



NORTH WEST COMMUNITY SERVICES INC.

ANNUAL REPORT 2022-2023

OUR VISION

OUR PURPOSE

OUR VALUES

Building a stronger community together.

A safe, harmonious, socially connected and informed community.

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 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 & beliefs are central to all that we 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.



FROM THE PRESIDENT

Michael Cogar

Another year has passed, the first year as North West Community Services Inc (NWCS), and it has again been a challenging year for all the Team. We have made significant efforts to increase our revenue and investment for our north west community, part of our strategic commitment as we continue to advocate for government to increase resources based on the significant population growth throughout the North West sector. Demand for some services, especially emergency relief, brought about by continuing demands to provide flood relief and due to the increase in cost of living pressures, has increased by 300 percent and we have struggled to keep pace. We have seen growth for good, with our business and community partners stepping up to help fill some gaps left by lack of government funding – a BIG THANK YOU to all involved.

COVID outbreaks have continued to be a part of daily operations, requiring responsible risk management and processes to ensure we can continue to provide services as safely as possible. We will endeavour to continue to provide a safe service delivery environment for all.

Last year we flagged that there was some Investment by the Department of Communities and Justice that we hoped would enable upgrading and resilience building within our IT systems and enable moving to a cloud based system. This has been a slow process, but we can report that after a painful and much delayed birth, the IT baby is alive and well and now allows NWCS to offer a transparent multi site service, and also ensures service



continuity working remotely if the staff cannot be physically present in the office due to local conditions such as flood or fire in the North West area, as has happened in the past. It has also allowed our Team members to work more efficiently day to day, with improved work-group collaboration and out-of-office data acquisition. A big thanks goes to all who were involved in the implementation of this project.

We have now started to implement our offering of services in the NDIS sector, after gaining provisional registration, which has shown an immediate acceptance by clients in the local area, signifying an unsatisfied need which we have correctly identified. We have been collaborating with key stakeholders to build relationships and value add, ensuring we focus on achieving the best outcomes for participants. We are hopeful we will receive our full registration shortly and be able to offer an expanded suite of support services for people with disability.

It has been a big year as we navigate the aged care reforms, with significant impacts and changes coming out of the Royal Aged Care Commission. Aged Care services will operate very differently in the coming year. Changes to the Commonwealth Home Support Program (which we currently provide) are delayed until 2024. Our team are focused on ensuring we are responsive to the needs of our community whilst also being accountable for public resources. We have seen increasing demand from our growing population and sadly we are not funded to meet that demand. We continue to advocate for a review to secure additional funding so we can support more older people locally.

On an Administrative side, we have continued to meet our financial and regulatory requirements, acquitting our grants and we remain in a strong financial position to keep operating. We have seen an increase in overall turnover, allowing us to improve and increase our service offerings.

Our theme this year has been growing with purpose, growing for good. We have definitely had a year of growth for good, as we secured additional funding for our gambling program and we completed a year of our pilot for Therapeutic Support for young people, and we saw amazing outcomes across all of our programs for the people we support.

At the risk of being repetitive, I must remind us all we are still working with floods and recovery. We continued to see generous support from community to support those who have been flood affected. However, there are ongoing challenges for local landowners struggling to move off the flood plain due to new modelling, planning and decisions of State and Local Government following the disastrous floods of the past 12 months. The full



effects of these changes will be felt throughout the region for a long time to come, and will no doubt continue to use resources we could use elsewhere. Hopefully, additional funding will become available as government comes to terms with the full effects of these disasters.

Our strategic vision, to support our North West Precinct remains relevant, and the growth we have seen in funding and donations has been utilized efficiently to benefit our community. The challenge, with a population now of 150,000 people, is how do we convince our public authorities and funders to invest in our community. We need infrastructure, and we need access to essential human services. There is still much to do, and we rise to the challenge with critical stakeholders with the aim of “Building a Stronger Community Together”.

Michael Cogar
President of the Board.

FROM THE CEO

Angela Van Dyke

Growing for Good

Reflecting on the 2022-2023 Financial Year, our team kept saying it had been a year of growth with purpose. We had growth for good. We see this reflected in our work with disasters, being leaders in our field for engaging with community and volunteers, for the increase in donations by businesses and community, and growing with government funding. We have grown with new initiatives, such as our therapeutic support program, Cool Centre and NDIS services. Our team has grown, and the population of our community has seen massive growth!

It seems such a long time ago, but we were still working with the impact of floods. We thank the NSW Government for small grants to repair and replace items as a result of floods for our organization. We continued to work very closely with disaster and recovery agencies. Our strong collaboration for flood response with the North West Business Chamber has been recognized as a best practice approach to engage community and businesses. We were invited to present on our experience engaging successfully with community:

- NCOSS podcast
- Empa webinar- principles of communication
- Natural Hazards Research Australia-July 2022 floods in NSW and Qld
- Tokyo Delegation
- Senator Tony Sheldon
- Blacktown Case Study for Sydney Resilience
- Blacktown City Safety Advisory Committee

What we know and confirmed with our flood response- People need human connection! Portals and machines are inadequate when people find themselves in crisis. Our person centred approach proved to be most effective, and we are proud to continue working this way with all our services.

As the cost of living bites hard in our community, we have seen a 300% increase in demand for emergency relief support and



requests for more access to free activity. We have focused our resources to best meet the needs of our growing community.

The North West Business Chamber hosted another Dollars for Dignity campaign, and we saw continued support from Riverstone Schofields Memorial Club, DEICORP, Stockland, Riverstone Business Park, Woolworths and many other organizations, groups and individuals.

We partnered with Blacktown City Council to host an innovative new Cool Centre initiative on extreme heat days. We offered an air conditioned, safe space in community that people could visit, socialize, and remain cool. This initiative was picked up by channel 9, and we commend our local Council for taking innovative approaches to work with community and provide solutions to complex global challenges.

Our local legend, Michael Cogar was nominated for a NSW Volunteer Award. He won the Outer Western Sydney categories for older volunteer and overall best volunteer of the year. He went on as a finalist to represent our region at the NSW Awards. We have so many people in our community, giving generously to create connected neighbourhoods, and it is our volunteers that help make this a better place to live,

work and play! Congratulations to Michael!

There has been significant effort to increase our revenue and investment for our north west community, a strategic commitment as we continue to advocate for government to increase resources based on the significant population growth. We have seen growth for good, with our business and community stepping up to help fill some gaps- THANK YOU! We hope to see further investment from our public agencies.

The Department of Communities and Justice has enabled upgrades with our IT and moving to a cloud based system. This has been a slow process, but allows us to offer a multi site service and ensure service continuity working remotely if we could not be in the office.

We continue to advocate for increased resources and social infrastructure for our north west neighbourhoods.

A very exciting change has been the transition to our new name, North West Community Services Inc. This has been part of a strategic plan with the aim of ensuring that our organization remains competitive for funding and investment, and that our name reflects the community that we serve. A celebration event was held in March at our youth centre. We had a fantastic turn out, of all ages, reflecting on the success of the organization over many years, and surviving through many challenges. Our Growing for Good theme resonated on the day, as we shared a buzz of excitement about the potential for future opportunities for our community. We were thrilled to have Sikh Youth Australia, Sets AV and DEICORP become the first official donors for North West Community Services Inc!

A big thank you to all our staff, who are an amazing collective of professionals dedicated to providing services and programs that respond to the needs of our growing community. Our Volunteers are an amazing group, who add so much value to our work! Their impact is so significant, and our achievements would not be possible without them. THANK YOU!

We thank the many diverse stakeholders that we work with

throughout the year. These collaborations are critical and enable us to achieve wonderful outcomes for our community. Our service is only as good as the many others that we work with.

We thank our Board members, Michael, Julian, Clarissa and Sue. They are truly dedicated and passionate about our northwest community! Guiding us through a difficult time with disasters, ongoing reforms and striving to deliver our strategic vision. Their efforts have seen an increased engagement with businesses, donations and sponsorships, enabling us to add significant value to the work of our funded programs and meet the growing needs in community.

To all who have engaged with us in some way throughout the year, we say THANK YOU! We are “Building a Stronger Community Together” and ensuring that our services and community continue to grow for good, with purpose, to create inclusive and livable neighbourhoods.

Angela Van Dyke, CEO.

Our First New Donors as North West Community Services Inc



**Sikh
Youth
Australia**

**Sydney
Event
Technical
Specialists**

AV THAT
GIVES BACK



**DEICORP
COMMUNITY**

Thank You!

AGEING & WELLNESS

SOCIAL SUPPORT

In the year 2022/2023, the Ageing and Wellness Team achieved wonderful outcomes that brought smiles and joy to our clients. They worked together to make special activities and events for everyone to enjoy. Our focus is to offer important social support and connection, meaningful activity and a sense of belonging with the aim of keeping people living well in their homes for as long as possible.

Our Men's Shed is a special place where men came to create things out of wood. They learned new skills and created amazing projects together that would make a difference to our broader community. It wasn't just about making things; it was about making friends, having a good time and being connected as men. Everyone is welcome at our shed, they are part of something special, where lots of stories and skills are shared.

We saw beautiful growth of flowers, edible plants and indigenous plants in our Community Garden. Clients took care of the garden with love and watched it bloom. Just like the garden, friendships also grew stronger. Our partnership with the Royal Botanic Gardens and Trust delivered many exciting themed days. We learned more about indigenous plants, their role in the environment and indigenous culture and were thrilled to be part of a wider initiative learning to create tapping sticks. This collaboration has also built enhanced knowledge on soils and how to create healthy ecosystems naturally. Our Community Garden showed that working together, doing what is within our capacity, sharing our knowledge and skills, and taking care of each other can lead to creating something beautiful and bring happiness. Our Community Garden has been a magical place for people of all ages, and a wonderful space for community gatherings. Our focus for the next year is to secure funding to build improved accessible access for all.

The Bingo-Friendship Group brought fun and laughter to our clients. It is a simple game that created strong bonds. It wasn't just about playing bingo; it was about the fun of playing together and creating social connection. This group taught us that

sometimes the best friendships are formed through the simplest activities.

Our Card Making and Craft Group provided a space for self-expression and creativity. Participants used paint, paper, and other materials to create beautiful cards and crafts. This group showed us that creativity has the power to brighten someone's day. Our team are proud of the diverse activities offered, based on the feedback of our clients. Activity offered needs to be meaningful for those involved, and this improves engagement, skills, capacity and wellbeing for our older people.

There were many exciting adventures as our shed participants went on outings to interesting places like the NSW Rail Museum and the NSW Hall of Champions. There were other great Ageing and Wellness outings, with visits to the Auburn Botanic Gardens and a Christmas Lights Tour. The ABBA show was a fantastic time where clients danced and had so much fun. We supported clients with assisted transport to appointments and shopping. This is an important part of our work, but also relies on our amazing volunteers. We are always looking for volunteers who are able to assist with transport for our seniors.

The team celebrated many special occasions. Melbourne Cup is an annual favourite, as well as mothers and fathers day. Our older clients have amazing life experience and wisdom to share, as parents, grandparents, and as individuals who have lived through much hardship. Christmas in July brought Christmas fun in the middle of the year, and is always a highly sought after activity for our seniors. The Christmas theme continued in December with a party for our seniors. This was a great event with music, dancing (in some shape or form) and delicious food. These celebrations brought everyone closer and made them feel connected. It is important to remember that there are many seniors in our community who do not have family nearby. These community connections become a very important

part of their lives and promote improved mental and physical health and wellbeing.

Whilst we offer many fun, social activities, our team are also focused on supporting people when things get tough. We have assisted people getting aged care services, support to get power bill relief, assistance to find housing and help with flood impacts.

AGED CARE REFORMS

Our team has worked incredibly hard to prepare for the upcoming aged care reforms starting in mid-2024. A significant piece of work has been moving all our clients' important information to the My Aged Care system. This ensures that when the reforms begin, our clients will have a smooth transition and continue to receive the service and support they need. There is more work to be done, as the national reform agenda will introduce an aged care system with amended aged care standards, a formal provider registration process, an improved assessment process, a new funding and billing system, and greater capacity for client choice. With the reform process we hope to provide a greater scope of services for older people in our community. Our team's dedication to the reform demonstrates their commitment to make a real difference in the lives of our older community members.



170
PEOPLE SUPPORTED

2903
Occasions & Services

9565
HOURS OF SUPPORT

16
Number of Service
Types

Our client is an Indian gentleman who recently lost his wife and moved to our local area to live with family. He was experiencing deep loneliness and isolation due to these life changes.

The client learned about North West Community Services (NWCS) during an Aged Care Information Session at Elara Stocklands. This session introduced him to the services NWCS offers.

After learning about NWCS, the client decided to join the Men's Shed and the Multicultural Social Group. These programs aimed to help him connect with others and feel less lonely in his new community.

One of the client's outings with the Multicultural Social Group was a visit to the Auburn Botanic Gardens. During the trip, our client sang happily along with everyone else on the trip back to the center.

After the outing, the client shared his feelings, saying, "It was fun and loud; everyone was singing!"

The Men's Shed and Multicultural Social Group have made a positive impact on our client's life. These services have helped him cope with loneliness after his wife's passing and his move to the local area. The trip to Auburn Botanic Gardens was a great experience, as it allowed him to connect with others and enjoy a sense of belonging.





Riverstone Neighbourhood Centre is a small organization but big at heart. The staff are excellent, caring and accommodating. There is always a welcoming smile, and a helping hand. During lockdown I had a lot of help with my computer, email and learning to use facebook. I couldn't go to the apple store for help because of COVID. The staff are so patient, and I was able to catch up with the world with my new skills.

I struggle to get out due to my poor health, but I love the help with transport and having someone spend time with me. Riverstone Neighbourhood Centre are always there to help when I need it. I hope they keep providing this amazing service.

- CLIENT QUOTE

It means so much that I can do something that I enjoy.

- BARRY - MEN'S SHED

FAMILY & COMMUNITY CONNECTIONS

TARGETED EARLY INTERVENTION

The Family and Community Connections team is dedicated to empowering and advocating for clients, helping them achieve outcomes. As our community continues to grow, we are committed to providing diverse services that support families, children, youth, and vulnerable individuals. Through our programs, we facilitate connections via community events, social groups and tailored supports to enhance skills by offering training and development opportunities, and provide vital assistance to community members in need through emergency relief and case management.

Our supported playgroup continues to grow in numbers and our health and wellbeing programs remain in high demand as people find the cost of living impacts on their ability to pay for extras. Our school holiday programs are highly valued, and we have seen a resurgence in children and young people going back to familiar activities, such as art, baking, air hockey, table tennis, games etc. It seems COVID has ignited a greater desire for human connection and simple old fashioned fun. We offer a volunteer program and opportunities for Work Development Orders, which have been highly valued to support people through work and minimize financial hardship from fines. We introduced a new initiative- Bag A Bargain Day, which offered people an opportunity to come in and fill a bag of items (clothing, shoes etc) for a gold coin donation. These days proved extremely popular with a request to hold more of these activities. Our Youth Connect initiative has been extremely successful supporting vulnerable young people into training and paid work. We have strengthened partnerships with local businesses, particularly the Riverstone Schofields Memorial Club, Smooth Blend Café and Sam's Café. We will be expanding the initiative for adults in the new year. We have continued offering free training and educational opportunities, events, and forums:

The level of giving from our community throughout this year

has been tremendous, with an unprecedented level of financial and In-Kind donations to our Emergency Relief Program.

- Riverstone High School Mentoring
- Volunteers CPR Course
- Youth First Aid Training
- Barista Training
- Youth White Card Training
- Safe Food Handling
- Work Connect Program
- Riverstone Interagency
- Riverstone Koori Interagency
- School Holidays Programs
- Tutoring group
- Dance Fitness
- Walking Group
- Gardening Groups
- Boot Camp
- Supported Playgroup
- School Readiness Program

Free community events remain an important strategy to engage community and build inclusion and social connection. As cost of living impacts on residents, we have seen increased demand for events that are free. Highlights were our International Women's Day, with keynote speaker Ellie Cole, Paralympic Swimming Champion and Australia's most decorated paralympic swimmer. NAIDOC was extra special, despite the weather, and hearing from local Aboriginal woman and domestic violence specialist, Krystle Scott was truly moving and inspirational. Celebrating our 10 year anniversary of our men's shed and community garden, along with the launch of our new name were significant milestones in our year and now form part of history. Events throughout the year were:

- NAIDOC
- 10 year Anniversary of Shed & Community Garden
- Launch of New Name
- Annual General Meeting
- Halloween
- Elara Christmas Event
- Riverstone Community Christmas
- International Women's Day
- Youth week
- Neighbourhood Centre's Open Week
- Riverstone Festival

SUPPORTED PLAYGROUP

Our playgroup has evolved and has been growing in numbers and diversity. It's fun, educational, and nurturing. The Children have been learning through arts, and crafts, construction activities and sensory play. This has allowed them to develop their imagination, social skills and problem-solving skills. They love play-based learning, which is one of the best ways for a child to develop. The children have shared special celebrations for Birthdays, been apart of our multicultural day tasting different cultural foods. The children participated in our Learn to Swim and water safety days at our local swimming pool. This enabled the children to learn kinaesthetic awareness and develop life-saving skills. Through water play, the children were able to increase their water familiarisation. Families have been connected to additional specialist services as needed, and have benefited from guided pet awareness activity with our local support dog, Hermine. Christmas is always a special time of year for our Playgroup participants. 2022 we celebrated Christmas with fun filled activity and had a special visitor, Rudolph.

CLIENT CENTRED WORK

Over the past year, our team has seen a significant increase in requests for emergency relief and help with bills. Coming out of COVID and for many local households, repeated floods, the rising costs of living and inflation have made it challenging for many individuals and families to make ends meet. As a result, many are experiencing severe financial hardship.

Fortunately, our Emergency Relief program and Casework Support has proven effective in providing assistance to those in need. We recognize that navigating the complex service sector can be overwhelming, leaving many clients feeling unsupported and frustrated. We strive to simplify the process by advocating for our clients and helping them access all appropriate services, offering a personalized approach to assistance. Our focus is to work with clients to identify their goals and achieve the outcomes they seek. This person centred approach has been life changing for many families that we have supported.

This work is extremely time intensive for staff. It relies on donations from our community and businesses. We are grateful for the generous giving of our community, with essentials such as food, hygiene products, etc, through to the special extras such as toys for the Christmas period. The Mayoress' Christmas Appeal and local business The Cutting Room have been our toy drive champions!

We have seen a 300% increase in people needing assistance, along with many from Blacktown and Mt Druitt Precincts and neighbouring suburbs in the Hills and Hawkesbury. With limited staffing and resources we need to prioritise access for residents in our north west precinct. We will continue to work with community to attract resources for our community, and continue applying for grants to secure additional staff to provide these essential services.



FAMILY & COMMUNITY CONNECTIONS 2022/23

The Year In Numbers

987,479

SOCIAL MEDIA
ENGAGEMENT

9,738

COMMUNITY
BOOKING SPACE

1,183

EMERGENCY RELIEF
SESSIONS

\$159,673

DONATIONS & IN-KIND
CONTRIBUTIONS

7,048

INFO, ADVICE
& REFERRALS

4,980

COMMUNITY EVENTS

118

SUPPORTED PLAY-
GROUP PARTICIPANTS

I'm so grateful to you for being there for me during one of the toughest times in my life. I walked into your service feeling so emotional and overwhelmed, but the kindness and support I received from the very beginning were truly heartwarming. With your help, I've been able to achieve so much. Losing my partner of 12 years and then our beloved dog was really tough for me, and I didn't know where to turn. But you were there to help me access services that I didn't even know I was eligible for, and I can't thank you enough for that. Your assistance means the world to me, and I'm truly moved by the support you've given me.

- CLIENT QUOTE



My three year old has been struggling with speech for a while, with only a few words in their vocabulary. I thought it was because of our bilingual household and the impacts of learning two languages. After speaking with the caseworkers in playgroup I felt more comfortable to address these concerns. I did not feel judged or ashamed to talk about my child's development. I was initially embarrassed that they were behind, and it was reassuring to hear that there are services to help support my child in their development. The caseworker supported my family in developing a plan and referrals to services and my child is now seeing a speech pathologist and is doing much better. My child is attempting to speak more, has increased their vocabulary and we have noticed a change in my child's physical and emotional behaviour. This is going to make a big difference to my child's life.

- CLIENT QUOTE



GAMBLING SERVICES

Our gambling awareness initiatives are funded by the NSW Office of Responsible Gambling. The program focuses on raising awareness and education of gambling harm and promoting help seeking behaviour, across the Blacktown Local Government Area.

We have delivered a range of exciting initiatives throughout the 2022- 2023 year. This included community events, local neighbourhood based activities, training, client centred work and engaging with primary health care.

We continued to build our collaborative approach working with NSW Gamble Aware services. Our focus has been to engage people in conversations about gambling, having information and resources available, and promoting help seeking behaviour, particularly to specialist NSW Gamble Aware Services. We reached many people across 23 local events.

We have a continued supporting sector development and offered Mental Health First Aid- Gambling training to the staff at North West Community Services and external organizations. Feedback has been very positive, demonstrating the need for continued professional support for our essential workers. We also offered public forums for parents and carers of young people. Feedback suggests there is a need for more information, with user friendly delivery modes and content.

We have continued our efforts engaging with local clubs and were able to deliver a very successful community event at the Blacktown Workers Club. Feedback from participants indicated a desire to have more of these activities available.

Our Medical Multimedia Strategy with GP's was expanded. We continued using our multimedia resources and expanded our work initiative with printed resources in general practice waiting rooms. Follow up on the "Help Us Help You" print resources indicated that patients collected all the resources that were made available. This initiative has focused on 9

GP clinics in Blacktown North West, with a focus on an evidence based self assessment tool to identify gambling issues and pathways for support.

Our service offered information/referral, case work for emergency relief in addition to financial counseling for vulnerable people. We have seen a small number of clients acknowledging gambling issues and requesting further specialist support.

We reached a large number of people through Facebook, notice boards, print media and our web page, with a total of 120,284 people. Community feedback reveals the work is valued and contributing to a broader state wide approach to address the stigma around gambling harm within our communities, whilst promoting help seeking behaviour.

We are thrilled to have received further funding that will enable us to continue providing new opportunities to have conversations about gambling harm, reduce the stigma related to gambling and empower more people to receive appropriate support.

Client is a single mother and due to trauma has used gambling to cope. She has spent large sums of money through gambling (mainly online). She described immense guilt and shame and has been reluctant to seek help. She engaged with us for food relief and felt comfortable enough to speak with staff about her struggles. After a few sessions she was willing to seek help and has been connected to specialist services to help manage her financial issues and gambling related harm, along with the mental health issues that led to the gambling behaviour.

**Mental Health
First Aid**

Conversations about Gambling

**Tuesday, 28th of
March 2023**

Educator:
Sharon Pedersen

- How to approach someone about their gambling problems
- The risk factors, signs and symptoms and motivations which may underpin gambling problems
- How relapse might affect someone with gambling problems
- How to manage your own self-care when helping someone with a gambling problem.

If you are interested, please contact Vandita Nijhawan
vnijhawan@riverstone.org.au
or contact (02) 9627 3622 by 15th March.

We have limited spots so please reserve it now.

At the Riverstone
Neighborhood
Centre



10am - 2pm

Followed by Lunch
and Networking

120,284
PRESS &
SOCIAL MEDIA

23
ENGAGEMENT
EVENTS

306
CLIENTS
SUPPORTED

THERAPEUTIC SERVICES

2022- 2023 brought the launch of an exciting new initiative at North West Community Service! The Youth Counselling Service was established in aim of offering free and specialised local mental health services to our local young people.

This service was developed to address issues of limited local adolescent mental health services, minimise extensive wait times for practitioners within the public health system, eliminate gap fee barriers for those facing financial difficulties and offer services for young people who have disengaged from the public system.

Due to the increasing prevalence of youth mental health issues and overall stress our young people are facing, we have seen an increase in demand for youth services. The ABS National Study of Mental Health and Wellbeing reported that 2 in 5 young people aged 16-24 years experienced mental health issues in 2022. Furthermore, young people are experiencing higher rates of mental health issues and distress than any other ages group and suicide continues to be the leading cause of death for young people.

Our new Youth Counselling service aims to provide person centred and strengths based interventions that address local community needs. In addition to offering talk-based therapy, we are excited to bring expressive therapies to our community.

Expressive therapies combine psychology and creative processes, utilising art, music, play and sand tray therapeutically. This enables the promotion of healing and growth at a sensory and developmentally suitable level. Research demonstrates the effectiveness of expressive therapies in facilitating healing and promoting emotional wellbeing through the embodied expression of feelings and internal experiences.

Empirical evidence demonstrates the effectiveness of expressive therapies in offering expression to language limiting experiences, integrating brain structures, alleviate symptoms of depression and anxiety, processing traumatic events, minimising stress, increase self-awareness and self-reflection, increasing self-esteem and

confidence, fostering resilience as well as making therapy enjoyable particularly for children and adolescents.

Over the first 12 months of launching this service we have seen an overwhelming response, with most referrals coming from the Youth Liaison Officer at our local police patrol, local high schools, NSW Health, the Department of Communities and Justice and other community services. The most common referral reasons were anxiety, risk taking behaviours, emotional regulation, trauma and disengagement. Most young people stated they had never accessed counselling before and the small number that had stated they chose not to continue.

Participants and parents/carers noted our local approach was person centred, accessible and filled a void for mental health services that are currently available. They noted the value of a local service that can also connect young people and families to other support services and programs locally. Our approach has been acknowledged as unique and delivering wonderful outcomes to young people and their families.

Our Youth Counselling Service has been funded with small donations from businesses and community. We are focused on securing further funding that will enable ongoing support for vulnerable young people into the future.



Client feedback about the counselling service:

- This is the only peace I have in my life
- Now I know how to cope
- I feel cared for
- This is the only place I can honestly express my thoughts and feelings
- I wish I could come every day
- I feel better coming here



54

YOUNG PEOPLE
REFERRED

409

SESSIONS
BOOKED

45%

REFERRED BY
POLICE YLO

65%

FEMALE

35%

MALE

44%

ABORIGINAL & TORRES
STRAIGHT ISLANDER

OUTREACH SERVICES

Stockland Elara Marsden Park

In the financial year of 2022-2023, the Elara Outreach Team achieved remarkable milestones through a variety of programs, community connections, outreach services, and strategic partnerships. Our dedicated focus areas encompassed establishing impactful initiatives that made a positive difference in the lives of our community members. Here's a summary of the great work, activities and events that were delivered.

SOUND HEALING MEDITATION

A 90-minute sound healing meditation session provided residents with a means to alleviate stress and anxiety, promoting overall well-being and tranquility.

DIWALI FESTIVAL CELEBRATION

Embracing cultural diversity, the Diwali celebration at the hub facilitated community engagement during this festive occasion. The hub was adorned with vibrant colors and lights, and participants enjoyed free henna art. This celebration allowed us an opportunity to showcase the wonderful diversity in our community.

HALLOWEEN CELEBRATION

Halloween event at Elara fostered community connections through slime making, ghost crafting, and Halloween-themed plaster painting, while also raising awareness about the comprehensive services offered by Northwest Community Services.

AGING WELL INFORMATION NIGHT

In collaboration with COTA - Council on the Aging NSW, an informative session empowered participants to improve their physical and mental well-being as part of the "Living Longer and Living Stronger" program.

SCHOOL READINESS PROGRAM

Collaborating with pediatric occupational therapists and speech pathologists, we facilitated a comprehensive school readiness program. This initiative provided valuable assistance to children and parents as they transitioned into their first year of school. The program focused on developing fine motor skills, language

capabilities, and overall readiness, ensuring a smoother transition for the young learners.

ZUMBA FITNESS & TONING SESSIONS

In collaboration with Relink Australian, our Zumba Fitness classes on Mondays and Thursdays have motivated community members to embrace an active lifestyle. Similarly, our Toning and Strength Fitness sessions on Mondays offer low-impact fitness training, catering to residents seeking a well-rounded fitness experience.

GARAGE SALE TRAIL

Our engagement in the Garage Sale Trail exhibited our commitment to sustainability and community connections. By organizing a garage sale in the Elara community, we encouraged the reuse of household items and the reduction of waste. This event not only promoted sustainable practices but also facilitated neighborly interactions.

SCHOOL HOLIDAY PROGRAMS

During school holidays, our collaboration with Relink Australia continues with the School Holiday Sports Clinic. This initiative not only encourages children to remain active during breaks but also enables them to acquire new skills and establish meaningful connections.

The captivating Clay Workshop was conducted during the school holidays. This engaging workshop brought out an artistic dimension to our community engagement efforts. Participants delved into the world of clay, armed with nothing but their imagination and an eagerness to create.

The Lego Workshop provided an exceptional opportunity for children to unleash their imagination. Brimming with colorful Lego bricks and boundless enthusiasm, participants embarked on an immersive journey where creativity knew no bounds. The workshop served as a canvas where young minds transformed ideas into tangible masterpieces.

WORLD ENVIRONMENT DAY - COMPOSTING WORKSHOP

To celebrate World Environment Day, we partnered with Bunnings Marsden Park to organize a composting workshop. The event featured a nursery team that educated the Elara community about the benefits of composting and provided guidance on creating compost at home.

MINDFULNESS THROUGH COLOUR

Promoting mindfulness and well-being, the “Mindfulness through Colour” event allowed participants to engage in tranquil paint-by-number activities. This event served as a reminder of the importance of self-care in our daily lives.

ELARA COMMUNITY BIGGEST MORNING TEA

Our dedication to important causes was evident during the Elara Community Biggest Morning Tea, a platform for community members to unite, enjoy delectable treats, and contribute to cancer research. Collaborating with Breast Screen NSW and Hearing Australia provided an additional layer of awareness and support.

HEALTHY HAROLD EDUCATION SESSION

In an effort to instill healthy habits in children, we welcomed Harold for an educational session filled with music, storytelling, and interactive activities, aimed at encouraging a healthy lifestyle from an early age.

YOUTH WEEK ART

During Youth Week, we promoted recycling by reusing household items creatively to minimise waste and turning them into works of art.



“Thank you so much to you both for putting on programs during the school holidays, it is so nice to see a program aimed to help kids start school.”

“My kids loved the lego school holiday program and the Lego bag they got kept them busy for the rest of the day! What a great morning for the kids, thank you!”



OUTREACH SERVICES

Deicorp Community

DEICORP continued to be a strong sponsor of our services and community. Their sponsorship enabled us to continue offering valued services and programs that benefit community members across the lifespan. DEICORP remain committed to supporting initiatives that target education, mental health and supporting our older people.

Our Tutoring program for primary school children aged 8-12 continued. We offered intensive, small group sessions on a weekly basis, with a focus on literacy. We have been thrilled at the increased confidence and skill development of children. As many graduated at the end of the year, they were not saying goodbye to the friendships that were formed. Parents noted the unique delivery of the program, recognizing the unique needs of each child and supporting families throughout the journey. The tutoring program has life changing impacts for the children involved.

We completed a year of counseling support for young people. This sponsorship formed one part of our Therapeutic Program, which has relied on several small donors/funding sources to be viable. The success of our Therapeutic Program is detailed fully in the report for our Therapeutic Program within this Annual Report.

A striking feature of our Therapeutic Program has been the significant uptake from key agencies, without undertaking widespread promotion. Our key referrers are critical stakeholders that work with our most vulnerable young people, including NSW Health, NSW Police, Local High Schools and the Department of Communities and Justice. We are proud of the engagement from Aboriginal families, demonstrating our capacity to provide culturally safe and meaningful services that deliver outcomes sought by our local community.

Our community bus is fast becoming a senior citizen, and continues to do a great job transporting our senior clients to many varied activities. The 2022-2023 year saw many fantastic

outings (as noted in other sections of this Annual Report). As we continue through a post COVID world, our seniors have been keen to get out, see and do as much as possible! Most of our seniors activities are held during the day, and often mornings. We were surprised when we received the request to take them on a tour of local Christmas light decorations. So, we host a BBQ dinner, got them on our bus and went for a ride! It was a fantastic way to help our seniors enjoy the spirit of Christmas.

Our community events continue to play an important part of our DEICORP work in community. This year the focus was for NAIDOC and Community Christmas 2022. NAIDOC has been disrupted over a number of years due to COVID, and unfortunately for our Riverstone community, in 2022 we were living through repeated floods. Our NAIDOC event was originally postponed due to the flood issues and we were hosting the Flood Assistance Recovery Point. When the new date arrived we had rain and moved into the Seniors Hall. It was a tight squeeze, but what a marvelous event, finally, getting everyone together to celebrate our amazing Aboriginal heritage!



“It has been lovely to watch my child’s confidence grow during these tutoring lessons. It has been great to see her learn and grow in a safe and encouraging environment. I can’t afford to pay for tutoring. This has been so worthwhile for our family”

- MELISSA



DISABILITY

NEW DISABILITY SERVICES

North West Community Services (NWCS) has been dedicated to making a positive impact in the disability space throughout 2022 - 2023. By engaging in various initiatives and collaborations, NWCS has worked tirelessly to enhance the lives of individuals with disabilities.

An exciting milestone achieved was the completion of the registration process to become an NDIS registered provider. Whilst we have provisional registration, and are awaiting approval of our full application, it signifies our commitment to expanding our impact and reach within the disability community. This step forward opens doors to new opportunities for collaboration and ensures that NWCS can offer even more comprehensive and tailored support to individuals with disabilities.

NWCS has been committed to ensuring that people with disabilities have access to the National Disability Insurance Scheme (NDIS). Through dedicated efforts, NWCS facilitated the process for numerous individuals, helping them navigate the complexities of the NDIS application process. This initiative has significantly contributed to empowering individuals to receive the necessary support and services they need which ultimately lead to better life outcomes.

NEW INITIATIVES

One of NWCS's notable achievements this year was hosting work experience for students from The Ponds School in our Community Garden. These students contributed immensely by assisting in event preparation, weeding garden beds, and maintaining the cleanliness of walkways and the neighbourhood centre entrance. Their involvement not only beautified the garden and neighbourhood centre but also provided valuable work experience and a sense of accomplishment for the students.

The hardworking Men's Shed created 20 pen holders specifically designed for students at The Ponds School who live with Cerebral Palsy. These pen holders were crafted with care and dedication,

demonstrating the collaborative efforts of the community to provide practical and meaningful support to students with disabilities.

We established new mental health support services for children and young people registered with the NDIS. This has been a critical gap identified by families. Our focus on expressive therapies offers a unique therapeutic program for those that may struggle to communicate orally.

Our work in the disability space throughout 2022- 2023 has delivered important outcomes. We have started small, but are seeing big impacts in our community. Our registration with NDIS will ensure we can continue our unwavering commitment to improving the lives of individuals with disabilities. As NWCS continues its journey, it is poised to create even more positive changes and build a more inclusive and supportive community for all.



OUR VALUED FUNDERS & DONORS

Thank You For Building A Stronger Community Together

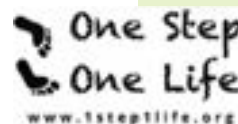
Australian Government
Department of Health
Department of Industry, Science,
Energy & Resources
Services Australia



Resilience NSW
Department of Communities & Justice
Department of Education
Department of Planning, Industry & Environment
Department of Premier & Cabinet
Office of Responsible Gambling
Service NSW



CommonwealthBank



58
DONATIONS FROM
INDIVIDUALS



OUR VALUED STAKEHOLDERS

Thank You For Building A Stronger Community Together

Ability Options
Active Care Network
Alcoholics Anonymous
Armaan Foundation
Anglicare
Australia Red Cross
Department of Health
Department of Industry, Science,
Energy & Resources
Services Australia
Australian Sikh Association
Alcoholic Anonymous
Bill Crews Foundation
Blacktown Area Community Centres
Blacktown City Council
Blacktown Lions Club
Blacktown Womens & Girls Health Centre
Bunnings Marsden Park
Bunnings Rouse Hill
Bush's Proteins
Catch Training
Catholic Care
Coles- Marsden Park
Commonwealth Bank Riverstone
Costco Marsden Park
Council of the Ageing
Country Life Child Care Centre
Deicorp Community
Department of Prime Minister & Cabinet
Democratic Kurdish Community Centre of NSW
EMPA
FAMS
Foodbank Australia
Gamble Aware NSW
Graceades Cottage
Greater Community Transport
Grill'd Rouse Hill
Guardian Funerals Blacktown
Hawkesbury & Blacktown Independent
Hearing Australia Penrith
Hills Community Aid
Justice Connect
Kids Early Learning
LCSA
Lead Professional Development
Link to Home

Link Wentworth Housing
Macquarie University
Market Country Meats
Mayoress Christmas Appeal
Merana
Mission Australia
Multicultural NSW
National Indigenous Australian Agency
NCOSS
Northcott
North West Business Chamber
Northwest Disability Services Rouse Hill
Norwest Christian College
Resilience NSW
Department of Communities & Justice
Department of Education
Department of Planning, Industry & Environment
Department of Premier & Cabinet
Energy & Water Ombudsman
Fire & Rescue Riverstone
Infrastructure NSW
Casuarina School
NSW SES
Office of Responsible Gambling
Riverstone Police Area Command
Riverstone High School
Riverstone Public School
RFS Marsden Park
Service NSW
Schofields Primary School
Vineyard Primary School
Warakirri College
Western Sydney Local Health District
Western Area Adolescent Team
One Door Mental Health
One Step One Life
Parramatta Mission
Parents Next OCTEC
Quakers Hillside Community Care
Queensland University of Technology
Reclink
Relationships Australia
Reuben Real Estate
Riverstone Baptist Church
Riverstone Business Park
Riverstone Hotel

Riverstone IGA
Riverstone & Districts Lions Club
Riverstone Little Athletics Club
Riverstone Schofields Memorial Club
Riverstone Schofields RSL Sub Branch
Rotary Riverstone
Rouse Hill Baptist Church
RDA Tall Timbers
RSPCA
Salvation Army
Share The Dignity
Sikh Youth Australia
SETS AV
Settlement Services International
St Luke's College
Stockland
Studio Dance Australia
Sydney Children's Hospital Network
Sydney Kurdish Youth Association
Sydney University
Sydney Zoo
TAFE NSW
Target Automotive
Ted Noffs
The Cutting Room
The Good Egg Studio
The Hideout Craft Workshops
The Ponds Rotary Club
The Royal Botanic Gardens & Trust
The Street University
United Ability Links
Uniting
University of South Queensland
WASH House
Wattyl Paint Centre Marsden Park
WDVCAS
Wentwest
Wesley Mission
Western Sydney Community Forum
Western Sydney Community Legal Centre
Western Sydney Recovery College
Western Sydney University
Westir Ltd
Woolworths Schofields
Wrap With Love Inc
Youth Rezolutions
Your Town

OUR COMMUNITY

Programs & Events

RIVERSTONE NEIGHBOURHOOD CENTRE
BAG - A - BARGAIN



COME DOWN TO THE CENTRE
9 PARK STREET, RIVERSTONE
TUESDAY 14TH MARCH
FROM 9.30 - 11AM
FILL A BAG FOR A GOLD COIN
DONATION
FOR MORE INFORMATION :
029 627 3622

LIMITED SPACES AVAILABLE !!
REGISTER AT: 9627 3622 OR GPATON@RIVERSTONE.ORG.AU



BUS TRIP
AUBURN
BOTANICAL
GARDENS

MEET : Riverstone Neighbourhood Centre

Tuesday
6th
September

Meet at
9:30AM

Pay for own
lunch

This initiative is funded by the Australian Government



Call for
Volunteers

Volunteering opportunities at NWCS

We need you!

Contact
9627 3622
askmed@nwcs.org.au



COME ALONG AND JOIN US TO GET CREATIVE AND SCULPT CLAY

CLAY MAKING FOR KIDS



ONLY \$5

19th of January, 2023
10am - 12pm

Tallawong Community Hub




SCAN ME

To Register Scan the QR Code Above
kchiddo@riverstone.org.au




Diwali
The Festival Of Lights

Information Desk
At Elara Community Hub

Games & Giveaways Free Henna Designs for Kids Sweets and Treats

SUNDAY, October 16, 2022
1:00PM - 3:00PM

To Register Contact Kathleen
KCHIDDO@RIVERSTONE.ORG.AU



CALLING ALL YOUNG ARTISTS!
ARE YOU READY TO SHOWCASE YOUR TALENT & CREATIVITY?
JOIN US FOR THE ELARA YOUTH WEEK ART COMPETITION & EXHIBITION, WHERE YOU CAN SHOWCASE YOUR ARTWORK & WIN AMAZING PRIZES.

ELARA YOUTH WEEK ART COMPETITION

THEME: "REDUCE, REUSE, RECYCLE"

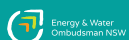
Entries to be submitted by 16th April 2023
Categories: 12-15yrs, 16 - 19yrs, 20-24yrs
Artwork: visual art, painting, drawing, photography, sculpture, Winners win \$150 gift card, Runner's up Art/project box set

Exhibition & Award Ceremony to take place on 19th April
Marsden Park Neighbourhood Centre
6:00PM - 8:00PM




Scan to Register your participation in the Art Comp
For more info Email: kchiddo@riverstone.org.au
To Download the Information Booklet Visit: www.nwccs.org.au/elara/





Energy & Water Bill Support Day

Riverstone

Third Wednesday of every month

Specialist staff from the Energy & Water Ombudsman will be available at Riverstone Neighbourhood Centre each month to assist residents and small businesses in the Blacktown area.

They can help you:

- understand your bills and charges
- check your eligibility for energy, water and medical rebates
- resolve complaints
- talk to your retailer about contract issues, payment plans and rebates
- provide tips on how to reduce energy and water consumption

Bookings are essential

Please phone Riverstone Neighbourhood Centre on 02 9627 3622 to book an interview time. (telephone appointments also available)

Interpreters available – please let us know the language required when booking.



Where

Riverstone Neighbourhood Centre
9 Park Street, Riverstone

When

Starting 20 July 2022
continuing on the third
Wednesday of every month
thereafter

Appointments available
from 9am – 3pm

What to bring

- Concession cards
- Copy of latest or past energy and water bills if available
- Letters from retailers (if any)

ALL WELCOME

You can contact EWON to make an energy or water complaint.

1800 246 545 | complaints@ewon.com.au

Deputy Paid 86550, Sydney South NSW 1534
Level 11, 133 Castlereagh Street, Sydney

To speak to EWON using an interpreter, contact the Translating and Interpreting Service (TIS) on 131 450. People who are deaf, hearing impaired or who have a speech impairment can contact EWON through the National Relay Service on 133 677.

Mental Health First Aid

Conversations about Gambling

Tuesday, 28th of March 2023

Educator:
Sharon Pedersen

At the Riverstone Neighbourhood Centre



10am - 2pm

Followed by Lunch and Networking

- How to approach someone about their gambling problems
- The risk factors, signs and symptoms and motivations which may underpin gambling problems
- How relapse might affect someone with gambling problems
- How to manage your own self-care when helping someone with a gambling problem.

If you are interested, please contact Vandita Nijhawan
vnijhawan@riverstone.org.au
or contact (02) 9627 3622 by 15th March.

We have limited spots so please reserve it now.



Dollars For Dignity

Dollars For Dignity 2022 CAMPAIGN LAUNCH PARTY



Join us from 5:00pm on November 18th 2022 in the Riverstone Neighbourhood Centre Gardens to kick off this year's Dollars For Dignity campaign. 2022 has once again seen a huge increase in the number of people who need help. Donations to RNC's Emergency Relief Fund provided support for over 1200 people affected by devastating weather events and cost of living pressures.

To keep this vital program going we need your help.
RSVP: recognition@riverstone.org.au or call 9627 3622

dollars-for-dignity.raisely.com



WE ARE CELEBRATING THE 10TH ANNIVERSARY OF OUR COMMUNITY GARDEN & SEED & THE STRENGTH, COMPASSION & RESILIENCE OF OUR COMMUNITY THROUGH THE RECENT FLOODS.

PLEASE JOIN US AT OUR

BBQ

GARDEN PARTY

OCTOBER
THURSDAY | 13 | 4PM-6PM

LOCATION: RIVERSTONE COMMUNITY GARDEN
9 PARK STREET
RSVP 9627 3622 OR
RECEPTION@RIVERSTONE.ORG.AU



JOIN US TO CELEBRATE INTERNATIONAL WOMENS DAY

EMBRACE EQUITY

AUSTRALIAN PARALYMPIAN ELLIE COLE

GUEST SPEAKERS, ENTERTAINMENT AND REFRESHMENTS

8TH MARCH
10:00AM-1PM
RIVERSTONE NEIGHBOURHOOD CENTRE
9 PARK STREET, RIVERSTONE
TO BOOK YOUR SEAT
9627 3622 OR
RECEPTION@RIVERSTONE.ORG.AU



FREE



GAMBLE AWARENESS

for parents, carers, youth & community workers

DATE & TIME
Tuesday 27 June
6 pm - 7 pm

LOCATION
Max Webber Library,
Function Centre, Blacktown

BOOK TICKETS



gambleaware0623.eventbrite.com.au

Help prevent young people aged 12-17 years from being affected by gambling harm.

- Learn strategies to help prevent young people from being affected by gambling.
- Understand the major influences on young people's gambling behaviors.
- Gain knowledge of how young people are affected by gambling harm.
- Recognise the risk factors, signs, symptoms & motivations which may underpin gambling problems.

For further enquiries call Vandita on 9627 3622

 Blacktown City Libraries
libraries.blacktown.nsw.gov.au

 Blacktown City Council

NORTH WEST COMMUNITY SERVICES MEN'S SHED

WHEN: Every Tuesday & Wednesday- 10AM-2PM
WHERE: Riverstone
Neighbourhood Centre: 9 Park Street, Riverstone- Men's shed
COST: \$5

Light refreshments and morning tea provided!

To register contact Dom at 9627 3622 or email dom@nwcs.org.au

 THIS INITIATIVE IS FUNDED BY AUSTRALIAN GOVERNMENT



Healthy Harold is coming!

Date: Monday 6th of March, 2023

Time: 10:30am - 11:30am

Place: Community Hub, ELARA BLVD, MARSDEN PARK, NSW 2706, AUSTRALIA

\$6 PER CHILD

Our program for 3-5 year olds will:

- Support children's learning and development for a healthy lifestyle
- Foster children's health and wellbeing, building on their mental, physical and social foundations
- Provide the knowledge and skills to help children make informed choices to lead a healthy and safe lifestyle

Limited Spots!

 Every child deserves to thrive

To Register Scan the QR CODE
Email schido@riverstone.org.au




Multicultural Seniors Morning Tea

Wednesday 17th August **10:30 AM - 12:30pm** **9 Park Street, Riverstone**

Location: Riverstone neighbourhood Centre

REGISTER AT: 9627 3622 OR RKHAN@RIVERSTONE.ORG.AU

This initiative is funded by the Australian Government

GET UP! STAND UP! SHOW UP!

3-10 JULY 2022

RIVERSTONE NEIGHBOURHOOD CENTRE

BRINGING COMMUNITY TOGETHER
CELEBRATING ABORIGINAL CULTURE

Jannawi Dance Clan Performing

We invite you to our 2022 NAIDOC celebrations!
WHEN: Wednesday 6th July 2022
TIME: 11AM TO 1PM

LIMITED SPACES AVAILABLE
CALL 9627 3622 TO REGISTER

Cultural Activities and food

Entertainment

Elders tent



MANAGE YOUR GAMBLING

GambleAware offers free counselling services throughout the state for people affected by gambling & their loved ones.

It offers specialist Aboriginal support & support in other languages for culturally and linguistically diverse communities.

Don't feel like talking?
Live online chat may help you feel safer about discussing issues you may have with gambling.

For free, confidential advice and support, call GambleAware on 1800 858 858 24/7.

To chat online visit: www.gamblinghelponline.org.au

GAMBLE AWARE

Phone: 1800 858 858
Live Chat: www.gamblinghelponline.org.au
Website: www.gambleaware.nsw.gov.au

Phone: 9627 3622
Email: reception@nwcs.org.au
Website: www.nwcs.org.au

 NORTH WEST COMMUNITY SERVICES INC
Building a strong, successful together

For any further questions please call Gemma on 9627 3622 or gpaton@nwc.org.au

ZUMBA GOLD DISCO CLASSES FOR SENIORS

Every Monday from 12:00-1:00PM

Dates for the term
 22nd of May
 29th of May
 5th of June
 12th of June - (Cancelled due to public holiday)
 19th of June
 26th of June
 3rd of July
 10th of July
 17th of July
 24th of July
 31st of July
 7th of August
 14th of August

GOLD COIN DONATION

65+

Come along and join us for Zumba gold with some disco lights! This low impact exercise program aims to increase fitness and mobility as well as muscle strength. There is no pressure to move more than you are able to.

Riverstone Community Playgroup

FREE Community Playgroup for children aged 0-5 years. Come along to **PLAY LEARN CREATE** together

To register or for further information please contact Alex on 9627 3622

MONDAY'S 10 to 11:30

During School Terms

9 Park Street Riverstone

RIVERSTONE SCHOOL HOILDAY SPORTS CLINIC

18th January
 10am-12pm

Riverstone Park,
 Garfield Road West, Riverstone

TO REGISTER QR Below

RIVERSTONE NEIGHBOURHOOD CENTRE TUTORING PROGRAM

Tutoring helps increase your child's motivation and attitude so they are able to reach their full academic potential!

WHEN: WEDNESDAY AFTERNOON - 8 WEEK PROGRAM DURING SCHOOL TERMS

AFTERNOON TEA - 3:45PM
TUTORING SESSION - 4PM TO 5PM

Afternoon tea provided.
 To register your child or for more information please call Alex on 9627 3622.

KINDY 2023: SCHOOL READINESS PROGRAM

Designed and facilitated by a paediatric occupational therapist and speech pathologist

Tuesday 17th January 2023

At Riverstone Neighbourhood Centre
 9 Park Street, Riverstone

QR below to Register or email alexvd@riverstone.org.au

Digital Literacy Foundation

DO YOU NEED HELP WITH TECHNOLOGY?

TECHNOLOGY SESSIONS AVAILABLE FORTNIGHTLY AT NORTH WEST COMMUNITY SERVICES !!

SESSIONS FOR WINTER:
WHERE: North West Community Services
 9 Park Street, Riverstone, Hall
TIME: 10:00AM- 1:00PM

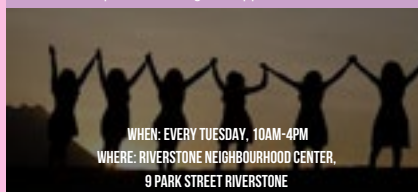
CONTACT Asma TO MAKE A BOOKING ON (02) 96773622

WOMEN'S DOMESTIC VIOLENCE SUPPORT NORTH WEST SYDNEY WDVCS

Are you or have you experienced domestic violence?
Need help with the legal and court system?

Wide range of support available to all women

Specialist Aboriginal support available



WHEN: EVERY TUESDAY, 10AM-4PM
WHERE: RIVERSTONE NEIGHBOURHOOD CENTER,
9 PARK STREET RIVERSTONE

NO APPOINTMENT NEEDED!



CALL 9627 3622
OR
0408 368 556



NORTH WEST COMMUNITY SERVICES CONNECT. PARTICIPATE. CELEBRATE

Monday 24th April
12.30pm - 5.30pm
Ages 12 to 24 years
Riverstone
Skatepark
DETAILS ON BACK PAGE

FREE SKATE WORKSHOP
GIVE AWAYS
ARTS & CRAFTS
FREE PIZZA VAN
COMPETITIONS & PRIZES TO
BE WON



MORE INFORMATION PLEASE
CALL 029627 3622

YOUTH WEEK SKATE PARTY



YOUTH MENTAL HEALTH IN AUSTRALIA

Mental health problems are common in this age group: Approximately one in seven young Australians aged 4-17 years experience a mental disorder. This rate is likely to be higher in the 12-24 age group.

Anxiety disorders were the most common mental disorders experienced by young people (6.8%), followed by major depressive disorders (2.8%). The prevalence of mental disorders was higher among females than males (9% vs. 12%). Suicide is the leading cause of death among young Australians aged 15-24 (Australian Bureau of Statistics, 2020).

Indigenous young people in Australia experience higher rates of mental health problems than their non-Indigenous counterparts. In 2020, approximately one in four Indigenous young people aged 4-17 years experienced a mental disorder, compared to one in seven non-Indigenous young people.

A survey conducted by Mission Australia in 2021 found that the top three issues of concern for young people were mental health (32.8%), coping with stress (29.6%), and personal safety (28.9%).

Black Dog Institute found that the pandemic has led to a significant increase in the prevalence of depression and anxiety symptoms among young Australians. In particular, the study found that young people who had experienced financial stress, social isolation, and disruption to their daily routine were more likely to experience depression and anxiety symptoms.

Early intervention is important: Mental health problems can have a significant impact on a young person's life, including their relationships, education, and future career prospects. Seeking help early can make a big difference in preventing the problem from becoming more severe.

Look out for warning signs: Some common warning signs of mental health problems in young people include changes in mood or behaviour, difficulty sleeping, changes in appetite, difficulty concentrating, and withdrawing from social activities. If you notice any of these signs in your child, it is important to take them seriously and seek professional help.

Encourage open communication: Creating an environment where your child feels comfortable talking about their feelings and experiences can be very helpful. Encourage them to talk to you or another trusted adult if they are feeling overwhelmed or struggling with their mental health.

Know where to get help: There are many different services and resources available to support young people with mental health problems, including mental health professionals, helplines, and online resources. It can be helpful to familiarize yourself with these resources so that you know where to turn if your child needs help.

Look after your own mental health: Supporting a child with mental health problems can be challenging, and it is important to prioritize your own mental health and wellbeing. This may involve seeking support for yourself, such as talking to a friend, family member, or professional.

Youth mental health is a significant issue, and supporting the needs of young people who are experiencing mental health problems is critical.



TAKE OUR PARKS & GREEN SPACE SURVEY

Tell us what you think of your local parks & recreational areas
the survey only takes 2 minutes



FINANCIAL REPORT

2022-2023



NORTH WEST COMMUNITY SERVICES INC.

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

30 JUNE 2023

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023 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 1st day of October, 2023
at PENRITH NSW 2750

Telephone: (02) 4732 3033 Facsimile: (02) 4732 3031 Email: andrew@lrf.com.au
81 Henry Street Penrith PO Box 459 Penrith NSW 2750
Liability limited by a scheme approved under Professional Standards Legislation

- 2 -

NORTH WEST COMMUNITY SERVICES INC.

DECLARATION BY MEMBERS OF THE MANAGEMENT COMMITTEE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2023

As detailed in the Statement of Accounting Policies in the Notes to the Accounts, the Association 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 Incorporation 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: Michael Cochrane
Member of Board President
(Signature)
Name: J. Campbell
Member of Board
RIVERSTONE, 12/10/2023

- 6 -

FINANCIAL REPORT

2022-2023

NORTH WEST COMMUNITY SERVICES INC. STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 30 JUNE 2023			
	Note	2023 \$	2022 \$
Revenue from ordinary activities	2	1,826,624	1,879,646
Employee benefits expense		(794,974)	(574,973)
Client activities & volunteer expense		(17,428)	(339)
Depreciation and amortisation expense	5, 11	(16,607)	(12,736)
Other expenses from ordinary activities		(365,557)	(475,062)
Gain/(Loss) from ordinary activities before income tax expense		32,062	16,721
Income tax expense relating to ordinary activities		-	-
Gain/(Loss) from ordinary activities after income tax expense		32,062	16,721
Other Comprehensive Income			
Gain/(Loss) from ordinary activities after income tax expense		32,062	16,721

Notes to the financial statements are included on the attached pages.

- 7 -

FINANCIAL REPORT

2022-2023

NORTH WEST COMMUNITY SERVICES INC.			
STATEMENT OF FINANCIAL POSITION			
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2023			
	Note	2023 \$	2022 \$
CURRENT ASSETS			
Cash	12	422,063	364,321
Receivables	3	90,262	34,394
Other current assets	4	10,806	7,548
TOTAL CURRENT ASSETS		523,132	406,263
NON-CURRENT ASSETS			
Property, plant & equipment	5	88,418	62,566
TOTAL NON-CURRENT ASSETS		88,418	62,566
TOTAL ASSETS		611,550	468,829
CURRENT LIABILITIES			
Accounts payable	6	205,247	147,309
Provisions	7	98,578	54,548
Lease liabilities	13	1,769	-
TOTAL CURRENT LIABILITIES		305,594	203,357
NON-CURRENT LIABILITIES			
Lease liabilities	13	8,062	-
TOTAL NON-CURRENT LIABILITIES		8,062	-
TOTAL LIABILITIES		313,656	203,357
NET ASSETS		297,894	265,472
MEMBERS FUNDS			
Accumulated Funds	8	297,894	265,472

Notes to the financial statements are included on the attached pages.

FINANCIAL REPORT

2022-2023

NORTH WEST COMMUNITY SERVICES INC. STATEMENT OF CASH FLOWS FOR THE FINANCIAL YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Operating Grant receipts		886,967	686,161
Receipts from business activities		588,272	203,330
Payments to suppliers and employees		(1,234,136)	(1,315,482)
Receipts from members		65	80
Donations		47,010	73,456
Interest received		2,188	1,109
Net cash provided by/(used in) operating activities	11	90,319	(151,346)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant & equipment		(32,577)	(5,882)
Net cash provided by/(used in) investing activities		(32,577)	(5,882)
CASH FLOWS FROM FINANCING ACTIVITIES			
Net cash provided by/(used in) financing activities		-	-
Net Increase/(Decrease) In Cash Held		57,742	(157,228)
Cash at Beginning of the Financial Year		364,321	521,549
Cash at the End of the Financial Year	12	422,063	364,321

Notes to the financial statements are included on the attached pages.

- 10 -



Building a stronger community together



THANK YOU

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