

Annual Report 2019-2020

# **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

### LYN WALLACE

When we look back on our year that has been, what will we remember? Fire, Flood and of course the pandemic? Will we remember face masks, hand washing, social distancing or the dreaded isolation? I hope we remember the Aussie spirit that has helped us through, helping a mate, smiling at a stranger and always looking at the bright side.

Riverstone Neighbourhood Centre (RNC) staff stepped up their commitment to the community, displaying the true nature of compassion, resilience and hard work, rapidly adapting services during the pandemic. COVID came, and our doors closed to our buildings, but RNC services did not, the team continued working. Even though staff also had personal journey during the pandemic, (as we all did), their primary concern was always community. The team were diligent in ensuring that services continued (with a" safety first" approach), assisting the most vulnerable, providing wellbeing checks and phone calls, zoom online fun or groceries on their doorsteps. For many, this was their only human contact they had. Despite the challenges of the pandemic, working remotely for several months, and then creating a safe environment for services returning to the buildings, the team have continued to achieve valued outcomes, with a focus for our most vulnerable community members. Now with doors open they have adjusted to social distancing, hygiene rules, signing in all visitors but always with a welcoming smile and genuine warmth.



When I think about this time in 2020, I will remember with pride the work that RNC staff achieved. The strength of the team is inspiring, and allows them to do great things as a collective, as shown throughout this Annual Report. As President of the RNC Committee I would like to extend our gratitude to our RNC team, for dedication to community and working with many stakeholders to build resilience through a difficult year.

We look forward to new opportunities, particularly as our community grows rapidly. We are committed to providing an important community hub model, for all in our community. RNC is a unique organisation, that values people, and this shines through in all that we do. We firmly believe, that "We are Building a Stronger Community Together".

Lynette Wallace President

### MESSAGE FROM CEO "RESILIENT AND RESPONSIVE"

2019-2020 will be year to remember! Many in our community often refer to it as the year of disasters, as we lived through fires, floods, extreme summer temperatures, poor air quality and COVID-19. As we reflect upon the year, we acknowledge the diverse, and many challenges faced by our community, and the many positive and unexpected strengths and outcomes.

It has been a difficult journey this past year, as we all found ourselves having to adapt our expectations about living with COVID-19, adapt our normal daily activities, limit our interactions with each other, miss important life/family milestones, whilst also striving to keep functioning while working from home, or for some, continue going to work places and living with the potential risk of exposure to the virus.

This report has a theme of "Resilient and Responsive", two words representing the struggle and success of 2019-2020 for our community. We were able to adapt and innovate quickly, to ensure our community continued to receive the services and support they needed. Whilst our buildings were closed, our services remained very much "open". Our team never thought to stop working or cease activities, but rather were creative in their approach, finding solutions to any challenge that arose. I am particularly proud of the effort and success to deliver 11 online programs each week throughout our lock down period. Our community showed their support by engaging in large numbers, particularly to our online exercise for seniors, story time with Lisa and our online playgroup activities.

Whilst we were able to keep offering opportunities for "community connection", we saw a 60% increase in the number of individuals and families struggling financially and needing emergency relief support. Many of these people were seeking help for the first time, demonstrating the harsh financial realities of the pandemic on our local community. Our team are proud that we can promote help seeking opportunities for local people, and provide a response that is timely

and meaningful.

Our commitment to partnerships continues to be an important strategy to meet the needs of our growing community. A highlight for us was attending the Western Sydney Local Health District 2019 - Quality Awards Ceremony, and winning the Delivering Integrated Care award. This award recognizes the inspiring approach to providing accessible clinical care in a community setting, and ensuring quality, accessible care for pregnant women in our precinct.

Our team have continued to deliver outcomes for all our funded programs throughout the year, and particularly throughout the pandemic. I am delighted that we have successfully navigated a statewide reform process and secured a five ear contract under the Targetted Early Intervention program of the NSW Department of Communities and Justice.

### **ANGELA VAN DYKE**



This report is full of wonderful data, stories and images of the work undertaken over the past financial year. We cannot claim credit for this without recognizing the valuable contributions of many in our community.

I extend a heartfelt thankyou to all our Funders, Sponsors and Donors. Your generous and ongoing contributions allow us to make a difference in the lives of many, and are an important element enabling our community resilience.

A heart felt thank you and COVID safe virtual hug, to our Management Committee. They are a small group of passionate and dedicated locals who took the reins at our last AGM. They have worked tirelessly at a time of significant change and ensured our governance structures and financial position are strong, supporting our staff to continue functioning safely throughout our COVID journey, and crucially, have become a strong voice advocating for the needs of our growing community.

Our volunteers have always been important contributors to our organization and community. COVID-19 created additional challenges for all of us. We limited our volunteer activity during our lock down, to ensure our volunteers were kept safe from viral infection. As we have emerged from lock down, our volunteers have stepped up and become our newly formed "COVID Champions", part of an innovative approach to gradually transition our groups back to activity in our buildings, and ensure our "new normal" of COVID safe habits are firmly entrenched. I offer a heart felt thank you to all our volunteers, for their patience, perseverance and belief that we can find new ways of working and continue achieving great things together.

A final word of immense gratitude to our staff. The year of disasters will forever be remembered, but I will always have a smile on my face as I recall your amazing positivity, and your relentless pursuit of fairness and equality for our most vulnerable in the community. I never cease to be amazed at your capacity for giving, and the fantastic ideas that you generate as a collective. I am privileged to be part of this amazing team.

As a local neighbourhood centre, serving a rapidly growing population, we understand the importance of being locally accessible (in good times and bad), building trusting relationships with residents and our many valued stakeholders. We are local, we are here for our community, and we respond to the needs and voices of our community. This is why we have been able to work with our community and remain resilient and responsive, particularly during times of disasters. I look forward to another year working with our wonderful community, as we continue "Building a Stronger Community Together".

### **TEAM LEADER: VANESSA SOKALIK**

### SPOTLIGHT ON:

# Online Programs: 35,559 people engaged with online content between April – June 2020

The global pandemic saw the need for innovative and creative ways of continuing to support community and further drive connection at a difficult time. As a result, RNC developed and delivered new online programs, these weekly programs included: yoga class, exercise class, playgroup craft video, playgroup story time video, cooking video, art class, book club and ukulele lesson. Additional COVID support services implemented also involved: telephone wellbeing support, delivered food hampers, delivered family fun packs, delivered family craft packs and Mother's Day gift mailouts.

#### **Emergency Relief**

Provides the most vulnerable community members with essentials such as food parcels, grocery vouchers and assistance with medication transport and electricity bills. Despite the recent loss in funding this service continues to be prioritized to provide critical support to at risk community members. As a result of donations and community grants this service delivered 523 client sessions to local individual, families and young people further connecting them to specialised services.



#### **Christmas Hampers**

Our community never ceases to

amaze us with their capacity to open their heart and give, to help those in need. I will never forget the smiles of joy from local families, particularly children, with the super sized Christmas hampers in 2019, our biggest and best ever! The toy drive undertaken by local business 'The Cutting Room' and their customers donated gift wrapped toys for children in need. We also had immense support for food, Christmas emergency supplies, and bags for men and women full of health/ hygiene items. A huge thank you to Rouse Hill Baptist Church, Anglicare, Share The Dignity, The Cutting Room, Commonwealth Bank, and SAKKARA.



# POWER OF CONNECTION

**SUPPORT** 

Just wanted to say a huge thank for being there when no-one else was. It was at the time where we were flooded and lost our house. At this time I rang all the big services for help but I was shutdown and sent away, they told me they couldn't help me because they were helping the bushfire victims, some just hung up on me. I was distraught, no food, single mum with two children. I called at a last resort and you answered, you gave me vouchers for food, helped with electricity and have supported me since with referrals to DV services through casework.

It's the little things that matter, the phone calls to check up on me, the craft packs you sent my children and the care packs during the covid-19. Thanks for being there when I needed you.

Love Lisa x

Riverstone Neighbourhood Centre

9 Park Street

**RIVERSTONE NSW 2765** 



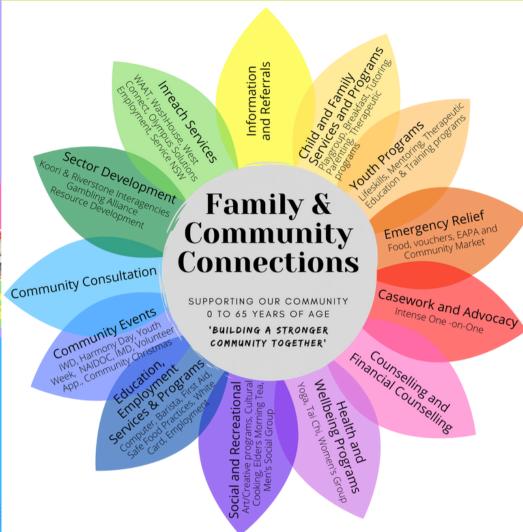
### **FAMILY AND COMMUNITY CONNECTIONS**

Happy Mothers Day

Mothers Day campaign



Day Community Art



#### Client story:

Client A, a pregnant mother of three facing domestic violence in the family home was supported to remain safe and leave the abusive relationship. RNC was able to assist the family by providing food , grocery vouchers and electricity vouchers through the RNC emergency relief program. Client A was connected to specialised domestic violence services to support her to rebuild her life and access assistance services. Client A and her youngest children also joined the community playgroup program to create new connections and friendships with other local families and accessed antenatal care at the RNC antenatal outreach clinic. Ongoing support continued to be provided to family, specifically throughout the COVID pandemic including food hampers and family fun packs to assist with entertaining children during lockdown. The family are all safe and doing well now, creating the home and future they all hoped for.

### **AGEING AND WELLNESS**



10,533

**HOURS OF SOCIAL SUPPORT** 

4,013 **OCCASIONS OF SERVICE** 

> 127 **CLIENTS**



THE GIFT OF GIVING Local man Michael Murray has been a long time supporter of our Men's Program 'The Shed'

Michael's donation for the past 5 years has allowed us to buy equipment, supported events and more recently purchased 'The Shed's' shirts and caps. We were honoured to be able to present Michael with the first shirt and cap! Michael sees 'The Shed' as a valuable asset and recognises the importance of support given to the Men in the Community.



is always someone there for me.

#### **POWER OF PARTICIPATION**

Thanks to Riverstone Neighbourhood Centre I'm enjoying life! I am 86 years old and going to all the groups and activites at the Centre keeps me doing things. During this time of isolation I've been busy doing the things that I've learnt from the classes/activites at the Centre. I've made a couple of cards that the Card Making Class taught me, done some more of my patchwork and knitting, I haven't had time to be bored!

I'ts great to have the opportunity to go to things at my age and mix with other people. There is so much going on there with all the different activities and outings, it keeps me connected to community and I've made some lovely friends. I am very supported, whether I need to go shopping or get to the doctors, there



I enjoy going to the Friday Group to mix with people, play a couple of games of bingo, have morning tea and a chat. Thanks for keeping my life interesting!

Love Daph

Riverstone Neighbourhood Centre

9 Park Street

**RIVERSTONE NSW 2765** 

### **TEAM LEADER: LORRAINE WEST**

This past year has been one like no other where we have celebrated all the great things in life and been challenged by the bushfire, flood and COVID 19 which without a doubt would be the biggest challenge we've ever faced. The joy of being part of a group, attending an outing, sitting with a staff member or volunteer for a coffee or making a new friend is an environment we have created to ensure we feel connected to others and community.

At RNC we pride ourselves on being mindful that meaningful activities, connections and providing quality essential services is how we see an independent and a socially and emotionally connected world. Isolation was a challenge for many but through numerous phone calls, a friendly post card, a surprise hamper or zoom catchups we stayed connected.

I would like to thank the A&W team and our Volunteer support team for going above and beyond to keep our people connected. It's not been easy but together you have given the gift of time when it was most needed. THANK YOU...

RVERSTONE

A SHEEDING A

STRONGER

COMMUNITY

TOGETHER"

COMMUNITY

CONNECTION

'LONELINESS: THE SOLUTION IS COMMUNITY'

"There is no power for change greater than a community discovering what it cares about"

- Margaret J Wheatley



# POWER OF PARTICIPATION

**INCLUSIVENESS AND MATESHIP** 

Hi, just wanted to say how important it is for older people to stay connected and be a part of community. When you retire it's such a change, you're thrown together with your wife who up until now has had different interests/roles, led separate lives. It has been great to go to the Men's Shed Program and make connections. At the Shed we've been working 15 months to build a huge round table. This has been a great project and bought men together and given them something to participate in and be a part of.

This table was built purposefully round to promote equality and large enough to include everyone. Thanks for this program and giving us a place to connect.

Regards, John

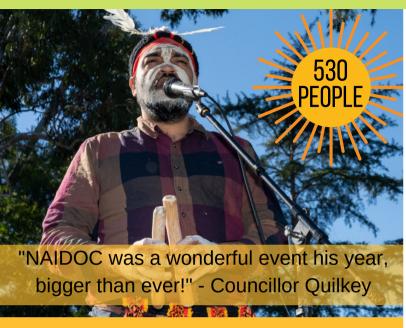


Riverstone Neighbourhood Centre

9 Park Street

RIVERSTONE NSW 2765

# **COMMUNITY EVENTS**



# **NAIDOC**

22 COMMUNITY STALL HOLDERS

ENTERTAINMENT: KRMC DEADLY MOVES DANIELLE MATE SULLIVAN LIVE ART EXHIBITION 20 HEALTH STALLS AND 130 PEOPLE ACCESSING THE WESTERN SYDNEY LOCAL HEALTH DISTRICT ABORIGINAL HEALTH TENT

WORKSHOPS: RAIN STICKS, LEAF DOT PAINTING, BOOMERANGS, COMMUNITY HANDS. SNAKE WEAVING







# OUR AMAZING VOLUNTEERS Thank You!



To our awesome volunteer, Please accept this gift as a token of our appreciation for all the hard and wonderful work you have completed throughout the last year. Our centre would not be able to function as it does without your dedication and willingness to give your time and energy to many of our programs, events and clients. Thank you for the compassion you show to our clients and team. Your hard work and dedication has not gone unnoticed.

Thank you for all that you do, RNC Team



To Riverstone Neighbourhood

Centre's Amazing Volunteers

Happy Volunteers Week!



# POWER OF PARTICIPATION

I've been volunteering at Riverstone Neighbourhood Centre for over 6 years and just wanted to tell you about the difference it has made in my life. The relief I get in volunteering at the community centre is unfathomable, I am a senior, single and life can be very lonely by myself that is why I love coming to the Centre, to talk and mingle with people. Life has changed completely since I became a volunteer I am able to contribute and help people, to give back. I used to be an alcoholic and struggle but volunteering has given me purpose. The mental health first aid training I did has enlightened me to how many people are suffering and I'm a better man now as I'm equipped to point them in the right direction to get help. I've met a lot of people in Riverstone through the Centre and I cherish being a part of what you do for the community.

Love Darrell



Riverstone Neighbourhood Centre

9 Park Street

**RIVERSTONE NSW 2765** 

'LONELINESS: THE SOLUTION IS COMMUNITY'



#### Spotlight on a Volunteer

Michael Cogar has been volunteering as a bus driver for 11 years. Michael also ensures the bus is well maintained both aesthetically and mechanically which makes Michael such an asset in his volunteering role. Michael was voted onto the Management Committee as Deputy President at a Special General Meeting on 6th March, 2020. Michael is a fine example how volunteering can be such a rewarding experience and his purpose in volunteering is to "strive to make my Community a better place".

# **OUR VALUED FUNDERS, SPONSORS AND DONORS**

### THANK YOU FOR

# Building a stronger community together!



Planning, Industry & Environment Western Sydney Local Health District Communities & Justice Office of Responsible Gambling Australian Government
Department of Health
Department of Social Services
Department of Prime Minister and Cabinet
Department of Veteran Affairs















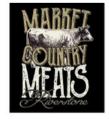


























### **OUR VALUED PARTNERS**

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 Area Community Centres Blacktown City Council Blacktown Womens and Girls Health Centre **Bunnings Marsden Park Bunnings Rouse Hill** Careseekers Casuarina School Commonwealth Bank Riverstone Community Resource Network Department of Human Services Department of Prime Minister and Cabinet Domestic Violence Court Advocacy Easy Go Connect **Fighting Chance** Fostercare Angels Guardian Funerals Blacktown Hawkesbury Independent Hills Community Aid Justice Connect Juvenile Justice Kids Early Learning LCSA Lead Professional Development Likemind Link to Home Lions Club Market Country Meats Max Solutions Meals on Wheels Blacktown Merana Mission Australia Mt Druitt Koori Multicultural NSW Muru Mittigar

**NCOSS** 

**NSW Department of Communities & Justice** 

**NSW** Department of Education

NSW Western Sydney Local Health District NSW Fire & Rescue Riverstone OCTEC Olympis Solutions Parramatta Mission **Ouakers Hill Police Area Command** Relationships Australia Riverstone Family Medical Practice Riverstone High School Riverstone Public School Riverstone Schofields Chamber of Commerce Riverstone Schofields Memorial Club Riverstone Schofields RSL Sub Branch Rotary Riverstone Rouse Hill Baptist Church Rouse Hill Times Sakkara Schofields Primary School Settlement Services International St. John of God Start Nursing Services Swinson Cottage Family Centre Sydwest Multicultural Services TAFE NSW **Target Automotive** Ted Noffs The Good Egg Studio United Ability Links Uniting University of New England University of Technology Sydney Vineyard Church Vineyard Primary School **WASH House WAAT** Wentwest Wentworth Housing Wesley Mission

Western Sydney Community Forum

Western Sydney Local Health District

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 2020

	Note	2020 S	2019 S
CURRENT ASSETS			
Cash	12	387,202	276,780
Receivables	3	222	2,438
Other current assets	4	2,133	336
TOTAL CURRENT ASSETS		389,557	279,554
NON-CURRENT ASSETS			
Property, plant & equipment	5	84,348	92,711
TOTAL NON-CURRENT ASSETS		84,348	92,711
TOTAL ASSETS		473,905	372,265
CURRENT LIABILITIES			
Accounts payable	6	142,688	74,678
Provisions	7	101,154	68,340
TOTAL CURRENT LIABILITIES		243,842	143,018
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES		-	
TOTAL LIABILITIES		243,842	143,018
NET ASSETS		230,063	229,247
MEMBERS FUNDS			
Accumulated Funds	8	230,063	229,247
		230,063	229,247

# RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC. STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 30 JUNE 2020

	Note	2020	2019
		S	S
Revenue from ordinary activities	2	875,401	711,850
Employee benefits expense		(551,904)	(474,155)
Client activities & volunteer expense		(4,879)	(8,807)
Depreciation and amortisation expense	5, 11	(22,316)	(22,247)
Other expenses from ordinary activities		(295,486)	(213,996)
Gain/(Loss) from ordinary activities before income tax expense		816	(7,355)
Income tax expense relating to ordinary activities			
Gain/(Loss) from ordinary activities after income tax expense		816	(7,355)
Other Comprehensive Income			
Gain/(Loss) from ordinary activities after income tax expense		816	(7,355)

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

#### DECLARATION BY MEMBERS OF THE MANAGEMENT COMMITTEE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2020

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

Lycod (i).

(Signature)
Name: Non Grodikip
Member of Board
Transer

(Signature) (Signature)
Name: Peter Pofolo
Member of Board Secretor A



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

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

#### 30 JUNE 2020

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020 there has been:

- 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.

AJDEWAR Registered Company Auditor

day of October Signed this ZI St at PENRITH NSW 2750

2020





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