



RIVERSTONE

NEIGHBOURHOOD CENTRE
& COMMUNITY AID SERVICE INC.

Annual Report **2017 - 2018**

OUR VISION, OUR PURPOSE, OUR VALUES

OUR VISION

Building a stronger community together - 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 part of the community.
- Supporting individuals to make their own positive lifestyle decisions.
- Providing high quality services, facilitating localised innovative 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.

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

- **Inclusion** – *We welcome and include all.*
- **Respect** – *We treat others as we would like to be treated. We honour each other's strengths, potential, experiences, views, time and contributions.*
- **Equity** – *We treat each person as an individual and apply fairness and justice to all we do.*
- **Integrity** – *We are honest, authentic, transparent and accountable in our work.*
- **Sustainability** – *We operate effectively to support and maintain the highest standards and remain functional for the community.*

OUR VALUES

MESSAGE FROM THE PRESIDENT

OTTO HENFLING

I am pleased to present this Annual Report. This is my first Annual Report as President of the Management Committee and I am proud of the work of the Riverstone Neighbourhood Centre and its staff over the past 12 months.

This report articulates the work and achievements of the last 12 months very well and so I don't need to repeat here what has been expressed so well later in the report.

At the end of 2017 the members of the Riverstone Neighbourhood Centre unanimously agreed to commit Riverstone Neighbourhood Centre into a long-term partnership with Growing Potential Ltd – a not-for-profit early childhood and allied health provider based in Blacktown. It was considered that with the changes occurring in the Riverstone area and beyond and the changes happening to funding a strong link was required to ensure the longer term viability of Riverstone Neighbourhood Centre. The partnership is still developing but already Riverstone Neighbourhood Centre has benefitted from corporate support from Growing Potential Ltd in the areas of audit and quality assurance, legal support and regular meetings between the CEO of Riverstone Neighbourhood Centre and the Managers, Executive and CEO of Growing Potential Ltd. Both organisations look forward to a long and fruitful relationship.

Riverstone Neighbourhood Centre continues to deliver a myriad of services to the community and beyond and does so on a very tight budget. It is a credit to all the staff that the Centre continues to deliver the services and programmes it does and continues to positively impact the number of local residents it does so well.

I would like to thank the Centre CEO, Angela Van Dyke, and her amazing team for their hard work and dedication during the past 12 months. I also would like to take this opportunity to thank my colleagues on the Management Committee for their hard work and support of the team. In particular I would like to thank Robyn Inskip, the former President of the Committee, for her dedication and hard work during her tenure as President and her ongoing support of me and of Angela.

"Love the Centre and love everyone here. I did not realise how great the centre is and how much everyone cares. Thank you."

CLIENT QUOTE

"Would be lost without the wonderful staff."

CLIENT QUOTE



CHIEF EXECUTIVE OFFICER

We are delighted to be able to share our 2017-2018 journey, acknowledging the challenges in the midst of reforms and change, the successes of our people and community, and the excitement about our future together.

It has been a year of significant change at Riverstone Neighbourhood Centre. We have invested heavily to enhance our governance and accountability systems, refined our financial controls, upgraded our IT, telecommunications and security systems. These changes place the organisation in a stronger position to remain viable, accountable and enable sustained growth into the future.

We have implemented new recruitment and induction processes for staff, student placements and volunteers. We also implemented a program of continuous quality improvement, with a strong focus on our Workplace Health and Safety and risk management processes. This has enabled us to

ensure we secure a workforce that can best meet the growing needs of our fast growing community, deliver services and programs that produce valued outcomes, (particularly for vulnerable people) meet our accountabilities to regulators and funders whilst ensuring quality and safety underpins all that we do.

Riverstone Neighbourhood Centre sits within the Blacktown North West Precinct, and forms the majority of the suburbs for the Sydney North West Growth Area. In the past year we have witnessed significant change to our neighbourhoods as we move from greenfield sites to denser suburban neighbourhoods. The growing population places growing demand on infrastructure and services.

We have had a challenging year as maintenance and safety issues have emerged for our buildings. Our youth centre was closed from late March. We have been working with Blacktown City Council to rectify the issues of concern and ensure that when the centre re opens it will be a safe and inviting space for our community. We have created 2 new outreach rooms to improve access for residents to critical services.

We have been successful in having our funded programs extended. This enables us to continue providing valuable services and programs for our community. We have been engaging with the TEI Reform process and are excited at the opportunities to innovate and design new programs that align with the priorities of the reforms. We have been proactive in negotiating new partnerships that will enable the successful delivery of our new initiatives. We were delighted to engage our clients in focus groups with the University of Technology Sydney, as part of a research initiative to explore the viability of solar gardens.

Throughout this report you will read about the wonderful programs, services, group activities and events that we have delivered throughout 2017-2018. You will see some of the staggering data about the numbers of people accessing our service and the facilities of Sam Lane Complex. This data is testimony to the success of an organisation that may be small, but works diligently to deliver equitable access to all, maximise the assets that we have and build trusting partnerships that deliver important outcomes for our community.



Our success would not be possible without the significant support we receive from Blacktown City Council. Their continued commitment to Riverstone Neighbourhood Centre and particularly the buildings of the Sam Lane Complex ensures we build a stronger community together, one where everyone belongs and we share our commitment to a fair and equitable society.

I would like to thank all our funders and those who have made financial contributions to our service. None of our work would be possible without you. I would also like to thank the many organisations that have worked with us over the past year. We are fortunate to have so many wonderful services willing to collaborate with us.

As always, a heartfelt thank you to all our wonderful volunteers. We are so privileged to have so many people willing to give their time to support others. Sadly, we lost a few volunteers as they had increasing family caring responsibilities or became unwell themselves. To all our volunteers of 2017-2018, we say "thank you" for all that you have contributed. You make such a difference to our service and our community.

I am proud to have been part of an organisation with such a wonderful team of professionals who deliver so many valued programs and services for our community. Our staff describe this place as "magic" and when I think about what creates this feeling I realise it is the people.



Our philosophy is to serve to the best of our ability, adhere to the requirements of regulators and funders, and never leave someone with no options for assistance. We work daily within our organisations values and always strive to offer hope, particularly to those most vulnerable in our community.

Finally, a very important group of people that warrant significant recognition, our Management Committee. I am privileged to be working with such a professional group of people, who are genuinely passionate about people, both those working within the organisation and the community we serve. I thank you for your ongoing support, professionalism and valued guidance. All the amazing achievements and change processes were made possible because of you.



Looking back at year that was 2017-2018, I am so proud of our collective achievements, and I am so excited about the prospects for 2018-2019!

FAMILY & COMMUNITY CONNECTIONS

What an exciting time to be part of Riverstone Neighbourhood Centre as the new Family and Community Connections Team Leader!

This past year has been filled with new and exciting opportunities for change and growth in our community. Great effort and commitment has gone into evaluating and reviewing our services, conducting needs analysis, completing community consultation and initiating needed refurbishments.

The Family and Community Connections Team are humbled to have been able to support and work with the community through our case management services, emergency relief supports, specialised outreach services, community events and social groups.

We are all immensely proud of the relationships and partnerships which are being built and will continue to dedicate our hearts and energy towards our vision of providing meaningful services which meet the needs of the community and empower its members towards a brighter future.

The new year will bring with it new directions for RNC by offering new and inspiring programs and groups for children, young people and families as well as fun community celebrations. We are all looking forward to new shared experiences, moments of connection and new opportunities to strengthen our community.

817,949

INFORMATION, REFERRAL AND
SOCIAL MEDIA

644

EMERGENCY RELIEF AND
CASE MANAGEMENT

9,855

COMMUNITY SPACE
BOOKINGS

5,370

CLIENTS SERVICED BY OTHER
AGENCIES AT RNC

SUPPORTING LOCAL SERVICES BY FACILITATING THREE INTERAGENCIES

KOORI INTERAGENCY • RIVERSTONE INTERAGENCY
WESTERN SYDNEY MENS' AND RELATIONSHIPS SERVICES NETWORK

EVENTS HELD

INTERNATIONAL WOMENS DAY • OPEN DAY • HARMONY DAY •
NAIDOC WEEK • COMMUNITY CHRISTMAS • MEN'S HEALTH WEEK



TEAM LEADER: VANESSA SOKALIK

HOW WE SUPPORT OUR COMMUNITY

INFORMATION & REFERRALS

EMERGENCY RELIEF

CASE MANAGEMENT

ADVOCACY

YOUTH PROGRAMS

PARENTING PROGRAMS

BABY CLINIC

PLAYGROUP

FINANCIAL SUPPORT

COMMUNITY EVENTS

TRAINING AND DEVELOPMENT OPPORTUNITIES

HEALTH & WELLBEING CLASSES



OUTCOMES MATTER

A referral was made to RNC regarding a gentleman who has a mild intellectual disability. He was living in a verbally, mentally and financially abusive Domestic Violence relationship for many years.

He needed support to understand his rights, find alternative affordable accommodation and deal with his mental health concerns and manage a range of finance concerns.

With the support our partners we were able to locate emergency supported temporary accommodation. Over time we secured permanent accommodation which provided a safe and affordable place to call home.

RNC connected the client with other disability services to apply for access to NDIS, health services to address his mental and physical health needs and financial support services.

The client has stated 'he is now happier, more relaxed and feels a big change in his anxiety and depression, less stress and loves living in a clean and safe environment'.

*"Saving my life.....
and maybe a few
others lol"*

CLIENT QUOTE

*"Riverstone
Community
Centre has been an
invaluable source
of assistance to my
family especially with
food assistance when
we have fallen on
hard times."*

CLIENT QUOTE



AGEING, DISABILITY AND WELLNESS

It's been another busy year for our Aged, Disability and Wellness Team with record numbers of clients attending the many programs we have on offer. Our goal to provide quality, engaging and meaningful programs has been recognised with the positive feedback we have received from our clients and other services we have partnered with. We look forward to creating an environment that will continue to grow and evolve as our community needs change.

We are looking forward to adding some new and exciting programs which aim to offer opportunities for greater health outcomes and social interaction. We intend to have a stronger focus on wellness for our clients.

Thank you to all our hardworking staff and volunteers at RNC for your daily contributions to help support and improve the lives of many senior members in our community.

*"Alone we can do little,
together we can do so much"*
HELEN KELLER

164

CLIENTS

287

TRANSPORTS

3,259

VOLUNTEER HOURS

5,131

OCCASIONS OF SERVICE

16,745 HOURS

TOTAL EXTENT OF SERVICES

OUR SERVICE

SOCIAL SUPPORT • HOME VISITS • SOCIAL GROUPS • SHOPPING
TRANSPORT • MEDICAL TRANSPORT • ADVOCACY & REFERRALS

"Thank you I now feel more part of this Community!"

CLIENT QUOTE

OUR ACTIVITIES

MEN'S SHED
FRIENDSHIP GROUP
RESPITE DAY
CRAFT GROUPS
MUSIC GROUP
EXERCISE GROUP
COMMUNITY GARDEN
OUTINGS
MULTICULTURAL GROUP



TEAM LEADER: LORRAINE WEST



"Thank you very much for all your help through the year. Without our Volunteer I would not be able to do what I want for 2 hours during the week."

CLIENT QUOTE

"Had a great time, they help me get out of the house and meet new people."

CLIENT QUOTE



COMMUNITY EVENTS

Men's Health Week

The theme for this year's Men's Health Week was 'Making Healthy Connections'. We showcased this by holding an event where local older and younger males came together to interact and connect. The day started by pairing a younger and older man together and creating an opportunity where they could talk about each other's life story and build connection. Richard Bell spoke about using mindfulness, meditation and yoga as a strategy to help manage PTSD and other stress related mental health issues. Earthen Rhythms created an African Drum Circle where everyone was beating their drums and working together to create rhythmic music. An awesome event bringing people together in a fun and creative way.

62 YOUNG AND OLD MEN ATTENDED THE EVENT and survey results showed that they would incorporate what they learned from this event into their daily lives by:-

- **Being more social and meeting more people.**
- **Maintain connections that they already have.**
- **Be more present in their life.**
- **Give everyone a go.**
- **Talk to people about concerns, feelings and daily needs.**
- **Spend more quality time with family.**
- **Realising how easy it is to meet new people.**



International Womens Day

This years International Womens Day theme was Press for Progress. We were honoured to have three awesome women speak about their journey and thoughts about being an Australian woman.

- Maryam Zahid, who came to Australia as a refugee from Afghanistan now working in community services.
- Michelle Rowland MP Shadow Minister for Communications and Member for Greenway.
- Rona Elayan, Riverstone High School, School Captain.

All of these women are passionate about advocating for the rights and opportunities of women in Australia and their stories were both inspiring and motivational. The day highlighted the strengths of women, the challenges of women of all ages and whilst great progress has been



made there is still a way to go towards gender parity. The last song Tamara Govorko performed was "This Is Me" where we all celebrated the uniqueness and strength of women.

110 WOMEN ATTENDED
92% felt more connected to the community
91% felt more accepting of people in their community
85% met someone new
80% are more likely to get involved in local activities/groups

OUR AMAZING VOLUNTEERS *Thank You!*

Volunteer Appreciation Day

On 22 May 2018, Riverstone Neighbourhood Centre formally recognised the valuable contribution our volunteers have made to the centre over the last 12 months. As part of National Volunteers Week our volunteers were invited to attend a Sydney Harbour Cruise to enjoy scenic views and a 3 course lunch in a private dining suite. Our volunteers were made to feel like true VIP's as they soaked up the sun on a private balcony. It was wonderful to recognise the significant value our volunteers bring to our centre and community.



"I love what I do and am so glad I can give to others"

TONI TAYLOR

"As a volunteer I have really enjoyed the past year at RNC. I have grown as a person and helping people has unlocked my passion"

"I really appreciate the social aspect of volunteering and the opportunity for me to participate in the community"

PETER REFALO

"Yes as a volunteer I can guarantee you receive more than you give, especially in the way of friendship"

"Mateship is putting others first and making others have a better life style and hope for the future."



OUR VALUED FUNDERS & SUPPORTERS

THANK YOU FOR
Building a stronger community together!

Funded by the Australian Government Department of Health



Australian Government
Department of Social Services



Although funding for this service/activity has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

OUR VALUED PARTNERS

THANK YOU FOR *Building a stronger community together!*

Australian Government Department of Health
Australian Government Department of Social Services

Ability Options

Ability Links

Aboriginal Outreach Church

Afford Disability

Alcoholic Anonymous

Blacktown City Council

Blacktown Womens and Girls Health Centre

Budjery Many Playgroup

Bunnings Marsden Park

Bunnings Rouse Hill



Community Resource Network

Department of Education

Department of Human Services

Department of Prime Minister Cabinet

Domestic Violence Court Advocacy

Fitmums

Growing Potential

Guardian Funerals Blacktown

Hawkesbury Helping Hands

Hills Community Aid

Interrelate Counselling

Jump Dance

Lead Professional Development

Lions Club

Meals on Wheels Blacktown

Merana

Mt. Druitt Koori

Muru Mittigar Financial Counselling/NILS

Nepean Men's Shed

NSW Family & Community Services

NSW Family & Community Services Ageing,
Disability & Home Care

NSW Western Sydney Local Heath District

NSW Fire & Rescue Riverstone

Oz Red Cross

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

Schofields Public School

Sydney Multicultural Services

Target Automotive

The Blue Wren Foundation

Uniting

Vineyard Church

WASH House

Wentwest

Wentworth Housing

Wesley Mission

Western Sydney Family Referral

Western Sydney University

Western Sydney Local Health District Dementia Advisory
Service

Youth Rezolutions

FINANCIAL REPORT



In association with A.J. Dewar Accounting Services Pty Ltd.
ACN 150 714 808

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.

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

30 JUNE 2018

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there has been:

- i) no contraventions of the auditor independence requirements as set out in the 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 19th day of October 2018
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 2018

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 TURKEY
Member of Board

RIVERSTONE, 22ND OCTOBER, 2018

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.
STATEMENT OF FINANCIAL POSITION
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
CURRENT			ASSETS
Cash	12	263,908	258,747
Receivables	3	887	4,483
Other current assets	4	1,779	8
TOTAL CURRENT ASSETS		<u>266,574</u>	<u>263,238</u>
NON-CURRENT			ASSETS
Property, plant & equipment	5	101,620	67,860
TOTAL NON-CURRENT ASSETS		<u>101,620</u>	<u>67,860</u>
TOTAL ASSETS		<u>368,194</u>	<u>331,098</u>
CURRENT			LIABILITIES
Accounts Payable	6	68,481	91,377
Provisions	7	63,111	43,813
TOTAL CURRENT LIABILITIES		<u>131,592</u>	<u>135,190</u>
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES		<u>-</u>	<u>-</u>
TOTAL LIABILITIES		<u>131,592</u>	<u>135,190</u>
NET ASSETS		<u>236,602</u>	<u>195,908</u>
MEMBERS			FUNDS
Accumulated Funds	8	236,602	195,908
		<u>236,602</u>	<u>195,908</u>

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
Revenue from ordinary activities	2	714,994	885,694
Employee benefits expense		(468,458)	(453,866)
Client activities & volunteer expense		(12,175)	(102,160)
Depreciation and amortisation expense	5, 11	(20,892)	(19,935)
Other expense from ordinary activities		(172,775)	(307,982)
Gain/(Loss) from ordinary activities before income tax expense		<u>40,694</u>	<u>1,751</u>
Income tax expense relating to ordinary activities		<u>-</u>	<u>-</u>
Gain/(Loss) from ordinary activities after income tax expense		<u>40,694</u>	<u>1,751</u>
Other	Comprehensive		Income
Gain/(Loss) from ordinary activities after income tax expense		<u>40,694</u>	<u>1,751</u>



**Riverstone Neighbourhood Centre
& Community Aid Services Inc**

**Sam Lane Community Complex
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www.riverstone.org.au