



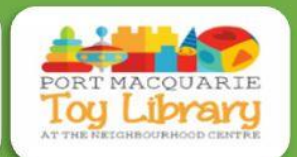
**1 July 2020 to 30 June 2021  
ANNUAL REPORT**

# **Port Macquarie Neighbourhood Services Incorporated Association**

**Since 1987**

Trading as **HASTINGS NEIGHBOURHOOD SERVICES**

[www.hastingsneighbourhoodservices.org.au](http://www.hastingsneighbourhoodservices.org.au)



PORT MACQUARIE NEIGHBOURHOOD CENTRE INCORPORATED trading as  
**HASTINGS NEIGHBOURHOOD SERVICES**

## **Embracing, Resourcing and Strengthening Communities**

A vibrant not-for-profit auspicing service, embracing diversity, listening to its community, collaboratively developing support and safety for its most vulnerable members.

### **Our Mission**

To provide a variety of community services that assists families, adolescents, and older people to achieve a positive wellbeing and enhance the quality of life for disadvantaged groups in the community.

### **Our Aims**

- To assist non-government organisations and local government to provide a comprehensive range of services to disadvantaged groups in the local community.
- To promote development of networks and self-help initiatives which support families and strengthen communities.
- To enhance opportunities for disadvantaged groups and individuals to gain access to services and maintain independence and control over their lives.
- To increase the accessibility and quality of social infrastructure for disadvantaged groups and areas.
- To operate as a child-safe organisation in compliance with the Office of the Children's Guardian by raising awareness in our community and encouraging the development of child-safe neighborhoods.
- To provide an environment and service delivery culture that embraces all the diversity in our community to ensure all feel respected, supported, and welcome.



# A little bit about us

## Our History

Hastings Neighbourhood Services, previously known as Port Macquarie Neighbourhood Centre, has been making a difference for the Port Macquarie Hastings community since the nineteen seventies under the guidance of a dedicated community management team.

It all began when a few people who identified a need for assistance and services in the local community approached the local Council to outline their ideas and ask for premises from which they could work to provide this assistance. The Council agreed and allocated an old cottage in Murray Street which became the first home of the then Port Macquarie Neighbourhood Centre.

In 1983, the move was made to Dodds Street, to a building supplied by the Department of Housing in the heart of a growing social housing neighbourhood. As we all know, neighbourhoods grow, and change, as did our services. In the early nineties, two new locations opened which were the OOSH (Out of School Hours) and vacation care centre in Boronia Street, and the Wauchope Neighbourhood and Community Garden Centre. As recent as 2019, another addition to our services group was set up in collaboration with community and Council, the Lake Cathie Community Hub.

Over the years there has been a variety of programs and services at these Neighbourhood Centres which have assisted many people. Some services have developed significantly, becoming incorporated associations in their own right.

New services have come on board and are flourishing. Hastings Neighbourhood Services intends to keep evolving with the needs of the community and grow new programs to fill identified gaps. Our original mission statement continues to guide our connection to the Port Macquarie Hastings community and is welcoming to anyone who comes through our doors seeking support to enjoy our programs or to help as a volunteer.

Neighbourhood services has been an integral part of Australia's social fabric for a very long time and currently there are more Neighbourhood Centres across Australia than there are McDonald's outlets.

All of these Centres are connected through their regional representation committees which are linked to their State peak representation body. Each State and Territory is linked to the National representation body for Neighbourhood and Community Centres which means that Australia is then linked to the international body representing Neighbourhood Centres all over the world.

Hastings Neighbourhood Services is very well supported by a network of organisations that share knowledge, resources, undertake research and collaborate on project development.



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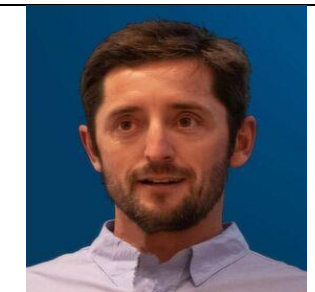




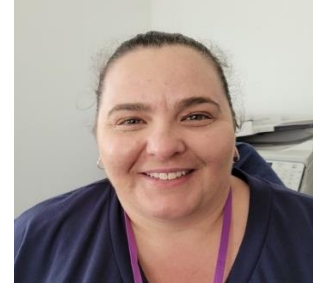



## Our People

## Our Management Committee

			
Lesley Tierney President	Carol Appleton Vice President	Frances Lingard Treasurer	Pam Roach Secretary
			
Charlotte Gillespie Member	Margaret Harris Member	Bev Harvey Member	Member
			
		Member	

## Our Management Team

			
Leesa-rae Harrison Manager - since 2018	Brendan Woollam Coordinator LCCH – since 2019	Nusch Van Nieuwkerk Coordinator VHQ	Emma McGuire Team Leader TAAS since 2021
			
Kate Harris Team Leader WINC since 2019	Jenny Kelly Coordinator OOSH since 2019	Leeanne Radley Team Leader OOSH since 2020	Team Leader PMNC

## Our Paid Personnel

Name	Position	Dates
Bob Boss-Walker	Advocate – TAAS P/T 0.6 FTE	2015 -
Shaun O'Donnell	Advocate – TAAS F/T 1.0 FTE	2009 -
Lynn Burns	Educator – OOSH P/T 0.4 FTE	2002 -
Phoebe Thompson	Educator – OOSH P/T 0.7 FTE	2009 -
Anita Bellamy	Educator – OOSH P/T 0.4 FTE	2018 -
Bronwyn Micallef	Educator - OOSH P/T 0.4 FTE	2019 -
Kathleen Brockenshire	Educator – OOSH P/T .65 FTE	2020 -
Brooke Bailey	Educator - OOSH Casual	2013 -
Mandy Dennison	Educator - OOSH Casual	2015 -
Rebecca Turner	Educator - OOSH Casual	2020 -
Sophie Vanderveer	Educator - OOSH Casual	2020-
Ashleigh Rogencamp	Educator - OOSH Casual	2019-
Drew Yeo	Educator - OOSH Casual	2021-

## Our Volunteer Personnel

Name	Program	Name	Program
Linda	PMNC admin	Di	WINC admin/food connect/data
Lyn	PMNC admin	Elly	WINC admin/food connect/data
Frances	PMNC finance	Marie	WINC admin/fundraising
Cathy	PMNC admin	Gai	WINC admin
Maureen	PMNC admin	Peter	WINC garden
Paul	PMNC admin	Lindsay	WINC garden
Noel	PMNC admin	Dom	WINC garden
Vicki	PMNC food connect	Ian	WINC garden
Lynn	PMNC food connect and Kids activity program	Janene	WINC garden
Terry	PMNC food connect	Janette	WINC garden
Arthur	PMNC food connect	Joyce	WINC garden
Jean	PMNC food connect	Rob	WINC garden
Robyn	PMNC food connect	Sarah	WINC garden
Leone	PMNC food connect	Kevin	HNS handy man
Jennifer	PMNC food connect	Simon	L 2 P mentor
Simone	PMNC Student placement and Kids activity program	Cheryl	L 2 P mentor
Varsha	PMNC Student placement and Kids activity program	Warren	L 2 P mentor
Angela	PMNC LEAF program	Jenny	L 2 P mentor
Linda	LCCH admin	Drew	Youth volunteers –
Sandra	LCCH admin	Harry	Youth volunteers –
Christine	LCCH admin/ANOA	Ethan	Youth volunteers –
Jillian	LCCH admin	Regan	Youth volunteers –
Ken	LCCH ANOA driver/handyman	Savanna	Youth volunteers –
Sue	LCCH admin/ Play time	Nevil	OOSH bus and garden
Wendy	LCCH admin	Maureen	OOSH admin/finance
Geoff	LCCH garden	Kim	VHQ admin
Sally	LCCH garden	Sheryl	VHQ admin
Verena	LCCH garden	Megan	Toy Library
Marika	LCCH garden	Jayne	LCCH food connect
Tony	LCCH garden	Josie	LCCH food connect
Julie	LCCH garden	Julia	LCCH food connect
Graham	LCCH garden	Pam	LCCH food connect
Helen	LCCH garden	Frank	LCCH food connect
Jim	LCCH food connect	Janet	LCCH food connect
Elise	LCCH food connect		

## OUR SUPPORTERS

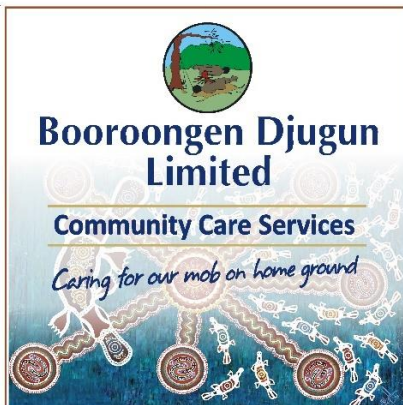


Before and After School Care Fund

Australian Government  
Department of Social Services



Transport  
for NSW



**Ken Little's Fruit and Veg**  
43 Munster Street, Port Macquarie



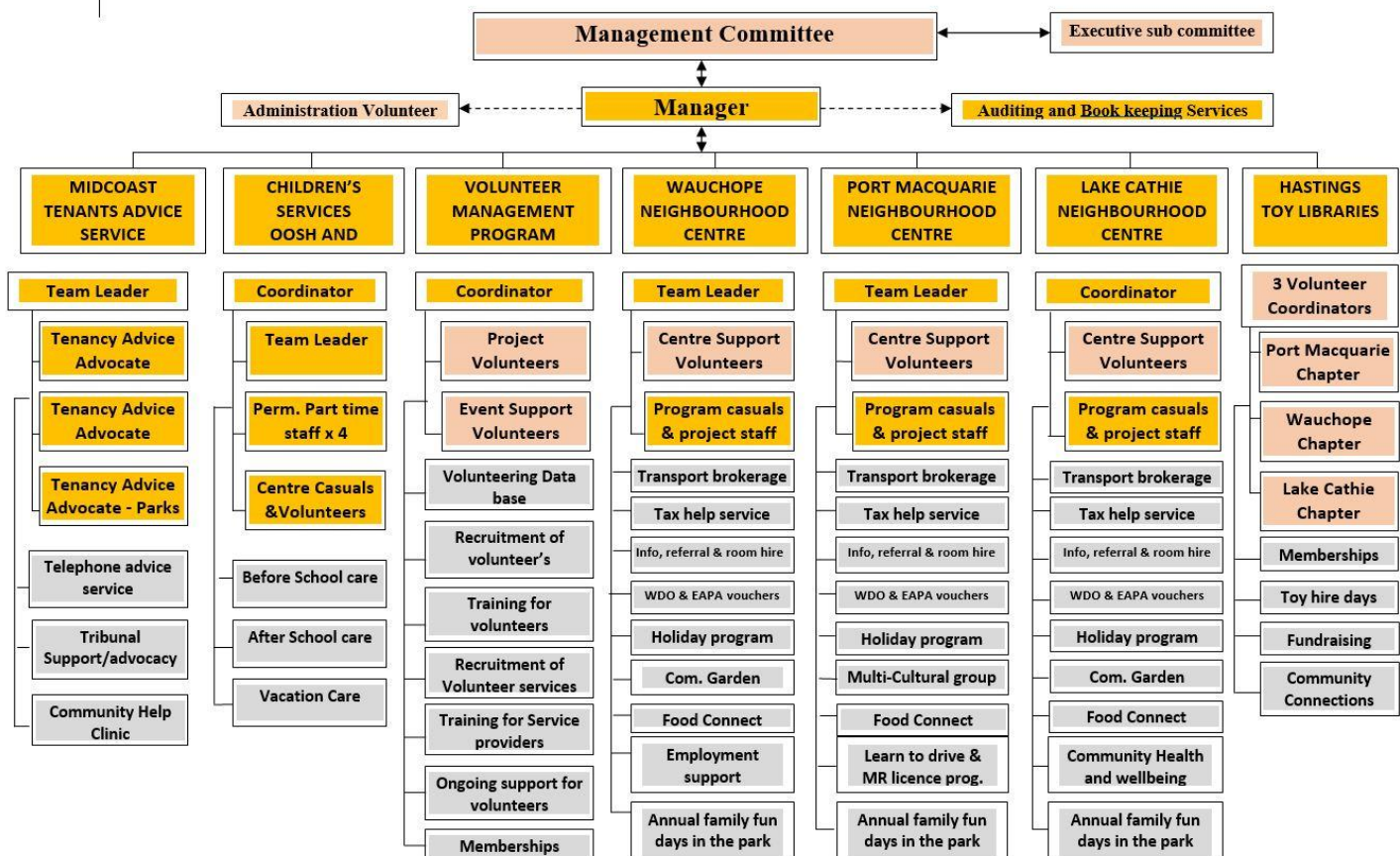


## Structure and management

Port Macquarie Neighbourhood Centre Incorporated Association:

- is registered with the Australian Charities and Not-for-profits Commission (ACNC).
- operates in accordance with the rules and regulations outlined in its constitution.
- complies with State and Federal legislation regulating the financial management, fund raising, personnel safety, public safety, equal opportunity access, not-for-profit compliances, and common law compliances for the day-to-day operation of the organisation.
- complies with the Office of the Children's Guardian Child Safe organisational requirements.
- is a member of the appropriate peak representation and governing bodies for the organisation.
- maintains up to date policies, procedures, compliance checks, risk assessments and insurances.
- maintains current strategic plans, risk management plans, information privacy management and cyber protection systems.
- develops and implements all programs from a community development and empowerment practice framework.
- provides training opportunities in a supportive environment and develops personnel in the evidence based best-practice principles appropriate to the professional standards of the day.

### HASTINGS NEIGHBOURHOOD SERVICES ORGANISATIONAL STRUCTURE





## President's report

If we thought last year was a challenge with the onset of COVID and all the changes we had to face to keep our services and programs operating, this year has been equally challenging.

While we didn't have to close down once again, our activities were greatly reduced and strict rules were maintained for the safety and well-being of our staff, volunteers, and the users of our services.

During the year we lost two of our staff members. After many years of managing our tenant's advice service, TAAS, Arthur McCulloch, decided it was time to retire. We wish him well and hope he enjoys his new life.

Julie Trowbridge, co-ordinator of our Port Macquarie Centre, also made the decision to retire. Julie has worked for us for over eighteen years and saw many changes in services, staff, and volunteers. She initiated many new programs and managed the volunteers at the Centre. Julie was well known and respected across the sector, and she will be missed by all.

A big challenge which hit us later year was receiving notice that our Wauchope site was to be sold and we would have to vacate and find new premises. We occupied the building for over fourteen years with no rent increase and I would like to thank Mr John Frary for his generosity. We are still looking for premises but hopefully this will soon be resolved.

During the year we received several cash donations which have assisted us in providing extra services, for which we are not funded. We thank those donors for their generosity.

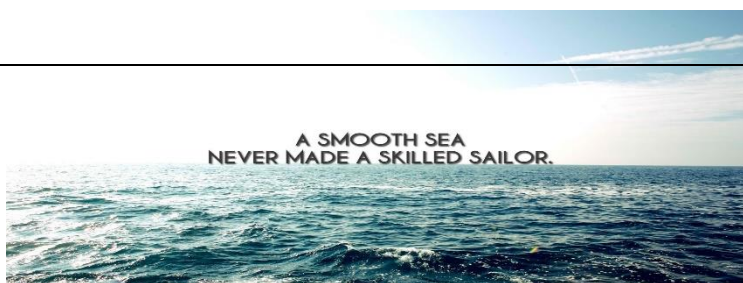
During these difficult times all our staff, willingly and co-operatively, have risen to the challenge, to maintain the high services we set for our services. And what do I say about our wonderful, dedicated, and helpful volunteers. We really can't manage without you. On behalf of the Management Committee I thank you all.

I also thank our Management Committee members who have given of their time and expertise to the governance of this organisation. I wish the incoming committee all the best for the next twelve months and hope all their plans become a reality.

*Lesley Tierney*



## Manager's report



The seas have been far from smooth sailing this past year, with additional demand on our services, key personnel choosing to retire and financial constraints keeping recruitment in check. Our team have been stretched and have had to take on additional roles. Through the challenges we have risen to our goals and our skills have been honed. From real estate negotiations, new program development, marketing, and crisis response planning, to developing a media presence. There has been a lot achieved and it has been a year of positive progress.

Management's top three goals for the year were:

1. To improve our responsiveness in times of state emergency events.
2. To broaden our reach in the community to more marginalised groups who have not traditionally accessed our programs in large numbers. These people being predominately young people, people with a disability and people from the Birpai and bunya communities.
3. To increase the public's awareness of our services and stand out so those in need can find us when they need us.

As a result, the following top three accomplishments were achieved:

1. We now have business contingency plans, we are a member of the regions crisis response planning and wellbeing forum, and we have clear policies to guide our volunteers on the management of donations, distribution of aid and flexible, individualised planning for families impacted by state emergency events. In addition we have plans to improve facilities so families who have children with special needs can access showers, laundry, and quiet, safe spaces rather than loud and confronting public evacuation areas.
2. We have built a solid collaboration with Booroongen Djugun and the Aboriginal Lands Councils, to build our connections with the Birpai and Bunya communities. As a result we now have new programs running that are being well frequented by community members and their children that offer respite for mothers, learning support for children and healthy activities for families.
3. The agency has been featured on radio, in print press and on national news coverage for its work with the community during the pandemic, fires and floods. This has raised awareness of the growing needs of the community in areas of housing, food security, mental health support and financial hardship. This resulting benefits for our organisation being that people in need are finding us and feel safe to access our services, and Council, as well as government representatives, are inviting us to sit at the table when decisions re serviced needs are required.

The management committee and agency coordinators have provided compassion, support and been only too keen to roll up their sleeves when needed. There could be no better team to work with and this manager is extremely grateful.

I would like to make special mention of the agency's constantly growing group of volunteer personnel, many of whom are in the "at risk" demographic according to the health authorities. Spending time at home was very hard for them and it did not take long for them to ask what they could do from home or when could they come back in. This year, as the last, continues to remind us of how impossible it would be to run the agency permanently on paid personnel alone. The commitment to excellence and community support by our volunteers is inspiring and we are very grateful they have chosen our agency to do their good works. Thank you for a tremendous year.

*Leesa-rae Harrison*

## Treasurer's report

### 2020-2021

Despite Covid 19 restrictions, the full management committee has met seven times in the financial year either face to face or remotely, all financial profit and loss reports have been provided at each meeting showing the agencies monthly performance against the budgets. All payment transactions have been authorised by no less than two management committee signatories and it is the opinion of the committee that to the best of our knowledge the financial management policies and procedures have been transparently followed.

The agency continues to withstand the negative ramifications of the global pandemic and the impact this has had on the Australian economy. As a largely government funded organisation our grants were not affected.

Personnel were successful in winning a number of additional grants, the administration fees from which helped to boost the cash flow situation.

Overall the organisation has reached the end of the 2020 - 2021 financial year with a stable bottom line and enough funds to cover staff entitlements..

*Frances Lingard*

## Auditor's report

### 2021 Summary of Financial results

#### Administration

- Recorded a profit of \$129,642 compared to \$25,463 last year
- Income was up \$205,000 due to:
  - Community Builders income up \$91,000
  - Healthy North Coast extra funding of \$45,000
  - ATO cash flow boost payments of \$50,000, being the same as last year
  - Administration income up \$27,000
  - An extra \$28,000 in other grants
- Expenses were up \$102,000 on last year due to:
  - An extra \$16,000 in administration fees
  - Kids vacation program costs up \$9,000
  - Locum fees up \$26,000
  - Program evaluation costs of \$10,300
  - Employee costs up by \$13,500
- Cash at bank increased by \$146,000, with \$259,252 in the bank at the end of June
- Current assets exceed current liabilities by \$232,781, with a current ratio of 4.4 to 1 up from 3.2 to 1 last year, a result that indicates solvency not an issue
- Employee entitlements are covered by cash in the bank

## Children's Services

- Recorded a profit of \$46,269 compared to \$47,072 last year
- Income was up \$43,000 with:
  - Fees up \$11,000
  - Childcare subsidy up \$86,000
  - Job keeper funds of \$22,500 received, up \$7,500 from last year
  - COVID funding down \$58,000
- Expenses were up \$44,000 on last year due to:
  - Administration consultancy expenses of \$20,000
  - Increase in Bus expenses of \$10,000
  - Consumables and food up by \$6,000
- Cash at bank increased by \$42,713, with \$92,859 in the bank at the end of June
- Current liabilities exceed current assets by \$5,253, an improvement on a deficit of \$41,117 last year, with a current ratio of 0.95 to 1 up from 0.56 to 1 last year, a result that indicates a continued deficiency in working capital, however sick leave of \$39,760 has been accrued for which is not a vested entitlement.
- When you exclude the sick leave, current assets exceed current liabilities by \$34,507, with a current ratio of 1.56 to 1, a result that indicates positive working capital
- Employee entitlements (including sick leave) are covered by cash in the bank

## Tenants Advisory

- Recorded a loss of (\$102,462) compared to a profit of \$97,659 last year
- Income was down \$97,000 due to:
  - Increase in funding of \$16,452
  - No COVID stimulus payments this year compared to \$105,238 last year
  - No other grant funding this year, was \$8,278 last year
- Expenses were up \$103,000 on last year due to:
  - \$8,000 in program management
  - \$101,800 increase in wages and superannuation
- Cash at bank decreased by \$95,053 with \$14,834 in the bank at the end of June
- Current liabilities exceed current assets by \$16,406, with a current ratio of 3.3 to 1 down from 0.5 to 1 last year, a result that indicates a deficiency of working capital, which will need to be addressed in future years.
- Employee entitlements are not covered by cash in the bank as at 30 June 2021.

### In general, from our audit we:

- Found the books and records to be in good order
- Had access to all transactions and supporting documentation we asked for
- Have no outstanding issues as at the date of this report
- Have issued an unqualified opinion in respect of our audit



Dan Wade

Director-Wrights Accountants, Kempsey 20<sup>th</sup> October 2021



## HNS Out Of School Hours & Vacation Care



Our OOSH Service provides childcare for school aged children. Before School Care, 6.45 am to 9.00 am and After School Care, 3.00 pm to 6.30 pm. Our Service also provides a Vacation Care program which operates five days per week from 7 am to 6 pm every school holiday period. We have remained an essential service all through the COVID-19 Pandemic. We have provided ongoing, quality childcare to the children of other essential workers in this community. Strengths of our Service include a commitment to inclusion by all Educators and Staff. A desire to engage and nurture the qualities of each child as they learn through play.

We support parents through the knowledge that their child is in a child-safe environment that fosters open communication, continual reflection, evaluation of daily practises, and acknowledges each family's diversity.

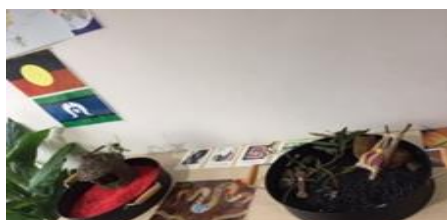
Throughout the past 12 months we have maintained our consistency in programs and routines, which has provided stability for families and in particular the children. Opportunities to celebrate our local area has been a focus by bringing experiences and creating learning environments within our Centre. Our Service encourages learning and understanding through hands on experiences.

All our Educators are supported and assist by Management in their professional development. Most of our training has now moved to online Webinars which has allowed us to be a part of the larger OOSH Community. A number of Educators have had training on "Playworks" – a child focused learning framework. Child Protection training through the Office of Children's Guardian, First Aid Training and several AECQA (Education and Care Quality ratings), Webinars on the Assessment and Ratings Quality Areas for the professional provision of children's services. In 2022 our Service will again be assessed as part of the ongoing Accreditation in Childcare. Our Team look forward to working through this process to showcase the quality Service we are providing.



To remain a safe environment during the lockdowns we had to restrict access to most of our Service areas. As these restrictions are lifting, we will soon be welcoming families back into the Centre. We see our OOSH & Vacation Care as a community that thrives when we are all linking together.

**Report Compiled by Jenny Kelly, Coordinator.**



## Volunteer Head Quarters



Mid North Coast Volunteer HQ is one of the HNS internal programs operating out of the Port Macquarie Neighbourhood Centre. This active service is unique and is the footprint for Volunteering in the Port Macquarie Hastings area. From the 1<sup>st</sup> of July this year, Volunteer HQ's longstanding direct relationship with funding body DESS finalised, flowing into a partnership agreement with the Centre for Volunteering NSW, which distributes the government funding now.

The services on offer remain the same, assisting and supporting organisations, managers, and individuals with volunteering, from referrals to management training, mentoring, workshops, awards, and events.

As for every service, the last year has been challenging, and VHQ has sailed through it with resilience. The number of our member organisations remained the same, and the volunteering enquiries fluctuated but were steady. And like everyone, in a year of challenges, we have learned new skills on the way to engage with people remotely.

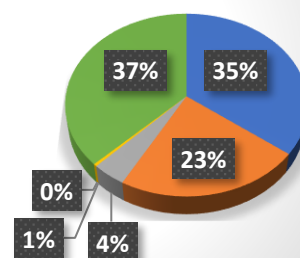
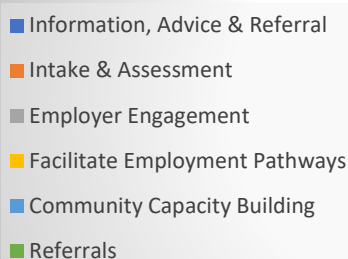
Unfortunately, for the 2<sup>nd</sup> year in a row, VHQ could not host the Volunteer Expo, one of our annual events, but the In the Spotlight Volunteer Awards was able to go ahead with restrictions in between lockdowns. The ceremony was a very successful event, with some extraordinary volunteers and their achievements being recognised.

The volunteer industry has suffered over the past 20 months resulting in a volunteer deficit in various sectors. The immediate future for Volunteer HQ is to rebuild volunteer capacity within the region and keep promoting the indisputable fact that communities are underpinned by the volunteer industry.

**Report Compiled by Nusch Van Nieuwkerk, Coordinator.**



### Volunteer HQ Activity





## **Mid Coast Tenants Advice and Advocacy Service (TAAS)**

Mid Coast Tenants Advice and Advocacy Service is funded by NSW Fair Trading as part of the state-wide Tenants Advice and Advocacy Program and is based at the Port Macquarie Neighbourhood Centre.

TAAS services a catchment area comprising Coffs Harbour, Nambucca, Bellingen, Kempsey, Port Macquarie-Hastings, and part of Mid-Coast local government areas. TAAS provides advice, community education and advocacy, including before the NSW Civil & Administrative Tribunal, to private and social housing tenants, boarding house residents and homeowners in residential communities.

TAAS has undergone some substantial changes over the last year. The recent retirement of Service Coordinator Arthur McCulloch was a significant loss. TAAS is grateful for his leadership and dedication throughout his time in the role. TAAS also said goodbye to Rene Harris after the COVID funding for her 12-month position came to an end. Rene performed an invaluable intake role during her time with the Service.

As a result of the housing crisis on the Mid North Coast, the impacts of COVID-19 and the March 2021 floods in the region, the workload for the Service has been significant. Advocates have continued to encounter high numbers of clients in distress and many experiencing homelessness or at imminent risk of homelessness. As a result, TAAS saw an increase of over 42% in the number of client sessions, compared to the previous 2019-2020 period. This represents a significant increase in the Service's workload.

Over the last year, advocates have secured the removal of database listings against tenants, which often operate to entrench homelessness for those who are subject of such listings. Other highlights include assisting numerous tenants to secure tens of thousands of dollars in compensation and payments from landlords, including for failure repair the premises, and in a number of cases TAAS has advocated on behalf of tenants to avoid illegal lockouts by private landlords. In such cases, it is likely that without the involvement of TAAS, the clients would have been unlawfully forced into homelessness and at a high risk of harm.

Also of significance was a unique test case before the Tribunal in relation to an operator of a residential community unilaterally withdrawing from the on-supply of electricity to homeowners and forcing elderly homeowners into more expensive with a third-party electricity retailer. TAAS worked together with the Tenants' Union of NSW and made detailed submissions to the Tribunal on the issues involved. The successful decision in the Tribunal regarding the homeowner's entitlement to a site fee reduction is now being used by dozens of other homeowners in residential communities to secure site fee reductions, which are likely to total many thousands of dollars if they are also successful.

**Report Compiled by Emma McGuire, Team Leader**



# Lake Cathie Community Hub & Garden

Despite the challenges that 2021 has presented, from the floods to Covid 19, The Lake Cathie Community Hub and garden, has continued to persevere and establish a range of programs that serve the needs identified in the area that add value to our community. The Hub has established itself as not just a facility but a community, where all are welcome and can access a range of support, health and wellbeing services. As well as our internal programs we also continue to manage hall bookings and promotion for approximately 12 regular hirers including community groups, small businesses, disability support and private functions. Below is a short summary of each of the internal programs currently on offer at the Lake Cathie Hub.

**Cathie Hub Gardeners-** Every Tuesday and Thursday from 8:30 – 11:30 am a dedicated team of gardeners are busy designing, constructing and maintaining The Cathie Hub Garden. Currently there are approximately 30 members of the group including residents, school groups and care workers and their clients. The vision behind the garden is to create an attractive, vibrant community garden that develops social connections through gardening, workshops and social activities.

**Stretch and Move-** Every Wednesday morning between 8:30 10:30 am an eager group of approximately 10 participants undertake a brisk walk around the block followed by a variety of low impact gentle exercises inside the hall. Following this the group share some morning tea and a catch up.

**Cathie Hub Playtime-** Playtime is a great program designed to provide parents and preschoolers a chance to participate in a range of kids art, craft and physical activities. It is also a great chance for parents to connect and support each other through what can be a testing time of life. Once a fortnight we are lucky to have a visit from the Council Library Van, where we get to enjoy a story from the librarian Angie.

**Food Connect –** Food Connect is an amazing service that not only offers quality rescued/donated food to families who appreciate a helping hand, but it also provides a fantastic opportunity for volunteers to be a part of a team that wants to give back to their community. Food Connect assists between 15 – 25 regular patrons from the Camden Haven region each week.

**Report Compiled by Brendan Woollam, Coordinator.**





## Wauchope Information and Neighbourhood Centre - WINC



Along with the rest of the world, the Wauchope community have had their challenges over the last twelve months. The centre is located in the hub of the community flanked by the primary school, the high school, the TAFE, community housing and the police precinct. We have remained open through out each community crisis and continued to provide information, referral, support, food, human connection, and crisis relief. Our neighbours and community have always been very supportive of the work we do, this year we have had to call on them more than once. When more donations of food where needed they answered, when clothes, blankets and support where needed they answered. When the landlord decided to sell up, we called out for help to find a new home and the community suggestions came pouring in. We continue to pursue options for new premises and once found will have a lot of moving to do. Until then we continue to offer our long-term programs for those in need.

Due to the fires and floods that devastated the Wauchope community and the surrounding townships, we have seen a lot of people needing additional support. Through out this period we entered into a collaboration with Lifeline to help pilot their new face to face counselling service. It has been a great success and we look forward to the collaboration continuing.

Thanks to the truly wonderful community garden which creates such a peaceful haven from the stressors of the world, we were able to host a special rest, recover and connect lunch session for the amazing community service workers who support our community. This provided an opportunity to say thank you for their work, provide some well-deserved wellbeing activities and come together for mutual support. A terrific day enjoyed by all.

Food connect continues every Monday. The Community garden welcomes all on Monday, Wednesday, and Thursday. The Ladies craft group meets every week creating items to sell to raise funds for organisations in need. The breakfast club run in collaboration with Centre care for primary aged children runs every week and continues to grow. In the new year our playgroup will start up along with our new secondary school student breakfast club and afterschool drop-in programs.

Our volunteers are amazing and have kept the centre going while staffing shortages have impacted the agency. They are the life blood of the Centre, and we are very grateful for their commitment.





This year has been an exciting year for new program development and new collaborations. Due to some concerns from neighbours about the safety of the community we commenced a collaborative process with the local police, the Kempsey LAC Aboriginal police liaison, Uniting family support and Community Housing limited to find ways to support the community and make it a safe place for children. This has been a very productive endeavour and will continue into 2022. Out of the collaboration we have developed a program to build community resilience through connection and understanding by offering free monthly community BBQ's, free kids afterschool activities and a free mothers time out craft program.

In the planning phase for 2022 is a Men's Business cooking program, a regular bus to join the Aboriginal Marathon Walkers group every Wednesday at Westport park and a toddler's movement and music play group.

It was very difficult for the professional networks and our service user / volunteer networks to see our coordinator of 18 years, Julie Trowbridge, retire her position and head to far north pastures. Julie has been a main stay at the Centre and touched a lot of lives through her role. We are grateful for her years of dedication and wish her all the very best in her future endeavours.

As is true to form though, our volunteers stepped up and kept the Centre going making sure the community continued to get the assistance they needed, whilst the manager set about filling the void. Thank you all so very much for your help. We look forward to the new year and a new Team Leader to help lift the load.

Also on the horizon for 2022 is further development in our collaboration with Booroongen Djugun - ability support services and their Port Macquarie based coordinator Pru Hampton. Stay tuned to see the development of more daytime group programs and improved cultural and disability access to the Centre's programs.

**Booroongen  
Djugun Limited**



**COMMUNITY HOUSING LTD**  
GROUP OF COMPANIES



**NSW Police Force**

## How you can help

We are always open to offers -

- From people wanting to volunteer their skills and time to the agencies work
- Of donations towards specific programs or to generally boost the agency
- To build outdoor tables and chairs
- Of donated materials like mulch or seedlings or lumber for our community gardens
- Donations of school supplies or uniform costs for local children
- Of Christmas hampers or gifts for vulnerable families
- Handy person skills like painting, carpentry, tiling, or shelf hanging
- To Run a BBQ or a stall at one of our family fun days
- Fund an art installation project
- To join one of our programs or community gardens.
- To become a member
- To become a corporate partner

**There are so many ways to get involved and we would love to hear from you.**



### Hastings Neighbourhood Services



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**WINC:** 3 Waugh Street Wauchope  
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