



**NORTH WEST
COMMUNITY SERVICES INC.**

Building a stronger community together

NORTH WEST COMMUNITY SERVICES INC.
**ANNUAL REPORT
2024-2025**

OUR VISION

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 PURPOSE

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.

OUR VALUES



FROM THE PRESIDENTS

*Michael Cogar &
Nalika Padmasena OAM*

It is with great pride and humility that we present this year's President's Report, reflecting on a year of remarkable growth, resilience, and unwavering commitment to our community. The theme of this year's report—Perseverance, Progress and Pride—captures the spirit with which our organisation has navigated change, embraced opportunity, and continued to serve with purpose.

A Tribute and Transition

The middle of the year marked a significant transition for our organisation. After 16 years of dedicated service, our board member and the chairperson, Michael Cogar stepped down due to relocation out of Sydney. His leadership, wisdom and tireless advocacy have left an enduring legacy. On behalf of the Board, staff, and community I extend heartfelt thanks to Michael for his contribution and stewardship. We wish him the very best.

Growth and Achievement

We are pleased to report another successful year, marked by significant growth in both revenue and the scope of our services. Our annual revenue reached \$2,031,130 enabling us to expand into new areas including mental health services, spontaneous volunteering, the resilience/outreach van, and the Club Grant initiatives. These initiatives reflect our ongoing commitment to meeting the evolving needs of our community with agility and compassion.

Navigating Reform with Determination

The Aged Care Reforms have been a major focus, with anticipated changes in 2025 prompting a flurry of activity to ensure our clients were fully assessed. This process, while necessary, caused considerable distress, our staff remain dedicated to preparing for the new Aged Care Act and ensuring we continue to deliver high-quality services to older clients.



We also await clarity on the recommissioning process under the Department of Communities and Justice's Targeted Early Intervention funding. There is growing concern that future commissioning may deprioritise community-building efforts despite their proven impact and deep local engagement. In response, the Board has remained vigilant, actively monitoring developments and continuing to advocate for the recognition and resourcing of grassroots organizations like ours. This uncertainty reinforces the urgency of our advocacy and the critical role we play in amplifying community voices and safeguarding equitable outcomes for our region.

Challenges and Advocacy

The increasing burden of regulatory compliance, administration, and reporting continues to stretch our resources. Unfortunately, this growing impost has not been matched by funding recognition, and we are seeing a decline in real-dollar value while absorbing rising costs.

IT and cyber security remain a priority. We successfully transitioned to a new entity following our IT consultant's merger, strengthening our digital resilience and positioned us for future growth.

In 2024, we undertook an organisational redesign to improve efficiency and prepare for new opportunities. This strategic shift is already yielding benefits and will help us navigate the complex landscape ahead.

Serving a Growing Community

Our Centre operates within Sydney's North West Growth Area, where rapid population growth has led to increased service demand. However, investment in social infrastructure and human services has not kept pace, leaving our staff and volunteers to do more with less. We are deeply concerned by the trend of funding being awarded to organisations with little or no presence in our community. Access and equity remain critical issues, and we will continue to advocate for fair and localised support.

We've maintained a strong advocacy presence, including meetings with the Premier and Ministers at the Riverstone Community Cabinet, where we highlighted the pressing needs and service gaps in our region. We continue to host community consultations, review statistical data, and make submissions on urban development, particularly the Riverstone Town Centre Master Plan.

Responding to Immediate Needs

Despite limited resources, we continued to operate a Cool Centre during extreme heat days and responded to growing demand for emergency relief. We are grateful to the North West Business Chamber for their annual fundraising initiative, which helps us support those most in need.

Access to community space remains a challenge, with aging buildings requiring repair and limited availability for essential services. This is an area we will continue to address through advocacy and strategic planning.

Looking Ahead

We held a mid-term review of our five-year Strategic Plan, bringing together our Board and staff to assess progress, identify emerging trends, and begin planning for our next strategic cycle in 2027—a milestone year as we celebrate 50 years of service. This review reaffirmed our shared vision and commitment to adapting to the changing needs of our community.

The Board has remained focused on good governance, updating policies and procedures, and addressing the growing unmet needs in our region. Their leadership and dedication have been instrumental in guiding us through another transformative year.

In closing, we want to acknowledge the extraordinary efforts of our staff, volunteers, and Board members. Their perseverance in the face of adversity, their progressive thinking, and their pride in serving our community are the foundation of everything we have achieved. As we look ahead to our 50th anniversary, we remain united in our mission and ready to embrace the future with strength and purpose.

**Michael Cogar &
Nalika Padmasena OAM
President
North West Community Services Inc.**

FROM THE CEO

Angela Van Dyke

This year has been both exciting and challenging, defined by our shared theme of Perseverance-Progress-Pride. Despite limited growth in government investment, our community has worked together with remarkable resilience, creating meaningful change and building a stronger future. I extend my heartfelt gratitude to all who have engaged with us—those collective efforts have left a profound impact.

We have navigated a challenging year, with a range of funding reform processes, increased competition for public funding, and increased regulatory requirements. We undertook an organizational redesign process, to provide the most effective structure supporting our staff and efficiency in service delivery. Our team proudly shares this report, highlighting a diverse array of activity for our growing community, demonstrating our commitment to “Building a Stronger Community Together.”

Community Voice

- The Wellbeing Project was launched, sparking ongoing initiatives to advocate for investment in the North West and address systemic challenges when disasters strike.
- The Youth Forum Report was launched at NSW Parliament House in partnership with the Member for Riverstone. This empowering event gave our young people the chance to voice their views with Ministers and explore future opportunities for collaboration.
- Our Women's Consultation and Insights Report (2025) provides critical guidance for addressing the needs of women in our rapidly growing region.

Disaster Resilience

- We presented our flood recovery journey at the Australian Disaster Resilience Conference, sharing key learnings with sector leaders.
- We contributed to the NSW Disaster Adaptation Plan and secured funding for the Spontaneous Volunteers Grant, which will be delivered in the coming year.
- We purchased a Resilience & Outreach Van, with support from the NSW Government and The Mobile Coffee Group, to extend services to new neighbourhoods lacking social infrastructure.



Advocacy & Representation

We continued to champion the needs of the North West community through active representation, including:

- Riverstone Community Cabinet and meeting with the NSW Premier
- Shadow Ministry Community Cabinet
- DCJ Blacktown & Hills TEI Governance Group
- WSPHN Services Provider Forum
- Town Centre Masterplan & Rouse Hill Hospital Development
- Engagement with peak bodies LCSA and NCOSS

Education & Professional Development

We proudly supported social work students from Western Sydney, hosting placements of 400–600 hours and helping to shape the next generation of professionals. We also supported students of Business studies at Macquarie University and TAFE students.

Recognition

- Our partnership with WESTIR on The Wellbeing Project was nominated for the Social Impact Measurement Award.
- We were nominated for the NSW Sustainable Cities Award
- We were finalists in the Altitude Women's Awards, in both Best Team and Best Charity categories.

Community Support

Our achievements are only possible thanks to the generosity of our community. A full list of supporters can be found in this report. Special mention to the following groups for sustained and significant contributions throughout the year:

- North West Business Chamber
- Stockland
- Riverstone Scholfield's Memorial Club
- Blacktown Lions
- Riverstone Baptist Church
- DEICORP

Where public funding falls short, our community steps in—and we are deeply grateful. A heartfelt THANK YOU to all involved! Your collective impact is changing lives.

Building Accessible Spaces

Through the NSW Government Community Building Partnership Grant, we improved accessibility between our buildings and gardens, ensuring safe, welcoming spaces for people of all abilities. Community feedback has been overwhelmingly positive, and these upgrades reflect our commitment to inclusivity.

Gratitude

To our incredible staff: your passion, flexibility, and commitment inspire me every day. Despite increasing demand and limited resources, you continue to serve with excellence. However, the strain on our workforce is real. Sustainable investment from both State and Federal governments is urgently needed to ensure we can meet the needs of our growing region with the essential social

infrastructure and human services it deserves.

From supporting food pantries and playgroups, to aged care programs, community events, and technical services—our volunteers are at the heart of everything we do. We have twenty-eight amazing volunteers, who have worked with our staff throughout the year. Your generosity transforms lives. THANK YOU!

I acknowledge the outstanding contributions of our Board: Michael Cogar, Nalika Padmasena, Jonathan Agius, Julian Passfield, Clarissa Stepek, Preetinder Singh, and Jordan Hedi. Their steady leadership, innovation, and commitment to governance and workforce support have been vital in navigating an increasingly complex sector.

A special note of gratitude goes to Michael Cogar, who stepped down in 2025, providing over 16 years of extraordinary service. From his time as Board President, to volunteering as a bus driver and IT supporter, Michael's contributions have been immeasurable, and he will be missed. His legacy reflects the very spirit of community that defines our organisation. We thank him wholeheartedly and wish him well in his next chapter.

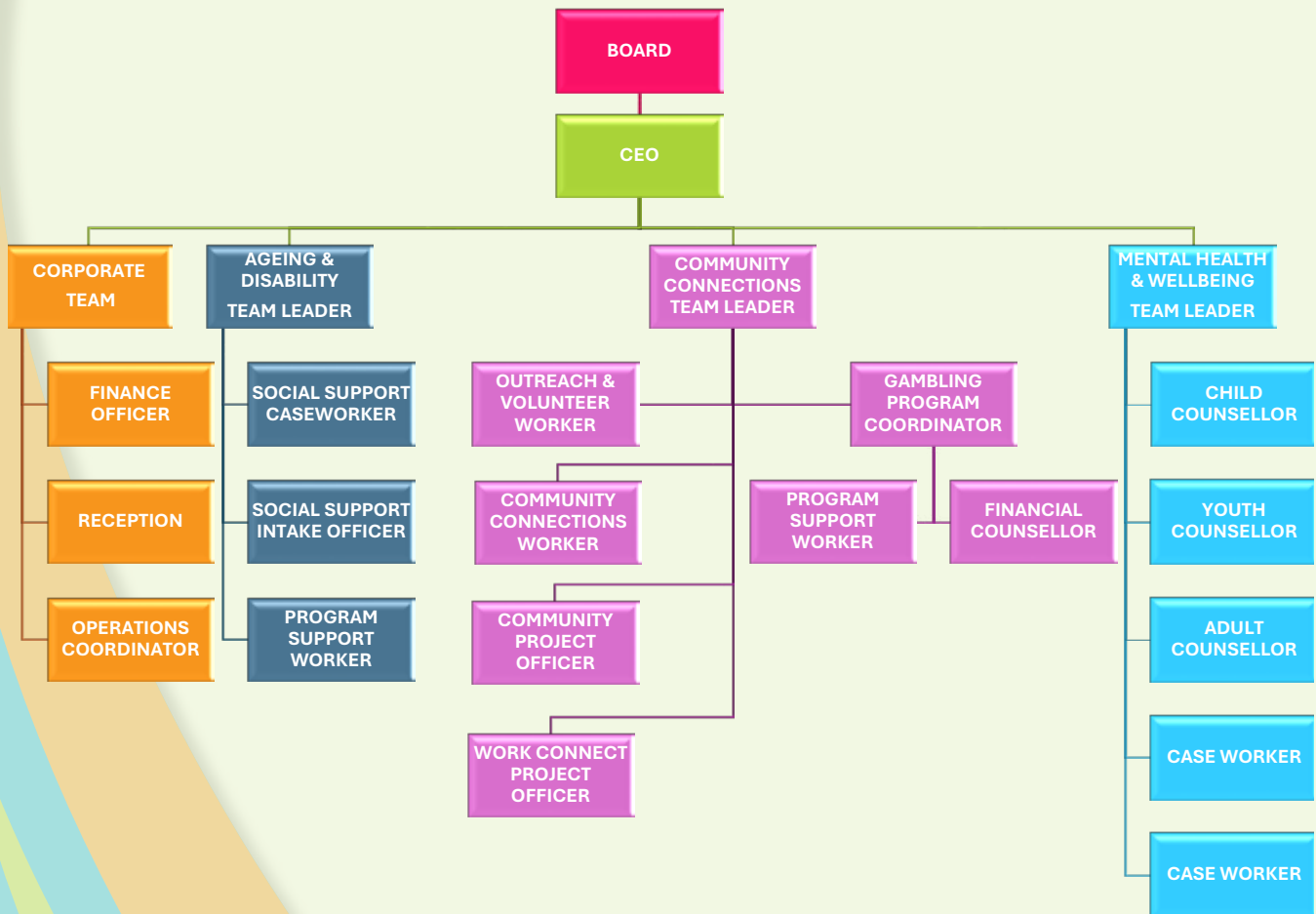
Looking Ahead

As our community continues to grow, we remain committed to advancing progress with purpose. We continue to be a proud community, achieving despite the barriers and challenges we face. We will continue to advocate for local, place-based approaches for government funded initiatives, particularly for our North West Growth Area. With your support, we will continue to build resilience, champion equity, and create opportunities for all.

Angela Van Dyke
Chief Executive Officer
North West Community Services Inc.

ORGANISATION DESIGN

North West Community Services



OUR PEOPLE







AGEING, DISABILITY & WELLNESS

What a year!

It has been a time full of fun, connection, and many highlights – with a little bit of chaos too. Much of that chaos came from the Aged Care Reforms and the new Aged Care Act 2024, but our team stayed strong and adaptable. Together, our Ageing and Disability team delivered 10,804.32 hours of support across fourteen different service types. Our theme for this year is persevere-progress-pride, and this represents the challenges, continued persistence to achieve and the pride we have for our team and our community.

We focused on building wellbeing, confidence, and independence for older people and those living with disability. Our programs are funded by the Australian Government, Department of Health, and Aged Care. Through the Commonwealth Home Support Program (CHSP), we provide entry-level services that help people remain safe and supported at home while staying connected to their community. This program is also supported by private investment, such as DEICORP.

We work in line with the Aged Care Quality Standards and always meet the requirements of the Aged Care Quality and Safety Commission.

Group Programs

Men's Shed

The Shed continues to be a place of purpose and friendship. Men come together to build, repair, garden, and share skills. But more importantly, they share laughter, stories, and a sense of belonging. The Shed is not only about projects – it is about feeling valued and giving back to the community.

Creative Connections

Our Card Making and Craft Groups have brought colour and joy. Clients enjoy making beautiful creations while talking, laughing, and sharing their life experiences. These groups are a safe space to be creative, social, and supported.

Friendship-Bingo

More than just a game, Bingo has become a space for connection, fun, and skill-building. Adapted to meeting the needs of our older clients, it helps people join in easily, feel included, and share happy moments together every fortnight.

Staying Strong and Active

Our Seniors' Fitness classes have kept everyone moving. With lively music, safe exercises, and lots of encouragement, clients have improved their physical health, reduced their risk of falls, and left each class with a big smile.

What began with 12–14 seniors, many of whom were facing mobility challenges, has grown into a program filled with energy, progress, and community spirit.

Over the past year, participants have shown remarkable improvements in mobility, strength, balance, and mental wellbeing. For many, the weekly sessions have become the highlight of their routine. Rain or shine, seniors turn up ready to move, connect, and support one another.

One inspiring participant, Elizabeth Tod, lives with a disability but she takes part in most exercises with the support of her trainer. She has seen great improvements in her physical and mental health, and shares: Her journey reflects the experience of many others in the group. Not only have they built physical strength, but they have also gained resilience, confidence, and friendships.

Feedback from the group has been overwhelmingly positive:

- 90% of participants reported improved mobility.
- 85% shared that their mental wellbeing has improved.
- Weekly attendance has remained high, with most participants rarely missing a session.
- Many have described the sessions as an important social connection, reducing feelings of isolation.

Seniors Fitness Sessions are more than just an exercise program; they represent a commitment to healthy aging, inclusion, and resilience. The program has empowered seniors to remain active, independent, and socially connected, and continues to be a source of pride and inspiration for the community.

Community Events

Living in Sydney's North West Growth Area means our community is rapidly growing and becoming even more culturally diverse. This year we focused on celebrating and respecting the many traditions and faiths in our community.

Multicultural Gatherings

Morning teas and lunches showcased foods and flavours from around the world. These events were more than a meal – they were a chance to share culture, build friendships, and experience 'traveling the world' without leaving home.

Festivals & Special Days

We celebrated Christmas, Easter, Diwali, Lunar New Year, and Iftar during Ramadan. Each celebration was filled with festive food, decorations, and joy. Clients were able to share their traditions while also learning about others.

Christmas in July

A fun mid-year event that brought the Christmas spirit to life in a new way. Everyone joined in, no matter what their background, making it a joyful and inclusive celebration.

Other Highlights

- Melbourne Cup Day: full of excitement, colourful outfits, and social fun.
- Mother's Day: a time to thank and honour the women who care for others.
- Father's Day and Men's Health Week: raising awareness of men's health, encouraging self-care, and promoting help-seeking.

Disability

We have continued to support people living with disabilities in many ways. This includes helping them understand and navigate their NDIS plans so they can make the most of the support available to them. Our team takes the time to explain choices in simple terms and guide people toward the services that meet their needs.

This year we were proud to continue our partnership with The Ponds School, offering students valuable work experience opportunities. These placements gave young people the chance



to build confidence, learn new skills, and connect with community life. It has been inspiring to see their growth and achievements.

At the same time, we have been working hard to enter the NDIS market as a registered provider. We have commenced services expanding our support options, and continue creating opportunities for inclusion, wellbeing, and independence for people living with disabilities.

Looking Ahead

Through all the changes and challenges, our team has remained resilient and responsive. We have continued to grow programs that make a real difference in people's lives – supporting older people and those with disability to live well, feel connected, and stay independent. This year, we persevered, to achieve progress, and we are proud of our collective efforts with our north west community.

CLIENT QUOTE

My muscles are much stronger now, and I feel more confident every day. I never thought I could do so much, but with the trainer's help, I can. These sessions make me happy.

2856

OCCASIONS
OF SERVICES

10,804

HOURS OF
SUPPORT

14

NUMBER OF
SERVICE TYPES

159

PEOPLE
SUPPORTED



GAMBLING HARM AWARENESS

Our Gambling Harm Awareness Program aims to raise awareness, educate the community, and promote help-seeking behaviours. This program also provides some emergency relief activity and financial counselling services. These components are captured in the mental health section of this report. This initiative is funded by the NSW Office of Responsible Gambling. Our work focuses on the Blacktown Local Government Area, where we took a leadership role in delivering a range of impactful and collaborative activities.

We have growing community openness to discussing gambling harm — a subject often difficult to raise. Our focus has been to reach people of all ages, and across many different access points across the Local Government Area.

Community Events

We showed up, set up, and connected! Interactive stalls, family-friendly activities, and conversations sparked awareness across multicultural and local celebrations.

Popcorn, pizza & a powerful message. A family movie night became a relaxed evening combining entertainment with awareness. Over one hundred people attended, as the event was moved indoors due to wet weather. A great initiative to start conversations amongst families.

To support engagement, we utilise interactive activities that create a welcoming entry point. We also highlight other programs we offer and gradually introduce information on gambling harm. This approach is important, as gambling harm information is not often sought after as a stand-alone topic, but gains more traction when embedded within broader engagement strategies.

Workshops

Learning disguised as fun!

- All Things Gaming & Pizza (ORG approved) — youth-friendly & engaging.
- Family workshops on healthy screen time.
- Trivia & multicultural lunch, Father's Day event.

Place-Based Pop-Ups

We came to you! Low-key stalls in local spaces across the Local Government Area made accessing support & information simple. It was also an opportunity to connect people to the broader service system and local opportunities.

Faith & Culture Outreach

Respectfully connecting. Sharing resources at places of worship & cultural events to build trust and understanding. Our focus has been to expand our reach into more diverse networks.

Community Partnerships

Together, we go further. Collaborating with local clubs and service providers to ensure support remains visible and accessible. This has been a proactive approach with Riverstone Schofields Memorial Club and CSI Marconi, to promote help seeking behaviour for patrons in the club.

Our renewed partnership with Gamble Aware Blue Mountains Western Sydney strengthens referral pathways and support. We continue to connect people to specialist gambling support services.

Marketing & Online Engagement

Staying active, staying current. Flyers, social media, and our website kept the conversation alive across multiple platforms.



10,331
SOCIAL MEDIA
OUTREACH

2227
EVENTS &
POP UPS

238
WORKSHOP
ATTENDEES

CLIENT STORY

Our workshops to build sector capacity led to our staff participating in training, reviewing intake processes, which then led to proactive conversations about gambling. One counseling client identified gambling harm during sessions. With our support, they connected to a specialist therapeutic gambling service while continuing to receive generalist counseling with us. This seamless pathway ensured they received the right help at the right time. Providing opportunities to build workforce capacity has resulted in improved services and connecting clients to specialist gambling services.



OUTREACH ELARA

Our outreach activities at Elara, Marsden Park provides a range of community engagement activities that aim to build local community connections and coordinating access and activity at the Elara Hub. This initiative is funded by Stockland.

Key Achievements:

- **Fostered Community Connections and Engagement:** Strengthened relationships among residents and local organisations.
- **Encouraging Healthy Lifestyles:** focused on physical activity and overall well-being.
- **Promoting Inclusivity:** Organised community events and cultural celebrations that embraced diverse participation.
- **Expanding Educational Horizons:** Offered workshops and learning experiences for community members.
- **Enhancing Service Awareness:** Increased understanding of available social and community services and support to access services as needed
- **Maximizing HUB Space Utilisation:** Ensured community access to shared resources and meeting venues.

A range of community engagement initiatives were delivered in response to the needs identified within community:

- Supported Playgroup
- Mums and Bubs Sessions
- Physical Fitness
- School Holiday Programs
- Awareness Campaigns
- Diwali Event
- Halloween Event
- International Women's Day
- Christmas event
- The Biggest Morning Tea
- Training and Employment workshops
- Children's Street Library

Community continues to seek free activities, particularly as the cost of living pressures escalate. Families often seek our free fun activities for children and community events that are not commercial in nature. This investment from Stockland has demonstrated an effective community engagement approach to building a resilient neighbourhood.

As the community grows, demand for services and infrastructure also grows. We will continue to advocate for increased public funding to deliver ongoing, sustainable services for a diverse community.

Supported Playgroup

Our Elara supported playgroup has seen wonderful engagement from local families and remains in high demand, with a long wait list. Our program:

- Provided valuable support to mothers and caregivers by creating a welcoming space for connection and community-building.
- Promoted key developmental skills for children, including motor coordination, creativity, and social interaction, through play and engaging activities such as sensory bins, Easter egg hunts, and craft
- Offered mothers and caregivers opportunities to exchange parenting tips and to socialise to reduce feelings of isolation.
- Fostered community connections through organised themed events, like Mother's Day and Father's Day celebrations, offering families opportunities to create lasting memories together.
- Special guests, such as speech therapists and dental services provided expert information and insights into child development milestones, empowering parents, and caregivers.

CLIENT QUOTE

I love coming to playgroup, I have made new friendships and no longer feel alone in my neighbourhood.



Community Events

A range of free community events were held for the Elara community. Some focused on traditional activities such as Christmas and Halloween, whilst others had a focus on raising cultural awareness and building inclusion and harmony. Our cultural activities welcomed everyone, regardless of their own cultural backgrounds, in a fun, safe, welcoming environment where residents could connect with new people in their local neighbourhoods, learn about diverse cultural practices and build a community that respects diversity and inclusion. Not surprisingly, food features prominently at our community activities, and is always a great conversation starter when meeting new people! Community events prove to be a great strategy to build local connections, access to a range of services and opportunities, and new friendships. These are all essential elements for creating a sense of neighbourhood and community resilience.

2,496

PROGRAM
PARTICIPANTS

12,690

ATTENDANCES
AT ELARA HUB

TARGETED EARLY INTERVENTION

Our Targeted Earlier Intervention (TEI) program is funded by the NSW Department of Communities and Justice (DCJ). This program supports our most vulnerable community members, with a focus on community strengthening along with wellbeing and safety. The work of the wellbeing and safety stream can be found within the mental health and wellbeing section of this annual report. This work is also supported by private investment, sponsorships, such as DEICORP.

Over the past year, we have delivered a range of activities that built local connection, developed individual and community capacity and improved client outcomes. This includes community events, health and wellbeing programs, training, and capacity building, and providing a community centre. This funding is crucial, as it is the only funder that enables us to deliver extensive opportunities as a neighbourhood/ community centre.

We were proud to see over 36,000 occasions of connections to the Sam Lane Complex. This represents a remarkably diverse mix of users and cohorts in our community. Demand for space remains high. Our engagement with community via social media continues to grow, as people utilise our sites for information and connection.

We thank Blacktown City Council for enabling the use of the buildings at Sam Lane Complex. Without this our work would not be possible and the significant outcomes, as noted in our data highlights, would not be achieved.

Community Engagement

We proudly launched our Youth Forum Report 2024 at NSW Parliament House in November 2024. Young people from the eight schools that participated in the Forum Consultation attended the event and had an opportunity to meet with Ministers and the Premier, discussing the findings of the report. This document will guide further

activity into the future.

Key Issues Identified:

1. Pressure and overwhelming workload
2. Cost of living
3. Self-esteem, confidence, and self-worth
4. Disconnection due to technology
5. Mental health

We were proud to launch The Wellbeing Project Report, a significant piece of work bringing together our years of flood recovery work and the importance of local neighbourhoods, relationships, and trust to build resilience. The report acknowledges the ongoing work of North West Community Services, challenges the stereotypes about who is living in our north west, what the needs are, and importantly discusses the importance of social infrastructure and local connections to build a resilient community. This work was funded by the Western Sydney Primary Health Network. We thank WESTIR for their engagement with this initiative and supporting us to develop the report. The Wellbeing Project Report was presented at the Australian Disaster Resilience Conference. We were proud to be able to share our learning journey and learn from others across the country.

We hosted a North West Women's Forum in November. This was a wonderful opportunity to give women a voice on their lived experience, identifying the strengths and challenges of living in our north west. It was wonderful to see the diversity of ages and culture in the room. This led to the development of the Insights Report, which will guide future activity for our service.

We held a diverse range of community events throughout the year, including our popular NAIDOC. We hosted a Ramadan Iftar event, which was a



beautiful example of a culturally diverse community, various faiths coming together to learn about each other, reach out the hand of friendship, and build a shared commitment of respect for all. Community feedback indicates a higher demand for community events that offer diverse activities for diverse cohorts, which are fully free. As cost of living pressures soar, families find it difficult to participate in commercial activities, and demand for our events grows higher.

We were proud to host International Women's Day 2025, launching our North West Women's Forum Insights Report, and promoting the Empower You App, a wonderful phone based tool supporting victims of domestic violence. This year our focus was on a call to action.

We continue to host free school holiday activities, offering a range of options each term. This continues to be in high demand from families.

We delivered regular social participation activities throughout the year, with a focus on health and creativity. Our programs catered to various age groups, including children, teens, and adults. We incorporate intergenerational programs, bringing different families, individuals, and ages together. We aim to build a greater

sense of belonging, opportunities for mentoring and support, recognising the value that each individual can bring to local communities, creating inclusion and greater harmony.

Outdoor events/activities continue to be challenging as we experience extreme weather events.

Training & Building Capacity

Our tutoring program offers intensive support for primary school aged children struggling with literacy and numeracy. This initiative is funded by the NSW Department of Communities and Justice and DEICORP, engaging professional staff with a specialist tutor. We provide intensive support with each child and family. We support families to seek specialist services or assessments which can have a significant positive outcome on children and the family unit. Our approach has seen significant growth in children and families. We receive feedback that students are settling into school life and successfully continue their learning journey with their newfound skills and confidence.

6,828

INFO, ADVICE
& REFERRAL

36,679

PEOPLE THROUGH
CENTRE

2,571

PEOPLE AT
EVENTS

769

SOCIAL ACTIVITY
ATTENDEES

3,628

VOLUNTEER
HOURS

495,052

SOCIAL MEDIA
CONNECTIONS

We have delivered a diverse array of training opportunities, offering skills getting ready for work, resume writing, English skills, computer skills, barista, first aid and volunteering opportunities. Our service model provides valuable and supported pathways enabling people to build capacity and achieve their goals. Over three hundred students engaged in an informative day at Riverstone High School Careers Day.

We were delighted to secure an NSW Government Community Building Partnership Grant to purchase our community resilience outreach/coffee van. This was further supported with a business donation by The Mobile Coffee Group. This initiative has slowly commenced, linking to our work connect and resilience building activity. We look forward to expanding a broader service model in the coming year.

NWCS continues to provide invaluable youth training opportunities, offering local young people and schools tailored programs aimed at developing practical skills, building confidence, and enhancing future employment prospects. We worked with students from Warakirri College to offer hospitality training and barista skills. We then provided our coffee van with the students to make coffee for families attending the Warakirri College Art Expo. The event attracted a large number of attendees, and we were thrilled to see the students build confidence as they implemented the skills they learned in the training sessions.

We have continued to support volunteering activity at NWCS. We now have twenty-eight volunteers, who give their time generously, across many of our services and activities. Our volunteers are critical to our success, and they work with us to build stronger connections and meaningful activity within our community. We remain committed to supporting our volunteers with training and development. We have continued to provide opportunities for those undertaking Work Development Orders.



WORK CONNECT

Project Work Connect aims to engage vulnerable, disengaged people, with a core purpose of providing wrap around support, education, training, life skill development, therapeutic support, and critical social connection. Project Work Connect offers learning/development opportunities to remain engaged with education/employment activity. The project also works closely with local businesses to identify opportunities for sector vacancies and build capacity to seize opportunities to find valued employees locally. Project Work Connect is available to people of any age and is funded by the Riverstone Schofield's Memorial Club.

Work Connect has been working closely with TAFE NSW to create and deliver training opportunities from our centre, with a focus on their individual needs whilst also providing a supported environment with wrap around services allowing participants to attend during school hours and access free training.

North West Community Services has been providing barista training opportunities for disengaged youth, supporting them to build practical skills and confidence in a welcoming environment. This training has extended beyond the classroom, with students volunteering their time at the NWCS barista van during community events. Through this hands-on experience, participants have not only gained new skills but also increased their confidence, motivation, and community engagement. Importantly, these opportunities have opened pathways to future employment, with several young people securing work as a result of their training and volunteering.

Work Connect supported a total of 104 clients in the past 12 months with employment supports and casework, with many participants moving on to new employment opportunities, returning to work after maternity leave or beginning their employment with their first paid position.

We also saw participants go onto further study. This entails broader support services to address the barriers facing people as they enter the workforce or pursue further study. North West Community Services proudly launched its barista van at its first official event in June 2025 at Warakirri College, Blacktown. The students, who had recently completed barista skills and food safety workshops through our centre, showcased their newly acquired skills by operating the van during the school's Art Show. This initiative provided an invaluable opportunity for disadvantaged youth to gain hands-on experience in a real-world setting, significantly boosting their practical skills, confidence, and employability. Students successfully rotated roles including taking orders, preparing coffee and hot chocolate, and engaging with the community.

The event was a great success, warmly received by their families and the school's staff, and marks an exciting step forward in our mission to empower young people through skill development and community engagement.

Building on the success of our first event, the barista van also attended the NWCS NAIDOC event in July 2025, and again with a new group of students who have recently completed the barista workshop to operate the van.

The next event for the van and barista students is scheduled for the Riverstone Police Open Day in October 2025. These types of activity allow participants to apply their skills in a real-world setting, engage with the community, and further develop their confidence and employability in a supportive environment. We will continue to use the coffee van as a platform to support employment skills, confidence, and opportunities within our community.

CLIENT QUOTE

I expected a basic experience, but we had an excellent teacher who provided us with a learning experience beyond expectation. This course offers us skills, knowledge and a lovely social adventure.



558

OCCASIONS
OF SUPPORT

380

TRAINING
PARTICIPANTS



MENTAL HEALTH & WELLBEING

The 2024–2025 financial year marked an exciting milestone for Northwest Community Services with the launch of our Mental Health and Wellbeing Team. This dedicated team brought together three key service streams — Supported Playgroup, Casework, and Counselling — creating a holistic, community-based approach to mental health and wellbeing.

A major highlight was the introduction of our Counselling Program, proudly funded by the Western Sydney Primary Health Network. Offering free counselling to residents of the Blacktown and Hills LGAs, the program has opened doors for children, young people, and adults who may have been unable to access counselling through standard pathways or who found that mainstream services did not meet their needs.

Our counselling program is unique in its use of alternate modalities such as Play Therapy, Art Therapy, and Sandtray Therapy. Practitioners work from a holistic and person-centred perspective, tailoring interventions to meet each client's individual needs. This approach ensures that every client — whether child, young person, or adult — is supported in a way that feels safe, creative, and therapeutically appropriate.

Our team consists of three counsellors — two Child and Youth Counsellors and an Adult Counsellor — providing tailored, age-appropriate support and ensuring people feel heard, understood, and empowered in their mental health journey.

Since its inception, the program has been highly successful, supporting individuals and families to improve emotional wellbeing, build resilience, and strengthen community connections. Feedback from clients and partner organisations has been overwhelmingly positive,

reflecting the importance of having accessible, local, and culturally responsive mental health support.

We are proud of the achievements made in our first year and look forward to continuing to expand and grow the program to meet the evolving needs of our community in the years ahead.

We also delivered essential casework services, funded by the Department of Communities and Justice, Targeted Early Intervention program. This work supports people through challenging circumstances, establishing goals to meet a wide array of needs, and ensuring people are connected to the various supports available through the service system. Our Emergency Relief services are funded through our fundraising activities, with an annual Dollars for Dignity initiative hosted by the North West Business Chamber. We are thankful to the many organisations that support this work with donated food and grocery items, which supports our emergency relief efforts. We are seeing growing needs in community, and we will continue to rely on donations to ensure local needs can be met. Our financial counselling service was a small scale initiative, funded by the Office of Responsible Gambling. This service provided specialist support to people facing financial hardships, debts etc, working with a range of financial institutions, debt collectors, businesses, child support, ATO, divorce, electricity providers, and many others. The outcomes for clients were immense, enabling them to continue with a greater understanding of their budgets and addressing complex issues of debts that were challenged. Clients were also connected to a diverse array of support services.

Impact Highlights

- Increased access to free and local, trauma informed strengthens based, and culturally responsive counselling for residents of the Blacktown and Hills LGAs.
- Delivered therapy through creative, non-traditional modalities that encourage self-expression, emotional regulation, and engagement.
- Provided early intervention for children and young people, supporting emotional regulation, coping skills, and resilience.
- Supported adults experiencing complex life challenges, including trauma, relationship issues, and mental health concerns.
- Strengthened community connections through ongoing Supportive Playgroup, connecting families to allied health service with knowledge and confidence.
- Empowering community to address their needs, work towards their goals through participation of holistic casework support.
- Supporting people with financial difficulties to address debts and other complex issues

CLIENT QUOTE

I cannot express enough how life changing my therapy at NWCS has been. I was in a dark place I was lost, overwhelmed, and struggling with symptoms that controlled my life. I didn't know what to expect, as it was my first time doing anything like this. My counsellor gently opened my mind and helped me find clarity, guiding me toward my values and a clearer sense of direction. I no longer feel lost, my mind feels open and free. I truly wouldn't be where I am today without my counsellor's compassionate care and expert guidance, she helped me see the light when I thought there was none.

612

COUNSELLING
SESSIONS

60

CASE WORK
SUPPORT

292

FINANCIAL
COUNSELLING
SESSIONS

716

SUPPORTIVE
PLAYGROUP
ATTENDEES

1353

EMERGENCY
RELIEF
SESSIONS

Client Story- Case Work

Supporting a Young Mother Through Challenging Times

Earlier this year, North West Community Services supported a local mother of two young children facing complex challenges. Both children had recently been diagnosed with ADHD and autism, while the mother was managing her own mental health concerns and financial stress.

When one child was excluded from childcare due to unpaid fees, the family lost a vital source of respite. With increased living costs and urgent car repairs adding pressure, the mother struggled to cope.

Through wrap around support, our team connected the family to essential services. The children were linked to NDIS-funded therapies, childcare debt was cleared, and the mother began counselling to strengthen her mental health. With guidance, she also secured a Work and Development Order to manage an outstanding fine, easing her financial burden.

Today, the children are regularly attending therapies, the mother has consistent counselling, and the household finances are more stable. This story highlights how timely, holistic support can reduce isolation, strengthen resilience, and help families re-engage with their community.

Client Story-Supported Playgroup

Connection and Belonging

A young family migrated from India and joined the NWCS Supported Playgroup after finding it on social media. Raising a small child with limited family support proved to be difficult, and the family noticed the need for their son to interact with other children his age.

The mother and child were quickly welcomed and felt connected with other families, forming friendships, attending playdates, and even birthday parties. The mother openly describing the group as “special” and “full of connection.”

Through the playgroup’s partnership with allied health professionals, the mother was able to seek support for her son’s developmental needs. She spoke with a child and family nurse, a speech therapist, and a physiotherapist about her concerns. The child is now linked into ongoing services, with speech and physio appointments and regular nurse follow-ups. Encouragingly, his posture and walking have already improved through the exercises practiced at home, and the family remains actively engaged in his progress.

This experience has resulted in the early identification of developmental concerns, improved access to ongoing health and therapy services, noticeable improvements in the child’s physical development, and, just as importantly, a strengthened sense of belonging for the family within the community.

Client Story- Counselling

Hope and Stability

A 16-year-old young person in out-of-home care was referred by Youth Justice after years of trauma, legal involvement, substance use, and repeated refusals of mental health support. Initially resistant, he slowly built trust with his counsellor and began engaging in weekly trauma-informed sessions.

Through a flexible, strengths-based approach, he developed coping strategies, gained insight into his substance use, and learned to manage emotions more effectively. Over time, self-harm and suicidal thoughts decreased, and he started engaging with psychiatric and psychological services for further support and assessment.

Today, he reports feeling a significant decrease in distress, with improved mood, sleep, and self-care, proudly sharing hope for the future.

CLIENT QUOTE

I noticed my child has been displaying concerning behaviour and it was great to speak with the worker and learn about milestones and childhood development. It was also fantastic as the worker was able to direct me to resources and professional services who can continue to monitor and support me and my child.





OUR VALUED FUNDERS & DONORS

Thank You For Building A Stronger Community Together

Australian Government
Department of Health and Aged Care
Department of Industry, Science,
Energy and Resources
Services Australia



Department of
Communities & Justice
Department of Planning,
Industry and Environment
Office of Responsible Gambling



Blacktown
City Council



Stockland



DEICORP
COMMUNITY



Riverstone
Schofields
MEMORIAL CLUB



Riverstone
BUSINESS PARK



Humanity First
Serving Mankind



THE
CUTTING ROOM
WHERE MAGIC HAPPENS



Talking
Business co
A Better
Business
Company



21
DONATIONS FROM
INDIVIDUALS

**TATE'S TYRES
& BRAKE SERVICES**
Riverstone

OUR VALUED STAKEHOLDERS

Thank You For Building A Stronger Community Together

Ability Options	Jobs Australia	Vineyard Primary School
Active Care Network	Justice Connect	Warakirri College
Alcoholics Anonymous	Kids Early Learning	Western Sydney Local Health District
Alex Hemmer Graphic Design	Landcare	Western Area Adolescent Team
Alliance for Gambling Reform	LCSA	One Door Mental Health
Armaan Foundation	Lead Professional Development	Parents Next OCTEC
Anglicare	Link to Home	Reclink
Australia Red Cross	Link Wentworth Housing	Relationships Australia
	Macquarie University	Reuben Real Estate
Australian Government	Mayoress Christmas Appeal	Riverstone Baptist Church
Department of Health and Aged Care	MECA	Riverstone Business Park
Department of Industry, Science, Energy and Resources	Merana	Riverstone IGA
Services Australia	Mission Australia	Riverstone and Districts Lions Club
Department of Prime Minister and Cabinet	Multicultural NSW	Riverstone Schofields Memorial Club
	National Indigenous Australian Agency	Red Cross
	NCOSS	Rouse Hill Baptist Church
Australian Financial Complaints Authority	NDIS	RDA Tall Timbers
Australian Sikh Association	North West Business Chamber	Salvation Army
Azteq P/L	Northwest Disability Services Rouse Hill	Share The Dignity
Blacktown Area Community Centres	Norwest Christian College	Sikh Youth Australia
Blacktown City Council		SETS AV
Blacktown Lions Club	NSW Government	Smooth Blend Café
Blacktown Womens and Girls Health Centre	Reconstruction NSW	STARTTS
Bunnings Marsden Park	Department of Communities & Justice	Stockland
Bunnings Rouse Hill	Department of Education	TAFE NSW
Bush's Proteins	Department of Planning, Industry and Environment	Target Automotive
Casuarina School	Department of Premier and Cabinet	Tate's Tyres
Catch Training	Energy and Water Ombudsman	The Cutting Room
Catholic Care	Fire & Rescue Riverstone	The Hills Shire Council
Coles- Marsden Park	Infrastructure NSW	The Ponds Rotary Club
Commonwealth Bank Riverstone	NSW Police	The Royal Botanic Gardens and Trust
Community Greening	Office of Responsible Gambling	Uniting
Costco Marsden Park	Youth Justice	University of South Queensland
Council on the Ageing	Service NSW	University of Western Sydney
CSI Marconi	NSW SES	WASH House
Deicorp Community		WDVCAS
Democratic Kurdish Community Centre of NSW	Priceline Pharmacy Marsden Park	Western Sydney Primary Health Network
EMPA	Peppercorn	Wesley Mission
FAMS	Richard Brading Legal Review P/L	Western Sydney Community Forum
Financial Rights Legal Centre	Riverstone Police Area Command	Western Sydney Community Legal Centre
Foodbank Australia	Riverstone High School	Western Sydney Recovery College
Gamble Aware NSW	Riverstone Historical Society	Western Sydney University
Graceades Cottage	Riverstone Public School	Westir Ltd
Greater Community Transport	RFS Marsden Park	Woolworths Schofields
Hawkesbury and Blacktown Independent	RKA Industrial	Woolworths Greenway Village
Hearing Australia Penrith	Schofields Primary School	Youth Rezolutions
Hills Community Aid		

OUR COMMUNITY

Programs & Events

NORTH WEST COMMUNITY SERVICES INC & WESTERN SYDNEY LOCAL HEALTH DISTRICT
ANTENATAL CLINIC
 EVERY TUESDAY AND THURSDAY
 9:00AM - 3:30PM
 AT NORTH WEST COMMUNITY SERVICES
 9 PARK ST, RIVERSTONE
 CALL 8670 3300 FOR APPOINTMENTS

What is antenatal care?
 This is the care you receive while you're pregnant to make sure you and your baby are as well as possible.

The Midwife providing your antenatal care will:

- Check the health of you and your baby
- Give you useful information to help you have a healthy pregnancy
- Discuss your options and choices for your care during pregnancy, labour and birth
- Answer any questions you may have




Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District

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 Antenatal support available

WHEN: EVERY TUESDAY, 10AM-4PM
WHERE: NORTH WEST COMMUNITY SERVICES, 9 PARK STREET RIVERSTONE

NO APPOINTMENT NEEDED

Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District

Drop into the Elara Village Pop Up Information Stall!
What's Happening

The Team from North-West Community Services (NWCS) will be at Elara Village showcasing a range of programs and services available for the Elara community.

Tell Us What You Think
 What you would like to see in your community?
 Whether it's programs, events or services.
 Your feedback helps us shape what we offer.

Stop by for a chat, we're here to listen!

Tuesday 13th of May
 Elara Village
 Elara Blvd & Northbourne Dr, Matfern Park NSW 2745

9:30 am - 11:30 am

Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District, Stockland, SAHILE AWARE

Western Sydney Local Health District in Partnership with North West Community Services Inc.

Child & Family Health Nursing Clinic
Every Monday and Wednesday
9:00AM - 3:00PM
 At North West Community Services
 9 Park Street, RIVERSTONE
Call 8670 3300 For Appointments

Child & Family Health Nurses Provide Support and Guidance with:

- *All aspects of parenting (0-5 years)
- *Emotional health and well-being of you and your family
- *Child health and developmental checks (blue book) including vision and hearing
- *Breastfeeding and infant feeding
- *Sleep, settling and daily activities
- *Healthy family eating and lifestyle
- *Child safety
- *Linkages with parenting groups and community supports
- *Referrals to other services

Child & Family Health
 (Set aims to be provided by the development well being unit (early 0-5 years) or (urgent) children and family nursing unit) (see their provided resources)

Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District, Child & Family Health Services

FREE ELARA'S PLAYGROUP
Mondays
GROW, LEARN & PLAY
10:00 am - 11:30 am
PROGRAM RUNS FROM 10TH OF FEBRUARY TO 31ST OF MARCH 2025
ELARA COMMUNITY HUB
LOCATED ACROSS FROM THE SALES CENTRE

Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District, Stockland

WORKING BEE GARDEN GROUP

North West Community Services & The Royal Botanical Gardens are hosting a community garden group and everyone is welcome!

Come on down and meet Brenden Moore-Aboriginal Education Officer from the Royal Botanical Gardens & join in on some gardening fun!!

NEXT SESSION
29TH AUGUST AND 26TH SEPTEMBER

Time: 11AM-1PM
Location: Riverstone Community Garden Market St, Riverstone
Register: dorlando@nwcs.org.au
Or call: 9627 3622

Logos: North West Community Services Inc, NSW Health, Western Sydney Local Health District, Stockland, Royal Botanical Gardens, Community Screening

HALL HIRE

LOOKING FOR A VENUE FOR YOUR NEXT FUNCTION, EVENT OR MEETING? NORTH WEST COMMUNITY SERVICES HAS MULTIPLE SPACES FOR HIRE!

FOR HALL HIRE RATES & INFORMATION VISIT OUR WEBSITE
WWW.NWCS.ORG.AU
 OR CALL 9627 3622

NORTH WEST COMMUNITY SERVICES MEN'S SHED

WHEN: Every Tuesday & Wednesday- 10AM-2PM

WHERE: Riverstone Neighbourhood Centre- 9 Park Street, Riverstone- Men's shed

Contribution: \$5

CHSP

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

This is a commonwealth home support care funded program (CHSP)

Mums & Bubs

Free gentle exercise class tailored for new mums easing back into fitness
 Tuesdays 10:30AM (during school term)

**Always consult your GP or medical practitioner before starting any exercise program*

If you are interested in joining, please contact:

☎ 9627 3622
 ✉ alex@nwcs.org.au
 📍 9 Park St, Riverstone

CALL OUT TO OUR COMMUNITY 'DOLLARS FOR DIGNITY' FUNDRAISING FOR EMERGENCY RELIEF

As the end of the financial year approaches, support local and get behind our "Dollars For Dignity" campaign, helping those most in need facing crisis and vulnerability.

100% of money raised goes to support local families. Donations over \$2 are tax deductible. Scan the QR to donate.

"Building a Stranger Community Together"

community charity kindness HELP unite NETWORK connect together GIVING caring

SOCIAL GARDENING & LIFE SKILLS CLUB

Increase your life skills
 Connect to community
 Improve your physical wellbeing

SERVICE TYPES INCLUDE:

- ✓ Group and center-based activities
- ✓ Development of daily living and life skills
- ✓ Participation in community, social and civic activities

REGISTERED NDIS PROVIDER

Location: North West Community Services Inc, Community Garden, 9 Park St, Riverstone. Situated near Riverstone train station.

CONTACT US ☎ 9627 3622 ✉ domando@nwcs.org.au

NAIDOC 2024
KEEP THE FIRE BURNING!
BLAK, LOUD AND PROUD
7-14 JULY 2024

CULTURAL ACTIVITIES, FOOD & MUSIC
MURAL ARTWORK WITH BINDI BINDI ART
FAMILY FRIENDLY EVENT
Don't Miss It → 9, 10 & 11 JULY
9:30am - 12pm
9 Park Street Riverstone

REGISTER 9627 3622

NSW Communities & Justice NORTH WEST COMMUNITY SERVICES INC.

North West Women's Event
Tuesday, 5th November 2024
9:30am - 2:00pm
9 Park Street Riverstone

Limited Spots!
To register contact
reception@nwcs.org.au / 96273622

WARRIOR KIDZ INC. NORTH WEST COMMUNITY SERVICES INC.

THANK YOU DEICORP!
FOR OUR NEW PLAY EQUIPMENT

Monday 10am
9 Park Street, Riverstone 2765

To register call 9627 3622

DEICORP COMMUNITY NORTH WEST COMMUNITY SERVICES INC.

Everyone belongs CELEBRATE Ramadan Iftar Dinner night
14th March 2025
6:45-8:45pm
9 Park St Riverstone

LIMITED SPOTS. MUST REGISTER!
To register contact Riz
02 9627 3622 / rkhan@nwcs.org.au

NORTH WEST COMMUNITY SERVICES INC. HARMONY WEEK

North West Community Services
July School Holiday Program

A DAY FULL OF FUN, PAINTING & SPORTS!

Date: Wednesday, 17th of July 2024
Time: 11am - 2pm
Age: 5 - 14 years
To register please contact 9627 3622 or reception@nwcs.org.au

Only 25 spots!

Paint your own plaster
Outdoor sports
Indoor activities
Movie & snacks

9 Park Street, Riverstone 2765
NSW Communities & Justice NORTH WEST COMMUNITY SERVICES INC.

SUPPORTING FAMILY AND FRIENDS

IT TAKES COURAGE AND COMMITMENT TO SUPPORT SOMEONE STRUGGLING WITH GAMBLING. FIND STRATEGIES TO BETTER UNDERSTAND AND HELP SOMEONE OVERCOME THEIR URGE TO GAMBLE.

www.gambleaware.com.au | www.nwcs.org.au | (02) 9627 3622

GambleAware gambleaware.org.au #GambleAware #NWCS

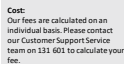
**BE YOURSELF.
BE IN RETAIL.**

Retail is the second highest employer in Australia. Retailing will always be an industry in demand whether in bricks and mortar stores or online. More stores are moving online which provides even more opportunities for employment in various positions.

 Call us on 131 601 or scan QR code to enrol online



This document is correct at the time of printing:
November 2023. *Terms and conditions may apply.



This program has been made possible by funding from the Western Sydney Primary Health Network (WSPHN). WSPHN is created by WestWest



MOVIE NIGHT

★ UNDER THE STARS ★

CERES WAY RESERVE

372 Andromeda Parkway, Box Hill

APRIL
22

BYO CHAIRS AND
RUGS.

RSVP to
reception@nwcs.org.au

4:30 PM

RSVP to

reception@nwcs.org.au

4:30 PM

FREE COFFEE
WHILE THEY LEARN!

Support our Trainee Baristas

Come grab a delicious Flat White, Cappuccino, Hot Chocolate, or Tea - all made fresh and free by barista trainees from North West Community Services.

 They're learning the craft—and you get the coffee!

 Part of a community training program to support skill-building and confidence

 Chat with our friendly trainees and enjoy a warm cup made with care.

No cost. Just great coffee and community spirit.
Your smile is their best feedback!

Communities
& Justice

We've Got Your
BACK! 

INTRO COMPUTER WORKSHOP

'Introduction to Computers'

5 weekly sessions from Tuesday 31st July 9:30am - 12:30pm

**COVERING WORD, EXCEL,
SOCIAL MEDIA & PREPARING
FOR EMPLOYMENT.**

REGISTER YOUR INTEREST

**NORTH WEST
COMMUNITY SERVICES
9 PARK STREET,
RIVERSTONE**

Communities
& Justice

FINANCIAL REPORT

2024-2025



NORTH WEST COMMUNITY SERVICES INC.

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

30 JUNE 2025

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025 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 23rd day of September 2025
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 2751
Liability limited by a scheme approved under Professional Standards Legislation

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NORTH WEST COMMUNITY SERVICES INC.

DECLARATION BY MEMBERS OF THE MANAGEMENT COMMITTEE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2025

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

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

On behalf of the Board

(Signature)
Name:
Member of Board

JULIAN PASFIELD
TREASURER

(Signature)

Name: NALIKA PADMASENA OAM
Member of Board PRESIDENT

RIVERSTONE, 24 September, 2025

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FINANCIAL REPORT

2024 - 2025

NORTH WEST COMMUNITY SERVICES INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
Revenue from ordinary activities	2	2,033,030	1,745,558
Employee benefits expense		(1,087,137)	(892,452)
Client activities & volunteer expense		(13,619)	(25,559)
Depreciation and amortisation expense	5, 11	(36,643)	(22,540)
Other expenses from ordinary activities		(777,141)	(697,785)
Gain(Loss) from ordinary activities before income tax expense		118,490	107,222
Income tax expense relating to ordinary activities		-	-
Gain(Loss) from ordinary activities after income tax expense		118,490	107,222
Other Comprehensive Income			
- Transfer to Capital Asset Reserve		(70,000)	0
Total Comprehensive Income		48,490	107,222

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

FINANCIAL REPORT

2024-2025

NORTH WEST COMMUNITY SERVICES INC.
STATEMENT OF FINANCIAL POSITION
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
CURRENT ASSETS			
Cash	12	896,530	608,567
Receivables	3	45,167	44,488
Other current assets	4	9,316	6,383
TOTAL CURRENT ASSETS		<u>951,013</u>	<u>659,438</u>
NON-CURRENT ASSETS			
Property, plant & equipment	5	<u>216,878</u>	<u>178,627</u>
TOTAL NON-CURRENT ASSETS		<u>216,878</u>	<u>178,627</u>
TOTAL ASSETS		<u>1,167,891</u>	<u>838,065</u>
CURRENT LIABILITIES			
Accounts payable	6	460,329	296,940
Provisions	7	177,771	127,907
Lease liabilities	13	2,078	1,917
TOTAL CURRENT LIABILITIES		<u>640,178</u>	<u>426,764</u>
NON-CURRENT LIABILITIES			
Lease liabilities	13	<u>4,067</u>	<u>6,145</u>
TOTAL NON-CURRENT LIABILITIES		<u>4,067</u>	<u>6,145</u>
TOTAL LIABILITIES		<u>644,245</u>	<u>432,909</u>
NET ASSETS		<u>523,646</u>	<u>405,156</u>
MEMBERS FUNDS			
Accumulated Funds	8	453,646	405,156
Reserves	14	<u>70,000</u>	<u>-</u>
		<u>523,646</u>	<u>405,156</u>

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

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FINANCIAL REPORT

2024 - 2025

NORTH WEST COMMUNITY SERVICES INC.
STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Operating Grant receipts		1,437,830	1,067,509
Receipts from business activities		538,267	514,253
Payments to suppliers and employees		(1,687,543)	(1,518,388)
Receipts from members		105	60
Donations		72,286	200,905
Interest received		7,099	7,374
Net cash provided by/(used in) operating activities	11	368,044	271,713
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for property, plant & equipment		(77,581)	(82,709)
Net cash provided by/(used in) investing activities		(77,581)	(82,709)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payment of Lease Liabilities		(2,500)	(2,500)
Net cash provided by/(used in) financing activities		(2,500)	(2,500)
Net Increase/(Decrease) In Cash Held		287,963	186,504
Cash at Beginning of the Financial Year		608,567	422,063
Cash at the End of the Financial Year	12	896,530	608,567

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



**NORTH WEST
COMMUNITY SERVICES INC.**

Building a stronger community together

THANK YOU

**NORTH WEST COMMUNITY SERVICES INC.
P: 9627 3622**

E: RECEPTION@NWCS.ORG.AU

**FB: North West Community Services
WWW.NWCS.ORG.AU**

**Proudly Designed by Alex Hemmer Graphic Design PTY LTD
www.alexhemmer.com.au**