1 July 2021 to 30 June 2022
ANNUAL REPORT

Port Macquarie Neighbourhood Centre Incorporated Association
Since 1987

Trading as

HASTINGS NEIGHBOURHOOD SERVICES

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 have 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 have 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.

Australian Neighbourhood Houses & Centres Association

ifs global connections for local social justice

LCSA LOCAL COMMUNITY SERVICES ASSOCIATION

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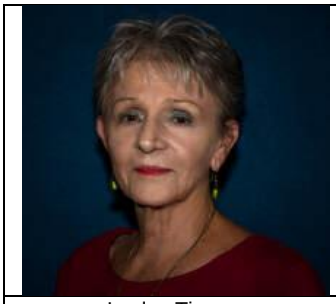
Our People

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

Sandra Hindman
Member

Vacant position

Member

Our Management Team

Leesa-rae Harrison
Agency Manager - since 2018

Brendan Woollam
Program Coordinator LCCH
since 2019

Kate Harris
Program Coordinator WINC
since 2019

Emma McGuire
Program Coordinator TAAS
since 2021

Jenny Kelly
Coordinator OOSH since 2019

Sammy Manton
Program Coordinator PMNC
since 2022

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 -
Jo Knight	Advocate – TAAS P/T 0.68 FTE	2021 -
Nillin Lynch	Advocate – TAAS P/T 0.68 FTE	2021 -
Lynn Burns	Educator – OOSH P/T 0.4 FTE	2002 - 2022
Phoebe Thompson	Educator – OOSH P/T 0.7 FTE	2009 -
Anita Bellamy	Educator – OOSH P/T 0.4 FTE	2018 -
Simone Hemmy	Educator – OOSH P/T 0.65 FTE	2021 -
Bronwyn Micallef	Educator - OOSH Casual	2019 -
Mandy Dennison	Educator - OOSH Casual	2015 -
M Camilleri	Educator - OOSH Casual	2022 -
Sophie Vanderveer	Educator - OOSH Casual	2020-
Debora Hailey	Educator - OOSH Casual	2022 -
Jessica Harrison- Park	Educator - OOSH Casual	2022 -
B Rider	Educator - OOSH Casual	2022 -
K Brennan	Educator - OOSH Casual	2022 -
Verqelle Fisher	Art and Craft facilitator	2021 -

Our Volunteer Personnel

Name	Program	Name	Program
Sheryl	HNS volunteering & PMNC admin	Christine	LCCH admin
Kevin	HNS handy man	Suzanne	LCCH admin
Paul	HNS IT & website	Wendy	LCCH admin
Anne	HNS DEX data portal administration	Debra	LCCH admin
Simon	HNS L 2 P mentor	Julie	LCCH admin/ Play time
Warren	HNS L 2 P mentor	Ken	LCCH handyman
Jenny	HNS L 2 P mentor	Frank	LCCH food connect
Lyn	PMNC admin	Janet	LCCH food connect
Cathy	PMNC admin	Jim	LCCH food connect
Noel	PMNC admin	Jayne	LCCH food connect
Bec	PMNC admin	Paul	LCCH food connect
Dawn	PMNC admin	Julia	LCCH food connect
Angela	PMNC LEAF program	Nerida	LCCH food connect
Phill	PMNC garden and bins	Kevin	LCCH food connect
Paul	PMNC food connect and youth programs	Glenda	LCCH garden
Lynn	PMNC food connect and Kids activity program	Jan	LCCH garden
Nic	PMNC food connect and Kids activity program	Geoff	LCCH garden
Arthur	PMNC food connect	Chris	LCCH garden
Jean	PMNC food connect	Tony	LCCH garden
Robyn	PMNC food connect	Alma	LCCH garden
Leone	PMNC food connect	Kenneth	LCCH garden
Jennifer	PMNC food connect	Marika	LCCH garden
Renee	PMNC food connect	Sally	LCCH garden
Vicki	PMNC food connect	Grahame	LCCH garden
Kevin	PMNC food connect	Helen	LCCH garden
Casey	PMNC food connect	Jenny	LCCH garden
Mia	PMNC Youth Advisory committee	Madeline	LCCH garden
Jack	PMNC Youth Advisory committee	Jennifer	LCCH garden
Charlie	PMNC Youth Advisory committee	John	LCCH garden
Georgia	PMNC Youth Advisory committee	Kenneth	LCCH garden
Lara	PMNC Youth Advisory committee	Justin	LCCH Youth Hub
Jan	WINC administration	Kurt	LCCH Youth Hub
Tracey	WINC administration	Margaret	LCCH Youth Hub
Bruce	WINC administration	Julie	LCCH Youth Hub
Kevin	WINC food connect	Debra	LCCH Youth Hub
Colleen	WINC food connect	Wendy	LCCH Youth Hub
Maureen	OOSH admin/finance	Suzanne	LCCH Youth Hub
Jan	OOSH administration		

OUR SUPPORTERS

NSW GOVERNMENT Communities & Justice

NSW GOVERNMENT Fair Trading

NSW GOVERNMENT Before and After School Care Fund

Australian Government Department of Social Services

NSW GOVERNMENT Transport for NSW

Booroongen Djugun Limited
Community Care Services
Caring for our mob on home ground

THE WESTPORT CLUB
relax with us

Woolworths

coles

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

Portcitytennischallenge

OZHARVEST

STREETSMART
ACTION AGAINST HOMELESSNESS

LUSC
launceston united services club

HEALTHY NORTH COAST

phn
NORTH COAST
An Australian Government Initiative

PORT MACQUARIE-HASTINGS COUNCIL

Thank you bcu!
We're a proud recipient of the **2021 Neville Spears Community Grant**
bcu supporting **our local communities**

JNC
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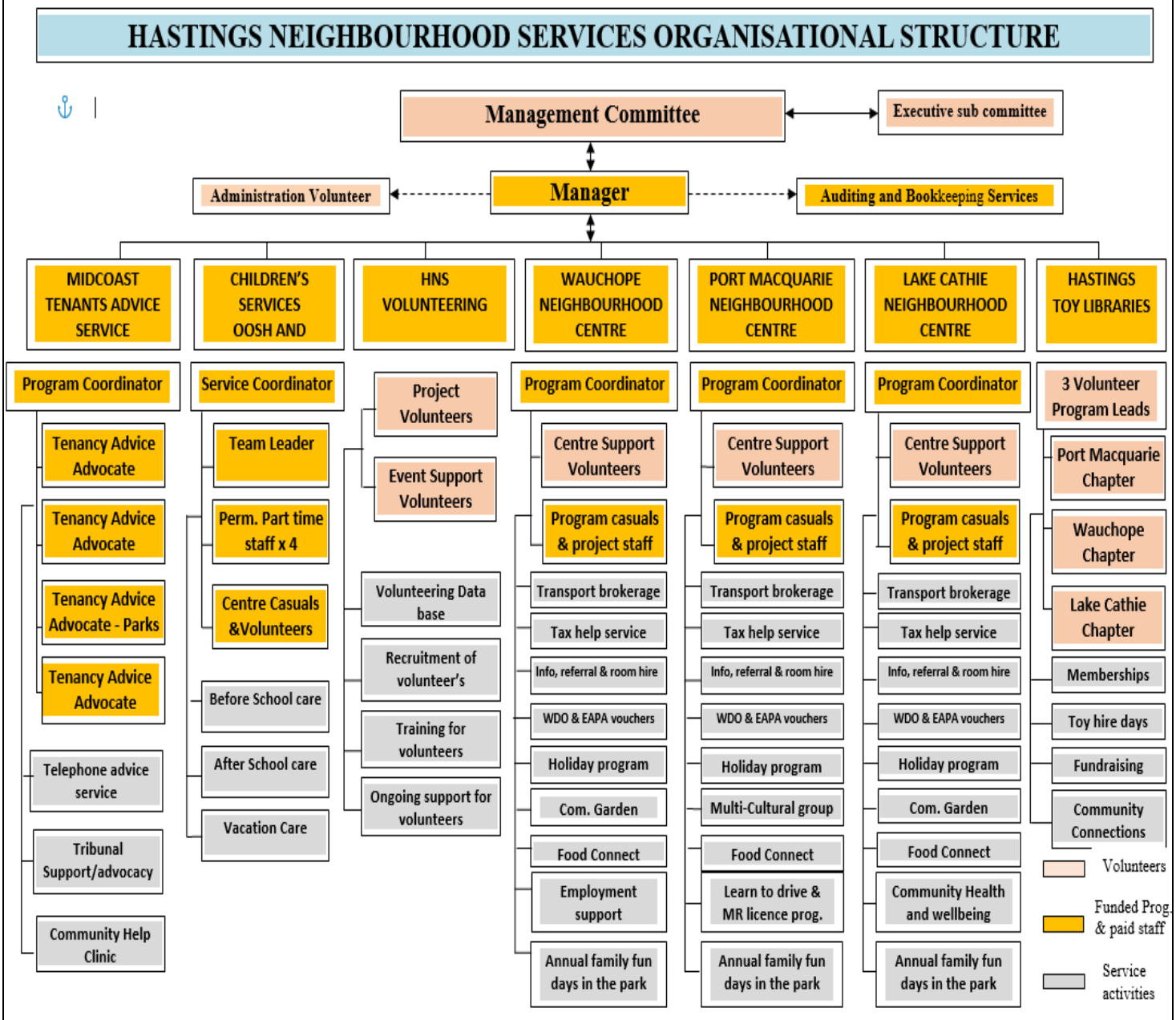
essential energy

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.



President's report

After all the challenges of COVID restrictions over the last two years, this year we have been able to return to somewhat normal operations for our four centres and tenants service.

We have introduced several new programs this year which have been well received by our community. Details of these can be seen throughout this Annual Report.

Our Volunteer Program, which has operated for many years, was defunded during the year, due to a change in Federal Government spending priorities. Whilst we have closed the program, our coordinator, Nuscha Van Nieuwkerk, set up systems so our dedicated volunteers could continue the program of volunteer support and training for our internal volunteers. We thank our long time Co-ordinator, Nuscha, for her commitment and enthusiasm and wish her all the best for her future endeavours.

The Wauchope Centre has still not yet found a permanent home and we are constantly on the lookout for a suitable venue.

During the year, all our staff, willingly and co-operatively have risen to the challenge, to maintain the high standards 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

2021-22 has been a really exciting year for the agency. We have come through the challenges thrown at us during the disasters and pandemic and have had a very successful year getting our programs and events out into the community. One big push to deliver term four programs and our agency Christmas events and we will be sailing down into 2023.

Our Wauchope Centre has gone from strength to strength since the move to the new location in February 2022. This is as a result of the fabulous efforts of Kate Harris and her volunteer team. Our new landlord is happy, and the community is participating in the new programs on offer.

The Lake Cathie Centre finally got to throw their long-awaited Garden Grand Opening which was a truly wonderful event, with 200 + attendees. Brendan Woollam and his team of enthusiastic volunteers have done a tremendous job not only with the development of the garden but the growth of youth programs.

For the past three years, the Tenants Advice and Advocacy team have been facing ever increasing demand for their services and they have risen to that challenge superbly. They have led the way in driving the agency to innovate and update its virtual staff management capacity as the team grew from three to five. Although the whole team now work from home, they feel better connected than before with daily online chat sessions and

twice weekly video conferencing. Emma McGuire has done an outstanding job supporting the team and ensuring the program participants get the quality service they deserve.

Early in 2022, Samantha Manton, known to us all as Sammy, joined our organisation as the Program Coordinator for the Port Macquarie centre. We are very pleased to have Sammy with us and she brings her essential engagement and program skills to the centre. This centre has seen the biggest changes this year with new staff, volunteers, program facilitators and amazing programs. The biggest changes of all have been to the building itself with new garden beds, increased office space, and renovations to the main hall which can now be used as two separate spaces when required.

Management's top three goals for the year were:

1. To re-establish all of the programs in the minds of the community, as the world emerged from lock down.

   Thankfully through teamwork and a focus on programming, we have achieved this goal as evidenced by the number of new people coming to our programs and the number of return service participants. We have also been able to collaborate with other agencies to help facilitate community events during Homelessness Awareness week, child Protection Week, Naidoc Week, Family Fun Days. All events were very well attended and received positive feedback.

2. To improve the usability of the Port Macquarie Centre and boost programming for children and young people.

   As mentioned above we have renovated the centre's hall and are still in the process of renovating the reception/ entry way and the gardens. The primary motivator behind the renovations was to improve the safety of the spaces for personnel and participants as well as the usability. With all the new programs come increased numbers of service users, all needing space to congregate. This goal has been achieved and our child and youth programming has assisted us to be able to establish our very first Youth Advisory Committee. This group have loads of energy and ideas that will keep us very busy in the coming year.

3. To build a more secure financial base for the long term resilience of the agency bringing about significant constitutional and systems change that would allow for greater fundraising opportunities.

   Total reliance on one main grant for the running and maintenance of all three Neighbourhood Centres is risky. The committee and manager recognised this, and we have spent the year working on contingency planning, funding diversification and most recently changes to the constitution to allow for Designated Gift Recipient status with the Taxation Office. This will provide us with the governance structure and incentive package to leverage donations, sponsorship, and philanthropic funding from the community for innovative, community responsive programmes.

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. Their commitment to excellence and community support 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
2021-2022

Managing the finances of the agency is a team effort. The treasurer, the manager and the bookkeeper keep it all running smoothly. HNS is fortunate to have a team that communicates well and is on the same page when it comes to following systems. This, in no small part, has contributed to 2021-2022 being a fiscally successful year for the agency, having covered all expenses, expended all necessary grants, and acquitted all funding agreements required by the time of the annual general meeting.

The full management committee has met six times in the financial year and the sub committees have met three times. 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.

The final stage of upgrading the financial security systems will be implemented by the end of November when we move to electronic expenditure approval processes through internet banking.

Overall the organisation has reached the end of the 2021 - 2022 financial year with a stable bottom line and enough funds to cover staff entitlements.

Frances Lingard

Auditor's summary report
2021-2022

Port Macquarie Neighbourhood Centre – 2022 Summary of Financial results

Administration

- Recorded a loss of ($33,851) compared to a profit of $129,642 last year
- Income was down $121,000 due to:
  - Community Builders income down $82,000
  - Healthy North Coast, no funding this year, $95,000 last year
  - ATO cash flow boost payments of $50,000, not continuing this year
  - Rental income up $67,000
- Expenses were up $33,000 on last year due to:
  - An extra $7,000 in accounting & bookkeeping
  - An extra $7,000 in computer expenses
  - An extra $26,000 spent on minor equipment
  - An extra $14,000 in repairs and maintenance
  - Employee costs up by $5,000
- Cash at bank decreased by $48,000, with $210,538 in the bank at the end of June
- Current assets exceed current liabilities by $184,000, with a current ratio of 4.6 to 1 up from

4.4 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 $94,825 compared to $46,269 last year
- Income was up $133,000 with:
  - Fees down $11,000
  - Childcare subsidy up $98,000
  - COVID funding up $57,000
- Expenses were up $85,000 on last year due to:
  - Staff costs up by $52,000
  - Accounting & bookkeeping up by $5,000
  - Excursions up by $6,000
  - Insurance costs up by $6,000
- Cash at bank increased by $78,508, with $170,875 in the bank at the end of June
- Current assets exceed current liabilities by $98,000, an improvement on a deficit of $5,500 last year, with a current ratio of 2.3 to 1 up from 0.95 to 1 last year, a result that indicates a return to a surplus in working capital.
- Employee entitlements (including sick leave) are covered by cash in the bank

Tenants Advisory

- Recorded a profit of $91,121 compared to a loss of ($102,462) last year
- Income was up $183,000 due to an increase in funding, some of which is a one off
- Expenses were down $12,000 on last year due to:
  - $36,000 saving in employee costs
- Cash at bank decreased by $108,673 with $122,702 in the bank at the end of June
- Current liabilities exceed current assets by $105,000, with a current ratio of 6.1 to 1 up from 3.3 to 1 last year.
- Employee entitlements are covered by cash in the bank as at 30 June 2022.

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 is respect of our audit

Dan Wade – Director – Wrights Accountants, Kempsey 20th October 2022

HNS Out of School Hours & Vacation Care

We are very fortunate to have a purpose-built facility from which to operate at 8 Boronia Street, Port Macquarie. As with the whole agency we are a not-for-profit service and so aim to provided quality, affordable childcare for school aged children in the Before (BSC)and After School Care (ASC)and Vacation Care (VC) setting.

To achieve this, we keep our fees as low as possible to just cover costs and seek out grants wherever possible to allow for special projects.

OOSH operates during each School Term – BSC 6.45 am to 9.00 am, ASC 3.00 pm to 6.30 pm. We provide service, including transport in both BSC and ASC to 9 local primary schools, 4 Public Schools, 3 Catholic School and 2 Independent Schools. In BSC, children have breakfast before engaging in activities. During each session there is opportunity to engage in an Educator lead activity or to explore in free play using our many resources. In ASC, we provide a suitable afternoon tea for each child, with consideration to their individual health, cultural and nutritional needs. Activities are both programmed and free choice based in the 2 age-appropriate programs we offer: 9+ and 5-8's. Each day our Educators seek to encourage all children to be independent learners through play, to be open to new experiences and to grow with an understanding of respect for others. We are an inclusive service which values every child as an individual.

Achievements throughout the past 12 months we have: -

- Maintained capacity enrolments and bookings in both OOSH & Vacation Care programs.
- Celebrated at our Centre such community events as Harmony Day, Child Protection Week, NAIDOC Week, ANZAC Day,
- Engaged with HNS in their Family Fun Days as well as 2 planned excursions to the Lake Cathie Community Centre during the Vacation Care program.
- Our Educators have attended Child Protection Training both through HNS and via Webinar as a Child Protection Refresher Course.
- Educators have maintained their first aid qualifications.
- Reviewed our practice as part of the Assessment and Ratings process. Developing Quality Improvement Plans that ensure we are providing quality childcare for our individual families and children.
- Neville Bell retired as our volunteer bus driver after more than 23 years of service. Neville drove our bus 5 mornings and 3 afternoons, did all the bus cleaning as well organising the bus maintenance. His contribution and commitment to our service is greatly appreciated

Challenges and Lessons Learned.

- Staffing continues to be an ongoing issue for our service and for our industry. We have utilised the skills of existing Educators and are providing webinar training to support them in new roles.
- Our OOSH Bus is no longer suitable mainly due to the licence requirements. The bus is 1999 Nisan Coaster Bus which is requiring additional maintenance for registration. A 12-seat minibus would better suit our needs and staffing. The Manager has submitted a grant application to make this a reality and we await news patiently.
- Outdoor play space requires an overhaul. The recent ongoing wet weather has shown how little usable outdoor space we have and historically we have tried to establish grass without success. Through evaluation and review we have identified the need for more permanent shade for sun protection along with a surface that is more durable in varying weather conditions. Ideally, we would like to have an assessment of our area conducted by an agency or person with the skills to advise the options available to us, this is an important part of our Service and would require a substantial investment to bring up to a quality area. Work is underway to locate and hire a consultant to address this issue.

Report Compiled by Jenny Kelly, Coordinator.

Mid Coast Tenants Advice and Advocacy Service (TAAS)

Mid Coast Tenants Advice and Advocacy Service (MCTAAS) 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.

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

Over the last year, we have continued to encounter high numbers of clients in distress and experiencing homelessness or at imminent risk of homelessness, due to a crisis in both housing and tenant's rights.

Prominent issues for MCTAAS this year have included eviction, especially no grounds' notices, excessive rent increases and repairs, particularly mold. We saw an increase of over 179% in rent increase matters compared to last year, clearly demonstrating widespread concerns regarding an unaffordable rental market, and an 85% increase in cases relating to mold, as the impacts of ongoing wet weather and premises in a poor state of repair were acutely felt by tenants on the Mid North Coast.

The 2021-22 financial year saw an increase of 27% in the number of sessions the Service had with clients, compared to the previous year. Those sessions cover advice, referrals, representation, advocacy and other types of assistance. Overall, there was a 31% increase in cases handled by the service compared to the previous year.

We were extremely fortunate to add two excellent new advocates at the end of 2021 - Nillin Lynch and Jo Knight. They have both brought extensive and varied experience to the team and have proven to be critical members of the Service.

Our work this year has included assisting our neighbouring TAAS in the Northern Rivers when their service delivery was impacted by the Lismore floods in early 2022 and participating in a virtual duty advocacy pilot program in late 2021 in partnership with the wider Tenants Advice & Advocacy Program network.

MCTAAS has also continued to secure excellent outcomes for tenants, including numerous matters involving avoiding termination of social housing tenancies for vulnerable clients, ensuring repairs are carried out so tenants can live in a safe and secure home, successfully appealing decisions of social housing providers, and securing tenants extended possession periods at NCAT in the case of no grounds' termination matters.

MCTAAS conveys its thanks to Leesa-rae and the Committee for their support throughout 2021-2022 and looks forward to continuing delivering services to tenants across the Mid North Coast.

Report Compiled by Emma McGuire, Program Coordinator

Lake Cathie Community Hub & garden

The Lake Cathie Community Hub and Garden is the latest addition to the Hastings Neighbourhood Service. Since its establishment in 2019 The “Hub” has become a true meeting place for the community. A place to connect, share, socialize and access a range of programs and services designed to support and improve the community’s health and wellbeing. The Lake Cathie Hub is also available as a venue hire facility that is available to a range of small businesses, community, and support organizations as well as private functions. Below is a description of the current programs and services available through the Lake Cathie Hub.

Cathie Hub Gardeners- The Lake Cathie Community Garden was officially opened in April 2022 by special guest Costa Giorgiadis. A dedicated group of local volunteers continue to maintain the garden to an exceptional standard and are always welcoming to new members who wish to join. The Gardeners meet every Tuesday and Thursday from 8:30 am – 11 am

Stretch and Move- Stretch and Move is a health and wellbeing program designed to improve participants physical health and to provide an opportunity to develop social connections. Each Wednesday from 9 am – 11 am participant engage in a brisk walk followed by a gentle exercise led by an online facilitator.

Cathie Hub Kids- Each Thursday from 9:30 am – 11 am we offer a Playtime program for preschool kids and their caregivers. Kids can participate in a range of art, craft, gardening, musical and gross motor activities. Parents also have the opportunity to socialize, have a coffee and share the joys and challenges of raising kids.

Cathie Youth Hub- Cathie Youth Hub is the newest program offered at the Hub. It provides a safe space for local youth to hang out and participate in a range of activities such as basketball, pickle ball, table tennis or make use of a range of musical instruments in our music studio. Cathie Youth Hub is a place where youth can make new friends and access information to a range of services and support that is available.

Food Connect- Food Connect is a food redistribution service that operates from The Laurieton United Services Club each Friday morning. We offer quality rescued food along with a bacon and egg sandwich to members of the community who appreciate a helping hand. In Partnership with Orange Sky Laundry and New Horizons, “Food Connect” patrons have an opportunity to wash cloths, have a shower and talk to someone if they are experiencing homelessness or hardship.

Report Compiled by Brendan Woollam, Program Coordinator.

WAUCHOPE NEIGHBOURHOOD CENTRE - WNC

Our Wauchope Neighbourhood Centre has undergone major changes in the past twelve months primarily regarding our February relocation. Although it was with a heavy heart, we were required to move too much smaller office premises which unfortunately left us unable to provide some of our regular services e.g.: Tax help, Financial Counselling, and the amazing Community Garden.

On a positive note, the move has seen our service numbers increase dramatically with community members attending our Monday morning Food Connect program, EAPA assistance, and Advocacy services.

The size of our adjoining sports stadium has provided the perfect location for us to play host to NAIDOC celebrations, and Homelessness Roadshow activities. In utilising the large space, we are launching our Wednesday morning playgroup.

Tuesday mornings we are continuing our collaboration with Centacare to provide a nutritious breakfast club program to primary aged school children. Numbers have doubled and it`s great to see the kids utilising our space for a happy start to the day.

The COVID-19 pandemic largely impacted our ability to focus on our annual family Fun Day which has historically played an integral part in maintaining connection to the community. October saw the Family Fun Day recommence and we were overwhelmed by the response and positive feedback from those who attended and agency participation.

Finally, I would like to extend the biggest thank you to the wonderful volunteers who continue to help our Wauchope centre thrive and move forward.

Report Compiled by Kate Harris, Program Coordinator

PORT MACQUARIE NEIGHBOURHOOD CENTRE

In the past six months of working at the Port Macquarie Neighbourhood Centre, I have witnessed huge growth in both community access and program participation following the easing of Covid-19 restrictions. Community members appear to be feeling more confident to get out and about again, connect & socialise with others, a welcome indication that the landscape is finally changing. On the other hand, however, we are seeing a dramatic increase in the need for emergency relief due to the rising cost of living.

Food Connect is consistently seeing a minimum of 30 families on a Tuesday and Thursday morning. We now also have M.A.D (Make A Difference) providing free coffee and bacon and egg rolls every Tuesday. The intention was to start a little earlier to capture the kids in the neighbourhood on the way to school which has been a great soft referral point to engage families and young people in the centre.

Our Monday afternoon Kid's Club is seeing approximately 20 primary school ages students each week and is continuing to grow. Together the children enjoy creative arts, board games and outdoor play alongside preparing, cooking, and enjoying a meal together.

Playtime is on every Monday morning during school term and is a place for children under 5 and their caregivers to connect and have a cuppa while the children explore different elements of play from art and craft to sensory play, gross motor skills, music, and imitation play.

The Women's Wellness Group has been taking place each term for an 8-week period. Each week the group explores various holistic wellness experiences while gaining different knowledge and tools to implement in their day-to-day lives. We cover an array of topics and practices including nutrition, movement, breathwork and meditation, bodywork, lifestyle practices, daily rituals & routines, mindfulness, self-reflection, and self-care.

We have also established a Youth Advisory Committee to lead future initiatives for our young people in the Hastings LGA. The group of individuals come together on a regular basis to brainstorm, consult, plan, develop, create, and evaluate ideas. This is a very exciting venture for all our centres and will hopefully lead to some innovative, sustainable, and viable programs long-term.

I have thoroughly enjoyed my time so far here at the Port Macquarie Centre and look forward to what the future has in store for us and the community as a whole.

Report Compiled by Sammy Manton, Program Coordinator

SPECIAL THANK YOU TO OUR PROGRAM PARTNERS

Community development, support and program delivery is at its most successful when community agencies come together to share ideas, resources, and support community connections. This year we have been very grateful to have the support of the following agencies and services to develop resilience in our neighbourhoods and provide child safe events. We could not do it without them. Thank you very much.

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NSW GOVERNMENT

NSW Police Force

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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

PMNC: 2 Dodds Street Port Macquarie
enquiry.portmacquarie@hns.org.au
02 6583 8044

WINC: 3 Waugh Street Wauchope
enquiry.wauchope@hne.oirg.au
02 6586 4055

LCCH: 34 Mullaway Road Lake Cathie
enquiry.lakecathie@hns.org.au
0408 194 947

OOSH: 8 Boronia Street Port Macquarie
oosh.vacationcare@hns.org.au
02 6584 2627

TAAS: 2 Dodds Street Port Macquarie
midcoast.taas@gmail.com
02 65839866

www.hastingsneighbourhoodservices.org.au

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