

ANNUAL REPORTS 2017





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VISION AND VALUES



OUR VISION

Safe and Connected Communities

Inspiring Families, Children and Communities to Create Positive Lasting Change

OUR VALUES

COURAGE

Explore ideas, make difficult decisions and embrace change

DETERMINATION

Maintain an energetic interest to achieve the intended purpose

ENTHUSIASM

Approach all that we do in a way that inspires and maintains hope

COLLABORATION

Respectfully connect with others to create shared solutions

INSPIRATION

Empower others to be the best version of themselves

OUR VALUES STATEMENT

We **inspire** families, children and communities to grow to their full potential by being innovative and **collaborative** in our response to their needs.

We have the **courage** to explore bold and imaginative ideas, working with **determination** towards our goals and the goals of those we work with.

We embrace change with **enthusiasm** by using solution focused strategies to strengthen capacity and foster hope in each other and in the communities we serve.



ANNUAL GENERAL MEETING AGENDA

The Canopy Annual General Meeting AGENDA 21st September 2017

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
 - Marketing and Special Projects Manager
 - Family Services Leader
 - Intensive Family Preservation Team
 - Child and Family Team
 - Community Innovation Manager
 - Venue Operations Coordinator
 - Maryland Neighbourhood Centre Coordinator
 - 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



MINUTES 2015-2016 ANNUAL GENERAL MEETING

The Canopy Incorporated

VENUE: 107 Northlakes Drive, Cameron Park NSW 2285

DATE: 27th October 2016

Meeting Commenced: 11.30AM

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: Ruth Burke, Angela Peck-Charlesworth, Feona Ray, Lee Wilton, Mark Price, Sabrina Grant, Michele Kowalski, Janelle Hope, Doreen Herron, Mel Wiseman, Susan Jenkins, Lisa Standen, Julie Hayes, Sally Pontifex, Alex Sullivan, Anna Dowley, Kellie Hackney, Karen Price, Bill Hitchcock, Sonya McAlister, Iain Gardner, Emilie Wiggers

APOLOGIES: Glenn Crisp, Belinda Foote, Marette Gale, Anne Hoyer, Jennifer McLaren, Donna Meehan, Deborah Moore, Kerry Eastwood, Kelly Hansen

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the 2014-2015 Annual General Meeting were tabled.

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

Moved: Janelle Hope **Seconded:** Rosemary Heppell

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:

Auditors Report – Kirsty Porteous (dfk Crosbie)

Presidents Report – Susan Jenkins

Additional information was supplied regarding Janelle Hope, who will not be nominating for a position on the incoming Board of Management for The Canopy Incorporated. Acknowledgement and thank you to Janelle, a long standing board member, for her contribution to The Canopy.

Executive Officer – Lee-Anne Holmes

Additional information was supplied regarding the successful tender for facilities management of 5 additional centres from Newcastle City Council

Marketing and Special Projects Report – Lee-Anne Holmes spoke on Veronique Moseley's behalf



MINUTES 2015-2016 ANNUAL GENERAL MEETING

Cameron Park Community Centre Report – Anna Dowley

Maryland Neighbourhood Centre Report – Michele Kowalski

Reports were tabled for

Child & Family Team Report

Intensive Family Support Reports

Finance and Administration Manager – Lisa Standen

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

Moved: Janelle Hope

Seconded: Doreen Herron

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	Rosemary Heppell	Doreen Herron
<i>Vice President</i>	Rosemary Heppell	Susan Jenkins	Doreen Herron
<i>Treasurer</i>	Kelly Hansen	Susan Jenkins	Rosemary Heppell
<i>Secretary</i>	Doreen Herron	Susan Jenkins	Rosemary Heppell
<i>Board Member</i>	Melissa Wiseman	Rosemary Heppell	Susan Jenkins
<i>Board Member</i>	Iain Gardner	Susan Jenkins	Rosemary Heppell
<i>Board Member</i>	Rob Brennan	Susan Jenkins	Rosemary Heppell
<i>Board Member</i>	Kellie Hackney	Rosemary Heppell	Susan Jenkins
<i>Board Member</i>	Julie Hayes	Rosemary Heppell	Doreen Herron
<i>Public Officer</i>	Lee-Anne Holmes	Susan Jenkins	Rosemary Heppell

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: Susan Jenkins

Seconded: Doreen Herron

The meeting was declared closed at: 11.50am

courage

Explore ideas, make difficult decisions and embrace change



PRESIDENT'S REPORT

This 2016 Annual Report presents a challenging and very rewarding chapter in The Canopy's journey of making a difference in community and family services. The Board has again endeavoured to ensure we have a strong, sustainable service that is well equipped for the years ahead.

The Board and staff commitment to supporting families, advocating for the needs of children and to developing communities is strong and this is evident in the opportunities we are providing to the community.

I want to say a special thank you to the Board for its considered guidance, support and for their generous contribution which makes our work in the community possible and to the staff of our organisation for their tireless dedication and passion to working with each other and with other services so we can continue to provide every opportunity to the community and families that we are fortunate to be involved with.

Our achievements over the last year have been many and are outlined in the Leadership Team and staff reports. The development and growth of our Community Centre Management portfolio has been very successful, led by the Executive Officer and the Leadership Team. The sound financial management, strategic plan and all our programs and services lead by an enviable margin in the community, of this we are extremely proud.

This is my last year as President of the Board, I thank the members of the Board, the staff, volunteers, partners and all who have assisted me with my role. I would like to express a special thank you to our very capable Executive Officer who continues to be the a great strength to The Canopy. I am proud to have worked with an organisation that is forward thinking and has at its core a more sustainable business model. We are a stronger organisation, supported by an engaged and skilled workforce.

Thank you.

SUSAN JENKINS President



determination

Maintain an energetic interest to achieve the intended purpose

EXECUTIVE OFFICER REPORT

The last year has been one of significant growth and change including:

- Success in the NCC tender to manage five additional five community centres necessitated a review and streamlining of systems, the introduction of an online booking system and changes to facilities management staffing and roles.
- Intensive Family Support and Intensive Family Preservation models were combined into the Intensive Family Preservation Program along with a reduction in the level and time frame of support provided to families.
- Targeted Early Intervention Reform occurring for the Child and Family Program and the Maryland Neighbourhood Centre program funding
- A number of staff movements in the Family Services team
- Development and implementation of a Data Management System

An update to the strategic planning objectives is presented over the next few pages as an overview of organisational achievements, with details in the service reports.

Against the backdrop of these changes the focus for leadership has been on strengthening the culture of the organisation. A series of “Desired Culture” workshops were facilitated by an organisational change consultant. Workshops were held with the leadership team and staff separately as well as combined workshops. They focussed on strengthening the lateral relationships between the leadership team and accountability, communication and transparency across the organisation as it grows.

The members of the Leadership Team have worked incredibly hard throughout the year and consistently exceeded the expectations of their individual roles. I would like to thank them and recognise their individual efforts and commitment to ensuring that The Canopy participates in a process of continual improvement. This year that has included revising the Vision, Purpose and Values to ensure that they are relevant. Every member of the Leadership Team has consistently gone above and beyond the requirements of their functional role in a spirit of generosity and loyalty. The result of this work is evident in this years’ achievements against the strategic goals. So thank you to Anna, Lisa, Ronnie and Sarah – your work is **very** much appreciated and your input, thoughts, ideas, perspectives and professionalism are invaluable.

I would also like to thank the board of management for the valuable contribution and support throughout the year. It is their support, energy and guidance that ensure that the organisation is skilfully governed. With Susan stepping down from the role of President this year I would like to acknowledge the wisdom that she has brought to the board and significant role that she has played in the growth and development of The Canopy over the years that she has been in the chair. We look forward to her wise counsel continuing as an ordinary board member.

I look forward with great anticipation to the coming year to working with a board that has depth and experience along with further specialist interest and skills. The future direction for the organisation will be in identifying and pursuing creative, alternative ways of ensuring the continued growth of the organisation through the consolidation of what we have already achieved while always looking ahead to new opportunities.

LEE-ANNE HOLMES Executive Officer





UPDATE: STRATEGIC PLAN OBJECTIVES

1. PARTNERSHIPS

Build collaborative strategic partnerships that sustain but also provide growth opportunities

Partnerships which are ongoing or in development as at 30/6/2017 include:

- Lake Macquarie Council
- Newcastle City Council following commencement of management of additional facilities
- Elton Consulting re community development continuation in The Sanctuary and Fletcher Community Centre after Elton depart
- Other Lake Macquarie Family Support Services
- NOVA, completion of Angela's role, draft practice principles, safety booklet for children, Board membership
- CALM, Eastlakes Family Support – development of family services referral model concepts
- Cameron Park Fellowship—donation of food
- Sanctuary Neighbours Group— community development Fletcher area
- Glendale TAFE—student group project placements
- Samaritans – consortium funding application through Premier Youth Initiative Funding
- University of Newcastle Program Partnership Development for Child & Family Services
- Lake Macquarie Life Church pilot mentoring program, food assistance and Christmas Hampers
- Maryland playgroup implemented in collaboration with Aspect, First Chance and Ability Links.
- Nest Program – with Oz Harvest and Callaghan College
- Wallsend and Maryland Rotary – Christmas Hampers
- Can Drive – Glendore PS, Callaghan College Wallsend, Maryland PS
- Myer Charlestown funding family KIT
- Twilight Festival multiple sponsors, formation of committee
- Street Realty Blackbutt Real Estate – various donations including furniture, food and items for children
- Northlakes Christian Church – donation of food
- Clinical and Educational Psychologist outreach to Cardiff office

2. FUNDING STREAMS

Strategically pursue funding streams for growth and sustainability

- Successful Newcastle tender
- Successful application for solar panels for Cameron Park Community Centre
- Application to FaCS completed for therapeutic Family Preservation Program –not successful
- Application to FaCS in partnership with Samaritans – withdrew due to lack of funding
- Continued work on ensuring The Canopy is in best position in preparation for the FaCS Targetted Earlier Intervention reforms including review of data collection
- Initiation of new bookings system to ensure streamlined accounting with facilities hire
- Investigated Newcastle City placemaking grant for projects at NCC based centres
- Explored small grant opportunities
- Explored opportunities for possible merging with other services



UPDATE: STRATEGIC PLAN OBJECTIVES

3. WORKING ENVIRONMENT

Sustain and further develop a dynamic, focused, collaborative work environment.

- EO is supported by the board to develop strategies to inform and communicate the intended direction of The Canopy
- Communication across multiple sites has worked well through the Leadership Team
- Review of job descriptions: performance appraisals completed and roles adjusted according to requirements of The Canopy
- Several culture workshops have been held to evaluate and improve culture within the organisation
- Continuing work on streamlining policies and procedures via implementation of a Document Management System
- Restructure of team in community development and facilities management
- Strengthening of the Leadership Team

4. BEST PRACTICE

Promote and lead best practice within family and community work in the local sector

- Budgets set for training
- All staff records updated in relation to training and professional development opportunities
- Recognition of The Canopy in Lake Macquarie Business Excellence Awards
- Implementing ease of use Signs of Safety including use of iPad
- Research and benchmark evidence based practice – currently implementing RBA
- Performance measures and Scorecard in the family work team
- Focus on the continuum of family work and community work in practice
- Financial procedures modified with larger number of funding streams
- Best practice with children partnership with NOVA

5. CHANGE AND SECTOR CAPACITY BUILDING

Embracing and influencing change in the sector

- Sharing of knowledge - EO presented at the Australian Regional Development
- Conference presentation and paper entitled “Shifting the Silos”
- Sharing of knowledge – article published AASW National Bulletin
- Time spent on model of continuum for casework/community work to clarify links between services.
- EO Hunter Representative on FaMS to December 2016
- Partnership with Eastlakes, CALM ,FRS and FaCS to develop conceptual streamlined referral system in response to reforms



UPDATE: STRATEGIC PLAN OBJECTIVES

6. DATA COLLECTION AND ANALYSIS

Quality work supported by quality systems and meaningful and useable qualitative data

- Implementation of Document Management system
- Planning of implementation of RBA data collection
- Implementation of new streamlined booking system for Facilities Management
- New website developed to incorporate an online booking system for hall hire across the seven community facilities
- Plan to utilize Community Builders information and referral recording system to capture data across all community centres
- Conducted and continue to conduct Community Conversations for areas covered by new NCC centres

7. MARKETING.

Strategically market and promote organisational business

- Marketing plan reviewed
- Newsletter redesigned to accommodate new facilities
- Marketing collateral process reviewed with increased demand of additional venues
- Newsletter distribution streamlined with addition of new geographical areas
- Facebook reviewed to accommodate new facilities. Increase in engagement on social media
- Website reviewed and changed after implementation of new booking system
- Alternative marketing strategies adopted which have dual purpose – eg also fit into other segments of the strategic plan. Examples publication of articles, conference presentations, award nominations
- Twilight Festival held with 2000 attendees
- Canopy Stall at Speers Point Carols by Candlelight in partnership with NSWRFs
- Merchandise packs still being worked on, budget restrictions.

8. SUCCESSION PLANS

Need to ensure that succession plans are in place for key positions in the organisation, especially the EO position

- EO job description completed
- Staff member has expressed interest in training/upskilling
- Leadership Team have updated job descriptions
- Organisational structure has been changed to reflect clear responsibilities and accountability to EO and Leadership Team

FINANCE AND ADMINISTRATION MANAGER REPORT

OVERVIEW

The last 12 months has seen much growth and change which has meant numerous reviews to administrative and financial processes of The Canopy. The addition of the Newcastle centres meant new bookings, invoicing and data collection systems. As part of the changes, the Leadership Team had some additional responsibilities this year, with considerable involvement in culture workshops, reviewing policies and procedures with the implementation of the DMS and focus on human resources and budgeting.



I'd like to extend a special thanks to Kirsty Porteous and the team at DFK Crosbie for consistent guidance throughout the financial year

AIMS OF THE FINANCE AND ADMINISTRATION MANAGER 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 Newcastle City Council holding bond accounts
- ⇒ Administration and reconciliation of brokerage for the Family Team
- ⇒ Petty cash for all sites
- ⇒ Monthly Journal entries within the accounting software
- ⇒ 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



enthusiasm

Approach all that we do in a way that inspires and maintains hope

MARKETING & SPECIAL PROJECTS MANAGER REPORT

The last 12 months has seen enormous growth in the services of The Canopy resulting in necessary changes and clarification to structure, operations and adjustments to organisational culture. These changes have had an enormous impact on marketing with most of our collateral, online presence and marketing strategy needing major adjustments.

The strengthening and focus of the Leadership Team, led by the Executive Officer in response to these changes, has ensured a streamlined, united approach and a clear leadership structure within the organisation. This meant an increased workload for all members of this team, making the last 12 months very challenging, albeit extremely rewarding.

The Leadership Team worked together on the application for the Newcastle centres tender, read through hundreds of policy and procedures documents with the implementation process of the DMS, worked as a team with a consultant during the culture workshop phase and discussed a multitude of topics including organisational structure, roles, responsibilities and lateral relationships, new values and staffing restructures.

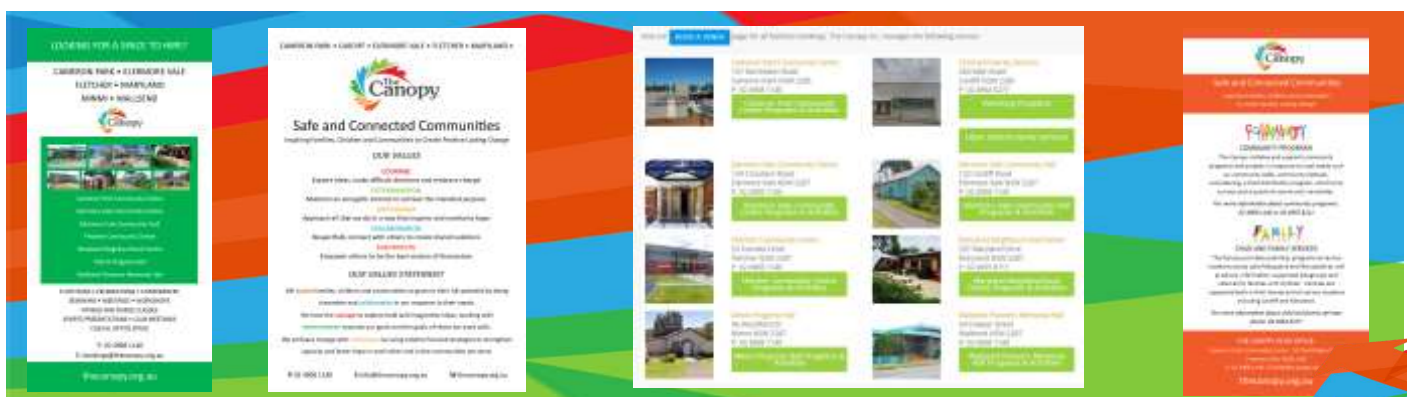
With so many adjustments happening within the organisation, it was vital to maintain the flow of services and continue to provide up to date and relevant information to our communities. Our website was updated to reflect the new centres and new bookings systems. This was an enormous undertaking and this could not have happened without the commitment, hard work and enthusiasm of one of our volunteers, Sabrina, and the consistent support and contributions from Anna, our Community Innovation Manager.

Facebook strategies were similarly reviewed and systems implemented for regular posts of interest. With Sabrina recently unable to continue due to study commitments a new volunteer, Jackson, has started to assist with some marketing tasks and social media posts.

As part of my role I need to view the organisation from a distance in the context of the communities we serve and as a part of the broader community services sector. Presenting at conferences is one way in which to share our skills and expertise whilst doubling as a marketing strategy to gain further credibility within the sector and to highlight the excellent and innovative work that The Canopy does. My role has included writing abstracts for conference applications and preparing powerpoint slides for use at those presentations.

Within this context it has also been an absolute pleasure to start work on a survey asking staff to reflect on their skills and expertise. We have an incredibly diverse range of skills and expertise among our teams that is able to be shared with other organisations. My role in this is to source opportunities for presentations, publication of articles and future opportunities for The Canopy to raise some funds by offering seminars in particular areas of expertise.

Other areas of my work in this context include awards and grant applications and it was wonderful to see The Canopy and Lee-Anne as the EO make it to the finals once again in the Lake Macquarie Business Excellence Awards for both Non-Profit of the Year and our Executive Officer as Business Person of the Year.



MARKETING & SPECIAL PROJECTS MANAGER REPORT

Because The Canopy combines family and community development services under a single umbrella, there have been many conversations between the EO and I about the continuum of child protection related services. These discussions, along with the positive results from our Family KIT program resulted in us writing a joint article which was published in the Australian Association of Social Workers Focus Magazine titled: "Child Protection: A Matter For Community".



The Canopy Community News continues to evolve. We are currently still printing 2500 copies per quarter following a comprehensive review of different styles of newsletters and possible cost savings. Not wishing to reduce the quality of the production, we decided to implement a more effective distribution system. The addition of the new centres also meant a new distribution plan needed to be developed with a specific focus on key locations where bundles would be left. Once a plan was made, our volunteer Sabrina took on the arduous task of first time deliveries, asking for permission to regularly leave bundles at these locations. We consequently have over 30 locations at which bundles are left for pick up by the public, plus copies at each of our centres. We also needed to incorporate information about the new centres into the publication and now have a centre spread summarising all the activities in each issue. Every issue we also include messages to readers from every Member of Parliament in the areas we cover: Pat Conroy MP, Clayton Barr MP, Joel Fitzgibbon MP, Sonia Horner MP and Sharon Claydon MP. The Canopy and our readers appreciate their regular updates!

GLENDALE

Awabakal Pre School
McDonald's Glendale
Stockland Glendale Shopping Centre -
Customer Care Desk
Stockland Medical Centre
CAMERON PARK
Cameron Park Early Learning Centre
Goodstart Early Learning
Opal Macquarie Place - Aged Care Facility

WALLSEND

Coles Wallsend
McDonald's Wallsend
Wallsend Library
Wallsend Medical Centre
FLETCHER
Coles Fletcher
Bishop Tyrrell College OOSH
Bishop Tyrrell Anglican College Preschool
HealthSure Medical Centre
Sanctuary Medical Practice

CARDIFF

Cardiff Community Pre-School
Cardiff Library
Cardiff Medical Centre & Skin Cancer Clinic
Lifeline Op-Shop Cardiff
Woolworths Cardiff
ELERMORE VALE
Priceline Pharmacy
Ritchies SUPA IGA Elmore Vale

EDGEWORTH

Edgeworth Library
First National Real Estate Lake Macquarie
McDonald's Edgeworth
Newcastle Family Doctors
MARYLAND
Maryland Medical Practice
Maryland YMCA OOSH
Maryland OOSH



FAMILY SERVICES



collaboration

Respectfully connect with others to create shared solutions

FAMILY SERVICES LEADER REPORT

INTRODUCTION

As the Family Services Leader I have been warmly welcomed into The Canopy. I began this position in April 2017. I had been working in this field for 16 years and when researching the organisation prior to interview was excited to read the identified values of The Canopy. Courage, determination, enthusiasm, collaboration and inspiration are values we in the sector strive to achieve through our work with families, and I looked forward to working with a team who upheld those values in their work.

The last few months have been exceptionally busy, with a mix of challenges and highlights summarised below. The individual Child and Family Services and IFPP reports give more detail and indicate the busy and productive year that The Canopy Family Services had in 2016/17, evidence of a team committed to improving the lives of families and children.

IFPP SERVICE GUIDELINES

Several meetings have been held with Edgeworth Family and Community Services to discuss the service delivery of the program and to ensure that the way in which we deliver services to families is in alignment with the revised September 2016 guidelines. This has resulted in a number of changes to referral processes, risk assessment procedures, screening tools and time frames for engagement with families. To accommodate these changes, I will be working closely with all staff to review how we can best support and case manage families within the new service guidelines. Weekly meetings have been established for the IFPP team which will discuss plans for the week including a home visiting schedule, activities planned with families and any brokerage that may be needed to assist with the appointment.

I would like to highlight the commitment of workers in the IFPP team, their capacity to be adaptable and their resilience in processing change whilst maintaining their work with vulnerable families.

CHILD AND FAMILY TEAM

I would like to acknowledge the Child and Family Team for all their hard work, dedication and commitment to families. The team members demonstrate excellent assessment and analytical skills that allows the team to determine the capacity of families, safety concerns for workers and supports families to reach identified goals. As the team leader, Angela shows passion, knowledge and skill combined with a “can do” attitude, giving team members a supportive and energetic work environment. Continued referrals from other services and consistent positive feedback are evidence that the work this team perform is held in high regard. It has been a pleasure to be working alongside the team.

DATA MANAGEMENT SYSTEM

The roll out of the DMS occurred during the first few weeks of my employment. From an organisational perspective it is imperative that all staff become familiar with the system. I will be working closely with all team members and the leadership team to phase this system in as efficiently as possible. Being a brand new system, there have understandably been some challenges which will be addressed as they arise.



FAMILY SERVICES LEADER REPORT

RISK ASSESSMENTS

During the DMS roll out, it was identified that a review was needed of risk assessment procedures. Some families can be deemed as high risk due to factors such as unpredictable behaviours that relate to trauma, mental health issues and possible illicit drug or alcohol use. Risk assessments have now been implemented, with staff being offered support to navigate the new process.

DATA COLLECTION

It has been identified that our templates are not capturing the effective work being done by The Canopy Family Services staff to promote behaviour changes in families. I will be working with the staff and the Executive Officer to update the existing forms to better capture and identify all data relevant to our work with families.

STAFF TRAINING

Following discussions around staff training, we are looking at implementing Choice Theory, and Acceptance and Commitment Therapy into our service delivery. Taking into account the complexities of our families, it is important for staff to have tools to see the complexities holistically and then to work on behaviour change.

CONCLUSION

In conclusion I am very grateful to be accepted as part of The Canopy team. I believe The Canopy 's values and the way the Executive Officer and Leadership Team provide understanding and support is truly an asset. I am excited to be working for the organisation and look forward to future challenges and achievements.

SARAH EVANS Family Services Leader



INTENSIVE FAMILY PRESERVATION TEAM REPORT

AIMS OF THE SERVICE

The IFPP 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 by providing intensive, in-home crisis intervention, practical assistance & skills development, strengthening family bonds and reducing family conflict, increasing parenting skills, improving household living conditions, developing sustainable household routines, expanding social supports for families, problem solving and budgeting skills. Referrals made to IFPP come only from FaCS. Over the last 12 months IFPP staffing consisted of seven staff members at varied times. (Ruth, Sarah, Marie, Alex, Lee, Kristen, Julie)

There have been major changes to the service specifications, reducing the duration families are able to access services from 12 months to 6 months. Therefore families will be referred more frequently, meaning there are families in the *Intensive* stage of service delivery more frequently as well. The IFS component was removed and the program has become IFPP.

HIGHLIGHTS OF SERVICE DELIVERY

Staff had opportunities for Continuing Professional Development throughout the year and were pleased to be able to access numerous free training opportunities. The following training was attended:

- ◇ Mandated Canopy DMS training x 2 sessions
- ◇ Triple P Level 5 & accreditation attended
- ◇ FaCS Practice group groups focusing on trauma
- ◇ Mistrust to Trust - trauma focused training
- ◇ Results Based Accountability training
- ◇ Desired Culture workshops
- ◇ Mental Health and the Law- free workshop through Legal Aid
- ◇ Hunter Networks of Practice Forum- NDIS
- ◇ Trauma informed practice – free training, whole team attended
- ◇ Self care seminar – 2 workers attended

NETWORKING

Allambi - Better Options

Andrew Steele - social worker for counselling

Awabakal - Medical Services; Pre School; Wiyiliin

CAMHS

CALM

Cardiff High School

Casework specialist at FaCS

DVLO

Eastlakes Family Support

Family Support Newcastle

Family and Community Services, Edgeworth, Charlestown & Mayfield CSC

Fennell Bay SACC, Nar-un-bar

High Risk Infant Team - FaCS Mayfield

HSLO

Hunter Women's Centre

Jacaranda Centre

Lake Macquarie Mental Health Services

Lake Macquarie High School

Macquarie Life Church

Mercy services – taxi vouchers

NDIS

Newcastle Pharmacotherapy

Northlakes Church – Cameron Park

NOVA

Psychologists - Alikki & Barb, Newcastle Clinic.

Salvation Army – Toronto

Samaritans- Toronto

SHLV

Soul Café - WDO

St Vincent De Paul - Cardiff

St Pius School Windale

Toronto High School

Sugar Valley Neighbourhood Centre

Sugar Valley - Work Development Orders

The Canopy's Child and Family team Playgroup at Sugar Valley Neighbourhood Centre

The Mosh Pit Café

Westlakes Community Counselling

Whole Family Team

Woodrising Neighbourhood Centre/ Financial counsellor & Parenting programs

ZONTA

INTENSIVE FAMILY PRESERVATION TEAM REPORT

HIGHLIGHTS OF SERVICE DELIVERY continued

- ◇ IFPP continues to have a strong working relationship with MART at Edgeworth CSC
- ◇ The IFPP team are very supportive of each other's needs and also do their best to support each other's clients as needed. We are proud that this has continued over this reporting period even through all the staffing changes to the team
- ◇ During 2017 the team supervised 2 third year Social Work students for the University of Newcastle. The students were an asset to the team, showing professional integrity and respect for both workers and families. During their placement they completed an Appreciative Enquiry with some of the IFP families and staff. The staff received feedback from the Appreciative Enquiry highlighting the resilience within the Family Services team as a whole. It also highlighted that the team were still able to identify great strengths within each other and as a team, even during difficult and challenging circumstances
- ◇ IFP workers along with Child and Family workers had the opportunity to access group supervision - which has supported the team to discuss practice issues and values
- ◇ Taxi vouchers are still being provided by Mercy Services 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. Families can receive a reduced rate 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. This arrangement has consolidated our much valued partnership with the Newcastle Clinic
- ◇ The Family Services team have developed an invaluable partnership with ZONTA, and have benefited from generous donations from organisation members and donors
- ◇ IFPP 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 IFPP program
- ◇ The IFPP team continue to work using the Signs Of Safety framework drawing out the voice of the child



INTENSIVE FAMILY PRESERVATION TEAM REPORT

GAPS IN SERVICE DELIVERY

- ◇ *Administration:* The responsibility of administration has been shared across the team, yet has been difficult to manage given workers are required to be out of the office doing face to face work with families
- ◇ *Staff changes:* Family Services experienced a number of staff changes this year due to a variety of reasons including maternity leave. The Senior Clinical Practitioner went on leave at the end of December 2016 and consequently resigned in February 2017. The position was reviewed, changed to Family Services Leader and filled at the end of April. During these months, staff had meetings with the Executive Officer on request, were provided with opportunities to connect with an external supervisor and utilised peer supervision

GOALS FOR 2016-2017

- ◇ To continue working as a team to provide an effective intensive service to families while ensuring the safety and wellbeing of children and their families
- ◇ The team will continue working with the Signs of Safety framework to provide a space to hear the voice of the child and to achieve positive outcomes for families engaged with FaCS
- ◇ To continue to have a positive working relationship with FaCS, including the Metro Assessment & Referral Team
- ◇ 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



inspiration

Empower others to be the best version of themselves

CHILD & FAMILY SERVICES REPORT

AIMS OF THE SERVICE

The Child and Family Service at The Canopy provide 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 in the North Lake Macquarie area, as well as the Minmi, Fletcher and Maryland areas.

The Child and Family team have four staff including a team leader who work on varied days.

The team's roles are to provide early intervention support to families through case management, home visits, advice and referrals.

The team also facilitate parenting programs and playgroup such as:

- ◇ Circle of Security
- ◇ 1 2 3 Magic and Emotional Coaching
- ◇ Triple P
- ◇ Bringing Up Great Kids
- ◇ Keeping Children Safe
- ◇ Parents as Teachers

We facilitate a regular Parents as Teachers supported playgroup in the West Wallsend area.

A volunteer (Maggie) assists the staff at the supported playgroup sessions. Maggie is an essential part of our team who provides the staff and local community with invaluable support.

The Child and Family Team have also had support from our general handyman Mark who was under a return to work funded program. Mark's role included keeping the family work cars clean, maintaining the general office, the yard maintenance, ordering and unpacking deliveries, and any other support which was appropriate to the team.



CHILD & FAMILY SERVICES REPORT

HIGHLIGHTS OF SERVICE DELIVERY

- ◇ The Parents as Teachers supported playgroup in partnership with The Family Referral Service has been effective in providing local families with increased parenting skills, strengthening attachments between parents/carers and their child/ren and reducing isolation in the West Wallsend area. The program is continuing to have increased family participation and positive outcomes
- ◇ The Family Work team have an ongoing positive partnership with local psychologist Barb Doonan who utilises our counselling room once a month and provides clients with support. This psychology service supports parents and children with family therapy, anxiety, parenting, trauma, child behavioural management and family relationships
- ◇ The Child and Family team provided an after hours parenting program, facilitating Circle of Security to Glendale Early Learning Centre with positive feedback from those that participated
- ◇ The Maryland Child and Family worker participated in the supported playgroup held at Maryland Neighbourhood Centre, facilitating this playgroup with Aspect, First Chance, Ability Links and Mission, delivering this service with a highly skilled team to support the Maryland and surrounding area families
- ◇ A very positive working partnership has been developed with Macquarie Life Church Chaplaincy program. Through this partnership families who engage with The Canopy are able to receive additional emotional support as well as assistance with tasks such as household organisation, yard maintenance and social inclusion. Through the Macquarie Care program they have generously provided families within the Child and Family program Christmas Hampers to ensure families in need are able to celebrate and lessen the stress associated at this time of year
- ◇ A partnership with NOVA resulted in the development of a draft training package to enhance the skills of refuge workers working with children and the development and printing of a Children's Welcome Book for children in refuges



CHILD & FAMILY SERVICES REPORT

HIGHLIGHTS OF SERVICE DELIVERY continued

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

- ◇ The Child and Family team have focused on therapeutic interventions for the children and with access to resources has been able to deliver these interventions throughout the year.
- ◇ Working with a family and watching both mum and dad identify their little one's behaviours and understand the emotions and reasons behind them. Observing the family's increased insight into these emotional needs and the family altering how they respond to these emotions in a positive way
- ◇ Supporting a family of five children after the separation of their parents, seeing the children identify their own supports, identify their own feelings and providing therapeutic activities for the children to work through these emotions
- ◇ Watching a grandmother's journey of resilience through her grief, after losing her husband and then her grandchildren's father and still remaining the sole carer of the grandchildren. The successful NDIS applications of each individual child and knowing each child has the appropriate supports in place has improved the overall wellbeing of the grandmother and the outcomes for her family
- ◇ The Child and Family team have provided each other with support over a difficult period of staff changes, often engaging in humour to create a safe fun and supportive environment at work



"Our time with Sherrie has been such a great experience. There is so much more harmony, structure and happiness in our family."

We have adopted the 1 2 3 Magic techniques and have seen a massive change. I have recommended the course to friends who are struggling with the same issues we were having."



CHILD & FAMILY SERVICES REPORT

2016-17 OUTCOMES

CARDIFF AREAS

ADVICE AND SUPPORT

Target 203 , Actual 228

Home Visits –250

Office Visits – 20

PARENTING PROGRAMS

Target number of participants 29 , Actual 44

Indigenous families – 3

CALD Families – 2

MARYLAND AREAS

ADVICE AND SUPPORT

Target 47, Actual 44

Home visits – 94

Office visits- 3

PARENTING PROGRAMS

Target number of participants 13, actual 23

Indigenous families- 5

CALD Families - 3

GAPS IN SERVICE DELIVERY

- ◇ The team are finding the current early intervention model of 3 months service delivery is restricting workers in successfully supporting families' needs. Workers are often extending the 3 months to 6 months to support the complex needs of the families presenting to the Child and Family program. The Canopy's Executive Officer has been in discussions with The FaCS CPO in regards to service delivery
- ◇ Staff knowledge of the NDIS and processes around this has been a significant gap in service delivery. Staff are looking for training and extending network opportunities to become more knowledgeable in this area to support the families
- ◇ Long term supports for families are needed within the sector. Staff have had extremely long wait lists for referrals to the current longer term supports that are available



CHILD & FAMILY SERVICES REPORT

PARTNERSHIPS AND REFERRAL SOURCES

Family Referral Service
SugarValley
Neighbourhood Centre
Maryland
Neighbourhood Centre
Aspect
Ability Links
First Chance
Mission Australia
Lake Macquarie City
Council
Hunter TAFE
Macquarie Life Church
Macquarie Care
Hunter New England
Health
Staying Home Leaving
Violence
Glendale Early learning
Centre
Edgeworth Heights
Public School
Newcastle Clinic /
Psychology

Nova for Women and
Children
FACS
Survivors R Us
Mums Cottage
Mental Health Team :
Lake Macquarie
Mental health Team :
Newcastle
The Mater – Social
Workers
Family Care Midwives
Social Worker JHH
Birra –Lee
McAuley Outreach
West Wallsend PS
Cardiff OOSH
Vocal
Samaritans
CONNECT
Wandiyali Brighter
Futures

Brighter Futures
First Steps parenting
Nikinpa SaCC
Family Action Centre
Housing NSW
Glendale Medical Centre
Kurrawong Kindy
Wings and Things
Nappy care
Sanitarium
ZONTA
Girl Friday
Cameron Park Fellowship
Mosh Pit
Hair Care Cardiff
Our Back Yard Project
DVCAS
Hunter Women's Centre
Adolescent Counsellor
Woodrising
Interrelate

Cerebral Palsy Alliance
Happy Dots Speech
Therapy
Woodrising Financial
Counselling
St Vincent De Paul
CALM
Compass Housing
Woodrising
Neighbourhood Centre
Eastlakes Family Support
Service
Paediatrician JHH
Family Day Care
Plattsburg PS
Centrelink
Glendale North PS
DVLO
Local police
Alikki Russell Newcastle
Clinical Psychologist
Anne Sharkey and
Associates

"It has been an excellent experience to work in partnership with The Canopy and co-facilitate playgroup.

We have worked collaboratively to utilise the resources and experiences of each of our services to help equip parents and carers with tools that maximise their parenting potential and promote the wellbeing of their children.

I thank The Canopy for their generosity in sharing resources and skills and I look forward to our continued partnership."

Family Referral Service



CHILD & FAMILY SERVICES REPORT

GOALS 2017-2018

- ◇ Maintain a therapeutic child focused practice
- ◇ Staff training to add to the range of practice skills and stay up to date with evidence based practice
- ◇ Staff information sessions to improve ability to support clients when negotiating NDIS systems
- ◇ Additional resources and tools for use in therapeutic practice
- ◇ Facilitate the KIT program in Maryland and surrounding areas to increase links with the local community, plus utilise the Maryland supported playgroup to gather information about the needs of local families
- ◇ Consistent team building days
- ◇ Focus on self care for workers throughout the year
- ◇ Attend more community engagement events: Family week, Child Protection week, NAIDOC week
- ◇ Plan ways to print and distribute the Children's Welcome Book to other services and develop a similar resource for older children in refuges

"Sherrie has been the best support I've ever received from any service and I appreciate everything she has done for myself and my boys."

"Great help, a listening ear, great service."

"I've always thought playgroup was excellent. It's great to talk to the support workers with questions about the kids."



"I just wanted to say thank you to The Canopy and specifically Feona for providing our family with the support and resources we needed at this time."

"We have definitely experienced positive changes in our family due to the caring and authentic support and guidance we have received ... Feona has been accepting and accommodating of our family's values and has helped us develop confidence and skills in our parenting."



COMMUNITY INNOVATION



We

inspire

families, children and communities

to grow to their full potential

by being innovative and

collaborative

in our response to their needs

AIMS OF THE SERVICE

The Canopy manages seven community facilities across the Western Growth Corridor of Newcastle City Council and Lake Macquarie City Council, on behalf of the respective councils.

The aim of this service is to provide a network of community facilities that are welcoming and accessible to local community members and provide a community hub for residents to be locally engaged through community programs and access localised information for referral and what's on in the neighbourhood.

Historically this has included the management of Cameron Park Community Centre on behalf of Lake Macquarie Council and, since 2013, the management of Maryland Neighbourhood Centre on behalf of Newcastle City Council.

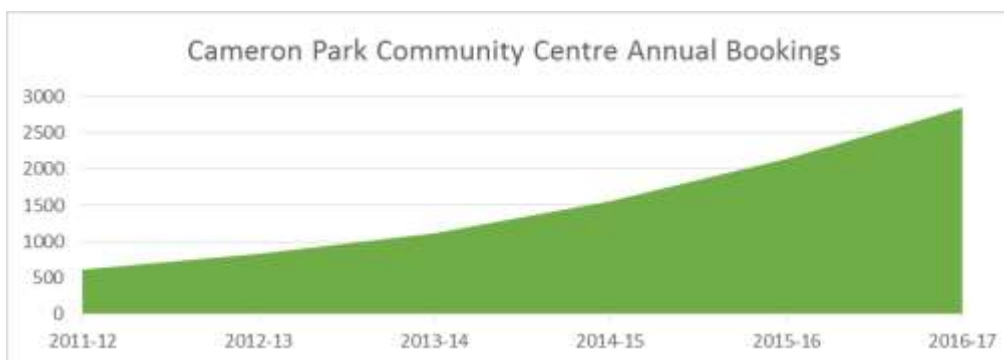
In July of 2016 Newcastle City Council issued a tender for management of additional facilities and The Canopy successfully tendered for management of Elmore Vale Community Centre, Elmore Vale Community Hall, Fletcher Community Centre, Minmi Progress Hall and Wallsend Pioneers Memorial Hall.

The management contract for these facilities commenced on February 1st 2017.

HIGHLIGHTS

The 2016-17 financial year proved to be quite different to previous years during which highlights had focussed on the continued increase in usage of Cameron Park Community Centre and activities provided by The Canopy at the centre. After six years of management by The Canopy Cameron Park Community Centre has established a reputation as the hub of the local community establishing partnerships, support programs and services for the community and surrounding regions.

Over this time usage has grown exponentially with a total of 2846 bookings over both regular and casual hirers in 2016-17.



In a change from previous years, this year's highlights have focussed primarily around the tender for management of the additional centres on behalf of Newcastle City Council. The tender process itself was lengthy with 11 separate

documents required to be completed and returned for each of the five centres. A working group was quickly established with allocation of the various sections dependent on individual skill sets and, although the task was considerable, within a limited timeframe the team involved with the tender submission worked together smoothly to an extent that the work was enjoyable despite the pressure. Although it wasn't clear whether the work committed would result in award of the contract of management, as it was a competitive process, I was extremely proud of my contribution to the completed submission.

Following this it was thrilling to learn that our submission had been successful and that The Canopy was awarded the contract of management for the tendered centres as well as for this success to be announced at the 2016 Annual General Meeting. Although it was clear from the outset that there was a quantity of hard work ahead to ensure a smooth transition for current venue patrons, and to further grow the centres, I considered the upcoming change to be an exciting challenge.

HIGHLIGHTS cont'd

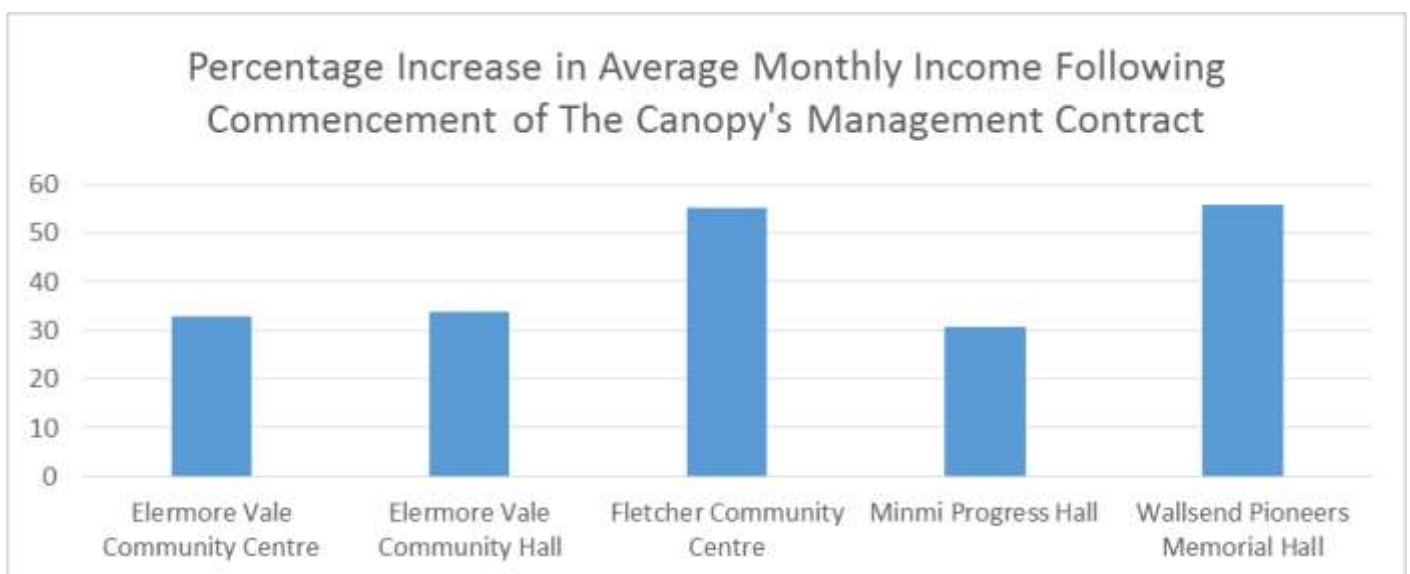
My role changed in December of 2016 in anticipation of the new centres coming online in 2017 and represented a change in focus from bookings management and program development at Cameron Park Community Centre only to being responsible for identifying the aspirations of residents within suburbs in the western growth corridor of Newcastle and Lake Macquarie and using these aspirations as a basis for the development of community based initiatives, strategies and partnerships.

The restructure also involved recruitment of a Venue Operations Coordinator and we were pleased to welcome Craig Harris into this position in late February of 2017. In the interim I provided coverage not just of community projects but also of the bookings and other operational requirements for Cameron Park Community Centre and also for the new centres when preparation for handover commenced.

Preparation for hand-over of the centres by Newcastle City Council commenced in earnest in January of 2017 and coincided with us also transitioning between our old bookings software system and the current software. The combination of the two events resulted in the first quarter of 2017 being extremely busy as I was not only coordinating the hand-over of the centres but also, when they first came online, providing coverage for the Venue Operations Coordinator prior to Craig's commencement.

Within a period of days after February 1st it became clear that there was a significantly higher rate of enquiries than previously anticipated. While this was initially challenging I received significant support from my colleagues and as a team this was able to be brought under control.

Our primary focus in the initial six months, as per the business plan submitted during tender, has been ensuring that the hiring procedure for the newly acquired centres is streamlined and increasing usage in the various centres. We have seen growth in the monthly income for the centres by an average of 42% across the five centres in comparison to commencement of the contract. In line with the business plan we also expect that the focus for the second half of the first twelve months will continue to be centre usage although as outlined above, work has commenced around identifying the unique aspirations within each of the communities.



COMMUNITY INNOVATION

The structure of the management agreement for Elmore Vale Community Centre, Elmore Vale Community Hall, Fletcher Community Centre, Minmi Progress Hall and Wallsend Pioneers Memorial Hall is in line with the model that has been successfully implemented at Cameron Park Community Centre. In practical terms this means that although we have an obligation to Newcastle City Council to provide community activities and projects at the various centres we need to ensure that costs can be covered by grants or sponsorship.

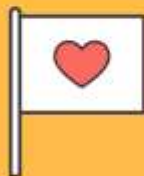
The shift in focus for my position has allowed me to apply the learning that I gained from the Harwood Institute for Public Innovation training, in April of 2016, in a broader sense.

Although we planned that the first 12 months of the management contract would be primarily spent focussing on consolidating processes, building new relationships and increasing usage at the various centres I have already been able to start work on building the foundations for community projects going forward.

An Open Day at Wallsend Pioneers Memorial Hall took place on June 15th and regular hall hirers and local community groups or organisations were invited to hold a stall.

This was initiated to allow hirers and community groups to showcase their activities to the local public, to allow for viewing of the renovations and to meet representatives from The Canopy. Representatives attended from a number of groups who either hire the hall or are community based and a snapshot of the event can be seen to the right.

WALLSEND PIONEERS MEMORIAL HALL OPEN DAY



LOCAL COMMUNITY GROUPS & HALL HIRERS HELD STALLS

Regular hall hirers and local community groups or organisations were invited to hold a stall. Representatives attended from The Canopy, Rollerfit, the Rotary Club of Wallsend-Maryland, Newcastle Stamp and Coin Fair, Insight Exercise Physiology, Wallsend Toastmasters Club, Blue Gum Hills Mens Shed Ladies Auxiliary, Wallsend Red Cross and the Wallsend Heritage Group.



LOCAL PERFORMANCES

Piper Butcher performed a two part set on the stage for the event. Piper is a 12 year old local performer with a passion for music who taught herself to play guitar and has been wowing the crowds with her talent ever since.



'ASK' QUESTIONS

The Canopy asked attendees four questions to get an understanding of their aspirations for Wallsend.

1. What kind of community do you want to live in?
2. Why is that important to you?
3. How is that different from how you see things now?
4. What are some of the things that need to happen to create that kind of change?



ANSWERS TO 'ASK' QUESTIONS

We learnt that those who attended want to live in a safe, friendly, vibrant community. It is important to them that they and their families live in a supportive community which is safe because people know one another. This is different to how things are now as people seem lost and divided but this could be changed by more community programs and initiatives.



GENERAL FEEDBACK

Those who attended indicated that:

- It was a good opportunity to find out about the activities and groups that are based in Wallsend
- They felt welcomed
- It was a 'great afternoon' which provided the opportunity to talk to other people

COMMUNITY INNOVATION MANAGER REPORT

Our first Community Conversation was held on June 20th at Fletcher Community Centre with the aim of increasing our understanding of the aspirations of residents in the Fletcher community, perceived barriers to meeting those aspirations and which organisations the community trusts to take action.



From that conversation, we learned that people want to build connections between neighbours; people want a larger range of options to connect with neighbours, being mindful that people's lives are busy and not everyone is able to commit to regular face to face meetings; there were specific concerns about safety in general and concerns about elderly people being isolated; residents believe there needs to be a focus on community get-togethers; it would be useful to have an inter-agency for grass-roots community groups to learn more about what's available in the area; community focused groups such as Lions or Rotary were mentioned as being trusted to play a part in community actions and encouraging locals to participate.

The expansion of focus to include these new areas has not been to the detriment of activities at Cameron Park Community Centre. In terms of events, the highlight of the year was the Cameron Park Twilight Festival which occurred for the second time on Saturday November 11th of 2016. The event was attended by 2200 people, with most being local residents from Cameron Park and surrounding suburbs, and included over 40 stalls and attractions. Excitingly the event attracted a greater pool of sponsors than in its inaugural year with financial support being provided by six local businesses in addition to the in kind support provided by 31 local businesses and community organisations.

Other activities at Cameron Park Community Centre have included T-Shirt and Simple Upcycling workshops, which have occurred in collaboration with Lake Macquarie City Council and Transition Newcastle. The workshops were free for Lake Macquarie City Council residents to attend, being funded by LMCC, and provided the opportunity for local residents to learn about how they can take easy steps to reduce their clothing waste and repurpose old clothes. Each workshop was attended by over 15 people, in addition to the facilitators, and was highly successful.



GOALS FOR 2017-2018

I am aiming to complete at least one Community Conversation at Cameron Park Community Centre, Elmore Vale Community Centre, Elmore Vale Community Hall, Fletcher Community Centre, Minmi Progress Hall and Wallsend Pioneers Memorial Hall within 2017-18. The understanding gathered from the conversations will further allow for us to plan and implement at least one 'open day' style event at each centre in addition to facilitating other community projects throughout the centres. More significantly I will be seeking grants that would support multi-year community projects across the Western Growth Corridor.

ANNA DOWLEY Community Innovation Manager

FACILITIES MANAGEMENT



We have the

courage

to explore bold and imaginative ideas,

working with

determination

towards our goals and

the goals of those we work with



VENUE OPERATIONS COORDINATOR REPORT

HIGHLIGHTS:

During the previous 6 months we have seen a large variety of user groups hiring all of our facilities. Some of the highlights for us in this period include a permanent booking of the office space at the Elmore Vale Community Centre by Elmore Vale OOSH. At the Elmore Vale centre we have also recently seen the upgrade of the back yard with the removal of the un-level surface and some newly laid turf being installed.

At our Maryland facility we have welcomed the Samaritans organisation who have signed on with us for a 12 month rental agreement for four spaces within the Conference Centre.

The growth of hire at Elmore Vale Hall has also increased and is particularly popular with social and health groups including several bookings per week by Teagan Bryant, Personal Training.

Our Minmi Hall is ever increasing in popularity for casual bookings. Over the last few months we have seen multiple functions held there including engagement parties and an abundance of children's parties.

At Wallsend Pioneer hall we have recently seen the completion of the electrical and air-conditioning upgrades. In addition to these upgrades we have also seen a steady amount of bookings and interest in the hall coming through. The hall has been hired exclusively by the Electoral Commission for 13 consecutive days to conduct pre polling and counting for the upcoming Local Government Elections.

The usage rate at the Fletcher Community Centre is also increasing. Apart from our regular user groups such as the Fletcher playgroup, the Grace Bible Baptist Church and Judo we have recently locked in two blocks of 3 week bookings from a Sydney based training organisation.

The maintenance role has been expanded since the commencement of the contract for the new centres and Bill is now undertaking a weekly round to manage waste disposal, stock levels of cleaning supplies and general maintenance as required.

We have recently seen an influx of volunteers that have joined The Canopy's team and it is great to have them on board. Working closely with staff we have a multitude of volunteers with a large variety of skills that assist staff daily with a multiple of tasks. Our volunteers assist with all tasks from cleaning the facilities, weeding of gardens, event planning, customer service and barista work. Our hard working volunteers also assist with administration work including assisting with bookings, updating booking calendars and compiling booking data.

Finally, at Cameron Park Community Centre we have seen the return of some high use clients. They include the West Wallsend High School for their HSC exams, the Morling College as well as the Camden Haven High School. We have also seen an increase in bookings from casual users for a variety of events such as Cultural Community gatherings, engagement parties as well as kid's parties. We are also progressing further with the capital works project of the installation of solar panels funded through the Community Building Partnership program.

GOALS FOR 2017-2018

Our goals for the next 12 months include having at least one casual booking per weekend at each of our facilities and locking in additional, suitable long term permanent users at each facility. We would also like to reduce the time in our response to hall hire enquiries to the same day and continue to improve our hall hire process ensuring it is customer friendly and easily accessible online.

CRAIG HARRIS Venue Operations Coordinator

TESTIMONIALS

"Everything was perfect. And the venue was outstanding. Everyone commented on how good it looked all decorated nicely and how lovely the surroundings were. Thanks again."

Katie – Minmi Hall Casual Hirer

"Hi Craig, it was an awesome party thank you :)"

Rebecca – Minmi Hall Casual Hirer

"Everything went very well with the event on 17 June. Thanks for a pleasant experience using CPCC."

Vashni – CPCC Casual Hirer

"Hi Craig. Yesterday was a huge success and we couldn't have done it without the hiring of the hall."

Miranda – Minmi Hall Casual Hirer

"The venue was perfect and the party a complete success with the kids."

Karah – Fletcher Casual Hirer

"My role within The Canopy team is to assist the Community Innovation Manager with the planning and executing of events, as well as assisting with marketing communication and graphic design projects within the organisation. I have found my overall experience volunteering with The Canopy so far to be an overwhelmingly positive one."

"My favourite moment so far has been coordinating with the Community Innovation Manager for the Wallsend Open Day event and designing the upcoming Twilight Festival 2017 poster. The best part about my role is getting the opportunity to challenge myself and get the most out of each task I am assigned to do, as well as having the freedom to go all out and personalize the projects I am undertaking while still receiving valuable feedback and guidance from industry professionals who mentor me within The Canopy team."

Jackson – Volunteer Marketing and Special Projects Assistant



FACILITIES USAGE

CAMERON PARK COMMUNITY CENTRE

MAIN HALL

Body Beyond Bootcamp

Various, 16 Sessions

Active OOSH Cameron Park

Monday-Friday (School Term)
6:30am-9:30am, 297 Sessions

Active OOSH Cameron Park

Monday-Friday (School Term)
2pm-6:30pm, 297 Sessions

Active OOSH Cameron Park

Monday-Friday (School Holidays)
6:30am- 6pm, 50 Sessions

Cameron Park Fellowship

Saturday 9am-2pm, 45 Sessions

GKR Karate

Thursday 7:30pm-9pm, 50 Sessions

Northlakes Christian Church Youth Group

Friday 7pm-9pm, 24 Sessions

Northlakes Christian Church

Sunday 8am-12 noon, 52 Sessions

Northlakes Salvos

Saturday 2:30pm-6:30pm, 10 Sessions

Northlakes Physie Club

Various, 2 Sessions

H100 Hub

Thursday 9:30am-12:30pm,
5 Sessions

Ability Links

Tuesday 9:30am-12:30 pm, 4 Sessions

Casual Bookings

Various, 30 Sessions



FRONT ROOM

Zumba with Lenora Thursday
6:30pm-7:30pm, 49 Sessions

GKR Karate

Various, 10 Sessions

Sankha Ridma Dance Ensemble- Drumming Group

Friday 6:30pm-7:30pm, 44 Sessions

Pentecostals of Newcastle

Sunday 4:30pm-8:30pm, 47 Sessions

Bunn Patchwork

Monday 9:30am-12:30pm, 42 Sessions

Chauntelle Alydia Dance Academy

Monday 4pm-7:30pm, 38 Sessions

Northlakes Physie Club

Wednesday 3:30pm-5:45pm, 6 Sessions

Camden Haven High School

Friday 9:00am-3:00pm, 15 Sessions

Cameron Park Mixed Probus

Wednesday 9:30am-12:30pm,
10 Sessions

Cameron Park Fellowship

Saturday 11:30am-12:30pm,
45 Sessions

Body Beyond Bootcamp

Wednesday 6pm-8pm, 49 Sessions

Body Beyond Bootcamp

Various, 16 Sessions

Plunge Gap Year

Thursday 9:15am-4:30pm, 13 Sessions

DESIRE Health and Fitness

Various, 7 Sessions

Networks of Practice

Tuesday 7:30am-9:30am, 4 Sessions

Hilary Finch

Tuesday 7pm-9pm, 4 Sessions

Northlakes Salvos

Tuesday 10am-12pm, 9 Sessions

Savvy Circles Network

Wednesday 10am-12pm, 2 Sessions

FRONT ROOM cont'd

West Wallsend High School HSC Exams

Various, 8 Sessions

Casual Hirers

Various, 43 Sessions

SOUNDPROOF ROOM

Northlakes Christian Church

Sunday 10:30am-11:30am, 52 Sessions

Cameron Park Fellowship

Saturday 11:30am-12:30pm,
45 Sessions

H100 Hub

Thursday 9am-4pm, 18 Sessions

Savvy Circles Network

Wednesday 10am-12pm, 3 Sessions

Active OOSH Cameron Park

Monday 4pm-5pm, 24 Sessions

Kathy Lewis

Saturday 3pm-7pm, 2 Sessions

Northlakes Physie Club

Various, 2 Sessions

Ability Links

Monday 9am-12pm, 15 Sessions

Camden Haven High School

Friday 9am-3pm, 12 Sessions

Northlakes Christian Church

Sunday 10:30am-11:30am, 21 Sessions

Goodstart Early Learning

Wednesday 9:30am-4:30pm,
11 Sessions

West Wallsend High HSC Exams

Various, 19 Sessions

Casual Hirers Various, 11 Sessions

GARDEN OFFICE

Active OOSH Cameron Park

Permanent Tenancy 365 sessions

FACILITIES USAGE

CAMERON PARK COMMUNITY CENTRE continued

KIDS ROOM

Northlakes Christian Church

Sunday 9:30am-11:30am, 52 Sessions

Active OOSH Cameron Park

Tuesday, Wednesday and Thursday
(School Holidays) 8am-10am,
23 Sessions

Active OOSH Cameron Park

Tuesday, Wednesday and Thursday
(School Holidays) 2pm-4pm,
31 Sessions

Active OOSH Cameron Park

Monday (School Holidays)
10am-3:30pm, 8 sessions

Active OOSH Cameron Park

Friday (School Holidays) 10am-4pm,
8 Sessions

Active OOSH Cameron Park

Mon, Tues, Wed, Th, Fr (school term)
7.30am-8.30am, 109 sessions

Active OOSH Cameron Park

Tues, Wed, Th (school term) 4pm-5pm,
140 sessions

Active OOSH Cameron Park

Tues, Wed, Th (school hols) 9am-11am,
8 sessions

Active OOSH Cameron Park

Various days and times 4 sessions

GKR Karate

Thurs 6.15pm-7.15pm 20 sessions

Mini Munchkins Playgroup

Monday 9.30am-11.30am 40 sessions

Mini Munchkins Playgroup

Friday 10am-12pm 42 sessions

Northlakes Physie Club

Monday 3.30pm-8pm 16 sessions

KIDS ROOM cont'd

Northlakes Physie Club

Wednesday 5.45pm-7.30pm 6 sessions

Northlakes Salvo

Tuesday 10am-12pm 10 sessions

Toogee Tae Kwan Do

Tues and Fri 5.30pm-7pm 95 sessions

Desire Health and Fitness

Various days and times 6 sessions

Hunter Christian Fellowship

Wednesday 7pm-9pm 9 sessions

Casual Hirers Various 87 sessions

COMMERCIAL KITCHEN

Christian Park Fellowship

Saturday 9am-12pm 45 sessions

Northlakes Christian Church

Sundays 8am-12pm 52 sessions

Casual Hirers

Various days and times 23 sessions

CAMERON PARK RESERVE

DESIRE Health and Fitness

Various days and times

INTERVIEW ROOM

West Wallsend High School HSC Exams

Various days and times 16 sessions

David Stojcic

Various 8 sessions

Casual Hirer Various 3 sessions

FLETCHER COMMUNITY CENTRE

SMALL MEETING ROOM

Grace Bible Baptist Church

Sunday 10:00am-12:00pm, 16 Sessions

Dementia Advisory Services

Tuesday 9:30am-3:30pm, 3 Sessions

LARGE MEETING ROOM

Bluegum Hills Neighbourhood Watch

Wednesday 6:30pm-8:30pm, 3 Sessions

Dementia Advisory Services

Tuesday 9:30am-3:30pm, 3 Sessions

Grace Bible Baptist Church

Sunday 11:00am-12:00pm,
6pm-7pm, 43 Sessions

Lake Macquarie Physical Culture

Saturday 1:00pm- 2:30pm, 1 Session

UAVAIR Pty Ltd

Mon-Fri 9am-5pm, 15 Sessions

Samaritans

Tuesday and Wednesday
8:30am-4:30pm, 2 Sessions

MAIN FUNCTION HALL

Fletcher Playgroup

Monday 9:30am-11:30am, 19 Sessions

Grace Bible Baptist Church

Wed and Sunday 9:30am- 1:30pm,
5pm-7pm, 7:15pm-9:15pm, 72 Sessions

Just Dance It

Friday 4pm-6pm, 18 Sessions

Lake Macquarie Physical Culture

Tuesday 4:00pm, 7:30pm, 41 Sessions

Louise Hermann Meditation

Friday 5pm-10pm, 2 Sessions

Maryland Fletcher Football Club

Monday 6pm-10pm, 1 Session

Samurai Judo Academy

Monday 6:15pm-7:15pm, 19 Sessions

Melody Francis

Tuesday 6am-7am, 13 Sessions

Casual Bookings

Various, 20 Sessions

FACILITIES USAGE

MINMI PROGRESS HALL

Just Dance It

Friday 4pm-6pm, 1 Session

Kathryn Barker Personal Trainer

Saturday 8am-9am, 20 Sessions

Morris Owners Club of the Hunter Region

Monday 7:30pm-9:30pm, 5 Sessions

mPole Holdings Pty Ltd

Tuesday 6pm-8pm, 21 Sessions

Newcastle & Hunter Region Antique Bottle and Collectables Club Inc

Wednesday 7:00pm-9:30pm, 5 Sessions

Hunter Valley Torana Club Inc

Wednesday 7:30pm-9:30pm, 10 Sessions

Tanya Milunovic

Thursday 6:30pm-7:30pm, 4 Sessions

Casual

Various, 26 Sessions



WALLSEND PIONEERS MEMORIAL HALL

Insight Exercise Physiology

Wednesday 9:30am-10:30am, 12 Sessions

Louise Hermann Meditation

Friday 5pm-10pm, 4 Sessions

Malarkey Playwork

Tuesday 6:00pm-9:30pm, 1 Session

Rollerfit

Thursday 6:30pm-8:30pm, 16 Sessions

Stamp and Coin Fair

Sunday, 7:30am-5:30pm, 3 Sessions

Newcastle Budgerigar Club- Bird Show

Sat and Sun 6:00pm-Midnight, 6am-6pm, 2 Sessions

Amy Walker

Tuesday 6pm-7pm, 8 Sessions

ELERMORE VALE COMMUNITY HALL

NCCF Referees Club

Monday 7:15pm-9:15pm, 6 Sessions

Insight Exercise Physiology

Wednesday 9:30am-10:30am, 5 Sessions

Little Angels Playgroup

Friday 9:30am-10am, 20 Sessions

Newcastle Men's I-Group

Monday 6:15pm-9:15pm, 5 Sessions

Tina Carter

Wednesday 6:30pm-9:30pm, 6 Sessions

Tegan Bryan

Tues and Thurs 4:30pm-7:30pm, 7:30pm-9:30pm, 26 Sessions

Casual Hirers

Various, 5 Sessions

ELERMORE VALE COMMUNITY CENTRE

MAIN HALL

Arts 4U

Friday 9:30am-12:30pm, 4 Sessions

Australasian Native Orchid Society- Newcastle

Thursday 6pm-10pm, 5 Sessions

Australia Chinese Friendship Association

Monday 6:30pm-7:30pm, 21 Sessions

Elmore Vale OOSH

Mon-Fri 7am-9am, 2pm-6pm, 192 Sessions

Mercy Services

Wednesday and Thursday 9am-2pm, 43 Sessions

Suzanne Jones Yoga

Tuesday and Wednesday 6:30pm-8:30pm, 39 Sessions

Casual Hirers

Various, 4 Sessions

MEETING ROOM

Elmore Vale Men's Shed

Wednesday 9:30am-12pm, 1 Session

Vrinda Ravi

Sat and Sun 2pm-6pm, 7 Sessions



FACILITIES USAGE

MARYLAND NEIGHBOURHOOD CENTRE

MAIN HALL

Aspect Services

Tuesdays 9:30am – 11:30am,
11 sessions

Christian Biblical Church of God

Saturdays fortnightly 1 – 5pm,
24 sessions

Danielle Christie

Thursdays fortnightly 9:30 – 11:30am ,
6 sessions

Grace Bible Baptist Church

Wednesdays 7:15 – 9:15pm, Sundays
9:15am – 1:15pm, Sundays 5pm – 8pm,
74 sessions

Toogee Tae Kwon Do

Mondays 5pm – 7pm, Wednesdays
4pm – 5pm & 5 – 7pm, 126 sessions

African Australian Christian Fellowship

Sundays 10am – 1pm, 24 sessions

St John Ambulance

Mondays 7 – 9pm, 35 sessions

Radmila McIntyre

Tuesdays 9:30 am – 10:30am,
14 sessions

Prostate Cancer Group

Tuesdays monthly 2 – 3:30pm,
12 sessions

Probus

Fridays monthly 10am – 1pm,
13 sessions

Performability

Thursdays 5 – 6pm, 29 sessions

Nicole Hoare PT

Tuesdays 6pm – 7pm, 23 sessions

MAIN HALL cont'd

Healthy Hearts Meditation

Mondays monthly 10am – 11am,
9 sessions

Healthy Hearts

Mondays, Wednesdays & Fridays 9am –
10am, 39 sessions

Healthy Directions PT

Tuesdays 7pm – 8pm, 8 sessions

Hannah Hannah Drum Dance

Thursdays 6 – 8pm, 9 sessions

GO4FUN

Various, 8 sessions

Casual Hirers

Various, 13 sessions

ACTIVITIES ROOM

Church on the Rock

Sundays, 9am – 1pm, 52 sessions

Budgie Club

Fridays monthly 7:30 – 9:30pm,
14 sessions

Centrestage

Mondays 4 – 8pm & Tuesdays
3:30 – 7:30pm, 38 sessions

Gymbaroo 20 sessions

African Australian Christian Fellowship

Sundays 1:30 – 5pm, 28 sessions

Samaritans

Various, 9am – 5pm, 12 sessions

Nicole Hoare PT

Tuesdays & Saturdays 6am – 7am,
Wednesdays 6pm – 7pm, 74 sessions

HUMSAM

Various, 14 sessions

GO4FUN Various, 16 sessions

Casual Hirers Various, 5 sessions

SOCIAL ROOM

Budgie Club

Wednesdays and Fridays monthly
7:30 – 9:30pm, 19 sessions

Grace Bible Baptist Church

Sundays 10am – 12pm, 24 sessions

Gymbaroo 20 sessions

Samaritans 35 sessions

GO4FUN Various, 10 sessions

Garden Club

Wednesdays monthly
9:30am – 11:30am, 2 sessions

Casual Hirers Various, 4 sessions

INTERVIEW ROOM

Samaritans 35 sessions

MEETING ROOM

Samaritans 35 sessions

OFFICES

APM

Thursdays and Fridays, 104 sessions

Grace Bible Baptist Church

26 weeks

Samaritans

7 weeks

Ian Leneham

52 weeks

Casual Hirers Various, 1 session



MARYLAND NEIGHBOURHOOD CENTRE



We embrace change with

enthusiasm

by using solution focused strategies
to strengthen capacity and foster hope
in each other and in the communities we serve

MARYLAND NEIGHBOURHOOD CENTRE REPORT

AIMS OF THE SERVICE

Maryland Neighbourhood Centre works directly with community members, developing initiatives from the ground up to achieve locally identified goals. This is done through consulting and working with the community, and by empowering individuals and groups through promoting increased awareness, respect and an active celebration of people's diversity.

The Centre also makes the best possible use of community strengths, particularly through its wonderful volunteers and service networks to address local needs. It ensures that activities build and strengthen community relationships as well as working with individuals to develop the resources they need to grow their own resilience and wellbeing.

Our 16 permanent Volunteers give their time for a variety of reasons. Some want to gain experience, acquire new skills, meet new people, fulfil Centrelink obligations or just want to give back to their community. There are also those volunteers that step-up just a couple of times a year to assist with an event or activity such as the Fashion Parade or Biggest Morning Tea. Volunteers keep Maryland Neighbourhood Centre running. For them it is also about giving, contributing, and helping individuals and the community at large. They work with others to make a meaningful contribution to a better community. They do it because as one volunteer said "we get back much more than we give".



HIGHLIGHTS OF SERVICE DELIVERY

CULTURAL CONNEXION Aboriginal Program Cultural Connexion was a series of two hour workshops for young males and females and a significant adult in their life. The males worked together to make a didgeridoo and then learnt to play it whilst the women worked together learning to weave. The project gave them the opportunity to connect to their culture and family. Working together they achieved considerable artistic outcomes. The project culminated in a community BBQ that allowed them to display their learning and achievements through the project. It helped young people reclaim a sense of their cultural identity while strengthening their kinship ties in a supportive environment.

MARYLAND NEIGHBOURHOOD CENTRE REPORT

HIGHLIGHTS OF SERVICE DELIVERY continued

WELLNESS WEEK Wellness week was filled with lots of healthy activities from health check days provided by the local Chemmart Pharmacy and National Hearing to Dancing demonstrations by the Tartan Promenaders and Eagle Rock. Community members also had the opportunity to get CPR certification for a very reasonable price. The centre also provided the chance to enjoy a healthy breakfast and lunch. Over the week about 200 people joined in the fun .

HALLOWEEN DANCE A big thanks to our volunteers for organizing a wonderfully spooktacular Halloween dance. With dancing, games and lots of treats, the kids had a great time in a safe environment! Costumes included ghosts, draculas, zombies and princesses with one thing they all had in common: smiles on the children's faces!

YOUTH WEEK Our youth week event involved 15 young people of varying abilities who displayed photos in our exhibition. The photographic display was a community success not only displaying the talents of all young people involved but also highlighting that everyone has something to offer, regardless of their intellectual or physical abilities.

We had several highlights throughout the event including a BBQ to celebrate Youth Week which was attended by 30 young people and their supporters and a visit and lunch for 15 young people and their support staff from Castle Personnel to support Jordan Lowe who participated in the event. The attention the display attracted throughout Youth Week has been very encouraging not only for us at the centre but also for the young people involved as this was an opportunity to display some of their talents to their peers and family members.

BIGGEST AFTERNOON HIGH TEA We have a brilliant little community that supports the Cancer Council and worked very hard to give us the Biggest Afternoon Tea. Thanks to their organizing skills and enthusiasm there was an amazing raffle and tombola prizes, the wonderful service skills of the Bishop Tyrrell College students plus many home made treats. The mounting calorie count paid off with the ladies donating \$2500 to the Cancer Council.



GAPS IN SERVICE DELIVERY

Last year I identified Youth as the biggest gap in our service as you can see by the highlights. We have worked hard to address that over the past year, however it is still our biggest gap area. We have successfully reintroduced playgroup, the older members of the community are well catered for but to continue to keep youth engaged is a challenge. There was hope that the Youth Week project might have resulted in setting up a youth committee- whilst the youth involved really wanted their photos displayed and participate in the BBQ they were reluctant to get more involved.

PARTNERSHIPS

PLAYGROUP: A supported playgroup has been established through a partnership with Aspect, First Chance, The Canopy and Ability Links. The playgroup is open to all families in the community however it is aimed at assisting parents who have children with disabilities. This has been a very successful partnership with regular attendance of around 12 families.

NEIGHBOURHOOD WATCH: Neighbourhood Watch came about after a community meeting with the Police Community Liaison Officer Constable Jeff Milton at the Centre. There are now 3 Neighbourhood Watch committees: Wallsend, Maryland and Fletcher. There has also been an increased police presence which has helped curtail the crime that was escalating in the community. Maryland Neighbourhood Centre and Neighbourhood Watch are also working on a project for increased social activities for the elderly.

COOKING PROGRAM: Mentors for Our Schools works with children at risk, and the Nest program (run by Oz Harvest) teaches people to cook on a budget. The past year we have worked with both these groups and run 3 classes of 5 weeks duration. 20 young people have learnt to cook some very tasty food. One of the teachers who attended with the students told me that the food they take home has also had positive implications for them in their family setting.

GOALS FOR 2017-2018

RESCUED FOOD: The rescued food program supplied food to 6464 people. We do have some people who have mental health issues and financial problems that are regular users of the program. Having concerns about dependency on the program, the centre is implementing a "Food is Free" project. Regular users are being asked to donate just 15 minutes on the days they collect food to the community garden. It maybe watering and weeding or it could be making paper seedling pots or planting seedlings. The food and seedlings will be distributed to the community hoping to encourage the regular users to take some responsibility for their own food security.

RECONCILIATION: Maryland Neighbourhood Centre is going to continue to grow its ties with the ever increasing Aboriginal community. This year we are focusing on primary aged children and looking at doing childrens Aboriginal art classes and dance. These will be open to all children in the community. The Aboriginal artists I have held discussions with are very keen to share their culture to make it important to all.

BBQ: Maryland Neighbourhood Centre staff would like to get the BBQ up and running so it is available for community functions. This would then give us the opportunity to clean up the side of the centre and develop it as another for recreation at the centre.

VOLUNTEERS: Increased Volunteer involvement has allowed the coordinator to take a step back and oversee different projects. So through the coming year it would be good to see more of the day to running of the centre being looked after by the volunteers. Currently there are a couple of really dedicated volunteers who help to train new volunteers coming to the centre, it would be good to encourage them by offering them some new opportunities.





OUTCOMES 2016-2017

This past year it has been recorded that:

The community centre has touched over 11000 community members' lives in positive ways in one way or another;

Over 2000 people have been assisted with information or a helping hand;

1200 books have been loaned through the little free library;

Healthy Hearts has attracted over 2000 visits of people wanting to be a little healthier and 190 visits for Healthy Hearts special;

The Cultural Connexion project saw an elderly Aboriginal man accompany his grandson, and the granddad was a member of the "Stolen Generations". One night he was in tears whilst making his didgeridoo feeling grateful for the opportunity to be able to make a didge, something seen as a rite of passage for most young Aboriginal males these days.

BOARD OF MANAGEMENT

President: Susan Jenkins

Vice President: Rosemary Heppell

Treasurer: Kelly Hansen

Secretary: Doreen Herron

Board Members:

Melissa Wiseman

Iain Gardner

Rob Brennan

Kellie Hackney

Julie Hayes

Public Officer: Lee-Anne Holmes

STAFF

Executive Officer: Lee-Anne Holmes

Finance and Administration Manager: Lisa Standen

Marketing & Special Projects Manager: Veronique Moseley

Community Innovation Manager: Anna Dowley

Venue Operations Coordinator: Craig Harris

Bookings and Administration Officer: Sonya McAlister

Senior Clinical Practitioner: Ruth Burke

Family Services Leader: Sarah Evans

Family Services Team Members

Marie Incze

Angela Peck-Charlesworth

Alex Sullivan

Lee Wilton

Julie McQuire

Feona Ray

Sherrie Mace

Kristen Payne

Maryland Neighbourhood Centre Coordinator: Michele Kowalski

Maryland Administration Support: Christine Cross, Kerry Eastwood

Administration, Document Development: Annie Stephenson

Facilities Maintenance: Bill Hitchcock, Mark Price



ACRONYMS COMMONLY USED IN REPORTS

AASW	Australian Association of Social Workers
ADHC	Ageing, Disability and Home Care
CALM	Community Activities Lake Macquarie
COS	Circle of Security parenting program
CPCC	Cameron Park Community Centre
CPO	Community Program Officer: Community Services funding contact
CSC	Community Service Centre
CSGP	Community Services Grants Program
EIPP	Early Intervention and Placement Prevention program
FaCS	Family and Community Services
FaMS	NSW Family Support Services peak body
FRS	Family Referral Service
IFPP	Intensive Family Preservation
LMCC	Lake Macquarie City Council
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Service
NCC	Newcastle City Council
OOHC	Out of Home Care
OOSH	Out Of School Hours care program
RBA	Results Based Accountability
SOS	Signs of Safety: an approach to child protection casework
TEIR	Targeted Earlier Intervention Reforms

FINANCIAL REPORTS

