



Annual Report 2018 - 2019

OUR VISION, OUR PURPOSE, OUR VALUES

OUR VISION

*Building a stronger community together
a safe, harmonious, socially connected
and informed community.*

OUR PURPOSE

WE WORK COLLABORATIVELY TO ACHIEVE OUR VISION BY:

- Improving wellbeing and empowering individuals and families to live independently as a part of the community.
- Supporting individuals to make their own positive lifestyle decisions.
- Providing high quality services, facilitating localised innovating solutions, and advocating for the community.
- Harnessing community strengths to enhance community cohesion.
- Concentrating resources in our community to help build social inclusion and reduce marginalisation.

OUR VALUES

OUR VALUES AND BELIEFS CENTRAL TO ALL WE DO AT RIVERSTONE NEIGHBOURHOOD CENTRE ARE:

Respect - we treat others as we would like to be treated. We honour each other's strengths, potential, experiences, views, time and contributions.

Integrity - We are honest, authentic, transparent and accountable in our work.

Inclusion - We welcome and include all.

Sustainability - We operate effectively to support and maintain the highest standards and remain functional for the community.

Equity - We treat each person as an individual and apply fairness and justice to all we do.

MESSAGE FROM THE PRESIDENT

OTTO HENFLING

It gives me great pleasure to introduce this annual report for Riverstone Neighbourhood Centre (RNC) which outlines some of the great work undertaken by RNC and its staff.

The past year has been a busy year for RNC and its staff. Last year saw some adjustments in our funded programmes as some programmes came up for re-funding by Government. In an environment where the vast bulk of funding comes from Government from time-to-time the funding changes as some programmes don't get refunded or refunded for a different amount and new programmes may become available.

With both State and Federal elections occurring in the first half of 2019, RNC hosted a forum of local agencies to consider the growth forecast for the North-West Sector (which includes Riverstone) and the infra-structure and support services required to support the ten's of thousands of new residents moving in over the next few years not to mention the hundred's of thousands over the next few decades.

RNC continues to support countless members of the community in a variety of ways through a variety of programmes and continues to prove its importance in the local community. Apart from the programmes it runs RNC organises or engages with a number of local function and festivals including running another very successful NAIDOC celebration to honour and respect the traditional owners of the lands RNC works and operates on.

Finally, I want to thank Angela and the team at RNC for their dedication and hard work of the last 12 months as well as my colleagues on the RNC Management Committee who provide of their time and expertise very generously and very tirelessly.

Otto Henfling
President
RNC Management Committee



*Creativity is intelligence
having fun.*
ALBERT EINSTEIN

MESSAGE FROM CEO

2018-2019 was another productive and exciting year for Riverstone Neighbourhood Centre (RNC) and our wonderful community! It is hard to believe another year has quickly passed and we report on our achievements for the last financial year.

Our staff have strived to deliver quality services, particularly to our most vulnerable residents, with a strong focus on accountability and continuous improvement. We have a commitment to serving the people of Riverstone and surrounding suburbs within the Blacktown North West Precinct. This is a dynamic and rapidly growing precinct, capturing a significant proportion of the Sydney North West Growth Area. As we see our landscape change from rural land to residential development, we also see the strength of diversity in our new neighbourhoods. Rapid growth brings with it unique challenges, as we need to provide services and opportunities to many more people within our existing resources. We continue to advocate for significant investment for the social infrastructure needs of our precinct, and to ensure services are based locally and are easily accessible to our most vulnerable residents.

RNC has successfully faced numerous challenges over the last year, particularly as we transition to new programs as part of the Department of Communities and Justice TEI reforms, the National Aged Care Quality Standards, decreased access to space for community programs and activity while our youth centre was being refurbished, and a funding environment that makes it increasingly difficult to secure appropriate resources for our growing community.

Within that continuously changing environment, our staff have delivered valued and meaningful services and programs. We continue to build trusting relationships with our clients, volunteers, funders, sponsors, donors, and stakeholders. The data shown throughout this annual report highlights the continued importance of our services as numbers accessing RNC continue to increase.

KEY ACHIEVEMENTS

2018-2019 had a strong focus on investing in our volunteers, developing an improved induction process, and offering more training opportunities. We convey our heartfelt gratitude to all our volunteers (currently numbering 28) who give their time and skills generously throughout the year. We were delighted to see our volunteers recognised, with Don Goodship awarded the NSW Community Service Award and the Blacktown City Senior Citizen of the Year Award, and Cassie Spiteri who was awarded the ZEST Volunteer of the Year Award. We congratulate both Don and Cassie for their awards, and know how fortunate we are to have so many more volunteers who continue to support RNC and our community, all deserving recognition!



We have successfully supported four student placements throughout the year, and are proud of the new partnerships we have formed, particularly focusing on domestic violence support, youth health, mental health, antenatal services, faith based organisations and local businesses. These partnerships have seen an increase in the number of people accessing our centre along with opportunities to secure resources, donations and sponsors for the many important initiatives that we deliver. We thank all of funders, sponsors, donors, stakeholders and local businesses that have generously supported our work. Without this contribution RNC would not be able to deliver the wonderful outcomes we see reported in this Annual Report.

Our events continue to offer a diverse array of opportunities for many people in our community to connect, meet others, and “belong”. Our NAIDOC event was our biggest ever, with over 500 people in attendance, including 28 stakeholder organisations. As we evolve and transition our services to meet the demands of funding changes, we will need to explore new opportunities to continue providing resources for our much loved/ valued local events. Our evaluation data shows that more of our people have limited financial resources and opportunities to share in community activities, and rely on our local and free activities to be able to have at least some social connection with others.

We are also seeing more people identify with challenges to meet the daily cost of living and not having resources for any “extras” in their weekly budget. The data demonstrates that the role of RNC, a local neighbourhood centre becomes even more critical to ensure we build a connected and inclusive community.

I would like to thank our Management Committee for their ongoing support throughout the year.

A final word of gratitude, to the wonderful staff of RNC, who continue to deliver quality services and programs, focused on meaningful activity and outcomes for people in our community. They may be small in number, but their passion, stubborn determination to succeed with a “can do” attitude inspires me daily.

I hope you enjoy reading our 2018-2019 Annual Report!



PARTNERSHIP QUOTE

"We would like to thank you for the support and assistance to our home over the years. We benefited in many ways, the emotional and physical well-being of our residents has improved by their participation. We appreciate the partnership and hope to continue this into the future.
With love, Quakers Hill Nursing Home."

FAMILY AND COMMUNITY CONNECTIONS

1,429,527
INFORMATION, REFERRAL
AND SOCIAL MEDIA

27,511
COMMUNITY SPACE
BOOKINGS

431

EMERGENCY RELIEF AND CASE MANAGEMENT

11,362
NO. OF TIMES COMMUNITY
ACCESSED OUR
PROGRAMS/ACTIVITIES



UNIQUE STRENGTHS:

- OUR ENDURING COMMITMENT TO OUR COMMUNITY AND THE ENDLESS DESIRE TO SUPPORT POSITIVE GROWTH FOR ALL
- OUR DEDICATION TO CONTINUAL IMPROVEMENT EACH YEAR AND CONSTANTLY SEEKING NEW OPPORTUNITIES TO FURTHER STRENGTHEN WHAT WE DO
- PROVIDING GREATER ACCESS TO A WIDER RANGE OF SERVICES THROUGH OUR IN REACH PROGRAM

THINGS WE ARE MOST PROUD OF:

CONTINUING OUR LEGACY OF
'BUILDING A STRONGER COMMUNITY TOGETHER'

PARTNERSHIP QUOTES

"Everything you do is amazing, we love working with you"

"This program has had a massive impact on our students who sometimes don't have opportunities to develop real life experience"

"This event was great to be a part of, we are never sure how open events will turn out, but this has been easy and really positive"



HOW WE SUPPORT OUR COMMUNITY

INFORMATION AND REFERRALS
EMERGENCY RELIEF
CASE MANAGEMENT
ADVOCACY
YOUTH PROGRAMS
PARENTING PROGRAMS
PLAYGROUP
FINANCIAL SUPPORT
COMMUNITY EVENTS

TRAINING AND DEVELOPMENT OPPORTUNITIES
HEALTH AND WELLBEING CLASSES
FACILITATING KOORI INTERAGENCY
FACILITATING RIVERSTONE INTERAGENCY

CASUARINA LIFE SKILLS PROGRAM

This program has been developed in partnership with the Casuarina School in Riverstone to give young people an opportunity to develop real life skills and experience. This year students completed training in Barista skills and Safe Food Practices which led them to them develop and run a weekly coffee service at the Centre.

This program aimed to develop leadership, confidence, social skills, empowerment and a sense of belonging in our young people. Teachers from Casuarina state that this program offers services to students the school cannot and as a result they have seen an increase in social skills, health and hygiene, empathy and safety. 15 year old program participant says the program 'helps him to be strong' and has also taught him that 'people are nice'

TEAM LEADER: VANESSA SOKALIK

KEY ACHIEVEMENTS

- PROVIDING SERVICES WHICH ARE BASED ON OUR COMMUNITIES NEEDS
- SUCCESSFUL EVENTS WHICH ALLOWED FOR MORE CONNECTION WITH OUR COMMUNITY
- ESTABLISHING A NEW PLAYGROUP WHICH HAS FLOURISHED
- DEVELOPING TRAINING AND DEVELOPMENT OPPORTUNITIES
- WHICH RESULTED IN 243 PEOPLE GAINING NEW SKILLS
- DELIVERING PROGRAMS IN LOCAL SCHOOLS

243

PEOPLE GAINED
NEW SKILLS

OUTCOME STORY

Client A is a local young person (teen) who was unemployed and couch surfing, with no family supports. Client A felt there were limited prospects and life challenges were insurmountable. We supported client A to develop desired goals, and a plan to achieve those goals. Identified priorities for Client A was to become financially independent, self sufficient and safe. This would be achieved by securing stable accommodation, full time employment and a drivers licence. Our case worker supported Client A to access important youth housing services. This allowed the client to have a regular, safe home and was an important foundation to build on further life goals. Client A was also supported with emergency relief services, providing essential items such as food and vouchers, allowing the client to navigate and secure essential living items in a time of crisis. Client A was supported to access clothing for work and build skills and confidence for job interviews. Client A secured full time employment in the City.

Client A was also supported to access discounted driving lessons. A significant challenge for this client was the requirement to log 120 hours of driving with a licenced driver. This seemed an impossible task for a young person without family support. With our support and discounted lessons Client A is now well on the way to completing the 120 hours as a learner driver. Client A has returned to our Centre to share the wonderful progress, the energy, enthusiasm and confidence gained. Our client was thrilled to see that with the right support from services, and perserverance the desired goals were all met. Client now says the future looks bright and is busy living a productive and meaningful life.



AGEING, DISABILITY AND WELLNESS

15,651

HOURS OF
SOCIAL SUPPORT

5,034

OCCASIONS OF
SERVICE

143

CLIENTS

SOCIAL SUPPORT PROGRAM

"COMMUNITY IS MUCH MORE THAN BELONGING TO
SOMETHING; IT'S ABOUT DOING SOMETHING TOGETHER
THAT MAKES BELONGING MATTER."

- BRIAN SOLIS

UNIQUE STRENGTHS

- OUR ACTIVITIES ARE DESIGNED TO PROMOTE PHYSICAL AND EMOTIONAL WELL-BEING WHILE ENCOURAGING INDEPENDENCE AND ACTIVE AGEING.
- OUR PERSONAL CONNECTION TO OUR CLIENTS ENSURES WE PROVIDE FLEXIBLE INDIVIDUAL SUPPORT.
- OUR SMALL BUT DEDICATED TEAM PRIDE THEMSELVES ON ALWAYS PROVIDING SUPPORT AND CARE TO THE HIGHEST STANDARD.
- OUR SOCIAL SUPPORT SERVICES FOCUSES ON THE ENABLEMENT APPROACH BY GIVING PEOPLE THE OPPORTUNITY TO REMAIN ACTIVE IN THEIR LOCAL COMMUNITY, ACHIEVE NEW GOALS, BE CREATIVE, LEARN NEW SKILLS, ENJOY SOCIAL AND RECREATIONAL ACTIVITIES.



THE SHED
MEN'S SOCIAL SUPPORT PROGRAM

Connecting Men of THE SHED
TUESDAY, WEDNESDAY AND THURSDAY
9:00AM TO 1:00PM
Park Street, Newcastle

\$5 per client

SENIORS STEADY & SAFE WORKSHOP

Take all your Seniors
Join us for a hands-on workshop
where you will learn how to
use a variety of tools and
equipment to create a range of
useful items. This is a hands-on
workshop for all ages.

WEDNESDAY, 20TH MARCH
10AM TO 1PM
Morning tea and lunch provided

HEALTH

The further information on the support program
please contact us on 0800 00 00 00

PATCHWORK

EVERY THURSDAY
9:00AM - 12:00PM
Park Street, Newcastle

Come along to our hands-on patchwork group
bring your own patch or start a new one.
We will provide all the materials and tools.
No experience necessary. All welcome.
Patchwork is a great way to meet new people
and learn new skills.

\$5 per client

MULTICULTURAL GROUP

Learn about different cultures and traditions
from around the world. This is a hands-on
workshop for all ages.

WEDNESDAY 11:00AM TO 12:30PM
FRIDAY 10:00AM TO 11:00AM

\$5 per client

OVER 50'S EXERCISE GROUP

EVERY WEDNESDAY
9:30am - 10:30 am
at Riverstone Neighbourhood Centre
Park Street, Riverstone

FREE
Suitable for all ages

TAI CHI

Learn about different cultures and traditions
from around the world. This is a hands-on
workshop for all ages.

HOW WE SUPPORT OUR COMMUNITY

SOCIAL SUPPORT
HOME VISITS
ACCOMPANIED SHOPPING
MEDICAL TRANSPORT
INFORMATION AND REFERRALS

MENS SOCIAL SUPPORT PROGRAM: THE SHED

FRIENDSHIP PROGRAM
RESPITE DAY
PATCHWORK PROGRAM
CARD MAKING PROGRAM
KNITTING PROGRAM
MUSIC PROGRAM
EXERCISE PROGRAM
COMMUNITY GARDEN
MULTICULTURAL PROGRAM
COFFEE CLUB
COMMUNITY VISITORS SCHEME

TEAM LEADER: LORRAINE WEST

Laurina's Journey...

I first saw an advertisement in the newspaper for an over 55's exercise class and I made the bold decision to step out of my comfort zone and join, one of my best decisions. I was 67 and had never done any exercise previously not even walking but today I walk 6/8 kms a day and still attend the class twice a week 5 years later. I have suffered with severe depression for many years and have always been a shy person but the class has given me a place where I can be myself, feel accepted and respected and most of all it's lots of fun. My fitness has improved so much, my doctor was so happy with my results he reduced my medication and advised me to "keep doing what you're doing because it's working for you". The improvement in my self-esteem and confidence has allowed me to feel better about myself and I am now a volunteer at RNC and my role is to assist the exercise class with the administration etc and support & encourage any new people to feel safe and included.



MEN'S SOCIAL SUPPORT PROGRAM

WHAT THE SHED MEANS TO ME

"The men's program at The Shed has given me a sense of community and companionship and I have been able to learn different things like woodwork and gardening. If I wasn't here I'd probably be at home so it's keep me activated and occupied. It's a great community program and community centre." - David

"Going to the Shed is made worthwhile not only by the other men but also the staff, they play a major role in making us feel good." - Frank

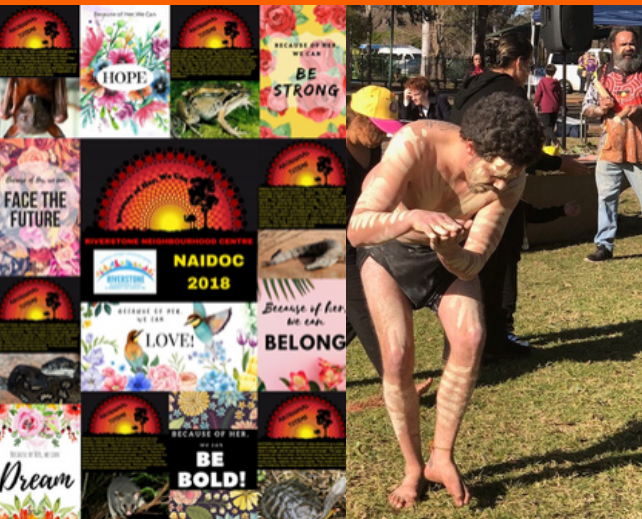
*"The men's program has made a big impact on my life, before I would be very much on my own and kept to myself. However, since joining The Shed I have felt like I am part of a group where I belong and I'm not so much by myself. I am happy when I am able to help the other men whenever I can. Our Men's Health week outing to Del Rio was really great and very peaceful. I enjoyed being with everyone and having a chance to relax."
- Michael*



COMMUNITY EVENTS

NAIDOC: Because of Her We Can

A fantastic community event celebrating and highlighting aboriginal culture. NAIDOC is an opportunity for community members to experience aboriginal culture and this year we had a great choice of activities incorporating aboriginal: message sticks, art, beading, wooden jewellery painting, because of her pamper tent, seed planting. Maluerindi came and entertained us with dances and didgeridoo performances, ochre painting and indigenous games. Other notable performances were given by Stacey Etal, Rhiannon and the Indigenous Choir. A huge thank you to Western Sydney Local Health District who contributed to the Aboriginal Health Tent and the health services that participated. The day was a great success with 530 people in the community visiting.



INTERNATIONAL WOMENS DAY



What could we do in our community to help build resilience, strength and gender balance?

"More events to bring community together", "Promotion of womens safety in the community", "Involve men in the community as champions of change for women", "Continue to have conversations like today, education is the key - connection together we are strong!", "More women - only opportunities like this today encourages growth and strength", "Free community events for people to meet each other.", "Have women's groups, programs and opportunities".

COMMUNITY CHRISTMAS



175 community members attended event. 83% met someone new. 92% learned more about other services or community facilities in their community. 100% of people found it worthwhile to attend this event. 100% felt more a part of their local community. 100% felt more accepting of other people in their community.

OUR AMAZING VOLUNTEERS *Thank You!*

May 20-26 we celebrated National Volunteer Week. The theme was "Making A World Of Difference". We recognise the amazing volunteers who contribute generously, working tirelessly, sharing the time, skills and passion for our community. We are delighted to see recognition of our award winning volunteers.



Don Goodship: Blacktown Senior
Citizen of the Year



Cassie Spiteri: Zest Award Outstanding
Volunteer - Community Leader

Frank has been volunteering with us for 25 years, he was drawn to the centre because he felt a sense of purpose in his volunteering role. He enjoys being a part of a group where he socialises each week and continues to support the organisation as it has had a positive impact on his life. If he didn't volunteer at the centre, he would just be at home alone with his two dogs and a cat. Before coming to RNC he stated that he used to feel frustrated and angry most of the time, after becoming involved in the centre, he noted that he became much calmer and was better able to communicate with people in a way that was no longer aggressive. He regards his most memorable moments as simply just coming in every week and volunteering at Friday Friendship Group. The achievement or contribution he is most proud of is the role he plays volunteering, especially the fact that he has been able to do so for the past 25 years!



OUR VALUED FUNDERS, SPONSORS AND DONORS

THANK YOU FOR
Building a stronger community together!



Australian Government
Department of Health

Department of
Social Services

Department of Prime
Ministers and Cabinet

Department of
Veteran Affairs

Mr. Michael Murray

Sciberras Produce and
Stockfeed

OUR VALUED PARTNERS

THANK YOU FOR

Building a stronger community together!

AASHA Australian Foundation Ltd.
Anglicare
Australia Red Cross
Australian Government Department of Health
Australian Unity
Department of Communities and Justice
Ability Links
Aboriginal Outreach Church
Alcoholic Anonymous
Blacktown City Council
Blacktown Womens and Girls Health Centre
Bunnings Marsden Park
Bunnings Rouse Hill
Casuarina School
Community Resource Network
Department of Education
Department of Human Services
Department of Prime Ministers Cabinet
Domestic Violence Court Advocacy
Easy Go Connect
Growing Potential
Guardian Funerals Blacktown
Hawkesbury Helping Hands
Hills Community Aid
Juvenile Justice
Kids Early Learning
LCSA
Lead Professional Development
Link to Home
Lions Club
Max Solutions
Meals on Wheels Blacktown
Merana
Mission Australia
Multicultural NSW
Muru Mittigar



NCOSS
NSW Western Sydney Local Health District
NSW Fire & Rescue Riverstone
Olympis Solutions
Parramatta Mission
Quakers Hill Police Area Command
Relationships Australia
Riverstone Family Medical Practice
Riverstone High School
Riverstone Public School
Riverstone Schofields Memorial Club
Riverstone Schofields RSL Sub Branch
Rotary Riverstone
Rouse Hill Times
Settlement Services International
St. John of God
Sydwest Multicultural Services
TAFE NSW
Target Automotive
Ted Noffs
The Good Egg
United Ability Links
Uniting
University of New England
Vineyard Church
WASH House
WAAT
Wentwest
Wentworth Housing
Wesley Mission
Western Sydney Community Forum
Western Sydney Family Referral Service
Western Sydney University
West Connect
Westir Ltd.
Youth Rezolutions
Your Town

FINANCIAL REPORT

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.
STATEMENT OF FINANCIAL POSITION
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash	12	276,780	263,908
Receivables	3	2,438	887
Other current assets	4	336	1,779
TOTAL CURRENT ASSETS		<u>279,554</u>	<u>266,574</u>
NON-CURRENT ASSETS			
Property, plant & equipment	5	<u>92,711</u>	<u>101,620</u>
TOTAL NON-CURRENT ASSETS		<u>92,711</u>	<u>101,620</u>
TOTAL ASSETS		<u>372,265</u>	<u>368,194</u>
CURRENT LIABILITIES			
Accounts payable	6	74,678	68,481
Provisions	7	<u>68,340</u>	<u>63,111</u>
TOTAL CURRENT LIABILITIES		<u>143,018</u>	<u>131,592</u>
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES		<u>-</u>	<u>-</u>
TOTAL LIABILITIES		<u>143,018</u>	<u>131,592</u>
NET ASSETS		<u>229,247</u>	<u>236,602</u>
MEMBERS FUNDS			
Accumulated Funds	8	<u>229,247</u>	<u>236,602</u>
		<u>229,247</u>	<u>236,602</u>

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Revenue from ordinary activities	2	711,850	714,994
Employee benefits expense		(474,155)	(468,458)
Client activities & volunteer expense		(8,807)	(12,175)
Depreciation and amortisation expense	5, 11	(22,247)	(20,892)
Other expenses from ordinary activities		(213,996)	(172,775)
Gain/(Loss) from ordinary activities before income tax expense		<u>(7,355)</u>	<u>40,694</u>
Income tax expense relating to ordinary activities		<u>-</u>	<u>-</u>
Gain/(Loss) from ordinary activities after income tax expense		<u>(7,355)</u>	<u>40,694</u>
Other Comprehensive Income			
Gain/(Loss) from ordinary activities after income tax expense		<u>(7,355)</u>	<u>40,694</u>

**RIVERSTONE NEIGHBOURHOOD CENTRE
AND COMMUNITY AID SERVICE INC.**

**AUDITOR'S INDEPENDENCE DECLARATION TO THE MEMBERS OF THE
GOVERNANCE COMMITTEE**

30 JUNE 2019

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019 there has been:

- i) no contraventions of the auditor independence requirements as set out in independence requirements of the Australian professional ethical pronouncements in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.


A J DEWAR
Registered Company Auditor

Signed this 28th day of OCTOBER 20 19
at PENRITH NSW 2750

**RIVERSTONE NEIGHBOURHOOD CENTRE
AND COMMUNITY AID SERVICE INC.**

**DECLARATION BY MEMBERS OF THE MANAGEMENT COMMITTEE
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2019**

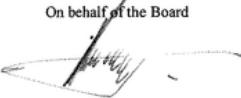
As detailed in the Statement of Accounting Policies in the Notes to the Accounts, the Corporation is not a reporting entity and these accounts are Special Purpose Financial Reports. These accounts have been drawn up in accordance with the accounting principles and methods prescribed by Statements of Accounting Policies and applicable Accounting Standards to the extent detailed in the Notes to the Accounts.

The Management Committee declares that:

- (a) The attached financial statements and notes thereto comply with the Associations Incorporations Act 2009 and applicable Australian Accounting Standards;
- (b) The attached financial statements and notes thereto give a true and fair view of the financial position and performance of the corporation; and
- (c) In the Management Committee's opinion, there are reasonable grounds to believe that the corporation will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the members of the Committee.

On behalf of the Board



(Signature)
Name: **Otto Henfling**
Member of Board

(Signature) 
Name: **Mark Turner**
Member of Board

RIVERSTONE, 28th OCTOBER, 20 19



**RIVERSTONE NEIGHBOURHOOD CENTRE
& COMMUNITY AID SERVICE INC.**

Sam Lane Community Complex
9 Park Street, Riverstone NSW 2765
Phone: 9627 3622 Fax: 9627 3225

www.riverstone.org.au