disability, and members of the general public. Screenings occur on the 2nd and 4th Wednesday of the month at 11am, and on occasional Friday nights during summer. Annual membership is \$30 per calendar year. Films are mostly sourced from the National Film & Sound Archive in Canberra, with some additional film screenings rights obtained from Roadshow.

Attendance for film screenings has been mixed during the 2017-18 financial year.

HIGHLIGHTS

A significant highlight during this financial year has been the change of venue for film screening events. From 9th May 2018, matinee film screenings occurred at the new venue of the Palais Royale in Katoomba, in the magnificent Grand Ballroom. Previously, matinee and Friday night film screenings occurred at the Paragon Café in Katoomba.

Grand Ballroom, Palais Royale.

The Access All Areas Film Festival for International Day for People with a Disability 2017-18 was held at KNC in mid-January 2018. A great selection of Australian and international short films were screened.

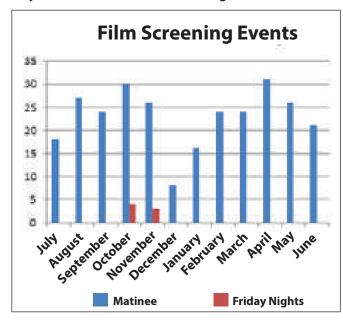
Two special event matinee film screenings for Seniors Week were held at the Paragon Café during April 2018, with

morning teas and raffle tickets with special prizes - as well as the screenings of the award-winning musical La La Land, and the 1940's romantic drama starring Joan Fontaine.

ACKNOWLEDGMENTS

I would like to particularly acknowledge the KFS volunteers, for all of the fantastic work they have done during the year. Without their involvement, I am sure the film screenings would not have been so successful. I also acknowledge the previous owners of the Paragon Café, who had provided wonderful support over five years, and also to the new venue, the Palais Royale for hosting our film screenings. Further acknowledgement also goes to Trish Doyle MP, Member for Blue Mountains, and to Susan Templeman MP, Federal Member for Macquarie, for their kind contributions for the Seniors Week events.

Figure 1.
July 2017 – June 2018 film screening attendances

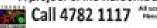


At right: Korey Gunnis, Marlene Churn and Barbara Cuthbert at The Paragon's last screening.



Membership can be paid at the door \$30 / year.

A project of the Katoomba Neighbourhood Centre



Kill screenings subject to availability Films operany of the Hadismai Film and Sound Asphine.





BLUE MOUNTAINS COMMUNITY SUPPORT PROGRAM

Claire Grover

Coordinator

FUNDING BODY

The Commonwealth Home Support Programme (CHSP) is an initiative of the Australian Government Department of Health. The aim is to provide an aged care system that supports older people to stay independent and in their homes and communities for as long as possible. The CHSP program provides entry-level home support for older people who need assistance to keep living independently.

STAFF

Service Coordinator - Claire Grover

Service Administration - Korey Gunnis and Bren Sherring

Social Support & Transport Service Coordinators - Niki Reed, Narelle Mackander, Liz Murphy, Eva Regitz,

Marlene Churn and Octavia O'Brien

SERVICE DESCRIPTION

The Blue Mountains Community Support Program is funded to provide care in three key areas: Domestic Assistance, Social Support and Transport.

The BMCSP program is an initiative of the Blue Mountains Lithgow Integrated Neighbourhood Network (BLINN) consortium, with Katoomba Neighbourhood Centre as the Lead Agency for the program. The program is administered from Katoomba Neighbourhood Centre in partnership with Blackheath Area Neighbourhood Centre, Mid Mountains Neighbourhood Centre, Springwood Neighbourhood Centre Cooperative and Lower Mountains Neighbourhood Centre.

The program aims to help maintain the independence of

people who are older and frail but still living at home. The services provide assistance to carry out essential everyday activities, and supports people to live independently in their homes whilst maintaining access to their communities. There are eligibility requirements for each of the key areas.

DOMESTIC ASSISTANCE

The Domestic Assistance service helps maintain independence in the home through assistance with housework, cleaning and shopping and identified domestic tasks. We are also able to provide a specialised service for people with more complex domestic cleaning needs where an initial one-off large clean may be required with specialist follow up at negotiated intervals rather than regular visits. We currently sub-contract two separate agencies for the domestic assistance work and to date, the feedback about the service has been very positive.

SOCIAL SUPPORT

The Social Support component of the program encompasses various Social Support Groups operating across the Mountains. These groups encourage social interaction, community involvement and connection, and are diverse in the types of support they offer and the specific interest groups or special needs groups they cater to.

These groups include: Cyber Shed, School for Seniors, Film Society, Writers Group, Book Club, Male Carers Group, Out and About, Community Café, Board Games, Dementia Support, Knit and Yarn, Open Door, Vision Impaired Group, Harmony Arts, Tai Chi, Over 50's Social Club, Golden Years, and Tai Chi.

TRANSPORT

The Transport aspect of the program mainly provides Social Transport to and/or from the Social Support groups, but we are also able to offer subsidised transport for short trips for members of the community identifying with an urgent need.



Claire Grover - Coordinator of the Blue Mountains Community Support Program.

SERVICE TARGETS

In accordance with our funding agreement, the BMCSP is required to report service activity twice per annum, against established output targets for each of the three arms of support: Domestic Assistance, Social Support and Transport.

Outputs for Domestic Assistance and Social Support are measured in the amount of hours of service received by each client in the financial year. The measurement for Transport is the number of transport trips taken by clients in the financial year.

SERVICE ACTIVITY

This year we provided 2,602 hours of Domestic Assistance, coming in under the target of 3000 hours. The lower figure can be explained by the increase in hourly costs for the service meaning that less hours were afforded. However we kept a steady client base of 44 clients throughout the year and provided weekly and fortnightly services depending on each client's needs.

We delivered 11,601 hours of Social Support through our

Service:	Domestic Assistance	Social Support	Transport
Target Output	3000	9918	3840
Achieved Output	2602	11601	4615

diverse Social Support Groups - this was well above and beyond the target of 9, 918 hours. Our Social Support Groups are very popular and we hope to expand what's on offer into the next financial year.

We provided Transport for a large number of clients across the Mountains totalling 4,615 trips, which exceeded the target of 3,840 trips. This was largely due to the popularity of the Social Groups. It is great to be able to offer a service that makes attending these groups possible as well as being able to incorporate bus trips and outings into several of the groups.

HIGHLIGHTS

The beginning of this financial year saw a two-year extension of funding for the BMCSP program so CHSP services, as we know them, will continue to 2020 and hopefully beyond.

A number of changes in our reporting method has meant learning how to use new systems for a number of staff members and this has contributed to more effective data translation.

The introduction of a new Vision Impaired Group in Katoomba, mirroring the long-standing group in the Lower Mountains, has been a great success with a range of fun activities and social opportunities available for vision impaired community members who struggled to travel them down to the Lower Mountains.

A new and successful Tai Chi group has started up in the Lower Mountains.

A venue change for the Katoomba Film Society has made

access easier and the bigger venue has encouraged new visitors to the group.

ACKNOWLEDGEMENTS

I would like to acknowledge the hard work of Wendy's Home Care - both management and ground staff, Metro CM Pty who are always on board to assist; all staff members at Katoomba Neighbourhood Centre, Blackheath Area Neighbourhood Centre, Mid Mountains Neighbourhood Centre, Springwood Neighbourhood Centre Cooperative, Lower Mountains Neighbourhood Centre, all volunteers

who assist with the BMCSP, and Prue Hardgrove at Blue Mountains City Council.

Community members enjoying Seniors Week at The Carrington



ASSIST

ASSIST BUILDING AND MAINTENANCE

Megan Kavanagh

Service Coordinator

Staff:

Steve Ramsay – Building Services Manager

Megan Kavanagh – Service Coordinator

Chris McKenzie McHarg – Trade staff

Thomas Redmond – Casual handy person

Patricia Kerry – Administration Assistant

Ross Williams – Trade staff - started 9/4/2018

Matthew Jones – Occupational Therapist - Started 5/9/17

FUNDING BODY

NSW Department of Family & Community Services (FACS) (Ageing Disability & Home Care), Commonwealth DSS- Commonwealth Home Support Program (CHSP) Commonwealth Department of Social Service for people over 65 and for Aboriginal & Torres Strait Islanders over 50. NSW Government Department of Family and Community Services for people under 65 and for Aboriginal & Torres Strait Islanders under 50.

SERVICE AIMS

Our purpose is to provide home modifications and maintenance for frail elders and people of any age who have a disability, as well as the carers for both groups, so they can remain safely in their own homes and not have to go prematurely into nursing homes, hostels or other such facilities.

Amongst other things we build ramps, create wheelchair accessible bathrooms, and install grab rails to Occupational Therapists' (OTs) specifications.

We can also assist with minor maintenance if it affects safety: for example, repairing steps, eliminating trip hazards, minor electrical and plumbing. Garden maintenance and gutter clearing is also carried out.

We cover the whole of the Blue Mountains from Lapstone to Mt Victoria and the Mounts.

SERVICE TARGETS & SERVICE ACTIVITY

During this financial year we recorded more than 443 requests for service. This figure is up by almost 15% on last year's figures.

245 requests were for modifications. 65 requests were for home maintenance. 133 requests were for garden maintenance and of these, 69 clients are receiving an ongoing garden service.

Approximately 95% of all requests were from people over the age of 65.

Referrals are coming from My Aged Care, DVA and Aidacare, numerous package providers, NDIS and private clients.

Some of these referrals were for advice and/or information but most resulted in modification or maintenance work. The number of referrals has increased dramatically, with the type of work required becoming more complex and requiring more work hours. Other requests resulted in no action for various reasons such as work being carried out by client's family, client not wanting the work done, client moving to permanent care or the client had died.

Assist can now complete modifications of any value, however, the maximum subsidy a client can receive in a financial year for home modifications is \$10,000.

Occupational therapist - Assist has recruited an onsite Occupational Therapist, Matthew Jones, to conduct the home assessment to identify safety concerns around client households. Following the assessments, the OT is able recommend home modifications to support the clients to stay at home safely. In working directly with Steve and Chris, Matthew was able to better understand the technical application of the modifications provided



Above: The ASSIST Team. From left: Thomas Redmond, Steve Ramsay, Matthew Johnson, Chris McKenzie-McKarg, Patricia Kerry and Megan Kavanagh.

by Assist. This has resulted in a better outcome for the client, saving time and money on modifications and allowing a smooth progression through all referrals. Matthew was able to see over 60 clients from September 2017 to June of 2018, with the type of work recommended including jobs from grab rails in bathrooms, ramps to access the homes to complex bathroom modifications. As the work expands the service is expected that the demand for minor and complex home modifications will increase.

OUTPUTS

The funding bodies require the service to report on work carried out separately for modifications and maintenance. Modifications are reported as the actual cost of delivering the service to the client and maintenance by the number hours spent engaged in maintenance service to clients.

HIGHLIGHTS & ACHIEVEMENTS

Staff – The service has attracted new and excellent staff this year.

Matthew Jones – Occupational Therapist, commenced 5th September 2017 and adds a new dimension to the team.

Period	Modification \$	Maintenance Hours
July 17 – Dec 17	184,107	2001
Jan 18 – June 18	146,580	2394
Total this financial year	\$ 330,687	4395 Hours

Ross Williams – Carpenter, commenced 9th April 2018 and adds a much needed extra pair of hands.

- Training –Steve builds on his Continued Professional Development through Points Build education and training systems.
- Matthew attended 2 two-day workshops in OT in Environmental home modifications and Major and Complex modification and NDIS Process. He attended a webinar, NDIS – OT –Home Modifications – NDIA expectations and requirements of prescribers.
- Workshops were also attended for recommending equipment- Bathing, showering and toileting equipment and Transfer aides and equipment. These courses have enabled Matthew to maintain current practice within this field.
- MOD.A Steve, Chris and Megan attended the two-day National MOD.A conference in August 2017.
- A security system was installed at the workshop. The system is running smoothly.
- · Memberships HIA, MOD.A
- Two major bathroom modifications have been completed this year with an approximate value of \$61,613. Another 11 clients received modifications requiring formal contracts (over \$5000), with a value amounting to \$94,432
- Quarterly OT/Home mods network meetings continue to bring together OTs from Health across Nepean, the Blue Mountains and Lithgow, private practice and now our in-house OT with Home mods services from KNC and Lithgow (LINC). These meetings provide valuable

	Modifications	Maintenance
2016 – 2017	\$222,319	2190 hours
2017– 2018	\$330,687 (up 49%)	4395 hours (Doubled)

Left: Outputs for funded over 65 clients (over 50 for ATSI clients) are now recorded in 6 monthly blocks; at the end of December and end of June. **Below:** Annual output comparison for funded clients. **These figures do not include work done for clients on packages, private clients, DVA and Aidacare clients, NDIS clients.**

sharing of process and technical issues encountered as well as solutions to these. We aim to include the Regional Assessors for My Aged care clients in the future.

- Garden Maintenance Our lower mountains gardener finished up with ASSIST and we hired a new female gardener to service our lower mountains clients. So far, the feedback for her has been excellent and she has built up a strong client base. The gardening referrals have been temporarily closed due to the volume of work.
- Private jobs We are receiving some interest from private clients, with two clients going ahead with contracted work. We expect it to increase with marketing and advertising campaigns in the future.
- Client Satisfaction Surveys are sent to every client on completion of work and to ongoing gardening clients every 6 months. For modifications and maintenance, the return rate is approximately 68% with an average score of 75%. For ongoing gardening clients, the average score was 77%. The client comments and evaluations are complimentary regarding the appropriateness of the work done (the function) and the manner in which it has been carried out. The client responses illustrate how effective well-designed and installed modifications enable clients to go about their daily lives. (please see quotes on opposite page)

CHALLENGES

Occupational Therapists

Lack of consistent funding to the Service for OT assessments and a long waiting list at Community Health

affects the provision of prompt and effective service to Blue Mountains clients.

Increase in complexity of clients – Major modifications take up a large proportion of the Building Service Manager's time, as well as the increasing requests from NDIS and package providers. More and more NDIS and package providers are becoming aware of our service.

Work load – Chris continues to work 28 hours a week to help with the work load as well as employing a new carpenter, Ross, three days per week.

We continue to work with our valued sub-contractors and always keep an eye out for more qualified subcontractors.

However, some assistance is still required in the home modification area with workloads expected to increase even more in the future.

Maintenance and gardening referrals from My Aged Care have had to be put on hold as these services were operating at capacity and continue to do so.

My Aged Care

All aged 65 and over referrals continue to come to the service via the My Aged Care (MAC) portal.

We continue to work cooperatively with MAC, regional assessors, OTs, other services and the clients to acheive the desired outcome.

Our peak body, MOD.A, Home Modifications Australia, has limited capacity to operate as they were unable to secure funding for the period. This was announced during the

2017 National MOD.A conference in August. This means, as well as other issues, we are no longer kept up to date on changes to legislation in the industry.

NDIS

Assist works to the new requirements of the NDIS and the National Disability Insurance Agency (NDIA). This brings with it a challenge for the service but more importantly challenges for the families and individuals requiring modifications to their home. Assist is endeavouring to ensure that we can remain responsive, current and competitive for clients in the sector. Approximately 20 NDIS referrals were accepted in the period with most jobs being quoted. A great amount of time and attention to detail is being spent on these referrals with not a great deal of positive response. Only four NDIS clients quoted in this period have received service from Assist. The NDIS is proving a difficult sector to work in, with unknown outcomes and requirements. These difficulties are expected to remain for some time.

ACKNOWLEDGEMENTS

We acknowledge the outstanding contribution of our OTs and contractors - specialist trades people. Their reliability and their understanding of the needs of our clients is greatly appreciated.

The service could not function without the outstanding work and excellent communication skills of our valued trade staff, Chris, Tom and Ross. Patricia continues as a valued member of our team answering calls or responding to our many garden clients.

We thank the CEO, quality manager and the CFO for their excellent support over the year. ■





'Friendliness counted too. We felt very comfortable having Chris and Steve in our house. Even my aesthetic/décor preferences were indulged. And not least, office staff were also great - courteous, efficient and reliable. Thanks so much.'

- TS Blaxland

'We found from start to finish a trouble free period that has improved Robert's quality of life. This service is such an asset. Thank you so much.' - **RB Warrimoo**

'We aged may find it difficult to give up our independence sometimes, but thank all for prompting us so that your kind help enables us to manage at home.' - SR Mt Victoria

'We were most impressed by the thorough approach and willingness to think about our needs and put ideas into practice.' - AO Mt Riverview

Chris was outstandingly helpful. - BW Medlow Bath

'Chris was competent, capable and cooperative. Thanks very much for your help.' - **DE Blaxland**

'I have found the gardeners to be most congenial and pleasant. They do a very good job for me. Thank you.' - AC Hazelbrook

'I was very impressed with how the OT handled my problem.' - ML Blaxland

'I don't know how I have survived the past 20 years without my rails - no more falling/tripping. I am very impressed. I was treated with respect and my handrails were made exactly so they would meet all my needs - no mess left - and it was a pleasure all the way. Thank you'. - AW Glenbrook

'Wonderful to have the worry of work removed by competent and thoughtful people.' - **NM Katoomba**

'I'm impressed with the practitioners and helpers in their ability and willingness to have dialogue about what can/might be happening as I have more birthdays. Lucky me.' - EA Blackheath

'All contacts very thoughtful and courteous. Tradesman excellent - friendly and willing to discuss positions, etc. Left things very clean and tidy. Very satisfied with work.' - **BP Wentworth Falls**

'Tom was very considerate in every way. It was a pleasure to have him around and his work was excellent'. - EM Katoomba

'Myself and my son who was involved, were met with courtesy both in the advice received regarding choices to be made and the subsequent installation of items. The placement and the quality of the work done is first class and speaks of the skills of both the initial interviewer as well as the installer. I cannot speak more highly of the people involved and thank them for their wonderful work and attitude! - WP Blaxland

DISABILITY SERVICES NDIS

DISABILITY SERVICES, INCLUDING NDIS SERVICE PROVISION

Anna Tardent

Disability Services Coordinator, NDIS Team Leader

STAFF

Tracey Johnson, NDIS Support Coordinator Patricia Kerry NDIS Plan Manager/Administration

Several KNC staff also act as NDIS Support Coordinators, in addition to their other service coordinator roles at KNC. They provide support coordination services primarily for existing clients of their services who have transitioned to the NDIS. This has allowed for an established professional relationship of trust and support to be maintained as these clients have transitioned to the new world of NDIS funding. These staff are: Claire Grover, Brenda Sherring and Marlene Churn.

FUNDING

Funds in individual participant NDIS packages pay for the services that KNC, as a registered NDIS service provider, provides to each client.

SERVICE DESCRIPTION

Support Coordination:

Some NDIS participants have a budget allocated within their plan for Support Coordination. This enables them to access help to build the best system of supports from their NDIS plan. It is a "capacity building support to implement all supports in a participant's plan including informal, mainstream, community and NDIS funded supports. Support Coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals." (NDIA March 2017 | Support Coordination: Information for providers).

Plan Management:

When a participant receives an NDIS plan, there are 3 ways the budgets in the plan can be managed. 'Agency Managed' – the participant can engage only registered providers of supports, and the provider requests payment directly from the NDIA. 'Self-Managed' – the participant is responsible for requesting payments from NDIA and paying their providers. This gives the participant an opportunity to purchase supports from suppliers that have not registered with the NDIA. The participant is responsible for keeping appropriate records and receipts, and reporting to the NDIA on funds spent from the NDIS plan. 'Plan Managed' – the participant still has the benefit of being able to choose providers not registered with NDIA

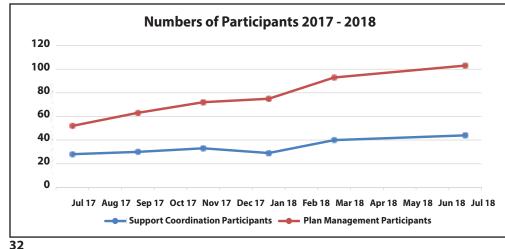
as well as registered providers, however an intermediary is responsible for organising the financial and administrative aspects of the plan such as paying invoices on time, requesting payment from the NDIA, preparing reports on how funds are being used, and helping a participant to connect with providers and organising service agreements.

Home Modifications and Maintenance:

KNC is an NDIA registered Home Modifications provider, and is also registered under "Household Tasks" which allows us to provide "essential house and or yard activities that the participant is not able to undertake". Assist Building and Maintenance provides home and garden maintenance services for NDIS participants, as well as Home Modifications for participants, including major bathroom modifications.

SERVICE ACTIVITY

The period July 1 2017 – June 30 2018 has seen steady growth in both Support Coordination and Plan Managed participants. In February 2018 KNC closed our books to new Plan Management clients, and in June 2018 Support Coordination also reached KNC's current capacity to take on new clients. Both services have continued to increase numbers, however, for a variety of reasons. In the case of Plan Management, we have decided to take on the role for our existing Support Coordination clients who





ask us to do that. In the case of Support Coordination, KNC has at the request of individuals and also the NDIA discreetly accepted new clients who have been particularly vulnerable and unable to find support elsewhere. It is envisaged that both services will re-open for new clients once further staff are employed.

KNC NDIS Support Coordination staff includes Bren Sherring; Claire Grover; Marlene Churn; Tracey Johnson and Anna Tardent. Tracey Johnson is our full-time Support Coordinator, with other staff able to provide the service to their existing clients who transition from other KNC Services to NDIS.

KNC NDIS Plan Management staff are Anna Tardent and Patricia Kerry, with significant assistance from KNC's Finance Team. Now that Carole Williams and Leigh Gordon are assisting Len Kasper and Neil Smith in Finance with the invoicing and payment side of Plan Management, we are able to send monthly reports to all Plan Management

clients, and this Finance team are able to answer queries from providers re invoicing and payment, leaving the NDIS staff free to work more exclusively with clients. The NDIS team at KNC continues to be an extremely busy service within the organisation.

Note that the chart (below left) is only a measurement of phone calls coming in to KNC reception. Other KNC services, such as KOOSH and Assist and our Aged Care Services, provide direct face-to-face care and services to many clients each day.

KNC's Support Coordinators meet fortnightly for training and to discuss cases to ensure best practice and the best possible outcomes for each participant. Our meetings often finish with a guest disability service provider within the Blue Mountains to ensure we have a broad local knowledge of options for our participants.

KNC's NDIS staff, Anna Tardent and Patricia Kerry, meet

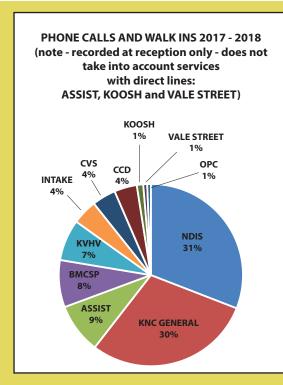
weekly with KNC Finance team staff Carole Williams and Leigh Gordon to revise issues with invoices and payments.

KNC staff also regularly attend workshops and information sessions provided by the NDIA as the agency continues to roll out the scheme and create systems and refine practices. Anna Tardent and Barbara Cuthbert, Manager Operations & Quality, also attend a monthly round table of Blue Mountains NDIS service providers, where local organisations have access to NDIA staff to help resolve various issues.

HIGHLIGHTS

During this period, with extensive and exhaustive input from KNC Management, particularly Kath Harrison and Barbara Cuthbert, KNC NDIS services passed all Third Party

Below Left: Tracey Johnson, NDIS Support Coordinator (centre) with staff at KNC's AGM. Below: Sammi, NDIS participant, and Anna Tardent, Disability Services Team Leader





Verification (TPV) requirements enabling us to continue to provide services. As the new NDIS Quality and Safeguards Commission takes over the role of registering and regulating NDIS providers, KNC is registered on the NDIS Commission Portal until May 2020 under nine registration groups. This allows us to continue with our current service provision and expand our services into the future.

ACKNOWLEDGEMENTS

As always, the 'best bits' of the year have been the positive outcomes for our clients. Seeing people's lives change for the better, in both big and small ways, makes operating in a sometimes difficult sector with unknown and fluid requirements all worth it.

Thanks Phillip for coming into the office the day you passed your "L's".

Thanks Stephen for referring your son to us for Plan Management after being with us from almost the beginning as we built our procedures and systems.

Thanks Josh for driving over on your new Scooter as soon as you took delivery.

The list goes on...thanks to all the NDIS participants who choose KNC to provide your supports, it's a pleasure and a privilege.

Thanks to Tracey Johnson, our amazing Support Coordinator who has set the bar pretty high and has given us an enviable reputation in the community.

Thanks to Patricia Kerry who handles an incredible amount of work during her 0.3 FTE hours looking after our Plan Management clients.

Thanks Barbara Cuthbert and Kath Harrison for your support.

Thanks to all KNC staff. Every year it seems the phones are busier, the challenges more complex and the sector harder to navigate, but we still have fun and look after each other.

Vale David Jaye, I miss you and will not forget you. I feel lucky to have known you and shared a part of your journey. ■



Bren Sherring

Coordinator

FUNDING BODY

Nepean Blue Mountains Local Health District (NBMLHD)

SERVICE COORDINATOR

Bren Sherring

SERVICE STAFF

Melanie van Kessel (Project Worker), Amos Tito (Bus Driver/ Casual Project Worker), Jen Mace (Casual Project Worker), Deb Dare (Reaching Out Coordinator)

SERVICE AREA

Blue Mountains and Lithgow LGAs

SERVICE DESCRIPTION

The Vale St. Centre/Reaching Out Program is designed to offer social and emotional support for people living with, or recovering from a mental illness or disorder, as well as catering to the needs of people in our community who experience periods of depression, anxiety and isolation.

SERVICE ACTIVITY

Throughout the 2017/2018 financial year, the Vale St. Centre program has undergone significant change and redevelopment in response to the changing needs of our target demographic.

In early 2017, it was identified through extensive community consultation that the traditional on-site model of service delivery was no longer meeting the requirements of the Blue Mountains Community, particularly in the Lower and Mid-Mountains.

Vale St continues to provide support through facilitated short courses, advice and referral and raising community

awareness of good mental health.

We are now also 'Reaching Out', offering off-site programs in other venues across the Mountains and Lithgow. This included the 'Reach' program for people with bi-polar disorder (Katoomba and Lawson), 'Peers In Recovery' Peer Support Group in Springwood (with the support of Springwood Neighbourhood Centre Cooperative) and 'Recycled Art' in Lithgow.

The Lithgow 'Recycled Art' Program was held at the Lithgow Neighbourhood Centre. People who attended the Lithgow Grow Group were invited to come along to the program. A total of five people attended and although the regular participants were keen for the group to go ahead, the low attendance made the program unsustainable. Continued attempts to outreach into Lithgow will be made over the next financial year.

On the bright side, the initial contact with the Lithgow Grow group has resulted in the opportunity to sponsor a Grow group in the Upper Mountains. Together with Grow senior workers, we have begun the process of developing this program to be delivered during the 2018-2019 reporting period.

New directions will also include the development of a 'Wellness Hub' offering a suite of programs for people to pick and choose according to their own preference. This is envisioned as a 'soft entry' point to other services people may need.

The 'Holiday Community Connections' program was held from the end of December and into January to provide support and engagement throughout the New Year break. The program was modelled on the very successful 'Christmas Connections' program developed in 2015 and 2016 by Melanie Michaels. Seven sessions were held for a total of 48 attendances. Sessions included Yoga, Recycled Arts and a BM Cultural Centre visit.

We would like to acknowledge Melanie's kind support of KNC in the sharing of her energy, skills and resources and look forward to having her back in 2018.

ACKNOWLEDGEMENTS

I would like to acknowledge the support of the many external facilitators and agencies who have contributed to the piloting of the new 'Reaching Out' model, amongst them:

Virginia Field, Springwood Neighbourhood Centre, Mid Mountains Neighbourhood Centre, Deb Dare, Lithgow Information & Neighbourhood Centre, GROW Lithgow, John Hockney, Imelda Eames and the people of the Blue Mountains & Lithgow communities who have attended these programs and given valuable feedback to direct the development of new and relevant service delivery.

Many thanks are also due to the Management and Board of Katoomba Neighbourhood Centre Inc for their invaluable advice and direction throughout this challenging year. ■

Below: Vale Street Coordinator, Bren Sherring with Susie van Opdort at Vale Street. At right, Trish Doyle with young Vale Street award winner



25 years of Blue Fringe

25 years of Blue Fringe Arts & Literature Competition

he Blue Fringe Arts Awards celebrate and acknowledge the creativity of people with a lived experience of mental illness and in 2017 celebrated their 25th Anniversary. This was an amazing achievement and a testament to the hard work of many people over many years. KNC and Springwood Neighbourhood Centres have been key organisations that have supported it over that time. It has survived even though it has never had any specific funding but lots of community support.

KNC again partnered with Springwood Neighbourhood Centre, SSI Ability Links, Vivability and Aftercare to facilitate the 2017 Awards.

In particular, KNC collated the Literature Award entries (23 short story and poetry entries from 17 people) and published the Blue Fringe 2017 anthology.

The Vale St Centre was actively engaged in the Visual Art Awards, with development workshops allowing people to access materials, studio space and facilitator support.

Several participants submitted entries for the 25th Anniversary competition.

People wishing to enter the Awards were also supported by Vale St staff to submit online literature entries and to get their completed artworks ready to hang, wrapped and delivered to the exhibition site.

The Awards Ceremony was held during Mental Health Month. Many of

the Literature entries were read aloud at the Awards presentation. Some read by the authors themselves and some were read by members of the committee. Audience members listened with great warmth and attentiveness as the humorous, sorrowful, challenging, beautiful, painful, reflective stories were shared with them.

Many thanks to Barbara Cuthbert for casting her sharp eye over the numerous drafts before finally going into print. Thank also to Felicity Tonks for her graphic design work, Ally Mosher for her patient and professional support in getting the works into print and to all the artists, writers and supporters who contributed to the success of the competition and awards event.

Some comments from our Facebook page:

"Well done Blue Fringe Art volunteers.

A brilliant job supporting people with mental health experiences feel like they matter and showcasing their art and writing"

"What an amazing event, so much talent! So much passion! Thank You"

"The Blue Fringe award ceremony today truly fabulous. Thank you to the 100+ people that came along. The art exhibition was incredible and the literature readings were divine.
What a spectacular day."

You can keep in touch with what's coming up by following the Blue Fringe Arts Facebook page.































KATOOMI EIGHBOUI ENTRE

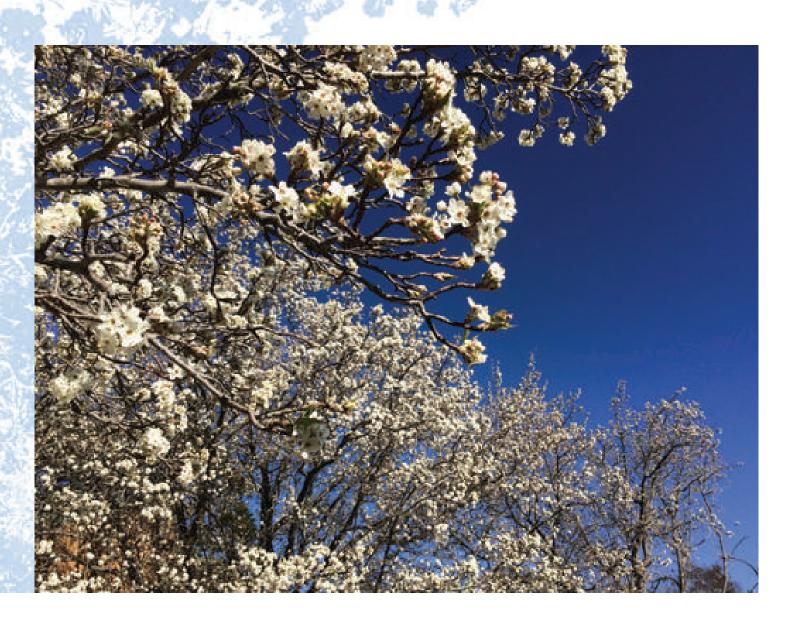
The joy of listening to music at ABBASBACK (Seniors Week)

LINKS



MID MOUNTAINS NEIGHBOURHOOD CENTRE Annual Report 2017 - 2018







MMNC MANAGER'S REPORT 2017 - 18

Mick Barrett

MMNC Manager

MMNC'S VISION

A Mid Mountains community that is strong and resilient, where everyone's worth and contribution is valued, and where time is taken to build relationships, facilitate aspirations, make shared decisions, and enjoy life together.

MMNC'S MISSION

MMNC values and works closely with volunteers, the community and other partners to share information and support, reach out to the whole mid mountains community; support the needs of all; and increase community connectedness, participation and access to services.

SERVICE AREA

Mid Mountains, Woodford - Bullaburra

SERVICE ACTIVITY

Governance Support: 74 Association members as of June 2018;

MMNC is compliant with all financial, contractual, regulatory, risk management, and industrial obligations; Quality Improvement processes are integrated via: monthly Board meeting review of matters from Quality Improvement & Policy Committee; quarterly service coordinator reports, monthly staff meetings; and monthly Manager Compliance reports. All governance policies have been reviewed to meet Home Care Standards and Australian Service Excellence Standards.

EVENTS

- AGM on October 2017 -53 attended,
- MMNC Christmas Lunch, December 2017- 50 attended

- Community in a Teacup (celebrating Neighbourhood Centre Week, Volunteer Week and Biggest Morning Tea) had 34 participants.
- MMNC stall held at Mid Mountains Festival November 2017.

USE OF INFRASTRUCTRE

- Joy Anderson Hall is booked at 90% capacity 9-3 Mon-Fridays;
- **Small meeting room** is used at half capacity 9-3 Mon-Fridays and utilised by MMNC and local groups.
- Average MMNC bookings per month: 120.
- Many BMCC bookings facilitated with our support.
 Continued promotion of the activities of groups hiring halls and rooms at Mid Mountains Community Centre via 'Whats On' in Mid Mountains News, and social media.
- People using resources (eg photocopier, computer, having a cuppa other than as part of a program): average 154 per month.

INFORMATION AND REFERRAL

- MMNC website hits on average 249 per month
- Facebook page views average 3004 per month.
- 'Mid Mountains News' 5500 printed copies x 4/year distributed: via insert in the Gazette as well as via local outlets. The October edition includes the Mid Mountains Festival flyer insert x 5500.
- The monthly e-newsletter was emailed to average 244 addresses (MMNC members and other interested parties). Total MailChimp x 11 reached 2662 deliveries.
- **Fridge magnets** distributed: 34.
- Emergency information kits distributed: 150.
- White Ribbon Day Ribbons distributed: 350.
- **Mid Mountains Residents Kit** 2017 & 2018 editions: 700 distributed.
- Blue Mountains Transport Guide 2018: 1000 printed copies, and an online version also available

- People connected with information average: in person at Reception 267 per month; by phone 298 per month.
- MMNC Calendar 2018: 210 distributed.

AUSPICED PROJECTS: All auspiced projects have governance practices that meet MMNC's accountability expectations, risk management and insurance requirements as outlined in MMNC's Auspice policy.

PROJECTS AUSPICED THIS YEAR

- No Interest Loans Scheme:
 - Pauline conducts the loan interviews and sends the loan applications to loan provider Mary McKillop Today for approval
 - MMNILS has extended its service to include the Lower Mountains area
 - During 2017-18 the number of client loans issued was 48
 - Changes brought about by Good Shepherd Microfinance, forced MMNILS to change from client support & loan provider, to become a client support provider, on 14 June 2018.
 - From that date the current loans were transferred to Good Shepherd Microfinance
- Strengthening Exercise Classes average 80 attendances weekly each school term
- Mid Mountains Community Gardens 391 attendances in gardening activities
- Digital Learning / Cyber Seniors 158 attendances of people learning skills to use their devices
- Anzac Day: In Honour Ave, Lawson organised by Lawson Combined Services Social Club - approx.
 1000 attended with support from MMNC (insurance coverage).
- Armistice/Remembrance Day event.
- Event in Woodford was covered by MMNC insurance, with popular attendance. Volunteer coordinator lan

Robinson.

- Social groups- were supported with meeting space, and promotion. Mahjong, Scrabble, BM Refugee Support Group, CFS / Fibromyalgia, Australian Breastfeeding Association group, and BM Renewable Energy Group
- '20 Mile Hollow Reserve Volunteer Group' coordinated by Max Hill in maintaining BMCC land behind the Woodford Academy.
- "REACH" program coordinated by volunteer Virginia Field - for people with depression and bipolar disorder, ran in late 2017 with 7 participants. Feedback was very positive, and the participants have joined a selfsustaining support group which meets monthly.
- 'Dress Like Kate Bush Day /'Second Most Wuthering Heights Ever' July 2017 coordinated by Miriam Williamson had over 100 participants.
- Lawson Literary Lot book club facilitated by Sophie Williams average attendance 5 per month.
- **Rubix Cube Club** run by volunteer coordinator Robert Musgrave attracts average 20 per month.
- Moving Beyond Anxiety workshop in October facilitated by Pema had 8 participants.
- **Learn to do Reiki** 2 day workshop in October and November run by Karen had 6 participants.
- **Lawson History Walk** in July 2017 with volunteer leader Kate O'Neill had 20 participants.

PARTNERSHIPS

- Hazelbrook Association partnership projects
- Tidy Towns gardening: Two bi-monthly working parties clean up and weed the Hazelbrook shops area and Memorial Park. Average attendance: 6
- Family Fun Day 2017: 700 attended; another planned for October 2018
- Graffiti Removal an LGA wide Alliance has been formed under volunteer coordinator Greg Birtles, with

- graffiti across the Mountains being reported via MMNC. In the Mid Mountains area: 9 volunteers have done the weekly clean up runs (total volunteer hours 530). 1531 Individual tags covering 1370 sq. metres were removed, with support from BMCC, the State Government and our own local Police Service.
- Bushwalks led by Ken Goodlet and in partnership with Springwood Bushwalking Club: 9 Walks with 142 people attended
- Blue Mountains Transport Guide 2018 (an update from the 2014 guide): 1000 printed copies, and an online version available. In partnership with Great Community Transport.
- White Ribbon Day: 300 ribbons were made, and distributed via BLINN partners.
- BM Renew installed solar panels at Mid Mountains
 Community Centre, in partnership with BMCC & MMNC.
- BM TAFE CaPE ongoing partnership to host:
 - "Your Future Your Life" course in term 3 2017 with 6 participants
 - "Recycle Redesign Recreate" courses (term 4 2017: 18 participants; term 1 2018: 6 participants).
- Tax Help provided via volunteer John McLean fortnightly August – October, in partnership with Australian Tax Office
- St Vincent de Paul Emergency Relief hosted weekly at MMNC.
- Food Rescue provides food for distribution twice a week via MMNC.
- MMNC is a participating member of Stronger Families Alliance, and the local Linker Network.

SUSTAINABILITY

 MMNC Inc moved to voluntarily dissolve to become part of Belong Blue Mountains Inc, joining with Katoomba Neighbourhood Centre and Lower Mountains Neighbourhood Centre, in order to sustainably continue to provide accessible services into

- the future.
- Parking for staff is still an issue, with increased popularity at the new Lawson shops impacting on parking spaces. Council has been lobbied to proceed with the gazetted MMCC Staff Carpark behind the MMNC, which was included in the 2014-15 Capital Works program, but bumped off. There has been no progress with this to date.
- Ongoing liaison with Council for Mid Mtns Community Centre (WHS, repairs, maintenance, best use of space/ rooms, feedback from user groups, bookings issues and suggestions for improving usage). Chair of MMCC 355 Committee.

ACKNOWLEDGEMENTS

I would like to thank and celebrate the contributions to MMNC and the Mid Mountains community, and all the people throughout our 26 years as an incorporated organisation. To all Board members, staff, volunteers, partners, participants: Good On You! Let's keep doing good things together.



MMNC - the courtyard in Spring

Tonour Roll 2017 - 2018

MMNC BOARD MEMBERS

Chair David Caton

Vice Chair Paul Garde

Secretary and Quality Improvement & Policy Committee Chair, and Secretary Greg Birtles

Treasurer Jean Bundesen

Public Officer John Baker

Board members

Franco Veronesi, John Crichton, Warwick Harrison.

MMNC STAFF

Manager

Mick Barrett

Community Development Co-ordinator

Danielle Wilding-Forbes

Coordinator, Blue Mountains Palliative Support Service

Katrina Simmons

Coordinator, Volunteer Home Visitors

Eva Regitz

No Interest Loans Scheme Admin Officer

Leigh Gordon

Community Café Worker and

No Interest Loans Interview Officer

Pauline Stafrace

Adminstrative Assistant

Sarah Dean

Casual Policy, Planning, and Accreditation

Kerin Pollock

CONTRACTORS

Markesha Hartshorn (Strengthening Exercise Classes Instructor); Maddy Forwood via MYST for the Youth Project Coordinator position

Reception / Administration / Digital Tutoring Volunteer Team:

Carol Lubbers, Patricia Caton, Angella Dunstan, Helen Routledge, Hamsa Lingham, Cris West, Sarah Griffiths, Grace Wallace, Amir Eyal, Owen Corcoran, Caitlin Oxley, Kathleen McDonald, Tencho, Danette Rowse, Chris Stewart, Glenis Cole, Sophia Stephenson, Brook Saunders and Sue Grimble

Volunteer Coordinators of auspiced projects:

Janet Rannard (Mid Mountains Community Garden),

Bill Meikle (Lawson ANZAC Day),

Ian Robinson (Woodford ANZAC Day),

Max Hill (20 Mile Hollow Reserve Woodford),

Virginia Field (REACH Program),

Sophie Williams (Book Club),

Greg Birtles, Ann Lindsay, Jenny McDonald and John Crichton (Graffiti Removal).

Margaret Gittons & Susan Jalaluddin (Hazelbrook Tidy Towns).

Thanks to all other volunteers involved in various projects!

FUNDING

Family & Community Services, NSW Health, Australian Department of Health, NSW Office of Fair Trading, Blue Mountains City Council From left: Prue Hardgrove, Carole Williams, Dada, Vasant Demello and Mick Barrett at KNC's AGM



Sommunity Development MMNC

MID MOUNTAINS NEIGHBOURHOOD CENTRE

COMMUNITY DEVELOPMENT REPORT 2017 - 2018

Danielle Wilding-Forbes

Community Development Coordinator

SERVICE AREA

Mid Mountains – Woodford, Hazelbrook, Lawson and Bullaburra

SERVICE DESCRIPTION

Community Development Activities and Programs

Community development (CD) is a process where community members are supported in identifying and taking collective action on issues which are important to them. Whilst also working with the vulnerable individual to link them with targeted services to support them and build capacity.

Children and families, community strengthening and building resilience are some of the areas that MMNC CD focus energy.

At our core we believe that community are the experts on what it needs. MMNC practise the Harwood Method of community consultation to identify themes and need in their community. Combining public knowledge with expert ensures authenticity and better outcomes for people.

SERVICE ACTIVITY

Children, Youth and Families

- Community Development runs a range of ongoing activities and one-off events designed to engage and support children, young people and families.
- The Kookaburra Playgroup meets each Monday during school term. 34 families have registered for this

- playgroup with an average weekly attendance of 24.
- School Holiday Workshops and Activities were designed not only to engage school-age children, but also families with younger children to connect with parents and provide information and referral, if needed. 14 activities were held onsite including rock painting, coding and robotics, tots and toddler's mornings, and family board games.
- Family Fun Days were held in Bullaburra and Woodford. These events were organised in partnership with Mountains Outreach Community Service and were well attended. Average attendance: 70 children 45 parents
- Community Readers runs in partnership with Hazelbrook Public School. Recognising the importance of early literacy support and intergenerational engagement, the program supports 15 volunteer readers to work with 24 students each week.
- Youth Project. A steering committee of young people has been established to plan and run activities for young people in the mid mountains. MMNC have partnered with Mountains Youth Services Team with funding coming from a Youth Opportunities Grant from FACS. This project has been extended to include Blacktown Youth College, Lawson Campus students and is set to deliver two free youth events, a Pool
- Stronger Families Alliance (SFA) In 2018 MMNC committed to co-ordinating a working pillar of SFA, "Child and Youth Friendly Cities". This working group has embarked on a community consultation to explore what safety means to Blue Mountains residents. With a goal of 500 responses, and 25% of which came from young people aged between 8 and 18.

Party and Gaming Expo, to be held in the

mountains in October and November 2018.

COMMUNITY STRENGTHENING

Connecting the community with services and activities that will improve their resilience, wellbeing and health sits at the core of community development work. MMNC creates activities to meet this need and support the community in running community strengthening activities.

- Mid Mountains Walkers meet each week on Mondays and Fridays to walk in the local area on footpaths. Run in partnership with the Heart Foundation this group has 30 registered participants and each walk is attended by between 6 and 10 people.
- The Biggest Morning Tea is always a fun event and was attended by 34 people this year. It was great to see new faces in the room and to see that some have returned as regular visitors to the community café.
- Mid Mountains Festival: In the lead up to the Mid Mountains Festival the annual trivia night was booked out with 80 people in attendance and raised \$1350 for the festival. The festival was held on Saturday 18th November 2017.

The 2017 Mid Mountains Festival continues to be a highlight of the MMNC event calendar. With over 700

Dancing at Mid Mountains Neighbourhood Centre



people in attendance this year in spite of the torrential rain. It is a great opportunity for our community to be on show and share what they do in a celebratory and inviting way.

Other highlights for 2017-18 include:

- Elders Lunch
- NDIS Peer Support Group
- CFS/Fybromyalgia support group "Unrest" movie screening
- Rotary Hampers at Christmas

BUILDING RESILIENCE AND PREPAREDNESS

- Bullaburra RFS Fun Day. As part of its ongoing commitment to build resilience and bushfire preparedness in the community MMNC contributed to this event in August 2017. The RFS did a great job of bringing community groups together to contribute to the event. There was a solid level of community engagement with approximately 35 families in attendance at any one time.
- Get Ready Calendar Event MMNC invited the Lawson RFS to speak at the Kookaburra Playgroup at MMNC as part of the Get Ready Calendar created by the Resilience and Preparedness working group. 16 families attended, of which 4 identified that they came specifically for the Get Ready information. Every family went home with the current bushfire survival plan, the local community emergency numbers flyer and a goody bag with additional local resources. There were a number of constructive conversations about variable thinking in the case of an emergency and how every plan has to work for the individual or family that it's created for.

In addition to the work completed in these key areas, the community development program has supported individual community members to establish and run their own activities and groups. This year, these have included the establishment of a monthly Cube Club, support

provided to the Hazelbrook Association for its Fun Day and the ongoing support provided to the book club.

The MMNC Community Development role works within a network of services and organisations

These include:

Blue Mountains Community Services Interagency

Stronger Family Alliance Member

SFA Child and Youth Friendly Cities working pillar – Convener

Mountains Multicultural Interagency

Resilience and preparedness Interagency

Mid Mountains Family support network

Youth Mental Illness & Substance Abuse Network

Mental Health & Wellbeing Network

ACKNOWLEDGEMENTS

Many thanks to staff, management, volunteers and community members for making all of this possible.

Community Cafe at MMNC



Playgroup at Mid Mountains Neighbourhood Centre





Volunteer Home Visitors MMNC

MID MOUNTAINS NEIGHBOURHOOD CENTRE

Mid Mountains Volunteer Home Visitors Service

Covering Woodford, Hazelbrook, Lawson and Bullaburra

Eva Regitz

Coordinator

SERVICE FUNDING

Australian Department of Health under the Commonwealth Home Support programme (CHSP).

VOLUNTEER HOME VISITORS 2017-2018

Greg Birtles	Kate Litchfield
Michael Birch	Sandra Metcalf
Pam Cooley	Alex Mitcheson
Aysheh Esawee	Suzanne Morrow
Ben Nimerawi	Janet Noble
Dominique Lambert	Adriana Perez
Liza Holmes	Nyla Thomas
Helen Hurley	Brian McGrath
Paul Garde	Franco Veronesi
Sue Grimble	Virginia Hague
Dianne Hall	Harry van den Bout
Tony Hiam	Imelda Yannatos
Chris Kelly	Yuping Xia.

The service welcomed new volunteers: Suzanne Metcalf, Virginia Hague, Michael Birch, Suzanne Morrow and Sue Grimble, Dominique Lambert, Helen Hurley and Liza Homes

SERVICE DESCRIPTION

MMVHVS aims to support and enrich the quality of life for frail older people and their carers by providing social home visiting.

This assists people to remain living in their own homes for as long as is practical, and to maintain their independence

and community connection. Trained volunteers provide company in the client's home, friendly phone calls, accompany them on outings and to activities of choice, assist with shopping, or a library service. The service also offers a carer support group, a men's social group, an art conversations program, bus trips and a biography service.

SERVICE TARGETS AND ACTIVITY

The MMVHVS is funded to provide 2500 hours social support per annum. In 2017-2018 the service delivered 2086 hours of social support. This is due to a decrease in referrals to the service via My Aged Care. Clients of the service have welcomed new opportunities such as bus trips and other activities to increase their social connections within their community. Client numbers across the year remained stable at 24.

2017 2010

	2017-2018
Funded service targets in	2500 hrs
social support hours	
actual social support outputs	2086 hrs
Number of clients receiving	24
service as at 30 th June 2018	
Total number of clients	30
receiving services across the	
year	
New referrals	8
Clients exited	6
Volunteers	26
New volunteers	5
Volunteers exited	3

HIGHLIGHTS ACROSS THE YEAR

- During National Carers Week, carers were given a much needed respite and treated to day a out in Tarana, including a two-course lunch at the Tarana Hotel, taking in rural vistas.
- The "Best Men's Pieshop Mob" outings included a farm trip to taste "the best locally grown figs", a scenic drive to Tarana and a visit to the Lithgow Small Arms Factory Museum.
- Our volunteers' end-of-year celebration included music and a Christmas lunch to celebrate their contribution to our services.
- During Volunteers' Week in May, volunteers were thanked with lunch at Secret Creek Wildlife Sanctuary, a talk by the founder of the "Australian Ecosystems Foundation, a self-guided history walk at Blast Furnace Park in Lithgow and enjoyed beautiful country vistas from Hassan's Wall lookout.
- A volunteer biography service to assist VHV clients with having their story recorded, and the Art Conversations Program firmly established themselves this year.
 Both programs have suitably skilled volunteers who embraced their new roles.



"Best Men's Pieshop Mob" members at the Lithgow Arms Factory

TRAINING AND VOLUNTEER SUPPORT

Training included a workshop by Vision Australia to increase awareness of various types of vision impairment, services and supports available, and to learn skills to safely assist persons with a vision impairment. Volunteers also attended Orientation Training, and an introductory session to our new VHV online training resource.

Other volunteer supports this year included:

- Individual support face-to-face, by email or phone
- Quarterly support meetings with a focus theme relevant to home visiting
- Volunteer Appraisals
- Quarterly Newsletter
- Social Outing to Secret Creek Wildlife Sanctuary and Blast Furnace Park Lithgow
- Volunteers' End-of-Year Celebration

Training attended by the Co-ordinator this year included Working with Cultural Diversity, LGBTIQ Aged Care Awareness Training and a workshop "Client Enablement".

ACKNOWLEDGEMENTS

I would like to thank everyone who contributed this year to making the BM Volunteer Home Visitors Service the service it is known for – open and welcoming, responsive and enabling, and having "the heart on the sleeve." My sincere thanks go to all the volunteers, without whom this service would not exist. Your commitment, dedication and generosity of heart is much appreciated. Thank you!

Thank you to Mick Barrett, Manager and the exiting MMNC Board for their advice and support in a challenging year of transition. I would also like to thank my colleagues, Sarah, Katrina, Danielle and Pauline for their support, for the sharing of skills and ideas and sense of humour.

My thanks also go to our partners in the Aged Care and Community Services sector. There are too many to mention them all. You know who you are. Thank you to you all! I would also like to thank our amazing clients for their ideas, wisdom and smiles.

Supported by so many marvellous people, we can be confident that the BM Volunteer Home Visitors Service will continue its good work to benefit our clients and the community at large.



Eva Regitz and VHV volunteers at their annual Volunteer End-of-Year celebration



Annual volunteers' outing to Lithgow - (from left to right) Kate Litchfield, Pam Cooley, Sue Grimble, Tony Hiam, Virginia Field, Nyla Thomas, Suzanne Morrow, Janet Noble (VHV volunteers) and Eva Regitz at Blast Furnace Park

At Right: A Story from Blue Mountains Palliative Support Services, see Coordinator Report next page.

Story of Garos

Carol – A Renaissance Woman

worked with Carol and her grown children, Elisabeth and Karl, for only four months but have been left with indelible memories – memories of a woman whose essential sweetness shone through despite chronic pain and a brain increasingly destroyed by cancer. Conversation with Carol was often a bit crazy as she flitted from memory to memory that seemed to have no connection. However, over time I recognised some themes: her love for her children; her concern for the vulnerable; her pride in her extensive teaching career; the preciousness of books; her pleasure in working with indigenous communities that encompassed education, the transcription of language, and the development of a written grammar. As she deteriorated, she spoke of life regrets.

Carol was a teacher, an artist, a writer, a linguist, a musician, an avid reader, a creator of fashion, and a feisty conversationalist. She had a bohemian spirit and such a breadth of knowledge and hunger for more that an old friend speaking at her funeral named her a 'Renaissance Woman'. However, her greatest delight lay in her beautiful and talented children. They arrived later in life following numerous earlier miscarriages.

Elisabeth and Karl cared for Carol and fulfilled her wish to die at home. It was difficult work and their pain was palpable. However, they were brave and strong and took on full nursing roles in the face of witnessing their mother's ravaged intellect – they are truly Carol's children

Carol made me laugh and cry. I also made her laugh. Her last words to me were "I love you". I miss my Tuesdays with Carol.

Penelope Kearney

Palliative Support MMNC

MID MOUNTAINS NEIGHBOURHOOD CENTRE

Mid Mountains Palliative Support Service

Katrina Simmons

Coordinator

STAFF

Katrina Simmons

Coordinator

Sarah Dean

Administration assistant



Blue Mountains Local Government Area and Lithgow.

FUNDING

NSW Health, through Nepean/ Blue Mountains Local Health District

Referrals are made through the Nepean/Blue Mountains Palliative Care Team. There is no current waiting list. The service reports to NSW Health on its service activity KPI's quarterly and annually.

SERVICE DESCRIPTION

BMPSS is a community-based volunteer service providing care and support to:

- People living with life limiting illnesses who wish to remain at home
- People wishing to die at home or in the environment of their choice
- The carers and families of those with life limiting illnesses, from the time of referral up until 12 months after the death of the client

Currently at Blue Mountains Hospital there are two volunteers visiting the Palliative care ward weekly.

Springwood and Lithgow Hospital have one volunteer 48

visiting the palliative care ward weekly.

Volunteers provide up to four hours support per week depending upon the needs of the client and family. This includes offering companionship, respite care, help with simple household duties, short outings, transport to appointments and bereavement support.

SERVICE TARGETS

We have **24** active volunteers who provided **1734** hours of direct support to our clients at home and in hospital. The figures are similar to 2016 - 2017 with a continued increase in requests for volunteers overall. This meets our service targets.

SERVICE ACTIVITY

The Blue Mountains Palliative Support Service continues to have a great reputation in our community. We are very fortunate to have a compassionate group of volunteers who truly love their work. It is heart-warming to know the level of commitment and dedication that the volunteers have towards supporting palliative clients in our community and our service. It is such an inspiration! The feedback I regularly receive at meetings from clients and nursing staff is about how wonderful our volunteers are. Families are so appreciative of the volunteers' contribution to their care and support when their loved ones are so unwell and often isolated at the end of their life.

HIGHLIGHTS

- In partnership with NBMLHD, the service held "Memorial Day" on the 10th of October 2017 at MMNC. There were fifty-two attendees including local community health staff, palliative care doctors, staff from Blue Mountains Hospital, Lithgow Hospital and Springwood Auxiliary and volunteers. Feedback from the event was very positive.
- The Blue Mountains Council Senior's week recognition awards recognised our long term volunteers, Brenda Taffel from Valley Heights and Anne Davies from Springwood.



Our volunteers Brenda Taffel and Anne Davies receiving their Seniors Week Awards 2017, courtesy of Blue Mountains City Council.

- Palliative Care Week afternoon teas were held at Lithgow Hospital with 10 staff in attendance (the coordinator spoke about the service and left brochures on advance care planning) on 22\5; at Lawson Community Health with 20 staff attending on 23/5, Blue Mountains Hospital with 20 staff on 24/5, and Springwood hospital with 17 staff on 25/5/18.
- In partnership with Robyn Yates from the Blue Mountains Cancer Wellness Centre, we held a "Grief Forum" which took place on 26th of August 2017. There were 42 attendees and we achieved our aim to provide support and increase community awareness about the normal process of grief. There was a panel of four local counsellors to address questions from the public and a free resources table available.

Training, conferences and volunteer support

- Nine new volunteers were recruited and trained in Feb 2018. Volunteers receive a monthly newsletter and support meetings were held monthly where ongoing training, a service library of resources and group debrief with a trained counsellor are available.
- The coordinator and five volunteers attended the annual Supportive & Palliative Care Conference at

NBMLHD on 1/6. The coordinator attended the NSW Network Managers of Palliative Care volunteer services inaugural conference on the 7th and 8th of May.

Guest speakers come to the monthly volunteer support meetings. Some of the topics for 2017-2018 were:

- Training on 'Respecting the Difference' Aboriginal cultural training by Anthony Flick and Sonia Cox, Aboriginal Liaison officers for NMBLHD. Ten volunteers from the Nepean Palliative Care Service joined our meeting for this training day on the 5th July.
- Helen Laird, Yoga teacher on 'Spiritual philosophies of India' on the 2nd August.
- 'Demystifying Dementia' by Narelle Bossard from Anglicare Dementia Service Support. This was a joint meeting with the Nepean volunteers and held at Cranebrook Community Health on the 3rd November.
- Michael Whitehead RN gave a presentation on 'Men's Health and prostate cancer' on the 6th June.

FEEDBACK FROM CONSUMERS

Ongoing feedback was obtained from clients over the phone, after placement with a volunteer, and resulted indicated that 100% of the clients were happy with the volunteer, and the service they were receiving. **Some of the client comments include:**

"The volunteer is a great match! We are just having a cup of tea and a chat at the moment, which is just what I need. As the children get used to S. we will be able to go out shopping together."

"I don't know what I'd do without J. I don't know when my children are coming up to help so it's great I know J is coming on Tuesdays and I can go out and get my jobs done."

FEEDBACK FROM THE MEMORIAL DAY EVENT 2017:

'The big group enabled you to reflect less emotionally as you felt supported by others who had been through the same thing' 'although I am still grieving, it was nice to be able to realise I am not alone', 'comforting, especially appreciating others situation, particularly those younger than my husband. Everyone was remembered', 'recognition of my friend, her name spoken, memory of others, good remembrances, supportive of the family', 'sharing the same sorrows, although sense of loss overwhelming, it was comforting sharing the same feelings'

AND FROM THE GRIEF FORUM EVENT AUG 2017:

"Thank you for this opportunity. Grief is not talked about much and it's hard to deal with it with no information'

"...it was 'fabulous', and 'very helpful as it gave him great reassurance that his grief is normal'

ACKNOWLEDGEMENTS

Volunteers were recognised and appreciated for their contribution at the end-of-year Christmas lunch held at Mid Mountains Neighbourhood Centre where 14 volunteers attended.

I would like to thank the MMNC Board and to especially thank Mick for his continued support and advice.

Thank you to my colleagues for your inspiration and good sense of humour. A special thanks to Sarah and all the volunteers on reception who make our working day run so much smoother!





With volunteers Margaret, Penny, Anthony and Kim

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Manager's Report LMNC

LOWER MOUNTAINS NEIGHBOURHOOD CENTRE

LMNC MANAGER'S REPORT 2017 - 18

Peta Williams

LMNC Manager

A YEAR OF LIVING WITH CHANGE

I have recently had my 10th anniversary as Manager of the Lower Mountains Neighbourhood Centre. So, in preparing my notes for what I wanted to write in this report, I went back to my first Annual Report for LMNC, the 2008-2009 report, to look at what I wrote then. And some of the things that I wrote then are as relevant now as they were then. For example, what are some of the words that describe what a neighbourhood centre is? The words I used then were connecting/belonging/collaboration/hope/care/friendship/support/acceptance. I would use those words again today.

In last year's Annual Report I have described a neighbourhood centre as a community apothecary. We have lots of tools in our community apothecary tool-kit to dispense to people depending on what they need – our information and referral service, our community consultation process, social inclusion groups, outings, capacity building projects. We have our artistic tools – literature, music, art – that we use under our 'Art in life, Arts for life' banner, a strategy that LMNC will continue to advocate within Belong Blue Mountains. And one of the most important tools in our community apothecary tool-kit is valuing people's stories.

At LMNC, as at any neighbourhood centre, we hear people's stories. People are able to share their stories with us, and it informs what we do to help build an empowered and resilient community. In the sharing of stories we can build together bridges of connection, pathways to belonging, spaces to be safe and feel and be who we are.

People and their stories are what are paramount in our work.

Why am I telling you this? Because the work of a neighbourhood centre is more than the outputs we can count, although these are important. It is more than the evaluations we can produce, although these are important. It is more than the services and programs we can provide, although these, of course, are important. It is about real and deep and heart-felt connection. It is about every person's right to belong. And this can only be possible by people's stories being heard, and people's stories and needs and grief and sorrow and aspirations can only be heard if we listen well. And listening well is one of the most important things we can do as a neighbourhood centre, and turn that listening into support, referral, a new program, a new way of doing things. And this is what a

I mentioned just now every person's right to belong. The desire to belong. In his book 'What Makes Us Tick?', Hugh Mackay describes the desire to belong as one of the ten desires that drive us. He refers to it again in his subsequent book, 'The Art of Belonging'. For me, a sense of belonging nourishes us, makes us feel less isolated, gives purpose or meaning to our lives. A sense of belonging builds social cohesion and resilience, which in turn creates stronger communities. Stronger communities support vulnerable children and families, as well as other vulnerable people across the life-span.

Which leads me to the three vital planks of neighbourhood centre work – community participation, networked



connections and social inclusion. We cannot afford for these to be eroded through changes to funding and the service system. Despite frameworks and processes that we thought were positive, neighbourhood centres are vulnerable, and that is why the Board and I have worked hard over the last couple of years to look at the steps we need to take to position ourselves so that we stand a chance.

There are seasons for organisations as well as the human condition. And 37 years after we were founded, it is time for another season for the Lower Mountains Neighbourhood Centre. The Centre will always be here, just as it has been for the last 37 years, but through Belong Blue Mountains, it will be run by a stronger and more sustainable organisation. Together we will stand a chance. Together we will continue to be able to create and provide programs and services that respond to the voice and needs and aspirations of our community.

To refer to that eminent social researcher and writer, Hugh Mackay, once again. In his book 'The Good Life: What Makes a Life Worth Living?', he talks about a community's strong commitment to its common life as the most precious resource it possesses. He describes the way we volunteer for tasks that improve the quality of life for the marginalised, frail or disadvantaged... any activities that promote social inclusion and community development as glue that binds us together and creates the kind of society most of us want to live in.

I believe that neighbourhood centres are part of that glue that binds us together, and in Belong Blue Mountains the glue has become stronger.

And now, there are people to thank. The things that we have achieved over the last year for our community could only happen through team effort - at Board level, staff level and with our volunteers.

At a Board level I would like to acknowledge and thank all the members of the LMNC Board, who have given so much and so diligently to LMNC over the last year as they

grappled with issues and concerns relating to our very existence and survival. In particular, I would like to thank our Chair, Peter Johnson, for his support, ideas, insights and commitment, and our Treasurer, Rob Firth, for his continued diligence, patience and care in the financial management of our organisation.

I have a professional and gifted staff team, and I would like to acknowledge here the great work of Leigh Gordon, Christopher Smith, Narelle Mackander and Niki Read for their terrific work, passion, care and commitment. Niki resigned in March 2018 after 2 years of sustained and good work as the Co-ordinator of Volunteer Home Visitors, a position she shared with Narelle, and we welcomed to the team Sara Fawcett, first on a student placement, and then as our Administration Support Officer as Leigh's role changed to focus specifically on finance work.

Our volunteer workforce underpins all that we do, and we are blessed with a wonderful team of caring, warmhearted, willing and energetic people, committed to the roles that they play here at LMNC. I thank you all.



Tonour Roll 2017 - 2018

LMNC BOARD MEMBERS

Chair Peter Johnson

Secretary Yvonne Matsas (resigned April 2018)

Treasurer Robert Firth

Board members

Trevor Day (to October 2017), Jenny Dooley, Warwick Fuller, Liz Rayner, Elizabeth Rose and Lynn Willis

LMNC STAFF

Manager

Peta Williams

Community Development Co-ordinator

Christopher Smith

Co-ordinator, Volunteer Home Visitors

Narelle Mackander and Niki Read (resigned March 2018) (job-share)

Administration & Finance Officer

Leigh Gordon (also Public Officer)

Administration Support Officer

Sara Fawcett

LMNC VOLUNTEERS

Office Workers

Christene Apps, Anna Bednarz, Rhona Clarke, Georgia Davidson, Yvonne Etherington, Diane Greenaway, Kerrie Howson, Robbie McKenzie, Pam Murray, Gioia Price, Anna Russell, Maree Spillard, Jan Wilkinson and Lynn Willis

Office Trainer

Lynn Willis

Community Liaison Officer

Merilyn Blacker

NILS Loan Committee

Rosemary Bailey, Chris Behl, Jenny Dooley, Tami Fazel, Warwick Fuller, Lyn Holowaty, Elizabeth Rose, Jan Winterburn

Transport Drivers (social, medical, bus transport): Peter Apps, Ray Barrett, Wayne Clark, Damon Cox, Jim Fitzpatrick, Barry Henry, Diane Greenaway, Marn Harrex, Pip Kells, Naomi Klajman, Russell Lang, Rick Paynter, Jan Wilkinson and Lynn Willis

Shopping Bus Hosts

Lorna Jackson-Bebarfald, Maureen Fuller, Sue McCully and Laurie Willis

Volunteer Home Visitors

Maureen Aspinall, Glenys Beaumont, Chris Behl, Marek Bowman, Wayne Clark, Jenny Dooley, Paul Etherington, Sara Fawcett, Bobbie Gledhill, Diane Greenaway, Peter Harman, Zelda Harman, Marn Harrex, Pip Kells, Naomi



Klajman, Beth Madden, Terry Madden, Robbie McKenzie, Kas Moskwa, Jan Oliver, Joy Pierce, Liz Rayner, Angelina Revero De Cole, Elizabeth Rose, Neville Rowe, Tonia Segon, Beth Strahan, Jan Wilkinson, Lesley Willis, Lynn Willis, Jan Winterburn.

Graffiti Management

John Oakey (Co-ordinator), Scott Annabel, Kevin Archer, Lynn Cheshire, Ian Dingwall, Luke Dingwall, David Fuge, Aaron Govendir, David Porter, Bob Treasure, John Watkins-Wilson and Roger Winterburn

BUGs (Blaxland Ukulele Group)

Kay Burton, Co-ordinator

Blaxland Disco

Lani Fercher, Co-ordinator



Community Development

LOWER MOUNTAINS NEIGHBOURHOOD CENTRE

LMNC COMMUNITY DEVELOPMENT REPORT

Christopher Smith

Coordinator

SERVICE AREA

Lower Mountains - Lapstone to Warrimoo

SERVICE FUNDING

NSW Government Department of Family & Community Services

VOLUNTEERS

Lani Fercher, Blaxland Disco for people living with a disability and their carers

John Oakey: Graffiti Removal project

Neville Rowe, Co-ordinator: Harmony Friendship Group

Sara Fawcett, Maureen Fuller, and Shirley Williams:

Art for Seniors

Kay Burton: BUGs (Blaxland Ukulele Group)

Pam Murray: What's On

Niki Read, Christine Kelly and a large number of volunteers:

Christmas Day lunch

All those who contribute to the Wrap With Love project

SERVICE DESCRIPTION

The Community Development program of a neighbourhood centre seeks to engage and empower the community as well as target vulnerable communities and individuals to programs, projects and events that connect people, build resilience, enhance individual and community capacity and support health and wellbeing.

This year the community development work at LMNC was consolidated into eight main areas of focus. This was in order to ensure a holistic approach to the community and to wellbeing. It was recognised that the wellbeing of **54**

individuals and communities operates across a number of dimensions. Additionally, our Harwood community conversations from the previous year (2017) gave good impetus for the programs we ran this year. In particular, our loneliness working group project, our youth oriented and intergenerational activities, and our redeveloped focus on communication were informed directly by our community consultations.

SERVICE ACTIVITY SOCIAL INCLUSION

Loneliness working group: A group of community members, local services, volunteers and local businesses were brought together to work on special projects aimed at ending loneliness in the Lower Mountains.

Social support groups: We continued to support our range of weekly, fortnightly or monthly groups that provide essential social engagement to enrich the lives of people at risk of isolation. These include: Harmony friendship group, Over 60s Social Group, BUGs (Blaxland Ukulele Group) and Clak 'N' Yak, Blaxland Disco for people living with a disability.

<u>Christmas Day lunch:</u> For the first time LMNC held a lunch for the community on <u>Christmas Day</u>, in partnership with the Kinship at Christmas Foundation.

Community Consultation

Harwood conversations: Two community conversations were conducted over this period with a focus on safety. Major themes for exploration in the coming year were 'social isolation''the look and feel of Blaxland, especially at night' (this was fed into the Blaxland Masterplan), the lack of young child friendly spaces and 'people not feeling as connected to their neighbours and neighbourhood'.

ASK activities were conducted at Blaxland shopping centre, 2 playgroups in the Lower Mountains and at the Lower Mountains Neighbourhood Centre itself. Ask forms were also displayed in LMNC's reception area as a way for the community to give feedback and present ideas.

PHYSICAL WELLBEING

Free 2 Flow workshops: This year saw the introduction of a new set of workshops aimed at people who wanted to be physically active but who had an injury/illness or physical complaint that meant mainstream activities were often not accessible. Local fitness coach Mark Latham presented one 2-hour workshop, one 2-day event and a weekly exercise group.

Tai Chi: A gentle but powerful health exercise based on Chinese martial arts provided weekly, firstly by Renata and then by local fitness coach Mark Latham.

Stepping On: LMNC continued its relationship with NSW Health to assist frail older people with access to information and activities around falls prevention and strengthening. We ran 2 8-week courses over the course of the year.

MENTAL HEALTH AND WELLBEING

Social stories: A training course for shared reading volunteers meant that we were able to offer our social stories group across 4 terms rather than 2 this year. The group continues to provide access to high-level literature for people who would struggle to access it and stimulation for therapeutic and inspiring conversations.

REACH workshop: This year we partnered with Black Dog institute and Katoomba Neighbourhood Centre to provide a 9-week course for people in managing their mental health.

Shared Reading Facilitator training: In partnership with Shared Reading NSW we were able to offer a 6 week course in the practice of Shared Reading. Shared Reading groups were subsequently set up in Blaxland, Springwood and Lawson.

Come Read With Me: This year also saw the implementation of Come Read with Me. A program providing reading buddies to anyone who wants to develop their reading. People are matched with a volunteer who will read with or to someone, or listen to them read. The purpose of this program is to build confidence with reading and enhance social connection.

YOUNG PEOPLE AND FAMILIES

Stronger Families Alliance – implementation groups:

This year LMNC's CD officer joined two implementation groups of the Stronger Families Alliance enabling diverse organisations to collaborate to work on younger people's issues.

SPECIAL EVENTS

Think BIG! community forums

Two terrific community forums under our Think BIG! banner were held this year. The first was with the eminent social researcher Hugh Mackay AO in November 2017, speaking on his book 'Beyond Belief', and the second in May 2018 with Kristy Goodwin, who spoke on raising your child in a digital world.

Weaving Water: An evocative performance by Ludmila Doneman on what it is like to be a refugee in Australia.

Ten Things to know before you go: a community workshop on death literacy presented by staff member Niki Read. A partnership with The Groundswell Project. **Do you see me?** A photographic exhibition by Christie Green and community forum exploring how we see disability, with a particular focus on 'invisible disabilities' such as Autism Spectrum Disorder. In partnership with Uniting's Ability Links program and Northcott.

The Reading Ripple Effect workshops: Short presentation on the wider (non-educational) benefits of reading for joy was conducted in partnership with Warrimoo school as part of the transition to school program.

INTERGENERATIONAL WORK

Crossing Bridges across generations: A special event for Seniors' Week brought kids together (from Blaxland High) with older people to read, create art and engage in beautiful music. Participants on both sides of the age divide were surprised by the level of engagement, wisdom and interests of the other side.

LIFE-LONG LEARNING

<u>Australian History:</u> Australian History keeps people cognitively active and socially connected as well as engendering a deeper engagement in their local area. 3

4-week courses ran over the course of the year.

Art Group for Seniors: Our art group for seniors provides a creative outlet and a conversation to both stimulate and connect. It was initiated monthly this year.

COMMUNICATIONS AND ENGAGEMENT

Development of new communication strategies were directly informed by what our community told us at recent community conversations.

Podcast: Our surprising lives podcast is a fascinating look at issues such as mental health, disability, young people, creativity etc. by interviewing a different Blue Mountains resident for each episode. 2 podcasts were created last year.

CHATS Newsletter: Our principal source of information continued to be delivered both electronically and by mail

Social media: Renewed focus and engagement was given to social media channels resulting in more engagement and attendance at events and activities

What's on program: Development of a succinct and visually attractive guide to what happens in Blaxland. A volunteer was trained in the development of the guide and

promotes it in the local area. ■







Volunteer Home Visitors LMNC

LOWER MOUNTAINS NEIGHBOURHOOD CENTRE

LMNC Volunteer Home Visitors Service

Narelle Mackander

Coordinator

SERVICE AREA

Lower Mountains - Lapstone to Warrimoo

SERVICE FUNDING

VHV is funded by the Australian Government through the Department of Health under the Commonwealth Home Support Program (CHSP).

VOLUNTEER HOME VISITORS 2017-2018

Angelina Rivero De Cole, Beth Madden, Beth Strahan, Bobbie Gledhill, Chris Behl, Diane Greenaway, Elizabeth Rose, Glenys Beaumont, Jan Oliver, Jan Wilkinson, Jan Winterburn, Jenny Dooley, Joy Pierce, Kaz Moskwa, Lesley Willis, Liz Rayner, Lynn Willis, Marek Bowman, Marn Harrex, Maureen Aspinall, Naomi Klajman, Neville Rowe, Paul Etherington, Peter Harman, Pip Kells, Robbie McKenzie, Sara Fawcett, Terry Madden, Tonia, Segon, Wayne Clark, Zelda Harman

SERVICE DESCRIPTION

The Volunteer Home Visitors service (VHV) offers friendly home visiting to frail older people living between Lapstone and Warrimoo. Our volunteers assist with shopping, writing correspondence, library service or simply by sharing a chat over coffee. The aim is to establish meaningful connections that allow people at risk of isolation to maintain active participation in their local community. Through using a person-centred approach we can develop a care plan which is tailored around the needs of the client. Our volunteers are essential in empowering our clients to live an independent life.

SERVICE TARGETS

The performance of the program is measured and reported to the Australian Government. We are funded to provide a target of 1581 outputs for individual support and 648 group hours.

SERVICE ACTIVITY

Our client numbers always change over the year and we continue to receive a steady number of new referrals.

Clients are exited from our program for a variety of reasons such as moving into permanent residential care, transferring to an Aged Care Package, or in some cases, death.

Over the year, we completed 12 new assessments and as at July 2018 we had 26 VHV clients. We received a total of 21 new referrals for the year. We provided 1436 hours of individual social support to our clients and 705 group hours.

HIGHLIGHTS

Throughout 2017-2018 we have hosted 3 coffee mornings and 4 bus outings.

Quarterly bus outings have continued to be well attended by our Golden Years and VHV clients.

This year community members were able to enjoy:

- A wonderful trip to Mayfield Gardens
- High tea at Gunners Barracks
- A sunny day at Austinmer Beach
- A chilly Christmas in July

Coffee Mornings

Our coffee mornings continue to be a great success. These mornings are ideal for those clients who are unable to go out on bus outings, mostly due to poor mobility, and who prefer a more intimate setting in which to socialise. Our volunteers play a key role in providing door-to-door transport and we look forward to many more of these over the coming year.

Intergenerational Christmas Project

This year we participated in an intergenerational project at Christmas time. We know there is a great benefit

in children mixing with older people and it's really important to enhance children's understanding of older generations. The interaction between generations can have a real therapeutic benefit for the elderly and can provide meaningful engagement. For older adults, Intergenerational Programs have shown psychological benefits by creating a sense of purpose and enhancing dignity. For children, intergenerational programs have benefits in terms of psychological and social development and there is some evidence that intergenerational contact reduces delinquency in young adults! What I love is that often children and older people don't see age as a barrier to friendship. The project involved my daughter's year one class in Sydney all writing Christmas cards and letters to our very own VHV clients. We received some amazing feedback from our clients who were thrilled to receive some heart-warming messages from the children. One of the clients wrote:

"what a lovely surprise it was for me to receive your letter – it made me so happy. Thank you ... you are a lovely kind hearted boy and I would like you to always remember that when you were seven years old you did something that made an old lady very happy, so keep doing it".



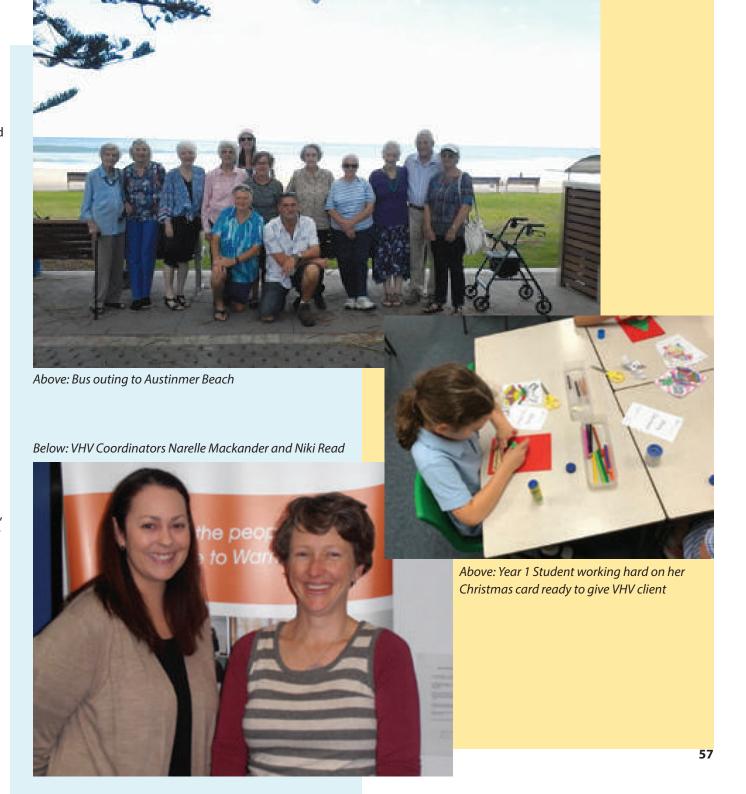
TRAINING

We hosted 2 Volunteer Support Meetings and 1 Team Development Day.

The introduction of an online training resource including the topics of WHS, Manual Handling, Code of Conduct and Elder Abuse has proven to be quite valuable. Being able to deliver training to our volunteers and refresh on vital topics means that they are not required to come to the office for the same face-to-face training every year, and instead can do so from the comfort of their own home. Online refresher courses are becoming more popular with many organisations, and means that we can allow volunteers to access other training on more topics of interest.

ACKNOWLEDGEMENTS

I would like to acknowledge my colleague Niki Read, who I shared this position with up until March this year. I learnt so much from her and she was a valued member of this team. I would also like to acknowledge Marlene and Felicity for travelling down on a weekly basis from Katoomba and supporting me in my role following Niki's departure. Having extra bodies here in the office and knowing that the volunteers could call on someone on the days that I'm not available is extremely important and I appreciate that they have both been able to do this. I would like to say a big thank you to the Board, Peta, Leigh, Christopher and Sara and of course the front desk staff for all their support over the past year. It really is a wonderful environment to work in. Most importantly, a huge heartfelt thanks to all of the volunteers connected with the VHV service because without you all we would not be able to service the community and do the job we do. Thank you for your professionalism, kindness, flexibility and willingness to always help out.



Treasurer's Report TREASURER'S REPORT

TREASURER'S REPORT 2017 - 2018 Mahalya Middlemist

Acting Treasurer

elong Blue Mountains (BBM) continued to receive Dfunding this financial year from a range of government departments including the Commonwealth Department of Health, NSW Family and Community Services (FACS), Nepean Blue Mountains Local Health District, NSW Department of Ageing and Disability & Home Care (ADHC), NSW Fair Trading, NSW Department of Education, and the NSW Attorney General's department plus several oneoff grants. Our overall grant funding decreased this year due to some programs being transitioned to the National Disability Insurance Scheme (NDIS), however this was offset by a significant increase in fee income from the Assist Home Modifications service and the provision of services via the National Disability Insurance Scheme. The process of sourcing funding from Government sources is ongoing with new challenges for BBM as the government moves towards a competitive tender process, both locally, at state level and federally, and continues to introduce change via reforms such as the FACS TEI reforms, and the shift of disability service provision to the NDIS.

The most significant challenge for the Finance department this year was the coming together of the historical funding base and staff transfer for all activity of the Lower Mountains Neighbourhood Centre (LMNC) and the Mid Mountains Neighbourhood Centre (MMNC), under Katoomba Neighbourhood Centre with our name change Belong Blue Mountains (BBM). In response to this significant change we have centralised the organisations finance functions as well as the investment of funds into IT upgrades and the creation of branding and marketing strategies for BBM. This necessary investment puts BBM in

a very strong position in the ever-increasing competitive funding environment. This new business combination has prompted the review and alignment of the various accounting policies, and, in particular the policies in relation to provisions as disclosed in the financial statements.

Overall BBM returned an operating surplus of around \$3000, offset by the targeted investment into the business combination and infrastructure of KNC, LMNC and MMNC of \$108,000 from reserves, this resulted in an overall deficit of \$105,000, decreasing reserves to just over \$419,000, representing 8% of gross revenue. BBM strengthened its strategic position of having a number of income streams, not just heavy reliance on government grant incomes (72% of total revenue last year, 38% of total revenue this year). Total revenue increased by 80%, mainly from revenue from the provision of services of the NDIS, especially the provision of plan management services to NDIS clients.

The long-term financial strategy of BBM continues to aim to build a level of reserves that ensures the long-

term sustainability of the organisation, thereby ensuring the critical services we provide to the community are maintained and improved despite the significant and constant changes in government policy that continues to occur in this sector. BBM also continues to review operations to ensure all projects remain viable and operate within the financial constraints of funding bodies.

I would like to welcome and thank our incoming Treasurer, Sue Atherton who took over the role of Treasurer from me in March 2018. Sue brings experience of the community sector and financial management to the Board which will enhance and complement our strategic thinking going forward.

I would also like to thank our Chief Financial Officer, Len Kasper, our Assistant Accountants Neil Smith, Leigh Gordon and Carole Williams for their continued highquality work and dedication, especially in a very complex year of growth and business combination.



FINANCE REPORT

Finance Report for year ended 30 June 2018

Len Kasper

Chief Financial Officer

Assistant Accountants

Neil Smith Carole Williams Leigh Gordon

OVERALL RESULT AND COMMENTARY

As reported in the Treasurer's report, the significant event during this financial year was the novation of funding contracts from the Lower Mountains Neighbourhood Centre Inc. ("LMNC") and the Mid Mountains Neighbourhood Centre Inc. ("MMNC") to the Katoomba Neighbourhood Centre Inc ("KNC"). KNC took up all of the activities and services of these two associations, transferred their staff to KNC and changed its name to Belong Blue Mountains Incorporated ("BBM"). As part of this significant change, we centralised the organisation's finance functions and invested funds into IT systems and hardware upgrades and the creation of marketing and branding strategies for BBM.

As a result of this business combination the financial results for BBM include the results of all three organisations, with last year comparatives adjusted accordingly. BBM recorded a small operating surplus of \$2,903 offset by the investment into the BBM business combination of \$108,185 resulting in an overall deficit for the year ended 30th June 2018 of \$105,283 compared to a net combined surplus last year of \$77,936. BBM continues on its 5-year strategic growth plan aimed at increasing turnover and reducing reliance on government sourced block funding income. Grant income represented 38% of income compared to 72% last financial year. Growth in the organisation necessarily requires a higher level of reserves to ensure

the ongoing sustainability of operations especially in the current environment of significant change in funding models by the government in the areas in which BBM operates. Reserves totalled \$419,075 this year (7.8% of total income) compared to \$524,357 last financial year (17.3% of total income).

Income increased significantly this year, rising from \$3,043,934 to \$5,342,211. The most significant increase related to the provision of plan management services through the National Disability Insurance Scheme ("NDIS"), an increase of \$2,121,754. We also continued to increase fee income from the Assist Home Maintenance and

Modifications Service (\$101,876) and fee income from the provision of services under the NDIS (\$211,279). These increases were partially offset by the decrease in grant income from the NSW Department of Ageing Disability & Homecare (\$206,126) for Aboriginal Flexible Respite and Older Parent Carer schemes that closed during the year as their clients transitioned to the NDIS.

Operating expenses increased in line with the increase in income rising from \$2,965,998 to \$5,339,308. The most significant increase related to the provision of plan management services through the National Disability Insurance Scheme ("NDIS"), an increase of \$2,000,021. Staff



costs rose by \$275,236 reflecting the increase in services provided by Assist and under the NDIS. Commensurate with that increase was a rise in project/service costs of \$40,455. Administration costs also rose by \$53,654 reflecting the investment in IT and marketing as part of the BBM business combination of KNC, LMNC and MMNC.

A detailed analysis of income and expenses is as follows:

INCOME

Income for the financial year ended 30th June 2018 was \$5,342,211 an increase of \$2,373,323. Most of this increase is attributable to plan management services provided under the National Disability Insurance Scheme ("NDIS").

Sources of grant funding were:

- Commonwealth Department of Health \$913,966 for people over 65 years of age - Home Modifications, Home Maintenance, Social Support, Social Transport and Domestic Assistance
- Commonwealth Department of Health, \$59,384 for the Community Visitor Scheme
- NSW Department of Family & Community Services \$652,561 for community development and the provision of neighbourhood centres and related services.
- Nepean Blue Mountains Local Health District \$230,535 for the Blue Mountains Palliative Support Service and the Vale Street Social & Wellbeing program.
- NSW Department of Ageing Disability & Homecare \$64,953, which includes brought forward grant income. This funding for the Aboriginal Flexible Respite program and the Older Parent Carers program ceased during the year as those services were transitioned to the NDIS, reflecting a decrease in grant income from ADHC.
- NSW Fair Trading \$24,245 for the No Interest Loans Scheme.
- NSW Department of Premier and Cabinet \$23,776 for the Community Building Partnership 2017 program

- NSW Department of Planning & Environment \$23,000 for the NSW Arts & Cultural projects.
- Blue Mountains City Council \$12,550 for the Create Arts Program and contribution to the Katoomba, Lower Mountains and Mid Mountains Neighbourhood Centres' community development programs.
- NSW Department of Education \$9,497 for vacation care activities for children aged between 5 and 12 years old.
- NSW Department of Education Inclusion Support \$3,864 for special needs children in Out of School Hours Care.
- Good Shepherd Microfinance \$3,825 for the No Interest Loans Scheme, and
- Several other grants of \$2000 or less from various sources including the DIISRTE Australian Apprenticeships Scheme, NSW Department of Justice (graffiti removal project), NSW FaHCSIA (No Interest Loans Scheme) and NSW Clubs Grant scheme.

Other sources of income were:

- NDIS Plan Management Income \$2,271,256, offset by NDIS Plan Management Payments.
- DEEWR childcare reductions \$116,847 paid to KOOSH based on individual parent's income level and the daily fee charged.
- Fees received for services \$786,923 including Childcare fees \$190,037, Home Modifications & Maintenance fees \$246,189, NDIS service fees \$278,394, and
- Other income of \$80,311 including Donations \$22,513, Fundraising \$16,192 and Interest and Dividends \$21,824.

EXPENSES

Total expenses for the financial year was \$5,339,3087, an increase of \$2,373,311. Most of this increase is attributable to plan management services provided under the National Disability Insurance Scheme, as well as the overall growth

in business as reflected in the income figures above.

Expenditure consisted of:

- Employment expenses \$2,192,259, an increase of 14%
- NDIS Plan Management payments \$2,287,994 offset by NDIS Plan Management income.
- Program and Services expenses \$540,923, an increase of 8% on last year.
- Administration and occupancy costs \$290,578 an increase of 23% on last year.
- A one-off Investment in the Business combining of KNC, LMNC and MMNC of \$108,185, and
- Other Expenses \$27,555 an increase of 16% on last year.

I would like to thank the Finance team, Carole, Leigh and Neil, for their continuing professionalism and dedication during quite a challenging year in the Finance department as we grappled not only with significant business growth, but also the integration of the finance functions of three quite different organisations. Your assistance has been invaluable.





BELONG BLUE MOUNTAINS (Previously trading as: Katoomba Neighbourhood Centre Inc.)

ABN: 59 334 227 797

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

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BALANCE SHEET
STATEMENT OF CASH FLOWS
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STATEMENT BY MEMBERS OF THE COMMITTEE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
AUDIT CERTIFICATE

Committee's Report

For the year ended 30 June 2018

(Previously trading as Katoomba Neighbourhood Centre Inc.) for the financial year ended 30 June committee members submit the financial accounts of the Belong Blue Mountains Your

Committee Members

The names of committee members at the date of this report are:

Ruth Bennett

Mahalya Middlemist

Susan Atherton

Wendy Holland

Elizabeth Thornton

Donald McGregor Maria Katrivesis

David Caton

Robert Firth

Warwick Fuller

Gregory Birtles

Leanne Kent

Principal Activities

The principal activities of the association during the financial year were: Provision of Community

Significant Changes

Mountains Neighbourhood Centre Inc ("LMNC") and Mid Mountains Neighbourhood Centre Inc ("MMNC") to Katoomba Neighbourhood Centre Inc ("KNC") for all activities and services. KNC approved at The significant event during this reporting year saw the novation of funding contracts from Lower took up the activities and services of these two associations, with the staff of these associations As requested by funders, Katoomba Neighbourhood Centre Incorporated changed its name to Belong Blue Mountains Incorporated during this period. The figures being reported in these financial statements include the financial results of LMNC and MMNC for the 12 months ending 30 June 2018. LMNC and MMNC accordingly applied for voluntarily wind up of their Associations in line with the Associations Incorporations Act 2009. There were no other significant changes in the nature of activities during the year. transferred to KNC. The novation of contracts and transfer of funding and staff was special meetings of members of both LMNC & MMNC. As requested by funders

For further information refer Note 7 to the financial statements.

Operating Result

The combined deficit/(loss) from ordinary activities amounted to:

Year ended	30 June 2017	89	77,936
Year ended	30 June 2018	s	(105,283)

Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) ABN 59 334 227 797 Committee's Report

For the year ended 30 June 2018

Signed in accordance with a resolution of the Members of the Committee on:

Ruth Bennett

Mahalya Middlemist

Income and Expenditure Statement For the year ended 30 June 2018

no nonia mod am io	0.00		
	2018	2017	
	s	ss	1
Income			
Grant funding - FACs	652,561	628,717	
Grant Funding - Dept of Health	973,350	992,513	
Grant Funding - Dept. of Ageing & Dis.	34,931	241,057	
Grant Funding - Nepean BMLHD	230,535	219,214	
Other Grant income	119,241	120,790	
Fee income	903,770	587,212	
Plan Management Income	2,271,256	149,503	
Transfers to/(from) provisions	76,256	3,214	
Other Income	80,311	97,411	
Profit on sale of assets		4,303	
Total income	5,342,211	3,043,934	
Expenses			
Administration costs	290,578	236,924	
Other costs	27,555	23,701	
Business combination related expenses	108,185		
Plan management expenses	2,287,994	287,972	
Program costs	540,923	500,468	
Salaries - ordinary	2,192,259	1,916,933	
Total expenses	5,447,494	2,965,998	
Profit (loss) from ordinary activities before income tax	(105,283)	77,936	
Income tax revenue relating to ordinary activities			
Net profit (loss) attributable to the association	(105,283)	77,936	
Total changes in equity of the association	(105,283)	77.936	
Opening retained profits	524,357	446,421	
Net profit (loss) attributable to the association	(105,283)	77,936	
Closing retained profits	419,074	524,357	

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Assets Current Assets Cash assets Receivables Inventories	Note 2018 S S S S S S S S S S S S S S S S S S S	\$ \$ 864,889 63,051 12.819	\$ \$ 1,072,204 87,286 12,819
Other Total Current Assets Non-Current Assets Property, plant and equipment Total Non-Current Assets	e. 4	2,721 943,480 97,392 97,392	8,697 1,181,006 76,085
Total Assets Liabilities Current Liabilities Payables Provisions Total Current Liabilities	1,04 5 18 6 32 51	1,040,872 187,318 324,960 512,278	1,257,091 264,930 276,744 541,674
Non-Current Liabilities Financial liabilities Provisions Total Non-Current Liabilities Total Liabilities	9 10 8	28,921 80,599 109,520 621,798	14,569 176,491 191,060 732,734
Net Assets Members' Funds Retained earnings Net current year surplus/(deficit) Total Members' Funds	S2 (10 (10 +41)	524,357 (105,283) 419,074	\$24,357 446,421 77,936 \$24,357

Statement of Cash Flows For the year ended 30 June 2018

2018

Cash Flow From Operating Activities

to Suppliers and employees rovided by (used in) operating activities	Receipts from funding bodies and other sources of income	5,372,422
	ayments to Suppliers and employees	(5,527,895)
	Net cash provided by (used in) operating activities (note (a))	(155,473)

Cash Flow From Investing Activities

Purchase of motor vehicles	(51,842)
Net cash provided by (used in) investing activities	(51,842)
Net increase (decrease) in cash held	(207,315)
Cash at the beginning of the year	1,072,204
Cash at the end of the year	864,889

(a) Reconciliation Of Net Cash Provided By/Used in Operating Activities To Operating Profit/(Loss) After Income Tax

Operating profit/(loss) after income tax	(105,283)
Depreciation expense	30,535
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:	
(Increase) decrease in trade debtors and other assets	30,211
Increase (decrease) in trade creditors and accruals	(72,012)
Increase (decrease) in other creditors	(2,600)
Increase (decrease) in employee entitlements	52,986
Increase (decrease) in financial liabilities	(86,310)
Net cash provided by (used in) operating activities	(155,473)

Notes to the Financial Statements For the year ended 30 June 2018

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act of New South Wales. The committee has determined that the association is not a reporting entity. The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets. The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Property, Plant and Equipment (PPE)

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

(b) Impairment of Assets

impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been income statement.

(c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

(d) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reasonably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(e) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

Notes to the Financial Statements For the year ended 30 June 2018

(f) Revenue and Other Income

Revenue comprises of revenue from grant income, child care centre operations, NDIS services, home modification and maintainence services, donations, bank interest and other income.

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised when received.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (OST).

(g) Goods and Services Tax (GST)

expense. Receivables and payables in the assets and liabilities statement are shown inclusive of amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the Revenues, expenses and assets are recognised net of the amount of GST, except where the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the

(h) Trade and Other Payables

goods and services received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of Trade and other payables represent the liability outstanding at the end of the reporting period for recognition of the liability.

(i) Income Tax

The Association is a registered charity and is exempt from income tax in accordance with Section 50-B of the Income Tax Assessment Act 1997. The Association holds deductible gift recipient status.

Effect of changes in Accounting Policy

Belong Blue Mountains Inc. changed its accounting policy during the reporting period to consolidate the financial positions of both LMNC and MMNC. The financial effect of this change in accounting policy has been to to consolidate both LMNC and MMNC's 30 June 2018 Profit and Loss Statements and Balance Sheets within Belong Blue Mountains Inc. In addition, all comparative balances for Belong Blue Mountains Inc. have been restated to reflect the business combination for the 30 June 2017 financial year.

Notes to the Financial Statements For the year ended 30 June 2018

֡

2017

Note 2: Receivables

Current

87,286	87,286
63,051	63,051
ebtors	
Trade de	

Note 3: Other Assets

Current

8,697	8,697
2,721	2,721
Other	

Note 4: Property, Plant and Equipment

Motor vehicles:

84,219	(8,134)	76,085	76,085
136,061	(38,669)	97,392	97,392
- At cost	- Less: Accumulated depreciation		

Note 5: Payables

Unsecured:

264,930	187,318	
264,930	187,318	
35,164	34,763	Auspiced funds
25,683	20,083	ayroll liabilities
80,963	78,082	Uncarned grant income
123,120	54,390	- Accounts payable

Notes to the Financial Statements For the year ended 30 June 2018 018

Note 6: Provisions

Current

276,744 324,960 Employee entitlements

Non Current

70,025	106,466	176,491
60,444	20,155	80,599
Employee entitlements	Sundry provisions	

There were 48 employees at the end of the year

inc., the Lower Mountains Neighbourhood Centre inc. and Mid Mountains Business combination of the Katoomba Neighbourhood Centre Neighbourhood Centre Inc. Note 7:

During the financial year, the Katoomba Neighbourhood Centre Inc. ("KNC") Lower Mountains Neighbourhood Centre Inc. ("LMNC") and the Mid Mountains Neighbourhood Centre Inc. arrangement was passed by the members of LMINC and MMINC by way of special resolutions to support in principle the business combination and to then voluntarily wind up both LMNC and MMNC in accordance with the Associations Incorporations Act 2009, effective 1 July 2018. Neighbourhood Centre Inc. ("LMNC") and the Mid Mountains Neighbourhood Centre ("MMNC") came together to create a combined service known as, Belong Blue Mountains Inc.

As part of the coming together process employees and payroll of LMNC and MMNC were transferred to KNC on 2 May 2018 including the liability for employee entitlement of \$189,172 recognised by KNC on that date.

The total administrative cost of amalgamating KNC, LMNC and MMNC was \$108,185 of which \$63,879 was contributed by KNC, \$29,888 by MMNC and \$14,419 by LMNC.

As at 30 June 2018, \$21,680 cash balance remains within MMNC in relation to auspiced funds and net assets of LMNC is nil.

The voluntary winding up and distribution of assets to Belong Blue Mountains Inc. of both LMNC and MMNC was approved by Fair Trading NSW on 11 September 2018.

Since the end of the financial year Katoomba Neighbourhood Centre Inc. changed its name to Belong Blue Mountains Inc. as part of the business combination with LMNC and MMNC.

Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood Centre Inc.) ABN 59 334 227 797 Statement by Members of the Committee

For the year ended 30 June 2018

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

- Presents fairly the financial position of Belong Blue Mountains Inc. (Previously known as Katoomba Neighbourhood Centre Inc.) as at 30 June 2018 and its performance for the year ended on that date.
- At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due. ci

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Ruth Dennett

Drogen wat

Mahalya Middlemist

12000

The accompanying notes form part of these financial statements.

Belong Blue Mountains Inc. (Previously trading as Katoomba Neighbourhood independent Auditor's Report to the Members Centre Inc.) ABN 59 334 227 797

Report on the Audit of the Financial Report

Opinion

Members of the Committee, Income and Expenditure Statement, Balance Sheet and Statement of Cash Flows as at 30 June 2018, a summary of significant accounting policies and the certification We have audited the financial report of Belong Blue Mountains Inc. (Previously trading as by members of the committee on the annual statements giving a true and fair view of the financial Katoomba Neighbourhood Centre Inc.) (the association), which comprises the Statement by position and performance of the association. In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2018 and [of] its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 2009.

Basis for Opinion

Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

financial report has been prepared to assist the association to meet the requirements of Associations Incorporation Act 2009. As a result, the financial report may not be suitable for We draw attention to Note 1 to the financial report, which describes the basis of accounting. The another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

accordance with the financial reporting requirements of the Associations Incorporation Act 2009 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to The committee is responsible for the preparation and fair presentation of the financial report in

to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the In preparing the financial report, the committee is responsible for assessing the association's ability association or to cease operations, or has no realistic alternative but to do so.

Independent Auditor's Report to the Members

Auditor's Responsibilities for the Audit of the Financial Report

that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that an audit conducted in accordance with the Australian Auditing Standards will always detect a individually or in the aggregate, they could reasonably be expected to error and Misstatements can arise from fraud or influence the economic decisions of users taken on the basis of this financial report. material misstatement when it exists, considered material if,

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for Identify and assess the risks of material misstatement of the financial report, whether one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of exists related to events or conditions that may cast significant doubt on the association's we are required to draw attention in our auditor's report to the related disclosures in the ability to continue as a going concern. If we conclude that a material uncertainty exists, accounting and, based on the audit evidence obtained, whether a material uncertainty conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to financial report or, if such disclosures are inadequate, to modify our opinion. Our continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

? Signed on:

0/00

William Fomiczek T.I.P.A., Registered Company Auditor 1425

66 Emu Plains Rd Mt Riverview 2774

William Tomiczek & Associates