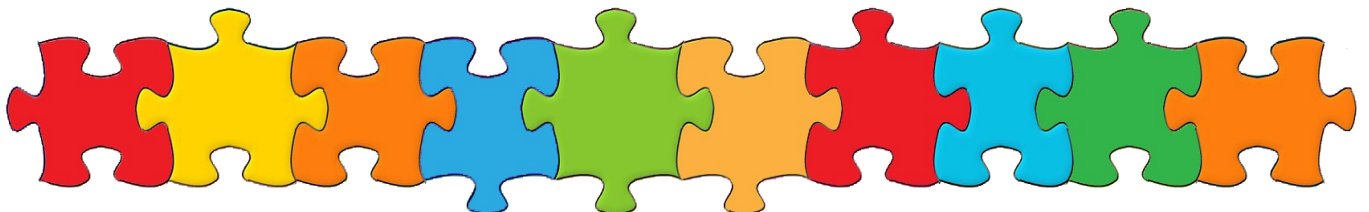
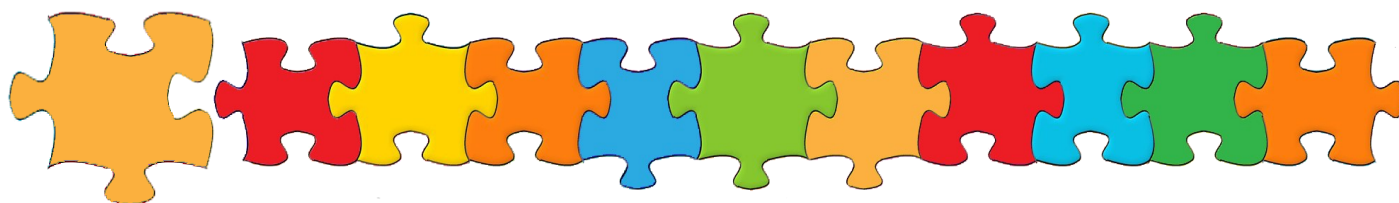




2016

Annual Report





CONTENTS

OUR VISION	3
CANOPY INTERESTING FACTS 2015-16	4
2016 AGM AGENDA	5
2015 AGM MINUTES	6
PRESIDENT'S REPORT	7
EXECUTIVE OFFICER'S REPORT	8
FINANCE AND ADMINISTRATION MANAGER'S REPORT	10
COMMUNICATIONS AND SPECIAL PROJECTS COORDINATOR'S REPORT	11
CAMERON PARK COMMUNITY CENTRE REPORT	15
CHILD AND FAMILY SERVICES REPORTS	23
CHILD AND FAMILY TEAM REPORT	23
IFS/IFP TEAM REPORT	28
MARYLAND NEIGHBOURHOOD CENTRE REPORT	34
COMMITTEE MEMBERS AND STAFF	41
FINANCIAL REPORTS	42





VISION

To provide safe and welcoming environments for families, children and communities to grow.



ACHIEVEMENT OF VISION:

- Providing spaces for the voice of families, children and communities to be heard
- Being innovative and collaborative in our response to the needs of children, families and communities, ensuring best outcomes
- Planning, implementing and evaluating programs in response to the needs of families children and communities
 - Building sector and service capacity through collaborative partnerships
 - Promoting best practice principles in all aspects of our work
- Utilising qualitative and quantitative data to evaluate services and provide an evidence base for future services



VALUES

Equality

Diversity

Innovation

Collaboration

Professionalism

Inclusiveness

Connectedness



CONTACT DETAILS

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Postal Address: PO Box 4185, Edgeworth NSW 2285

Phone: 02 4908 1140

Fax: 02 4908 1134

Email: info@thecanopy.org.au

ABN 46 054 593 885



7238 volunteer hours contributed at Cameron Park Community Centre and Maryland Neighbourhood Centre



More than **65** active partnerships and collaborations

371 people given advice and support by The Canopy Family Services



3000 printed newsletters



distributed quarterly



56 participants in parenting programs

Circle of Security , 1,2,3 Magic , Parents as Teachers



1000's in attendance at more than **15** community events that connect people

45% increase in facilities usage at Cameron Park Community Centre



388 home visits by The Canopy Family Services

Community Lunches provided an average of

30 meals per month



2 community surveys and **1000's** of conversations in our communities

76 participants in preventative family program developed by The Canopy with **97%** participants more aware of the kinds of supports available to self and family



3600 people benefited from food distribution at Maryland Neighbourhood Centre in partnership with Second Bites and Oz



40 care packages and **40** personal hygiene packs

prepared at Maryland Neighbourhood Centre and Cardiff Family Services

45 Christmas Hampers handed out in partnership with Macquarie Life Church through Family Services



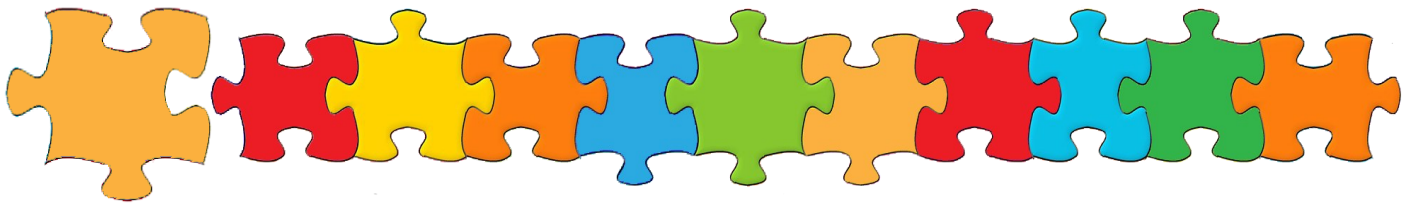
6695 sales of coffee, tea, soft drinks and cakes at the coffee shops in Cameron Park Community Centre and Maryland Neighbourhood Centre



1030 facebook likes for Maryland Neighbourhood Centre,

731 likes for Cameron Park Community Centre





The Canopy Annual General Meeting AGENDA

27th October 2016

1. Welcome
2. Acknowledgement Of Country
3. Attendance
4. Apologies
5. Minutes of 2015- 2016 Annual General Meeting
6. Business Arising from Previous Minutes
7. Reports

President's Report

Executive Officer's Report

Service Reports

Finance and Administration Manager

Communications and Special Projects Coordinator

Cameron Park Community Centre Manager

Child and Family Services

Maryland Neighbourhood Centre

Auditor's Report

8. Introduction of the Returning Officer
9. Nominations and Election of the Committee

President

Vice Chairperson

Secretary

Public Officer

Treasurer

Committee members

General Business

Close

Please join us for light refreshments and to meet the staff.





MINUTES of the 2014-2015 ANNUAL GENERAL MEETING

The Canopy Incorporated

VENUE: 107 Northlakes Drive, Cameron Park NSW 2285

DATE: 29th October 2015

Meeting Commenced: 11.06am

WELCOME was extended to all present by Susan Jenkins

ACKNOWLEDGEMENT OF COUNTRY - Susan Jenkins

"Acknowledgement that the meeting was being held on Awabakal land and paid respects to past and present elders".

ATTENDANCE: Doreen Herron, Susan Jenkins, Dawn Brown, Sonya McAlister, Michele Kowalsk, Sally Pontifex, Lee Wilton, Glenn Crisp, Feona Ray, Angela Peck-Charlesworth, Ruth Burke, Leeanne Toomey, Julie McQuire, James Morris, Heather Johnson, Gavin Dyett, Brendan Ross-Gowan, Anna Dowley, Bill Hitchcock, Rob Branham, Rose Heppell, Lisa Standen, Kirsty Porteous, Alex Sullivan, Christine Murphy

Apologies: Andrew Hunter, Anne Hoy, Tim Keogh, Fiona Cole, Tony Ellitt, Meredith Danie, Matt Crocker, Kelly Hansen, Veronique Moseley

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the 2013-2014 Annual General Meeting were tabled.

Motion: That the minutes be approved as a true and correct record of the meeting.

Moved: Rosemary Heppell

Seconded: Janelle Hope

2. BUSINESS ARISING FROM PREVIOUS MINUTES

There was no business arising from the previous meeting.

3. REPORTS

The following reports were tabled and read by the following people:

- i) Auditors Report – Kirsty Porteous (dfk Crosbie)
- ii) Presidents Report – Susan Jenkinsiii)
- iii) Executive Officer – Lee-Anne Holmes
- iv) Finance and Administration Manager – Lisa Standen
- v) Senior Clinical Practitioner Report – Ruth Burke
- vi) Marketing and Special Projects Report – Lee-Anne Holmes spoke on Veronique Moseley's behalf
- vii) Cameron Park Community Centre Report – Anna Dowley
- viii) Maryland Coordinator – Michele Kowalski

Reports were tabled for

- ix) Child & Family Team Report
- x) Intensive Family Support Reports

Motion: That the reports as tabled be approved and accepted.



4. THE RETURNING OFFICER:

Sally Pontifex was introduced and took the Chair.

All positions were declared vacant and nominations for the incoming board were read.

As there were sufficient numbers to fill positions the nominees were declared as being duly elected.

The following people were nominated and accepted as board members:-

Position	Elected	Moved	Seconded
<i>President</i>	Susan Jenkins	Doreen Herron	Janelle Hope
<i>Vice President</i>	Rosemary Heppell	Susan Jenkins	Janelle Hope
<i>Treasurer</i>	Kelly Hansen	Susan Jenkins	Doreen Herron
<i>Board Member</i>	Janelle Hope	Doreen Herron	Susan Jenkins
<i>Board Member</i>	Doreen Herron	Susan Jenkins	Janelle Hope
<i>Board Member</i>	Glenn Crisp	Doreen Herron	Susan Jenkins
<i>Board Member</i>	Dawn Brown	Susan Jenkins	Janelle Hope
<i>Board Member</i>	Sonya McAlister	Susan Jenkins	Doreen Herron

The Returning Officer handed the meeting over to the incoming President.

GENERAL BUSINESS

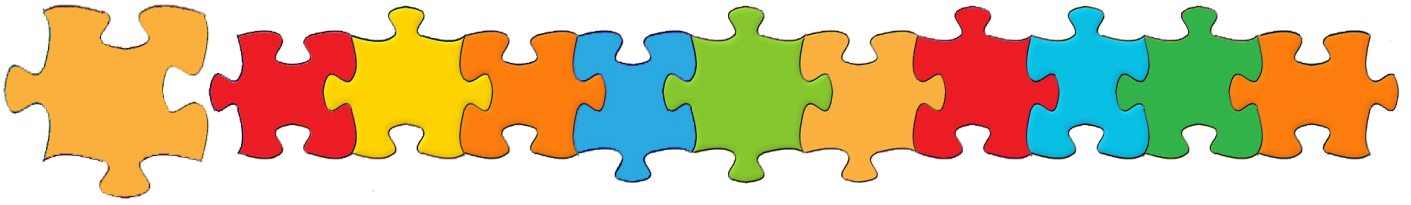
Appointment of Auditor

Motion: Kirsty Porteous from dfk Crosbie as the appointed Auditor

Moved: Glenn Crisp **Seconded:** Doreen Herron

The meeting was declared closed at: 11.40am





President's Report

The past year has been another exciting but at times challenging period for the Board of The Canopy incorporating the Maryland Neighbourhood Centre. In an increasingly competitive landscape the main concern of the Board has always been to continue to provide our levels of commitment, passion, leadership and advocacy in community services.

The year ahead will be one of reflection and review of our business operations, to focus the organisation on delivering optimal services to the community and to ensure we remain financially sustainable for the years ahead.

All of this must be woven with the dedication, skill and commitment of our staff, volunteers, partners and organisations involved with The Canopy which will enable the service to continue to provide strong social impact in our community and to make a real difference to the lives of the children and families we are privileged to work with. It has been an honour to participate in this journey with amazing people and experiences.

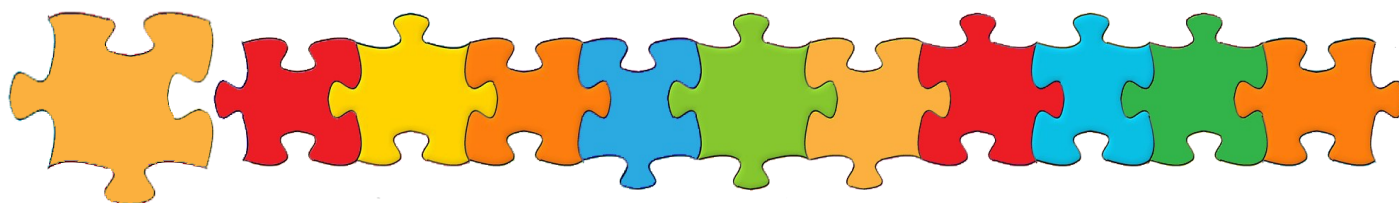
The past year's achievements are covered in the Executive Officer and staff reports so I will not repeat these but I will thank our incredible staff led by the Executive Officer, the Leadership Team and the Board for their guidance and support. Your leadership and personal capacity enables us to achieve our mission. A huge thank you also to our volunteers, partners and organisations who contribute enormously to making the Canopy a successful and innovative organisation.

The Board of The Canopy continues to remain looking forward and will be recruiting new members to maintain the drive and huge commitment required in the governance of a strong and able organisation.

I remain optimistic but realistic about the year ahead and hope we can continue to contribute to building strong communities and strong, caring families and children.

SUSAN JENKINS President





Executive Officer's Report

It is difficult to believe that another year has gone by and that this is the 7th time that I am presenting an annual report! It is extremely satisfying to reflect on our vision and to know that steady progress is being realised yet again across all of the strategic directions set down by the Board of Management. As I read through the various reports and contributions to this Annual Report it is clear that The Canopy is making a difference to the children, families and communities that we work with. It is important to note, however, that we do this through our focus on collaborative work with others who share our vision. As each year passes the number and type of organisations and individuals that we link with grow, as does the impact on the people that we work with.

I would like to thank the staff for another very successful year and recognise the skills, expertise and dedication that each and every person brings to their work. Their combined efforts mean that The Canopy's reputation has continued to grow across the areas of family work, community development, facilities management and leadership in collaboration.

This year the challenge of bringing the various operational and geographic areas together in an environment of growth and change is a strategy that has been anchored by an extremely hard working and dedicated Leadership Team. I would like to acknowledge the commitment that they have made to streamlining the areas of finance, marketing, promotion and facilities management across the various sites.

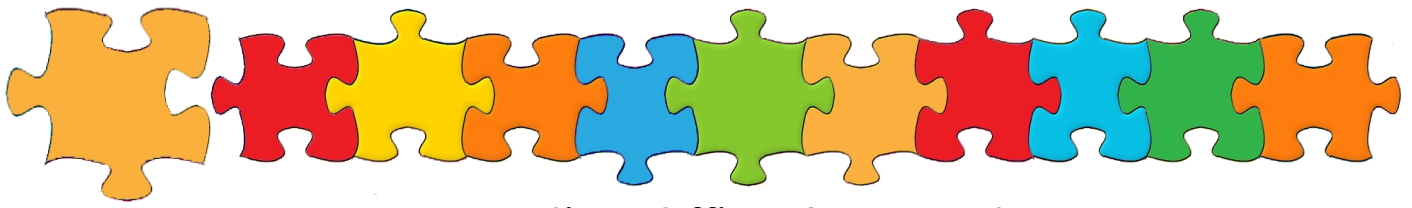
Of major significance this year, the Leadership Team identified and has focussed on actively prioritising and shaping the ongoing development of a positive and healthy organisational culture with an emphasis on consultation and contribution from staff across the sites. I would also like to sincerely thank the Leadership Team and the Board for making sure that things continued to run smoothly when I had an extended period of absence due to ill health earlier in the year.

I would especially like to acknowledge and thank one of our committed volunteers who prefers not to be named who has taken on the huge task of the development of a Data Management System, including the review and updating of current policies and procedures and researching, rewriting and rewording many that did not exist previously. The Data Management System provides a strong foundation for the organisation to move forward in a clear, consistent and professional manner.

A highlight for this year has been my nomination in the Lake Macquarie Business Excellence Awards as Business Person of the Year and subsequently being made a finalist. This is an important step in the recognition of the not for profit sector as businesses in their own right making valuable contributions to the people and communities in which they operate.

<p>The Canopy is a non-profit, charitable community organisation that manages local services and projects which aim to provide safe and welcoming environments for children, families and communities to grow.</p>		
<p>A BRIEF OVERVIEW OF WHAT THE CANOPY DOES</p> <p>Family Services: The Canopy provides parenting programs as well as advice, information, supported playgroups and referral for families with children. Families are supported both in their homes and at various locations throughout the area.</p> <p>Community Development: The Canopy initiates and supports community programs and projects in response to local needs such as: community cafes, community festivals, volunteering, a food distribution program, a monthly seniors luncheon and a quarterly community newsletter.</p> <p>Facilities Management: The Canopy offers community groups and residents the opportunity to hire facilities at reasonable rates.</p> <p>Partnerships and Collaborations: The Canopy actively works in partnership with other community organisations and businesses to improve outcomes for children, families and communities in Lake Macquarie, Newcastle, Central Coast and the Hunter.</p>		
<p>Cardiff Child and Family Services Cameron Park Community Centre Maryland Neighbourhood Centre</p>	<p>LAKE MACQUARIE BUSINESS EXCELLENCE AWARDS FINALIST</p> <p>Visit our website: www.thecanopy.org.au OR join us on facebook: facebook.com/cameronparkcommunitycentre and facebook.com/maryland.centre</p>	<p>FINALIST</p> <p>Business Person Of The Year Category</p>





Executive Officer's Report

2016/2017 will be a watershed year for The Canopy as we, along with the sector, head into a period of reform of the funding that we receive from FaCS. This includes the Child and Family Service in Northlakes area of Lake Macquarie and Maryland area as well as the Community Builders funding for the Maryland area.

The Targetted Earlier Intervention Reform (TEIR) will mean a reform of the service system and the challenge for The Canopy will be to respond and adapt to the changes. Much ground work and several foundational objectives have been achieved by the Leadership Team in the areas of sound business and financial management, a comprehensive and professional approach to marketing and promotion, an active focus on positive organisational culture and leadership in collaboration.

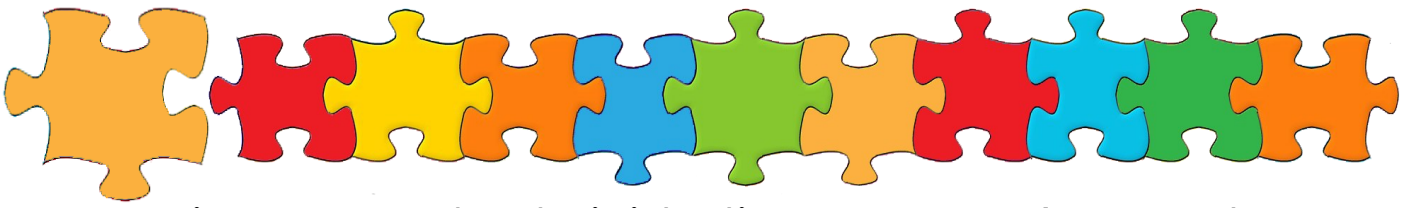
Staff across the various program areas and sites have worked hard to remain responsive and adapt to the needs of their clients and continue to consolidate and grow The Canopy's professional reputation and partnerships. The combination of the Board's clear and relevant strategic objectives, the Leadership Team's achievements and the work that the staff do on a day to day basis means that The Canopy is in the best possible position as we move forward into the reform space.

The final amalgamation of the Maryland programs under The Canopy was achieved this year and the Maryland Activities Group Incorporated ceased operations and voluntarily cancelled their status as an Incorporated Association. It is pleasing to see the growth and change that has occurred at Maryland with the amalgamation.

With a strong sense of the positive impact that The Canopy makes in people's lives along with the foundations that have and are being embedded in the organisation, we can move forward into the reform space with a sense of clarity and purpose combined with the capacity to adapt and change to the context in which we operate. There is much work to be done!

LEE-ANNE HOLMES Executive Officer





Finance and Administration Manager's Report

AIMS OF FINANCE AND ADMINISTRATION POSITION

To coordinate the financial and administrative functions of The Canopy including:

- ⇒ Accounts payable and receivable
- ⇒ Bank reconciliation (multiple accounts)
- ⇒ Monthly reconciliation of general ledger accounts
- ⇒ Preparation of monthly and periodic financial reports for review by Board of Management and Executive Officer
- ⇒ Monthly BAS preparation and reconciliation
- ⇒ Payroll for all sections, including time sheets and all human resources administration
- ⇒ Assistance with recruitment
- ⇒ Calculate and invoice permanent hirer charges
- ⇒ Process payments for permanent hire and casual hall hire
- ⇒ Reconciliation of Cameron Park and Maryland holding bond accounts
- ⇒ Administration and reconciliation of brokerage for the Family Team
- ⇒ Petty cash for all sites
- ⇒ Monthly Journal entries
- ⇒ Monitoring and administration of all organisational legal requirements such as insurances, workers compensation
- ⇒ Minutes for the Board of Management
- ⇒ Oversee Purchase Order system
- ⇒ Answering organisational enquiries and directing to appropriate section or manager



HIGHLIGHTS

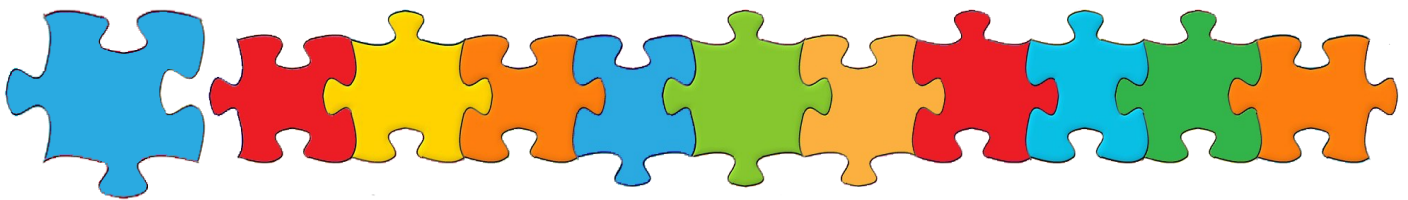
The year has involved setting up new systems to better streamline administrative and financial aspects of the organisation. These systems are now in place with more effective processes implemented across the 3 sites currently managed by The Canopy.

Continued participation in the Leadership Team has allowed senior members of the organisation to discuss a variety of operational strategies such as policy implementation and organisational culture and to ensure that strategic directions set by the Board are implemented effectively.

Thank you to Kirsty Porteous and the team at DFK Crosbie for consistent guidance throughout the financial year.

LISA STANDEN Finance and Administration Manager





Communications and Special Projects Coordinator Report

The role of Communications and Special Projects Coordinator is one that continues to grow as the organisation's reach and impact of service increases.

There are currently 2 elements of focus to the position:

- 1) Exposure for the organisation
- 2) Development of innovative projects



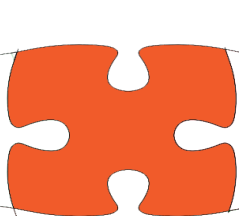
The Canopy utilizes marketing strategies to:

- ⇒ Heighten awareness among prospective client groups of the services we provide
- ⇒ Encourage maximum utilization of the services we offer
- ⇒ Encourage conversations with people in our communities for feedback and future directions
- ⇒ Establish credibility in our communities as professional, reliable, helpful
- ⇒ Establish a strong organisational position in preparation for funding applications
- ⇒ Attract and maintain strategic partnership and collaboration opportunities
- ⇒ Attract and maintain sponsors and supporters



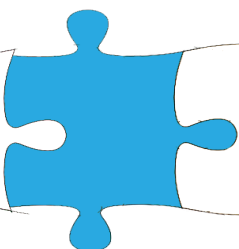
The Marketing View of The Canopy Incorporated

providing safe and welcoming environments for families, children and communities to grow.



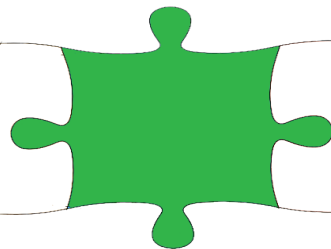
CHILD AND FAMILY SERVICES

Advice and Support
Parenting Programs
Supported Playgroup
Intensive Family Support and Preservation



COMMUNITY DEVELOPMENT

Community Centres as "Hubs"
Community Programs
Community Initiatives
Regional Initiatives and Collaborations



FACILITIES MANAGEMENT

Affordable space for community groups
Corporate conference and meeting space
Special events

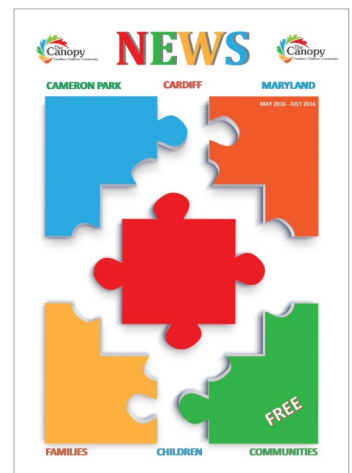




THE CANOPY NEWS

The quarterly newsletter has been our main means of communication with our local communities for some years. With the generous support of Pat Conroy's office with photocopying assistance we were able to distribute over 1500 photocopied issues per Newsletter. With the addition of Maryland Neighbourhood Centre to The Canopy, it was decided that the necessary growth in distribution made photocopying impractical. In November 2015 we made the move to professional printing, resulting in a more professional production and an increase in distribution to 3000 copies.

The cost of printing needs to eventually be covered by advertisers, and we thank those supporters and advertisers who have maintained regular support of the newsletter as we find ways to increase distribution, particularly Lake Macquarie First National Real Estate and Pat Conroy. In April we celebrated the first time that advertising paid for the full cost of the print run, and whilst this occurred with a number of additional casual advertisers, it is an indication that this significant aspect of Canopy's marketing strategy has the potential to be sustainable and self-sufficient in the future.



OTHER MARKETING TASKS

- ⇒ Update of marketing strategy
- ⇒ Website update/change including summary of content and image searches an enormous undertaking with a total of 20 separate "site pages" of content submitted
- ⇒ Business cards, brochures, flyers, form updates, org chart, manuals, AGM reports
- ⇒ Powerpoints: IFP presentation, Family KIT presentation, The Canopy presentation, Conference presentation, NOVA client charter presentation
- ⇒ Conference Abstracts and presentation preparation
- ⇒ Social Work Student supervision
- ⇒ Participation in the Leadership Team





FAMILY K.I.T. DEVELOPMENT OF NEW PROGRAM

Thanks to a Innovation For Community Impact Grant from the Foundation for Rural and Regional Development, we were able to develop a program for families called Family KIT (Keeping it Together). The one off session engages families with a family service from a soft entry perspective, raises awareness of mental health, healthy relationships and budgeting, informs participants of the range of support services in their communities and acts as a precursor and motivator to attend established parenting programs. A facilitator's manual, powerpoint presentation and handouts were developed and 8 sessions were presented as part of the I4CI grant. Due to the positive evaluations, work is continuing on this project with the aim of running pilots in other communities for a broader evaluation.

Special thanks to Felicity Cross who spent part of her final placement for the MSW working on this with me, and also to Sherrie Mace and Melanie Clark who have been the facilitators for all the pilot sessions to date.

Loved it – we need this in schools with parents – AWESOME

It was a revelation to find that how I behaved as a mother in an emotional sense (stress) affects others; my children as they each have issues.

Excellent Program. Great to pass onto friends.

I found the session informative and inspiring making me think deeply about my life and my families. I'm grateful I had the opportunity to hear it, so I can forward the info onto others.

Very informative. Really good to be aware of the community help that is available.



PILOT PHASE SESSIONS

Total number of sessions: 8

Total number of participants: 76

1. Cameron Park Community Centre
2. Grandparents As Parents Group (GAPS) Charlestown
3. Mum's Cottage Supported Playgroup
4. Mothers Group, New Vine Church Maryland
5. Live Free Church Support Group Adamstown
6. Thou-Walla Family Centre Raymond Terrace
7. Murrays Beach Home Social Group
8. The Place Charlestown



97% Following this session I am more aware of the kinds of supports available to myself and my family

88% The section on stress helped me to think about my own and my family's mental health

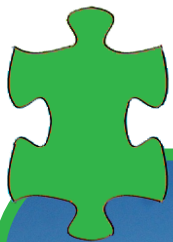
88% The section on household budgeting reminded me of the value of budgeting

86% The section on relationships helped me to be aware of the difference between a healthy and unhealthy relationship

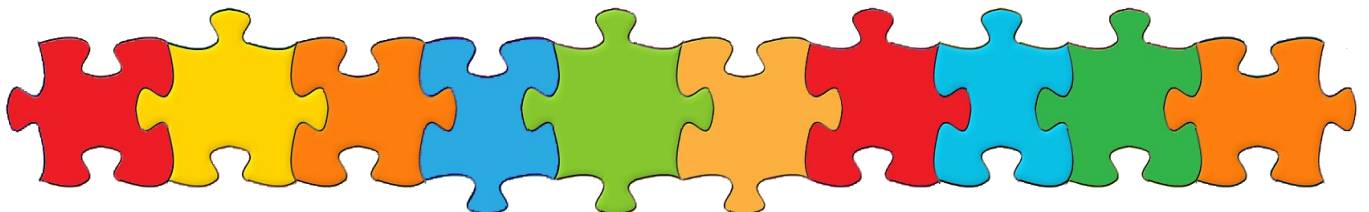
88% I would recommend this session to a friend or family member

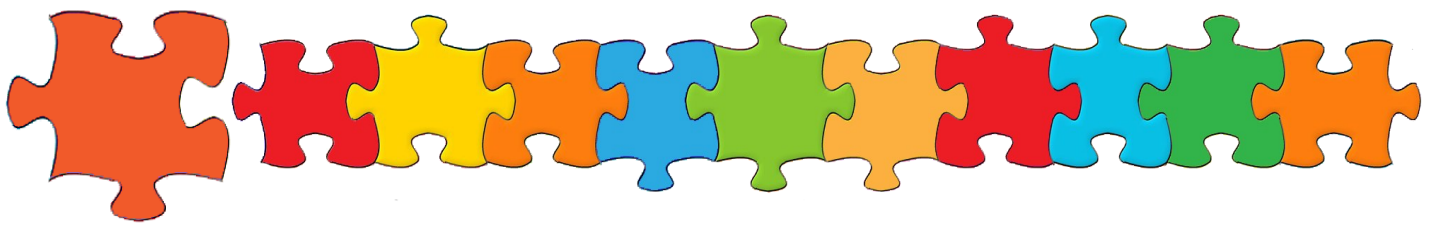
80% I would be interested in finding out more about parenting programs





Cameron Park Community Centre Report





Cameron Park Community Centre Report

AIMS OF THE SERVICE

Cameron Park Community Centre is managed by The Canopy and the building is owned by Lake Macquarie City Council. The centre focusses on meeting the needs of residents in Cameron Park and surrounding areas by providing community programs, space for community groups to meet and resources to support local activities.

HIGHLIGHTS OF SERVICE DELIVERY



Below are some of the highlights of service delivery over the last 12 months, however it must be said that the overall continued growth of activity at the Centre is the predominant highlight. Operations at the Centre involves three main areas of focus: facilities management, community development and volunteer recruitment and supervision. Activity in all three areas has increased significantly which is evidence that the Centre is a genuine “hub” of the local community. An example of this is that facilities usage had a 46% increase from last year which has been the highest annual increase to date.

A significant highlight in community development of the 2015-16 financial year was the Cameron Park Twilight Festival which took place in November of 2015. The event was organised by a community committee which consisted of local residents as well as representatives from Ability

Links, Lake Macquarie City Council, Cameron Park Fellowship, Restored Church, Northlakes Christian Church and Cameron Park Rural Fire Brigade with The Canopy acting as lead agency. The structure of the event was designed in response to an identified need for interaction opportunities among people living in Cameron Park.

It follows a 'village fair' model featuring community, market and food stalls, interactive activities for children, workshops, games and local performances.

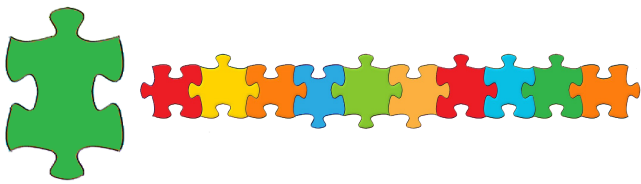
The diversity of the committee resulted in an extremely successful event which catered to the diverse local community and we were thrilled to have had 1000 attendees on the day.

At the evaluation meeting following the event it was unanimously decided to continue the event annually and we are looking forward to the next Twilight Festival which will occur on November 12th 2016.

FESTIVAL OUTCOMES BASED ON FEEDBACK

- i. Increased social connections
- ii. Created a sense of place and community within the various estates that comprise the suburb
- iii. Is building a sense of community pride
- iv. Increased awareness of the community groups and services that are available in the area.





HIGHLIGHTS OF SERVICE DELIVERY continued

A further highlight over the past twelve months has been the consolidation of the Cameron Park Community Centre volunteer program. We had a total of nineteen volunteers over the year with new volunteers either approaching the centre directly or being referred through Hunter Volunteer Centre. Volunteer roles have included providing administrative assistance, grounds keeping, assisting within the Community Café, revision of policies and procedures, implementation of a document management system, project development plus providing assistance with marketing and promotions.

VOLUNTEER



In addition to having new volunteers join us during this time we also have a number of long term volunteers who have been at the centre for 18 months or over. I find it exciting every time a new volunteer chooses to come on board to give their time at Cameron Park Community Centre as I feel it is a privilege that they have chosen to volunteer for our service amongst many alternatives in the community. The diversity of our volunteer team brings vibrancy to the centre and the individuality in skill sets brings many opportunities.

COMMUNITY DEVELOPMENT

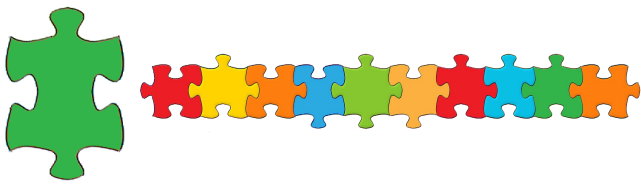


One of the general, and ongoing, challenges of managing Cameron Park Community Centre is that the costs of management of the centre are self generated through the income derived from facilities hire . The Canopy does not receive ongoing funding for community development projects at the centre.

Over the history of The Canopy's management of the centre this has meant that I have had to maintain a constant focus on increasing use of the facilities at the same time as ensuring that maintenance is carried out as required, that we are providing a high level experience for hirers and that we are meeting the expectations of Lake Macquarie City Council and of the community. As this occurs in combination with supervision of staff and our volunteer team, general administrative tasks and building relationships with the community and other agencies there is the need for flexibility and prioritisation skills so that we run smoothly on a day to day basis.

Although the prospect of running a centre like this self sufficiently could be considered to be daunting, it is my view that The Canopy has a rare opportunity at Cameron Park Community Centre with the centre operating under this model as it encourages creativity.





COMMUNITY DEVELOPMENT continued

Our Community Café, which operated as a micro social enterprise, is an example of this that provided both a service to the community and the opportunity for skills development within a hospitality setting.

Other activities, such as our Computer Classes, are run by volunteers which allows for sharing of skills and knowledge within the community to the benefit of all involved.

Community projects have required grant funding, or sponsorship, in order to occur and we have been successful on a number of occasions in attracting grant funding in order to provide programs.

Within 2015-16 this has included Lake Macquarie City Council funding for the 2015 Cameron Park Twilight Festival and Youth Week funding for Pop-Up Soap Box on the Hill.



EXAMPLES OF COMMUNITY DEVELOPMENT ACTIVITIES AT CAMERON PARK COMMUNITY CENTRE

Community Spot Café
mini social enterprise

Seniors Lunches

Repair Café

Community Surveys

Twilight Festival

Carols By Candlelight

Volunteer Recruitment, Training,
Supervision and Recognition

New Resident Kit Update

Local Services Directory

Evaluation of Centre Usage

Computer classes

Centre based activities and courses

Placement opportunities for students

Cameron Park Community Spot Café

Open Mon-Fri 10am to 2pm

Salads, burgers, wraps, toasted sandwiches,
fresh sandwiches and fruit salad PLUS coffee, milkshakes,
soft drinks and cakes.

Check our Board For Daily Specials



Coffee Loyalty Card: Buy 5 Get 1 FREE

The challenge that the funding structure of Cameron Park Community Centre poses means that every small 'win', such as attracting sponsors for an event, is celebrated and that we continue to focus on further growth.

With this in mind we will continue to strive towards providing a quality experience to hirers and to apply for grants that allow us to address community aspirations.





FACILITY MANAGEMENT



We experienced a significant increase in regular bookings in 2015-16 with an average of 38 regular bookings per week.

This represented a 46% increase from 2014-15 and has been the highest annual increase to date.

In addition to the increase in the quantity of regular bookings we have seen a diversification of the types of groups using the centre with 43 different groups having used the centre on a regular basis throughout the year.

The nine church activities which were running in 2014-15 continued into 2015-16 and although one group had ceased meeting at the Centre by the end of the financial year the other church activities remain stable.

New activities which are now being provided at the Centre by our permanent hirers have included monthly meetings of a local ghost club, Sri Lankan Drumming Group, band practice sessions, dance classes, karate and Tae Kwan Do, client meetings with a law firm, Zumba, yoga classes and networking meetings.

We were also pleased to be able to host the West Wallsend High School Higher School Certificate Exams at the centre again in 2015, after being unavailable for the exams in 2014, and were thrilled by the positive feedback that we received from the Head Invigilator following the exam period.

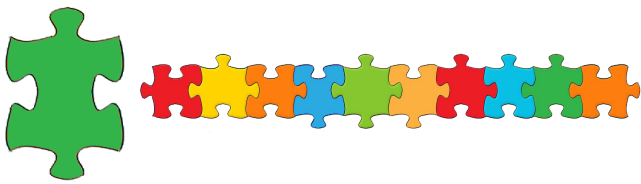
In addition we have hosted groups such as House With No Steps, Ability Links, Goodstart Early Learning and Lake Macquarie Adolescent Support who utilise the Centre on a regular basis for activities and training.

The variability in the activities that now happen at the centre combined with the increase in regular use has contributed to the vibrant atmosphere at Cameron Park Community Centre. Active OOSH Cameron Park have now commenced permanent hire of the back office and it has been exciting to once again have the office permanently tenanted.



Detailed information about usage of the centre by our regular hirers can be found on the next page.





FACILITY MANAGEMENT continued

Our casual bookings have reduced from 2014-15 with an average of 1.75 casual bookings per week.

The increase in permanent hirers has directly related to casual bookings both in that we have reduced availability for casual bookings and because more groups who are enquiring are wishing to commit to regular bookings rather than simply booking casually. I anticipate that this rate will remain relatively stable over the next few years.

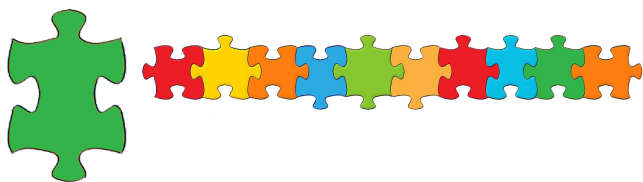
We continue to be regularly booked for functions by the Indian, Bangladeshi, Saudi, Pakistani, Sri Lankan and Muslim communities with bookings often being for National Days of Celebration or religious events. Other casual functions have included training by Family and Community Services, information for foster carers presented by Wandiyali and mobile offices for our Federal and State representatives.

I was joined in September of 2015 by Lynette McLean who is filling the role of Cameron Park Community Centre Administration Assistant. Lynette's ability to manage our permanent and casual bookings, including conducting room inductions, has been a significant bonus for the centre as it has shared the workload.

In June of 2016 Bill Hitchcock filled the Janitor position following competitive interviews and his commencement was particularly exciting as he had been volunteering for us for the previous 18 months. Bill has proved to be an excellent fit for the position and we are thrilled to have him on board in this new capacity.

ANNA DOWLEY Cameron Park Community Centre Manager





FACILITIES BOOKINGS

ROOM 1

Northlakes Christian Church

Sundays 8am – midday, 52 sessions.

Northlakes Salvation Army Children's Group

Saturdays monthly 4:30 – 8:30pm, 11 sessions.

Northlakes Christian Church Youth Group Fri-
days during school term 7-9pm, 32 sessions.

GKR Karate

Thursdays 7:30 – 9:30pm, 49 sessions.

Active OOSH Cameron Park

Monday – Friday each week. 6:30 – 9am & 3 –
6:30pm during school term, 6am – 6:30pm dur-
ing school holidays, 471 sessions.

Restored Church

Thursdays during school term, 9:30 – 11:30am,
9 sessions and Sundays 4-6pm, 46 sessions.

Cameron Park Fellowship

Second and fourth Saturday of each month
10am – 2pm, 36 sessions.

Remote Control Drift Car Racing

Tuesdays 7 – 10pm, 39 sessions.

Casual Hirers

Various days and times, 23 sessions.

ROOM 2

Newcastle Ghost Tours

Mondays 7:30 – 9:30pm monthly, 5 sessions.

Savvy Circles Network

Wednesdays monthly 10am – 12pm, 4 sessions.

Nutrimetics

Various days and times, 3 sessions.

Sri Lankan Drumming Group

Fridays 6:30 – 9:30pm, 5 sessions.

Switched On Hunter

Tuesdays 1 – 3pm monthly, 5 sessions.

West Wallsend Higher School Certificate Exams

Various days and times, 5 sessions.

ROOM 2 Continued

Bunn Patchwork

Mondays 9:30am – 12:30pm, 42 sessions.

Cameron Park Mixed Probus

Wednesdays monthly 9:30am – 12:30pm, 10 sessions.

Cameron Park Mixed Probus Dance Group

Second and third Wednesdays of each month 2 – 3:30pm, 10
sessions.

Northlakes Salvation Army Mothers Group

First and third Tuesday of each month 9am – 12pm, 24 sessions.

Personal Training

Tuesdays 6 – 7am and Thursdays 6-7pm, 39 sessions.

Indian Dance Lessons

Tuesdays 5-6pm during school term, 24 sessions.

Lake Macquarie Adolescent Support Unit

Thursdays 10:20 – 11:20am during school term, 24 sessions.

Pentecostals of Newcastle

Sundays 5:30 – 9pm, 51 sessions.

Goodstart Early Learning

Variable days 9am – 4:30pm, 6 sessions.

Beyond Body Boot Camp

Mondays 5:30 – 7pm, 47 sessions.

Ability Links

Variable days and times, 6 sessions.

Chauntelle Alydia Dance Academy

Mondays 4 – 8pm, 7 sessions.

Back to Balance Yoga

Wednesdays 6-8pm, 45 sessions and Saturdays 9:30 – 11:30am,
39 sessions.

Zumba with Lenora

Thursdays 6:30 – 7:30pm, 19 sessions.

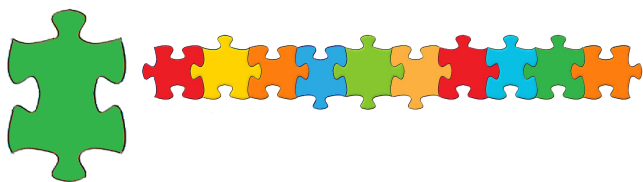
Cameron Park Fellowship

Saturdays 11:30 – 12:30pm, 24 sessions.

Casual Hirers

Various days and times, 52 sessions.





FACILITIES BOOKINGS continued

ROOM 3

Restored Church

Sundays 4:30 – 5:30pm, 24 sessions.

Band Practice

Various days and times, 19 sessions.

Goodstart Early Learning

Various days 9:30am – 4:30pm, 5 sessions.

Northlakes Christian Church

Sundays 10:30 – 11:30am, 52 sessions.

Cameron Park Fellowship

Second and fourth Saturday of each month
11am – 12pm, 20 sessions.

H100 Hub

Thursdays 8am – 4pm. 18 sessions.

Thermomix

Various days and times, 6 sessions.

Ability Links

Various days and times, 10 sessions.

West Wallsend Higher School Certificate Exams

Various days and times, 16 sessions.

Casual Hirers

Various days and times, 21 sessions.

GARDEN OFFICE

H100 Training Hub

Thursdays 8am – 6pm, 27 sessions.

West Wallsend Higher School Certificate Exams

Various days and times, 6 sessions.

Active OOSH Cameron Park

Exclusive usage, 117 days.

West Wallsend Higher School Certificate Exams

Various days and times, 6 sessions.

Casual Hirers

Various days and times, 2 sessions.

ROOM 4

Cameron Park Christian Church

Sundays 9:30 – 11:15am, 52 sessions.

Mini Munchkins Playgroup

Mondays 9:30 – 11:30am and Fridays 10am – 12pm
during school term, 84 sessions.

Hunter Christian Fellowship

Wednesdays 7 – 9pm, 37 sessions.

Thermomix

Various days and times, 20 sessions.

House With No Steps

Thursdays 9:30am – 2pm fortnightly, 9 sessions.

Beyond Body Boot Camp

Mondays 5:30 – 7pm, 3 sessions.

Active OOSH Cameron Park

Mondays – Fridays 7:30am – 8:30pm & Tuesdays – Fri-
days 4-5pm during school term; Mondays 10am –
3:30pm, Tuesdays – Thursdays 8-10am and 2-4pm, Fri-
days 10am – 4pm during school holidays; 145 sessions.

Chauntelle Alydia Dance Academy

Mondays 4 – 8pm, 15 sessions.

Goodstart Early Learning

Various days 9:30am – 4:30pm, 2 sessions.

Toogee Tae Kwan Do

Tuesdays and Fridays 5:30 – 7pm, 102 sessions.

GKR Karate

Tuesdays 7:30 – 9:30pm, 56 sessions.

Casual Hirers

Various days and times, 23 sessions.

INTERVIEW ROOM

Personal Counselling

Various days and times, 29 sessions.

Goodstart Early Learning

Various days and times, 5 sessions.

Casual Hirers

Various days and times, 1 session.



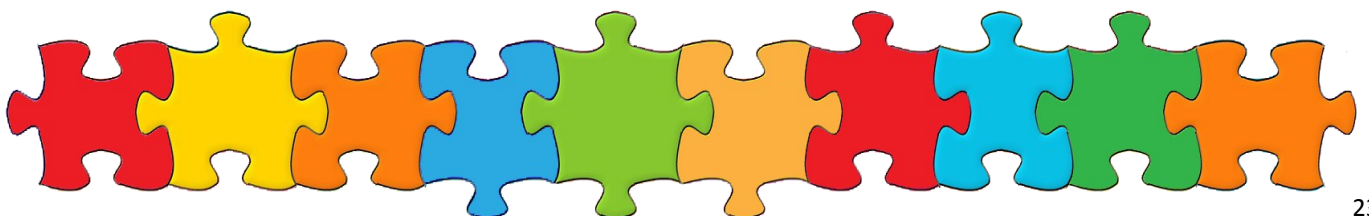


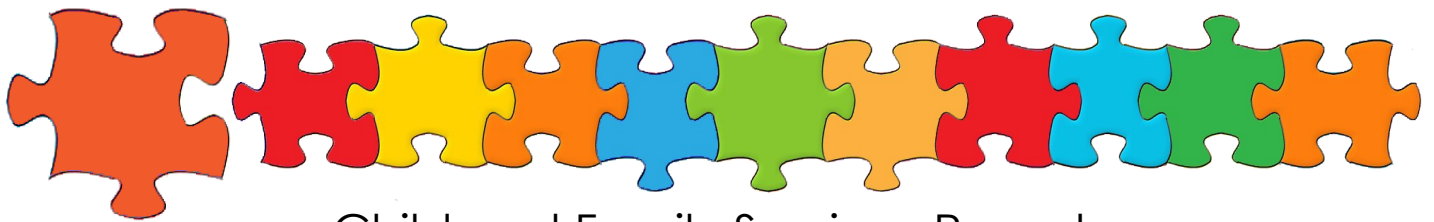
Family Services Reports



THE FAMILY SERVICES TEAM July 2015 to June 2016

Ruth Burke, Senior Clinical Practitioner, Angela Peck-Charlesworth, Marie Incze
Feona Ray, Julie McQuire, Lee Wilton, Alex Sullivan, Kristen Payne, Leeanne Toomey





Child and Family Services Report

AIMS OF THE SERVICE

The Child and Family Service at The Canopy provides support and assistance to help families make positive changes that they would like to make in their family.

Our aim is to support families to improve the safety and well being of their children by providing a flexible and respectful service that builds on the strengths of their family.

We support families with dependent children aged 0 – 12 years who live within the North Lake Macquarie area , as well as the Minmi , Fletcher and Maryland areas.



The Child and Family team have 5 staff , who work on varied days. The team's roles are to provide early intervention support to families through case management, home visits, advice, information, support on parenting and other areas which affect parenting. We provide links to specialists services, referrals, facilitation of parenting programs, such as : Circle of Security, ! 2 3 magic, Triple P , Bringing up Great Kids. We facilitate a parents as teachers



supported playgroup in the West Wallsend area. The child and family team have one volunteer, who supports the staff at the supported playgroup, Maggie is an essential part of our team , who provides the staff and local community with invaluable support in her role.

" As a volunteer I enjoy coming and watching the kids grow and learn through play and peers. It's great to talk to the parents and kids and assist with their learning through play. I see playgroup as a valuable tool in parenting."



HIGHLIGHTS OF SERVICE DELIVERY

The Canopy Family Work team have had an on going positive partnership with a local psychologist: Barb Doonan, who utilises our counselling room once a fortnight and provides our clients with support.

Our clients have access to bulk billing with a better mental health plan, our families have a better understanding of and increased awareness of child mental health and the impact of parental behaviour on child development and child mental health. The psychologist supports parents and children with family therapy, anxiety, parenting, trauma, child behaviour management, family relationships.

The Parents as Teachers supported Playgroup has been effective in providing local families with increased parenting skills, strengthening attachments between parents/ careers and their child/ren and reducing isolation in the West Wallsend area. Collaboration with Edgeworth CSC , the MART team have been supporting the canopy with referrals to Brighter Futures, increased knowledge of FACS involvement with families, to support child and family workers make relevant decisions that can better assist families.





HIGHLIGHTS OF SERVICE DELIVERY continued

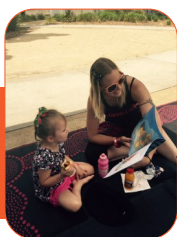


Some of the highlights the team are proud of over the last 12 months include:

- Working with a grandmother who appealed the courts decision and was successful in gaining care of her grandchildren and who has been able to sustain that care. The worker's role was to support and advocate for the grandmother throughout the process.
- Working with a mother who made positive changes to her parenting, followed through with an AVO and showed she was able to make choices to protect her children and herself.

The worker's role was to provide emotional support, provide information on AVO's, support with routines, behaviour management strategies.

- Working with a family where the mother had poor mental health, suicidal thoughts. The mother voluntarily scheduled herself, the workers role was to transport, support at hospital, and prevented the mother from taking her own life.
- Working with a mother whose children had been sexually abused. The worker's role was to provide emotional support to family, make reports to FACS, advocate and transport to the JIRT team, and the sexual assault counsellor. The worker was able to watch the improvements with the girls throughout the process.



"The co-ordinators are very welcoming and have great ideas to help with our child's development – the handouts are great to take home so we can continue the activity in our home environment."



GAPS IN SERVICE DELIVERY

The workers are finding that under the early intervention model, they are unable to provide the families the level of support they need. The current funding model doesn't match the needs of the families, workers currently see families once a week for approximately an hour, workers are consistently being faced with families who are experiencing complex needs and the workers feel they should be providing more support for these families, therefore more hours needed to spend with the families. Our CEO is currently in communication with the peak bodies providing them with feedback regarding this concern. Workers have developed a waiting list which offers phone support weekly until they are able to be allocated a worker.

With funding cuts to material aid within services, clients are finding it difficult to meet their families basic needs, the services offering food vouchers have declined or are harder to access.

The family work team have purchased a freezer and sourced two pantries with the aim to stock and distribute food to the clients in need. We have put a submission in to TAFE for a student placement to work on this project, in developing community links, and food donations for our project.



"Coming to play group has helped my son with his speech, talking with the other kids. Also it's good to socialise with the other parents / grandparents."





PARTNERSHIPS

The family work team have developed partnerships with:

- Macquarie Life Church (Macquarie Care) who have assisted with food hampers at Christmas time for families in need, and are gathering non perishable items to donate to The Canopy.
- A local real estate owner, who has donated furniture and household goods to the families in need.
- *Wings & Things* who donate women's hygiene products.
- Two local coffee shop owners , who provide suspended coffees for our clients when needed.
- A local psychologist who offers her services at The Canopy every second Tuesday , supporting The Canopy's families through the better access program.
- TAFE NSW in providing student placements. The last group of students developed a hygiene pack and facilitated a group at the PAT Supported Playgroup.
- The Family Referral Service is facilitating the Parents as Teachers supported playgroup at West Wallsend , this partnership started in 2015 and is continuing to work together to provide an invaluable serviced to local community members.



- Sugarvalley Neighbourhood Centre are continuing their partnership with The Canopy, supporting families with WDO, referrals and providing the venue for the PAT Playgroup.

" I like bringing my grandsons to playgroup, its so good to talk to other mothers and grandparents, the boys have such a good time – it's the best playgroup I have ever been to and I hope it goes forever."



- Nova for women and children have been in partnership with The Canopy , providing funding for a family worker to mentor and support their workers in developing assessment tools and providing education around best practice principles when working with children in refuges. As well as facilitating training workshops around , the signs of safety, benefits of play and best practice guidelines.
- CALM in co-facilitating parenting groups in the community.





OUTCOMES 2015 – 2016

Cardiff

Advice and Support
target: 203, actual 283

Home Visits - 279

Office visits – 89

Indigenous families – 6

CALD families – 1

Maryland

Advice and Support
target 47, actual 73

Home Visits – 109

Office Visits - 16

Indigenous families- 2

CALD families- 0

Parenting Programs Circle of Security , 1,2,3 Magic , Parents as Teachers

Cardiff target number of participants: 29 Actual number of participants: 29

Maryland target number of participants:13 Actual number of participants: 27

Referral Sources

Nova for women and children

Staying home leaving violence

Sugarvalley Neighbourhood Centre

Early Links

FACS

Psychologists:

Alliki Russell, Barb Doonan

Mental Health Team

Cardiff South PS

Cardiff North PS

Edgeworth Heights PS

West Wallsend PS

Barnsley PS

Family Care Midwives

Social Worker JHH

Coral Berry Sexual Assault counsellor

JIRT

Birra – Lee

Ability Links

OHC

Woodrising Adolescent Child
counsellor

West Wallsend psychologist

McCauley Outreach

GP Wallsend

Maryland Neighbourhood Centre

First Steps Parenting

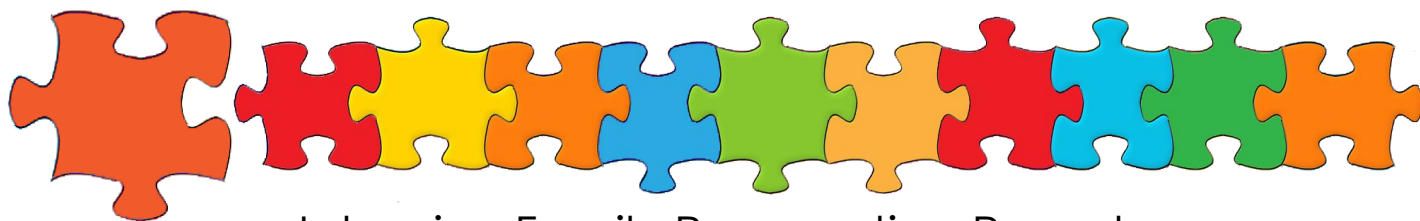


"I love meeting other mum's and learning new ways to deal with everyday issues. My little girl is interacting with other babies and learning new skills everyday."

GOALS FOR 2016 – 2017

- Increase our service delivery to meet clients needs, extra hours spent with clients.
- Foster further links to increase access to food for families
- Provide EAPA vouchers to our clients.
- Able to support with work development orders (WDO)
- Provide walk in clients with a package, local food help, local services etc
- Streamline data and client management systems
- Assess client evaluation and appreciative inquiry
- Streamline programs between Maryland and Cardiff
- Increase parenting program partnerships





Intensive Family Preservation Report

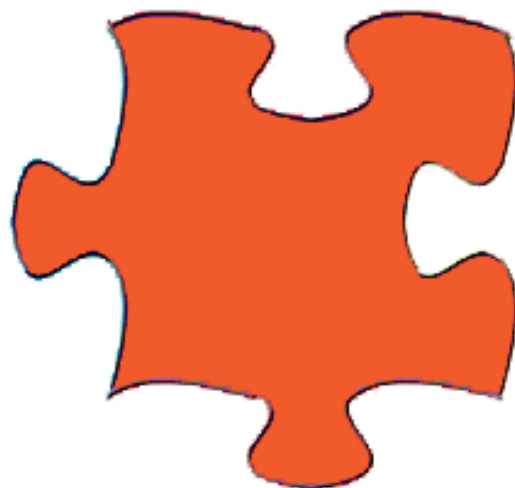
AIMS OF THE SERVICE

The IFP team work intensively with families who have children at risk of being placed in the OOHC system. The program aims to improve the safety and wellbeing of children, and where possible aims to support families to have their children remain at home. Referrals made to IFP come only from FaCS. Over the last 12 months IFP staffing consisted of six staff members at varied times. The roles within the team were one Clinical Supervisor who also at times held a case load and four IFP/S workers. In addition to this there was one additional intensive IFP joint contract through HNSW and FaCS, which provided three months intensive support to two families who were at significant risk of homelessness and child protection concerns.

HIGHLIGHTS OF SERVICE DELIVERY

- The Canopy was highly recognised by FaCS and were successful in receiving short term contract funding by HNSW and FaCS to provide additional intensive support to two families. This was an excellent opportunity to build on already strong partnerships between two services.
- Two single parents had children restored into their care and have sustained the restorations. One family who had children at risk of placement in out of home care also was able to keep the children remain at home despite periods of change in carers.
- The Keeping Children Safe group was run by two staff members; specifically for families engaged with IFP. Circle of Security was run in conjunction with an IFP worker and a worker from CALM to support intensive families, as well as clients of other services and The Canopy's Child and Family Team
- Staff had opportunities for Continuing Professional Development throughout the year and the following training was attended:

TYPE OF TRAINING	ATTENDED BY STAFF	NUMBER OF STAFF
Circle of Security		2
My Kids & Me		2
Hoarding & Squalor Workshop		4
Staying Connected When Emotions Run High		2
Signs of Safety		2
Beyond Blame (Trauma Informed Practice)		1
First Aid		6
Fire Warden Training		6



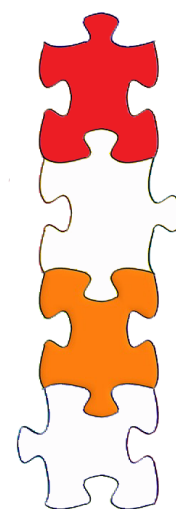


HIGHLIGHTS OF SERVICE DELIVERY continued

- IFP continues to have a strong working relationship with MART at Edgeworth CSC.
- The IFP team is itself, and sits within, a very supportive team environment
- IFP workers along with Child and Family workers have been accessing group supervision through health- which has supported the team to discuss practice issues and values
- Kristen started in Alex's maternity relief position and has been a welcomed addition to the team
- Taxi vouchers have been provided through an external service to support families with transport. These vouchers have been generously donated, and have been consistently used by families. In periods of time when families experienced financial hardship and circumstances which required an increase in families utilising public transport Mercy Services increased the amount and frequency of vouchers
- Barb Donnan, an educational and developmental psychologist has been working out of the Cardiff office to service clients of the Family Work Team. This service for families is free under the Better Access to Mental Health Plan. Having this service operate from the Cardiff office has broken down barriers clients have previously faced when accessing this type of service. Having Barb sit at the Cardiff office has consolidated our much valued partnership with the Newcastle Clinic.
- Workers have developed a partnership with Zonta, and have been provided the opportunity to speak at their events, and have also benefited from generous donations from organisation members and donors
- Intensive families have benefited greatly from the partnership between The Canopy and Macquarie Life Church. Hampers were provided at Christmas time, which were passed on to families in the IFP program

GAPS IN SERVICE DELIVERY

- There has been no receptionist position for the past 12 months. This responsibility of administration has been shared across the team, yet has been difficult to manage at times when workers are required to be out of the office doing face to face work with families. The family work team are currently exploring the possibility of having a volunteer to assist in this area.
- The Cardiff office had 6 months of disruption in regards to office damage. This was a result of inclement weather and structural building issues including; leaks in the roof, asbestos removal, and inconclusive air quality testing
- Different CSCs have different views about our program, which influences referrals being made. Workers have discussed engaging more with other CSCs to explain what our service can offer and do to support their families.





PARTNERSHIPS AND COLLABORATIONS

Allambi Adolescent Counsellor

support for children of IFP families

Bunnings Warehouse

donations of vouchers for families

CAMHs (Child Adolescent Mental Health Service)

support for children of IFP families

CALM (Community Activities Lake Macquarie)

partnership to run Circle of Security

Correctional Services

to provide holistic support for family members already engaged with this service

Department of Public Prosecutions

to provide holistic support for family members already engaged with this service

East Lakes Family Support

to provide individual counselling and groups for families

Family Referral Service

provided food vouchers and hampers for families, as well as donating furniture for The Canopy Office storage and interview room

Wings and Strings

donations of sanitary items for clients

FaCS; Edgeworth, Charlestown & Mayfield

referrals and ongoing support for families

Family Support Newcastle

Groups and Supported Play group

Happy Dots Occupational Therapy

OT therapy for children

HNSW

housing support in regards to clients current and upcoming tenancies

Kotara Behavioural School

educational support for children

Lake Macquarie Mental Health Service

mental health support for parents

Macquarie Life Church

ongoing partnership to provide support to families during hardship

McCauley Services

drug and alcohol support

Mercy Services

taxi vouchers

NDIA

disability support

Newcastle Pharmacotherapy

clinical support

Newcastle Clinic Psychology Services

(Alikki Russel & Barb Donnan)

children psychology support

Phillip Screen Psychologist

children psychology support

Samaritans Creative Times

support for children of IFP families; play therapy

Samaritans

Work & Development Orders

Staying Home Leaving Violence

support and education for families regarding healthy relationships

Sugar Valley Neighbourhood Centre

Work & Development Orders

Wandiyali Childcare Centre

childcare

Whole of Family Team

mental health support

Woodrising Neighbourhood Centre

financial counselling

Zonta

donations of furniture and household items for families





GOALS FOR 2016-2017

- To continue as a team to provide an effective intensive service to families and to ensure the safety and wellbeing for children and families
- Continue working under the Signs of Safety framework to achieve positive outcomes for families engaged with FaCS
- To continue to have a positive working relationship with FaCS
- For team members to be able to access training and professional development opportunities to keep up to date with changes in practice and current funding requirements

OUTCOMES 2015-2016

- 15 referrals were made into the program by FaCS. Due to a positive working relationship with MART and prompt mapping of future vacancies, we have met our target numbers of 3 IFS and 8 IFP referrals at all times.
- 14 families exited the program successfully
- 4 families were referred to the program but were deemed unsuitable for engagement

CASE STUDY 1

Mum, Dad, and five children between the ages of 6 and 21 engaged with IFP. The family had a long standing history of reports made to community services for squalor in the home, and different types of neglect; including educational and medical. These reports dated back to when their eldest child was in school, and the same reports were still being received now for the younger siblings.

The family sat down with their worker and spoke about what the expectations were for them, and what changes needed to happen to ensure that the children could remain in the care of mum and dad. At this stage, the focus was on the three younger children, 6, 11, and 15. A case plan was developed, and both parents agreed that they needed to step up to improve the lives of their children. Dad really was the driving force in this, and at times proved he had the ability to step up and make some changes to support the children.

The case plan saw a worker supporting the family with strategies around getting the kids to school on time, routines and boundaries, having the parents work with other services to obtain therapy for the children through NDIA such as speech, developing home maintenance and cleaning skills.

An agreement was then signed with community services stating that mum and dad would support the children, and what the consequences would be for the family if this didn't happen. Due to the family's history with community services, and the current state of the home, the family was made clear that the children would go into care if things didn't change. The Canopy provided the family with other support; including financial support such as getting skip bins into the home.

In November last year, dad unexpectedly died. Given he was the primary support who was stepping up for the family workers were concerned about mum's ability to sustain changes. *(continued next page)*





CASE STUDY 1 continued

The younger children had some really big worries about mum not being able to help them, and that their mum was distracted and spending time out; leaving them at home unsupervised. The state of the house slipped dramatically, and over the Christmas/New Year period it became really apparent that mum couldn't sustain the changes that Dad had made in the past. After some extensive planning with some of the family's support networks, people said they would step up to help out mum. This unfortunately didn't occur, as Mum pushed them away. When school went back in term one, it became apparent again that the kids weren't attending school, and Mum had not been honest with workers and community services about things she had committed to changing.

As a result the two youngest children were placed into out of home care, whereas the middle child chose to stay with mum and his two older siblings. The children were in temporary care with workers until placement options were assessed; following this the children were placed with extended family.

IFP workers stayed involved with the children and mum after the removal took place to support the children to have a smooth transition. Workers facilitated contact with mum, which occurred once a week and would be continued to be monitored by FaCs after the kids transitioned to their placement.

Despite the outcome for the family, they were still happy to remain engaged with IFP to and allow IFP workers to support the children after the placement into OOHC.

CASE STUDY 2

This family consists of a single dad, his two biological children, and his children's half sibling. The family was referred to IFP after the children were restored to Dad. All three children had been living with their maternal grandparents after their care was relinquished from Mum to them. Whilst in the care of the grandparents, the children all experienced sexual assault. Subsequently the children were removed from their care.

Dad was assessed as being a suitable carer for all three children, despite not having had the children in his care since they were babies. The children's half sibling was also placed with them to keep the children together.

IFP has supported the family in the way of setting up their new home, supporting the family to strengthen and build relationships, as well as assist Dad with his new role of parenting. We have also supported Dad to have his children engaged with therapy and sexual assault counsellors.

Dad has been open to all tasks and receptive of input from IFP. A Section 90 was ordered for his two children to be fully under his care, and has a supervised order for the half sibling which is a fantastic outcome.

This family has been an absolute pleasure to work with, and Dad has shown great insight into the needs of his children. The dad has faced some financial difficulties since having the children in his care, but has appropriately managed this with support from community services, our program, and generous donations from organisations.



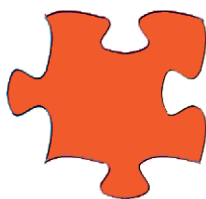


FEEDBACK FROM FAMILIES

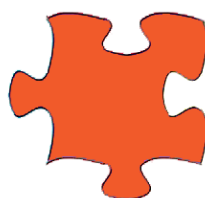
"She was really keen to tell me about how significant your role as a worker was for her. Even though she has had a lot of services involved in her life with her older children going into the OOHC system, she had never before felt that a worker was genuinely working with her as 'a team', as you did with her in her parenting.

She stated that without having had this service, she doubts that her child would have remained in her care. From this experience she has learnt how to trust a service and now feels more able to be honest with other services in the future.

She really wanted you to know how much she valued your support and your way of challenging her about the things she needed to do differently and helping to build her confidence. She said she wished there were more workers out there who were as respectful as you were and could genuinely make a difference for families."



"The IFP worker and program has been so helpful. They have helped me access parenting groups and other programs. They have supported and encouraged me to keep going. They have always been there when I needed someone. They have provided transport and taxi vouchers so I can get to my appointments. I think the program should be longer than 12 months though. After the 12 months is over I would really appreciate ongoing 'check in' support."

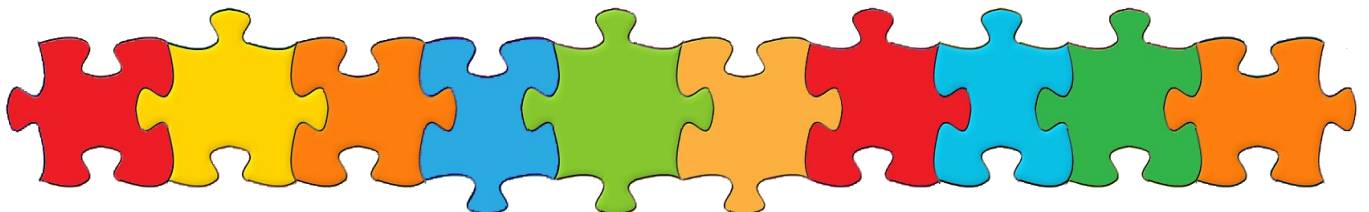


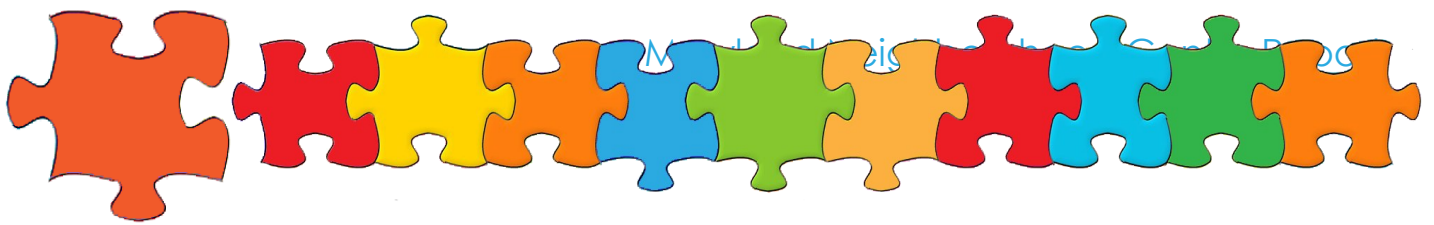
"The program has been great. All 3 workers have worked well with my kids over the 2 years. The kids really like the workers & really appreciate the time they've spent with them. The kids will really miss the workers now that they have to finish up. I'm really glad the team were able to support my family to keep the kids at home and out of care. Even though there were some really big struggles, we have managed to keep the children together. Thanks a lot."





Maryland Neighbourhood Centre Report





Maryland Neighbourhood Centre Report

AIMS OF THE SERVICE

Maryland Neighbourhood Centre is the community hub for the Blue Gum Hills region and is here to assist all regardless of their circumstances and situation. We have an open door policy and our dedicated workers provide a warm caring atmosphere in which they provide information and referral, they also advocate for those who need it.

The Maryland Neighbourhood Centre is responsive to community needs and promote capacity building and resilience through support and program development.

HIGHLIGHTS OF SERVICE DELIVERY

Rotarian Wallsend Community Awards

Our very own dedicated volunteer Marcie Bakay received a Rotary award for her dedicated service to the Maryland Community. Marcie has volunteered at Maryland Neighbourhood Centre for the past 2 years. Every Monday, Tuesday and Friday you can find Marcie at the MNC interacting with the people that come into the centre for a coffee or food from the distribution program or just a chat. Marcie has a soft and empathetic heart and has proven the ideal person to coordinate our food distribution program. She shows extra consideration to each individual who comes to collect food, understanding that it is not always easy to ask for help. She always works well with the other volunteers and has the program well organised. Not only does Marcie shows an amazing amount of compassion and awareness to people and their current situations, she is the life blood of the office completing tasks as she sees the need. As a volunteer she takes on a great deal of responsibility often opening and closing the centre and assisting with the organisation of the monthly markets.



Thank you to ALL the volunteers who have given their time to serving the community. Maryland Neighbourhood Centre has some very dedicated volunteers who come in at very regular times each week to help with administration, making and selling coffee, collecting and distributing food and keeping the grounds clean and tidy.



Wellness Week



Wellness week was held in February about 200 people attended the various activities throughout the week. They started with square dancing and rock & roll demonstrations, other activities included pamper workshops, essential oils for health, mediation and exercise classes. The week was very informative and community members went away invigorated.





HIGHLIGHTS OF SERVICE DELIVERY continued

Halloween Disco



Another highlight of the year was the Halloween Disco. The Neighbourhood Centre was taken over by a horde of little witches, ghouls, ghosts and vampires having a spooking good time. About 100 young people and their parents danced the night away it was lots of scary fun.



Wraps of Love



A similar highlight would be the 7 beautiful rugs that were sent to Wraps of Love. Several women have worked all year knitting squares to make these beautiful rugs. The rugs are going to be sent the organisation that sends these out to people in impoverished circumstances. In 1992 Wrap with Love began with the idea to help as many people as possible by providing warm Wraps to ward off hypothermia and in the past 23 years the organisation has sent more than 400,000 Wraps to people in over 75 countries, including Australia, with the help of our hardworking and generous volunteers.

Food Distribution



"This place is excellent, lovely ladies who don't judge you for your need. Anyone is Welcome".

Every week with the help of Secondbites and Oz Harvest, we feed between 50 to 70 people who are needing some assistance with food. At times we have people come in who are desperate to feed their families and themselves crying as they select their food. These times really affect the volunteers who work on the food distribution program and understand its value to those who are struggling to make ends meet.



Traditional Aboriginal Games



The Traditional Aboriginal Games was an exciting community event held during the school holidays. The games were run by the Department of Sport and Recreation the games have been played for thousands of years but have now been given a modern twist. About 50 young people participated in the games and many of them were surprised at how similar they were to games they had played. We also owe a big thankyou to Wallsend and Elmore Vale Lions who came and cooked sausages for the hungry crowd on the day.





HIGHLIGHTS OF SERVICE DELIVERY continued

NEST – Nutrition Education Sustenance Training - Program



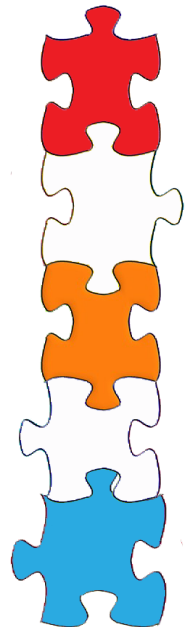
During the month of May 10 students from Toronto and Whitebridge High schools in partnership with Maryland Neighbourhood Centre, Mentors for our Schools and Oz Harvest came together each Wednesday at Maryland's Neighbour Centre for around 3 hours to cook and discuss topics and issues related to healthy eating in the world of today. All students from both schools stated that not only did they learn a great deal about developing healthy eating habits but also stated they enjoyed the entire experience, the community engagement and above all, the consumption of the food. The students overall attitude towards the program was noticed and appreciated. All students involved did their school proud, well done Rob Penglaze (Mentors for Our Schools)



GAPS IN SERVICE DELIVERY

Nobody likes to think there are any gaps in the services that they deliver, however we do have some gaps that we are attempting to change. The first is a supported playgroup. All year I have been working towards addressing our lack of a supportive, friendly, inclusive playgroup. There have been several meetings with potential partners and it appears that there may be the opportunity to start a playgroup during 4th term of 2016.

Some of the other gaps that have been highlighted through community consultation is a lack of services for young adults and older men, each of these groups have been harder to reach out to. All year we have been trying to organise a Youth Events committee but finding enough interested youth to form a quorum has been an a very difficult task which has not yet been achieved. Engaging men has also been difficult, though just recently some older men have expressed the desire to be part of an exercise class so we are now discussing how we can make that happen.

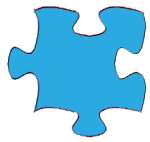


PARTNERSHIPS AND COLLABORATIONS

Glendore Public School

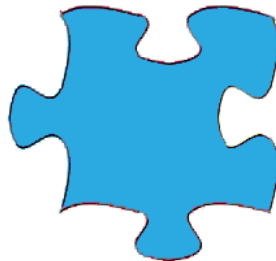
Maryland Neighbourhood Centre has enjoyed getting to know its local schools through talking with their principles and teachers and participating in various activities at the school, with the view of seeing how we can work together. This year Glendore schools kindergarten has been learning about helping those in need and through their learning they have donated canned food goods to our Food Distribution Program. Well done Glendore Public School Kindergarten children obviously a group of young people who care about others.





PARTNERSHIPS AND COLLABORATIONS continued

Mentors for Our Schools (MFOS) & Oz Harvest Mentors for Our Schools works in schools with students who are having difficulty with absenteeism and their academic studies. During May Oz Harvest joined with us and MFOS to run a NEST program. The NEST program teaches the skills and knowledge to nurture themselves through guidance around healthier eating choices and food preparation behaviours. Topics are covered in several modules such as: balancing your diet; eating food for long-lasting energy; the truth about fats, oils and sugars; budgeting; and healthy eating for young children and parents as well as reading food labels, planning, storing and strategies to reduce waste.



OUTCOMES SUMMARY 2015-2016

Approximately 3600 people over the past 12 months have benefitted from our food distribution partnership we have with Second Bites and Oz Harvest.

40 care packages were given to Wesley Mission to distribute to those using their homeless services. The goods for the packages were donated by community members using MNC

Maryland NC fulfilled all requirements for reporting for Our Community Builders Funding

A High Tea organised by community members raised \$2,250 for the Cancer Council.

Newcastle City Council has responded to many major and minor repairs that were needed to improve the look and functioning of the Maryland NC

Started having pop up BBQs and Facebook to reach more people for community consultations

The NC has been well utilised by the community and the majority of popular times for hiring are booked by permanent hirers.

The coffee shop has benefitted from a generous benefactor who donated the money to put in a new kitchen.





CASE STUDY

Early in May we assisted an older man who was about to become homeless, he came to the centre looking where he could get a swag. We spent some time talking with him and helping with a referral to Matthew Talbot Men's Hostel. A couple of weeks later he called in to let us know that he had just moved into a government flat and thanked us for our assistance.



GOALS FOR 2016-2017

- ⇒ To create a more inclusive NC by reaching out to those community members who currently do not use the centre and the services we have to offer. We would like to remain responsive to identified and emergent needs prioritizing vulnerable individuals and families.
- ⇒ Develop community activities that build on community capacity and connect community members who may not have necessarily meet. This may be done by enhancing cultural identity through community cultural events.
- ⇒ Continue to provide a quality caring service to community members within available resources of the Maryland NC.
- ⇒ Develop partnerships and build relationships with local businesses, community members and supporters that will enhance community capacity.
- ⇒ Continue to acknowledgement staff and volunteers through a positive work environment that shows respect to each individual.
- ⇒ Communicate and share information with all workers to ensure ease of work and relationships.
- ⇒ Utilise social and local media and communication material to best inform community.

MICHELE KOWALSKI Maryland Neighbourhood Centre Coordinator





FACILITIES USAGE SUMMARY

PRIVATE OFFICE SPACE

Key Psychology

Permanent – 52 weeks.

Grace Bible Baptist Church

Permanent - 52 weeks.

Advanced Personal Management

Permanent—52 weeks.

NEIGHBOURHOOD CENTRE MAIN ROOM

Grace Bible Baptist Church

Sundays weekly – 52 Sessions per year. Average 50 attendees.

Healthy Hearts

3 times weekly. 152 sessions per year. Average 30 attendees.

Probus

2nd Fri monthly – 11 sessions. Average 90 attendees.

Prostate Cancer Group

2nd Tue monthly – 11 session. Average 50 attendees.

St Johns Ambulance Cadets

Monday weekly. School Terms. 40 Sessions. Average 20 attendees.

Little Teaks—Under 5's Taekwondo

Wed weekly. School Terms. 40 Sessions. Average 5 attendees.

Toogee Taekwondo

Mon/Wed weekly. 104 sessions. Average 20 attendees.

Nicole Hoare Fitness

Tue weekly. 52 sessions. Average 12 attendees.

Perform ability

Thursdays weekly. 52 Session. Average 5 Attendees

Hannah Hannah Drum and Dance

Thursdays weekly. 52 sessions. Average 10 Attendees.

Peter Carsons Bible Study

Saturdays fortnightly. 26 Session. Average 20 Attendees

Weight Loss—Healthy Directions

Casual Commenced last week Tern 2. Remainder Term 3. Tuesday Weekly. 1 Session. Average 10 Attendees

Casual Hirers

Various days and times. 17 Sessions various number of attendees.

CONFERENCE CENTRE—ACTIVITIES ROOM

Budgie Club

4th Fri monthly – 12 Sessions – average 20 attendees.

Centrestage Dance

Mon/Tues weekly. School terms. 20 sessions per term. 80 per year. Average 10-15 attendees.

Gymbaroo

3 days per week. School terms. 120 sessions per year. Average 25 families attend.

Nicole Hoare Fitness

Tue/Wed/Sat weekly. 156 sessions. Average 12 attendees.

Go4Fun

Wednesdays Term 2. 8 Sessions. Average 10 Attendees

Church on the Rocks

Sun weekly. 52 sessions. Average 60 attendees.

African Australian Christian Fellowship

Sun weekly. 52 sessions. Average 60 attendees.

Merindah Childrens Centre

Casual— Mon-Fri, full time. 9 Sessions. Ave 30 attendees

Casual Hirers

Various days and times. 8 Sessions various number of attendees.

CONFERENCE CENTRE SOCIAL ROOM

Budgie Club

4th Fri & 2nd Wed monthly – 24 Sessions – average 20 attendees.

Grace Bible Baptist Church

Sundays weekly – 52 sessions per year. Average 12 attendees.

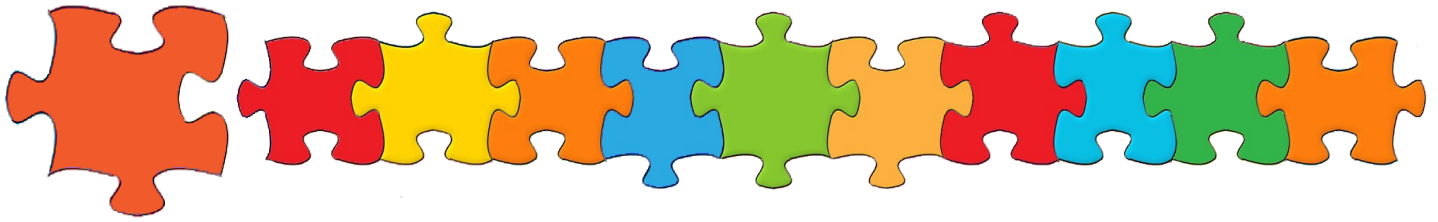
HUMSUM, Hunter Malayalee Samajam

Casual. Saturday monthly. 10 sessions. Average 6 attendees.

Casual Hirers

Various days and times. 5 Sessions various number of attendees





COMMITTEE MEMBERS AND STAFF

BOARD OF MANAGEMENT

President: Susan Jenkins

Vice President: Rosemary Heppell

Treasurer: Kelly Hansen

Board Members:

Rosemary Heppell

Doreen Herron

Glenn Crisp

Dawn Brown

Janelle Hope

Sonya McAllister



STAFF 2014-2015 FINANCIAL YEAR

Executive Officer: Lee-Anne Holmes

Finance and Administration Manager: Lisa Standen

Senior Clinical Practitioner: Ruth Burke

Cameron Park Community Centre Manager: Anna Dowley

Communications & Special Projects Coordinator: Veronique Moseley

Child & Family Services Workers

Marie Incze

Angela Peck-Charlesworth

Alex Sullivan

Lee Wilton

Julie McQuire

Feona Ray

Kristen Payne

Leeanne Toomey

Maryland Neighbourhood Centre Coordinator: Michele Kowalskic

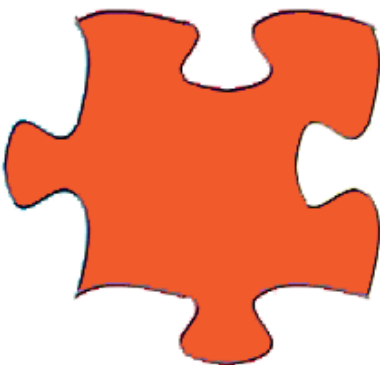
Maryland Neighbourhood Centre Bookings Officer: Sherrie Mace

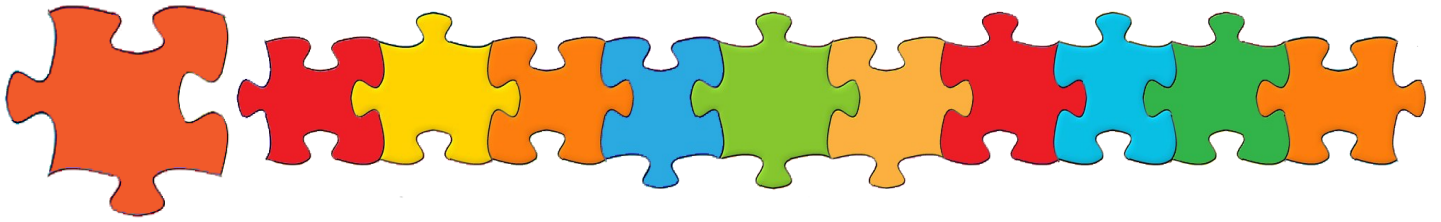
CPCC Admin Assistant: Lynette McLean

Community Café Worker: Heather Johnson

General Assistants/ Maintenance: Gavin Dyett (Cameron Park)

Craig Adams (Cardiff) Mark Price (Cardiff)





FINANCIAL REPORTS JULY 2015 TO JUNE 2016

