

CHESTER HILL  
NEIGHBOURHOOD  
CENTRE



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Front Cover: Urana St, Villawood Mural funded by  
Canterbury Bankstown Council

## **MINUTES OF THE ANNUAL GENERAL MEETING CHESTER HILL NEIGHBOURHOOD CENTRE INC.**

Held at Chester Hill ex GUIDE HALL, Waldron Rd, Chester Hill on Friday 18th September 2020. The meeting was relocated from the Anglican Church Hall because of restrictions due to Covid.

The Meeting opened at 11.00am with the President, Mr. D Crawford presiding and commenced with a reading of the Neighbourhood Centre Prayer. Mr Crawford then extended a cordial welcome to visitors and members. Attendance was restricted to 20 persons, because of Covid regulations.

The Captains of Chester Hill Primary School were invited to extend an "Acknowledgement to Country" on behalf of the Traditional Owners. However, because of Covid, they were not permitted to leave school grounds. The Acknowledgement was ably presented by Rana Lakmas.

### **Management Committee Members Present:**

President, Mr. D. Crawford, Secretary, Mr. R. Robb, Mr. J. Killey, Mrs. V. Olive, Mr. C. Nammour, Ms. J Blythe.

### **Apologies:**

Mr. P. Gray, Mr. B Kunkler. General attendance and apologies were received and recorded as per the attached register. Moved by V. Olive seconded by R. Robb, Apologies received with thanks. Carried.

**Minutes of the 2019 AGM** held on Friday 20<sup>th</sup> September 2019 were received and then moved by R. Robb, seconded by V. Olive, the minutes of the 2019 AGM as received, be accepted and endorsed as a true account of the meeting held on Friday 20<sup>th</sup> September 2019. Carried.

### **Presidents Report.**

Mr Crawford reported the Centre is an efficient, well organised and forward looking body, bringing benefits to the community. This doesn't just happen of its own volition, it is the outcome of the co-operative efforts of a large body of people, led very capably by our Centre Manager, Ms. Dale Donadel and her co-ordinators Rana, Farrah and Selina, together with staff and volunteers. The Management Committee thank Dale and her hard working staff and volunteers for their labours. The excellent outcomes of the work of the Chester Hill Neighbourhood Centre must be credited to all collectively. Mr. Crawford presented Ms. Donadel with a bouquet in recognition of her 20 years excellence service, carried by acclamation from all present. The President also commended the Secretary Mr. Robb for his work. Moved and seconded the Presidents Report be received with appreciation. Carried by acclamation.

**Treasurers Report** for the financial year ending 30<sup>th</sup> June 2020 was presented and discussed, after which it was moved and seconded. The Treasurers Report, as submitted,

be received and adopted with appreciation and thanks to Mr P Gray and our Accountants for an efficient job well done. Carried.

### **Appointment of an Auditor.**

Moved by K Robb, seconded by V. Olive, Benbow & Pike, Chartered Accountants be appointed Auditors of this Association for the 2019/2020 financial year. Carried.

### **Election of a Management Committee.**

Mr Crawford declared all positions of the Management Committee vacant and surrendered the chair to Ms Donadel who accepted the position of Returning Officer, (Mr L Condon was to do the job but being the deputy principle, was not permitted to leave the premises due to Covid) for the election of a Management Committee for the next twelve months. Nominations for membership of the Management Committee have been received on behalf of:

President	Mr. D Crawford
Vice President	Mr. B Kunkler
Secretary	
Treasurer	Mr. P Gray (LM)
Member	Mrs. V Olive
“	Mr. C Nammour
“	Ms. J Blythe
“	Mr. J Killey (LM)
“	Mr. R Robb (LM)

The nominees having been proposed and seconded, notice of acceptance received, and they being financial members, with no objections, they were declared elected for the ensuring term as per the constitution of this association. Mr. Crawford resumed the chair. Thanked Ms. D Donadel and continued the meeting.

### **GENERAL BUSINESS:**

Special Resolution: R Robb moved, The constitution which I tabled, and is signed by the chairman for the purpose of identification; a copy of which has been circulated to all members of the association, be adopted as the constitution of the Chester Hill Neighbourhood Centre Inc. in place of the present constitution, with effect from the close of this meeting. Carried unanimously.

There being no further business, the meeting closed at 11:00am.  
No refreshments were provided, (Covid)

R. E. Robb  
Secretary

D. Crawford  
President

## President's Report 2021

It is my pleasure to present the President's Report to the Annual Meeting of the Chester Hill Neighbourhood Centre in 2021. With it I want to express my admiration for all people, Manager, Executive, Staff, Management Committee and Volunteers who have kept our Centre running in the face of all difficulties.

COVID 19 is still affecting the affairs of the Chester Hill Neighbourhood Centre as it has for the rest of NSW. Our organisation's working community has not suffered directly but we are taking the step of insisting that our staff seek full vaccination. This can be regarded as controversial, perhaps high-handed, but is a necessary action to protect the interests of both our staff and our clients. All required procedures are followed to comply with the law and to ensure the welfare of all staff members, volunteers and the people having contact with the Centre. As the President of the Centre's Management Committee, I take pleasure in congratulating the Management and Staff for their willingness to ensure that the Centre remains open to provide our services to the community.

The Management Committee, which usually meets monthly, has been forced again to suspend its face-to-face meetings from June this year. However monthly reports are distributed to members on the activities of the Centre and processes are being followed to ensure that significant decisions are arrived at by consultation. I am thankful for the participation of our Vice President, Brent Kunkler, and our Secretary, Ray Robb. This enabled us to perform our duties in maintaining oversight while conforming to the legal requirements of community restrictions. We are still unable to meet face to face but are hopeful of doing so in the near future.

Special thanks go to Ray Robb who had continued to act as Secretary although he officially stepped back at the end of 2020 Annual General Meeting. He is a real trouper. We have not been able to convince anyone to volunteer for this vital position, but we hope we can do so shortly.

Brent Kunkler has also acted as the Committee's representative on the Centre's Occupational Health and Safety Committee.

Our finances are in good shape despite the net deficit experienced in earlier years. We are now in moderate surplus and expect to remain so in the future.

Under our Director, Farrah Darwiche, standards have been maintained in the work of the Before and After School Care Centre. Numbers of course have fallen due the effects of COVID on our schools, but we have been able to retain our staff at current levels due to the special government grants that are available.

The development of the Neighbourhood Centre still hangs on the final approval from the Bankstown Council. Our spies tell us that the only bottleneck is the issue of traffic management on or near the property. Some modifications have been made to the plans to assist in the resolution of these problems. We would also like to thank our architects, DKT, who have worked professionally to resolve problems with our plans.

As always, I would like to complete this report by thanking all those people whose efforts have made our Neighbourhood Centre such a success story. The dedicated and hard-working staff perform the lion's share of the work with the extraordinarily competent Dale Donadel as the leader. Their duties are made more complicated by the COVID rules and requirements. The Committee performs its collective role with vigilance and, having already thanked Brent and Ray for their services, I would like to commend our Treasurer Phil Gray for his services.

From the bottom of my heart, I must thank all the volunteers who give so much of their time, not just to keeping our Centre going, but who work to make the lives of so many of our clients better and safer. Your work is appreciated.

The trials of this year are not over but it is heartening to have so many dedicated and expert people ensuring that our organisation is operating so efficiently.

David Crawford

President.

## MANAGEMENT COMMITTEE MEMBERS 2021

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### PRESIDENT

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*David  
Crawford*

### COMMITTEE MEMBER

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*David  
Um*

### VICE PRESIDENT

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*Brent  
Kunkler*

### TREASURER

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*Phil  
Gray*

### COMMITTEE MEMBER

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*Janine  
Blythe*

### SECRETARY

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*Raymond  
Robb*

### COMMITTEE MEMBER

---

*John  
Killey*

### COMMITTEE MEMBER

---

*Charbel  
Nammour*

### COMMITTEE MEMBER

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*Vi  
Olive*

## FUNDING

### ACKNOWLEDGEMENT

Program	Department	Source
<ul style="list-style-type: none"> <li>TEI</li> </ul>	Department of Communities & Justice	NSW State Govt
<ul style="list-style-type: none"> <li>Vacation Care</li> </ul>	DEC	
<u>License Agreements</u> <ul style="list-style-type: none"> <li>Roundabout Youth Centre</li> <li>Chester Hill Guide Hall</li> <li>CH Community Centre Green Hall</li> </ul>	Canterbury Bankstown City Council	Local Govt
CHSP Program Community Visitors Scheme Home Care Packages Parents as Confident Community Members	Department of Health  Facilitating Partner-Smith Family- DSS	Australian Government
First Aid Certificates Youth Young Womens Craft Group Teen Mental Health First Aid for parents	Campsie RSL Bankstown Sports Club Bankstown Sports Club	
Be Connected Community Engagement Be Connected Get online week	Good Things Foundation	
Water Safety for Parents Social Knitting Group Laptops for Community Use Mural in Urana St Planting Seeds for Gardening appreciation Joint School Holiday Program	Canterbury Bankstown City Council Community Grants Program	Local Govt

<b>LIFE MEMBERS</b> Life Members of Chester Hill Neighbourhood Centre	
<b>LIFE MEMBERS NAME</b>	<b>RECOGNITION YEAR</b>
<b>Mr John Killey</b>	<b>2000</b>
<b>Mr Raymond Robb</b>	<b>2003</b>
<b>Mr Phil Gray</b>	<b>2016</b>
<b>Person who have given outstanding service to the community through the Chester Hill Neighbourhood Centre and who have substantially benefited the Centre over a number of years.</b>	

## **Acknowledgement to Country**

We would like to acknowledge that we are on Aboriginal Country.

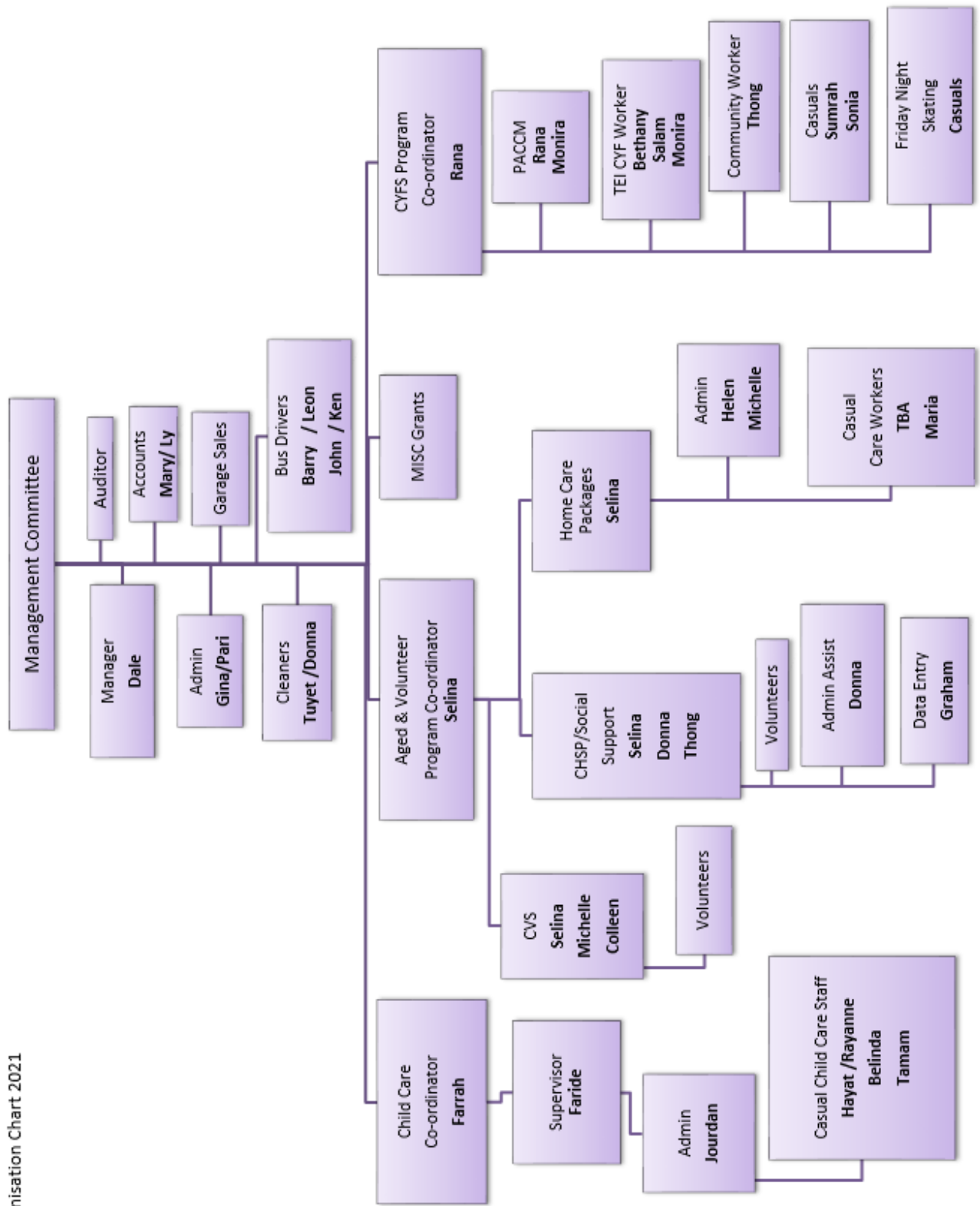
Chester Hill Neighbourhood Centre falls in the Gandangara Local Government Area.

The Cabrogal people of the Darug First Nations People are the traditional custodians of the lands in which we gather today.

We pay respect to their cultural heritage, beliefs and relationships with the land, and acknowledge that these are of continuing importance to Aboriginal and Torres Strait Islander people living today.

We would also like to pay our respects to their Elders past, present and emerging and extend that respect to the Aboriginal and Torres Strait Islander people present today





# MANAGER'S REPORT 2021

Another incredible year, of Lockdowns and restrictions that we desperately hoped would end before 2021. Just as we thought some normality was returning, a new variant of the Virus has emerged, and restrictions don't look like easing up in the very near future. Our actual 50<sup>th</sup> Anniversary occurred in the height of lockdown in 2020 and isolation restrictions, so we have still not had a chance to celebrate.

Every year we see an increase in governance requirements, which has escalated lately, with Covid Safe Plans added to the list of requirements for compliance with all regulations and standards. Major reforms in Aged Care Programs are also coming into place in the next 2 years, with consultations and planning commencing now. Child Safe Organisation requirements to meet the 10 Child Safe Standards has resulted in a review of our Child Care Policies during 20/21.

Our organisation has committed to establishing a RAP (Reconciliation Action Plan) in 21/22 so we will be working on developing this in conjunction with Reconciliation Australia and local Elders.

Garage & Clothes Sales continued to be a regular activity of the organisation, with strict Covid Safe protection measures in place at each one, when restrictions began to lift in early 2021. They still have multiple advantages of, saving goods going to landfill, providing an opportunity for financially disadvantaged residents to purchase affordable items and also the proceeds are used as fundraising for the organisation. Since the beginning of 2020 we adapted to selling items on gumtree, when face to face sales were prohibited. This continues to be very successful.

Thank you to our dedicated community based Management Committee, which continues to support all of the functions of the organisation. Staff activities include, attending meetings, participating in seminars /consultations, working parties, lobbying and working in partnership with other organisations. Many meeting and training opportunities have been done remotely using Zoom or TEAMS.

Our Program Co-ordinators and their staff, ensure that the programs that they are responsible for, are conducted in a professional and timely manner. Thank you to Rana for leading her Child Youth & Family team through the first year of our 5 year contract with DCJ to provide Child Youth & Family Programs through the TEI (Targeted Earlier Intervention) Program and PACCM, Selina and her team for continuing to provide quality aged care services through 3 distinctly different programs and Farrah for leading our Child Care programs of Before & After School Care and Vacation Care. Thank you to Faride & Hayat for filling in while Farrah was on maternity leave at the beginning of 2021

Thank you to all the Child Care staff for supporting CHNC to receive a rating of Meeting the Child Care Standards in an Assessment & Rating Review visit in January.

Our WH & S Committee meets regularly and consists of representative from each work site and the Management Committee. They review WH & S Policies and

Procedures and ensure that Forms and Reporting procedures are current and being used appropriately.

Thank you to Canterbury Bankstown Council for our Licensing Agreement, to access the Chester Hill Guide Hall (6 days per week) in Waldron Rd Chester Hill. Activities conducted in the Guide Hall include Woodcrafters Groups (Wood Turners, Woodcarvers, and Marquetry), Social Lunches on Wednesday, and Monday Sewing Classes and CHSP Social Support meetings.

Chester Hill Community Garden, on the corner of Hector St and Waldron Rd, Chester Hill, is a project of Chester Hill Neighbourhood Centres TEI, Community Strengthening Program. The land is leased from the Department of Housing (which is now part of DCJ) and continues to provide an opportunity for residents to have a garden bed of their own. The garden steering committee meetings are held at the Neighbourhood Centre on the 2<sup>nd</sup> Tuesday of every second month at 4pm.

The Roundabout Youth Centre at Sefton is leased from Canterbury Bankstown City Council for use as a base for Child, Youth & Family programs. Daily programs are offered for families, youth and children. The facility is a functioning skating rink and was closed for skating during Covid restrictions. Weather permitting it is open to the general public, on the first Friday of the month for skating, with Covid limited numbers.

The Neighbourhood Centre has staff working in three locations, 89- 91 Waldron Rd, Roundabout Youth Centre at Sefton and Chester Hill Community Centre-231 Wellington Rd Chester Hill, (we share the premises with Chester Hill Public School).

Without Government funding, Federal, State and Local, we would be unable to provide services to the community. We are grateful to each of the departments, which provide this financial support. A list of Funding Bodies is included in the front pages of this report.

Monthly Garage Sales have continued on the last Friday of each month and clothes sales each Thursday. Thank you to the volunteers who collect donations and sort and store them, and also assist on garage sale days, as it is heavy work carrying all the donated goods on to the lawn for sale. Income from Garage & Clothes Sales for the 20/21 financial year amounted to \$65,347 Proceeds are allocated to a "building and charity fund" for the Neighbourhood Centre. Thank you to our dedicated group of volunteers, Mary, Maria, Ana, Janine, Gobleth, Barbara, Jack, Percival & Bruce (who sadly passed away in Jan 2021

A DA (Development Application) has been submitted to council by our Architects, DKT Studio Pty Ltd, for a purpose built Neighbourhood Centre at 91 Waldron Rd, which will join the current head office building at 89 Waldron Rd Chester Hill. This plan was the result of many months planning by the staff & Management Committee.

#### Clubs Funding-

First Aid Certificates for Youth- Campsie RSL

Teen Mental Health First Aid for Parents- Bankstown Sports Club

Young Women's Craft Group-Bankstown Sports Club

Canterbury Bankstown City Council Community Grants.

Planting Seeds for Gardening Appreciation

Social Knitting Group

Laptops for Community Use

Mural In Urana St

CALD families' homework support

Parents Water Safety

Help you Help Others

Youth Week Skate night.

We also received One- off Grants for

Be Connected Community Engagement

Be Connected Get Online Week

Community Building Partnerships -to purchase a 12 seater Commuter Vehicle

Stronger Communities – to install a Nature Playground at RYC

SSTF (Social Sector Transformation Fund) to create a Marketing Plan & purchase Intake software

SSTF (Social Sector Transformation Fund) to Purchase new computers, Server and Cloud based Software & plan on making the office, less paper based.

Chester Hill Neighbourhood Centre is an approved WDO Sponsor organisation, which supports financially disadvantaged people to do volunteer work to work off overdue fines. For every volunteer hour they work at CHNC, they get \$30 taken off their fine.

We currently have Facebook Pages for 89 Waldron Rd, Roundabout Youth Centre, Child Care Centre (OOSH) and our Community Garden. We have commissioned a new website which should be active from July 2021. Our website [www.chnc.org.au](http://www.chnc.org.au).

On behalf of all the staff I would like to sincerely thank the Management Committee for all their guidance and support over the last year. Thank you to David Crawford, Ray Robb, Phil Gray & Brent Kunkler, who hold Executive Positions, for being so readily available to assist at the Centre by authorising payments and signing Funding Agreements. Thank you to the rest of the Committee, John, Janine, Vi & Charles who regularly attend Management Committee meetings and guide the direction of the organisation We all look forward to another year of providing programs and services to the Canterbury Bankstown community.

We invite all to call in, phone or email to find out how you can join some of our many activities.

Dale Donadel

Manager

## Parents as Confident Community Members

Parents as Confident Community Members (PaCCM) is a parenting and information program funded by Department of Social Services (DSS) through The Smith Family – Communities for Children (CfC) program. Providing support and opportunities for families with children aged 0-12 years in the Bankstown area.

The program aims to increase parent/carer's knowledge of services and wider support networks, accessible recreational options for families, awareness of child development, as well as increasing their awareness of their children's recreational interests, and strategies for facilitating their access to these activities.

Our program has consisted of six parenting information sessions and six school holiday activities across each school term. This year we provided four groups across the Bankstown local area. We ran the groups at four different locations – Villawood East, Punchbowl, Banksia Rd and Bankstown Public Schools.

The program partners have been Villawood East Community Hub, Punchbowl Public School, Banksia Rd Public School Community Hub and Bankstown Public School Community Hub. Referrals are received from our community partners and local schools.

The program topics are selected with each group and are dependent on the participant's needs. They are decided upon in consultation with the community partners, the participants and other community organisations involved. This year the content has been varied and has included topics such as:

- nutrition and healthy lunch box demonstrations,
- homework help tips,
- early literacy,
- early childhood development,
- finances at home including budgeting and accessing support,
- women's wellbeing and self-care,
- supports services available for families in Bankstown area,
- School holiday and vacation care options.

Also throughout the sessions we have continued to focus on elements of the parenting programs such as Bringing Up Great Kids (BUGK). Topics have included brain and emotional development, mindful parenting and guidance on changing behaviours.





PaCCM helps parents and carers learn useful strategies to build better relationships at home and understand their child's perspective and experiences in the world. Aiming to help parents establish better relationships with their children and promoting opportunities for more positive connections between parents and their children.

Again this year COVID 19 presented some challenges in both presenting the program and providing school holiday activities. Face to face sessions included having smaller group sessions, and zoom sessions. Also undertaking school holiday activities in smaller groups with social distancing and other government health requirements. Nonetheless thanks to determination we managed to have some very joyful opportunities for parents/caregivers and their children to spend quality time together enjoying fun activities and adventures.



The effectiveness of the program was once again evident in feedback from participants, this included the following insights:

- Over 70% of participants reported they gained an increase in the awareness of and connection to community services, support systems and social networks.
- More than 80% of participants have an increased knowledge of Accessible services and recreational options for their family.
- A great majority of parents and carers reported that their children had more positive interactions with their peers and within their family.

- When asked what they learnt through the program responses included:
  - How to communicate with my child
  - How to be more understanding
  - What and how to pack healthy lunch boxes
  - How to set rules in the house and make sure they are followed
  - How to differentiate communication with my children in all age groups
  - How to cope with my emotions
  - How to cope with my children's emotions.
  - How to manage my time better
  - How to express my feelings and use words
  - Self-care is crucial to keep me going and to be able to take care of my kids
  - How to set boundaries
  - How to regulate my emotions



Feedback from parents and funding reviews, allowed the opportunity to reflect on the success and possible changes to the program this year. In the coming year, we look forward to extending the frequency of information sessions and expanding the opportunities to provide families with more opportunity to improve outcomes for their children.

We would like to express our extreme gratitude to all our community partners who have supported the program, especially Asenati (CLO- Punchbowl Public School), Leonie (Community Hub Leader- Banksia Rd Public School), Maheen (Community Hub Leader Bankstown Public School) and Sanjalin (Community Hub Leader Villawood East Public School). Also we appreciate the support from our funding body The Smith Family – CfC Bankstown team – thank you to Jackie Davis, Geoff Hazell and Aditi Dahal.

**Rana Lakmas and Monira Ajami- Program Facilitators**

## Before And After School Care & Vacation Care Annual Report 2021

Chester Hill Neighbourhood Centres Out of School Hours; Before School Care, After School Care & Vacation Care provides a safe, creative, supervised and entertaining place for children aged 5-12 who attend different primary schools from kindergarten to year six.



Our program is written every week involving different supervised activities, recreational events and play activities that align with the National Quality Standard and My Time Our Place in order to assist in social, emotional, creative, educational and physical development of the children that attend the centre. The co-ordinator planned and structured the program according to children's suggestions and interest every Friday afternoon. Children were offered a balance of structured and unstructured activities, providing stimulating, enjoyable and safe play options. Children are able to fill out blank spaces on the program with their own interests and ideas.

Unfortunately, Covid-19 reoccurred during school term as well as vacation care resulting in a decrease of the amount of children that attended the centre, this number was as low as two children in BSC and five in ASC. This was a challenge for staff and parents of children who attended the centre as it impacted the norm of all lives involved. However, the program was structured and planned according to the few children that attended.

<b>The service operation</b>	Before School Care 7:00am – 9:00am After School Care 2:30pm – 6:00pm Vacation Care 7.00am - 6.00pm
<b>Licence Numbers to provide care</b>	BSC 30 children ASC 70 children VC 85 children
<b>Feeder Schools</b>	Chester Hill Public School, Chester Hill North Public, Blaxcell Street Public School, Salamah College and Sefton Infants.
<b>Transport to and from schools</b>	Chester Hill Public School children walked to school in the morning and back to the centre in the afternoon and were supervised by one of our educators.  Children who attended the other schools were taken to school in a CHNC bus each morning and collected from school in the afternoon.

<b>Average attendance numbers- BSC and ASC prior to the reoccurring of COVID-19 and vacation care during the lockdown restrictions of COVID-19</b>	<p>BSC 13</p> <p>ASC 32</p> <p>VC 15</p>
<b>Fees:</b>	<p>Before School Care \$17 per Session</p> <p>After School Care \$28 per Session</p> <p>Casual booking extra \$1.50 per Session</p> <p>Vacation Care \$45 per day</p> <p>Casual booking extra \$1.50 per day</p> <p>Covid-19 fees – Fees (Gap) are waived for children who are permanent but not attending.</p>
<b>Current Permanent Staff</b>	<p><b>Farrah Darwiche</b> – Co-ordinator working 27 hours/week</p> <p><b>Faride Hilal Nominated Supervisor</b> working 27hrs a week,</p> <p><b>Jourdan-</b> 10hpw Admin Assistant</p>
<b>Casual Child Care Educators.</b>	<p>Hayat, Nenita, Belinda, Rayanne and Mira.</p> <p>Bus Drivers are Barry, Leon &amp; John.</p>
<b>Training attended</b>	<p>Educators have updated their child protection certificates online, and ensure that they all have current First Aid Certificates and Working with Children Checks. Staff members venture on their own to further their own knowledge by participating in Webinar and short courses.</p>
<b>Breakfast and Afternoon Tea</b>	<p>The service provided a variety of healthy breakfast and afternoon tea; children were involved in preparing the menu and were encouraged to choose healthy food.</p> <p>Breakfast: Orange and apple juice, milk, cereal, toast and spreads (jam vegemite and cream cheese), jaffles, egg omelette, French toast, and pancakes</p> <p>Afternoon tea: assorted sandwiches (jam, vegemite, cheese, oregano, baked beans) tuna, boiled eggs, fish fingers, spring rolls, noodles, Fried rice and assorted wraps (homos, eggplants,</p>



	<p>vegetables and oregano which on demand every week. Carrots and oranges daily and another one or two types of fruits available during the season.</p>
<p><b>Program</b></p>  	<p>The program covered child development and quality areas as it is explained in My Time Our Place. Educators worked hard to implement the new strategies that were identified in order to improve the centre rating assessment.</p> <p>This was done by identifying and improving the five learning goals to assist children's development.</p> <p>1 A strong sense of their identity. 2- Connection with their world. 3- A strong sense of wellbeing. 4- Confidence and involvement in their learning, 5- Effective communication skills.</p> <p>Educators collaborated with children to provide play and leisure opportunities that were meaningful to children and supported their wellbeing, learning and development. The role of educators was to find out and discuss children's interests and promote them in the program, and also use the parent communication in our activity book. This was achieved in group time at the end of every week with all children participating and providing their input for the program the following week. If the activity did not meet their interest they were encouraged to choose an alternative activity. In addition to this, the</p>





program for the week involved leaving out spaces to include children's interest and ideas. Educators encouraged children to play outside which is important to children for a number of developmental reasons socially, emotionally and most importantly physically. Children were told they needed hats and sunscreen before venturing outside.

Daily programme were documented and evaluated by educators. Activities were linked to quality areas and followed up. Children participate in different activities e.g. physical activity, arts and craft, science and construction activities. Physical activity included pull rush, dancing, basketball, table tennis, soccer, football and piggy in the middle etc. Science activities like volcano erupting, flower or green leaf changing colours, coloured bottles making slime and playdough etc. Children enjoyed the science and messy activities and repeatedly requested to have it on the program more than usual.



Daily documentation and evaluation were written by different educators and displayed for parents to read and encouraged to leave their comments on how to improve or what they wanted from the centre.

**Fire Drill** is part of the program which was discussed weekly and practiced once every three months. Children were seated in a group and explained what needed to happen during the practice fire drill along with the procedures.

**Lockdown** is a park of the program and was discussed monthly. Children were seated in a group and explained what needed to happen during the practice fire drill along with the procedures.



**Vacation Care Program**  
**See Vacation Care Activities Report**







### Children Behaviour

Children are reminded of centre rules, their boundaries and limits. On the other hand, they were reminded of their rights and responsibilities during their time at the centre. We have a zero tolerance for bully and physical altercations.

### National Quality Standards.

An assessment rating occurred during November 2019, since then many updates and changes were implemented. The outcome of the assessment was "Meeting National Quality Standard". The policies were also updated June 2021.

### Conclusion

Thank you to the Management Committee, Centre Manager, staff and educators for their consistent cooperation hard working attitudes.

Farrah Darwiche

Co-ordinator

## VACATION CARE ACTIVITIES PROGRAM

Chester Hill Neighbourhood Centre Vacation Care Activities Program was supported by the NSW Government, Education and Communities Early Childhood Education and Care, which provided funding for additional activities during Vacation Care.

Due to Covid-19 July 2021 vacation care was located at the centre, there were no excursions due to the restrictions that were placed by the Premier. There were also no incursions. However, educators worked hard to be able to provide an interesting, entertaining and fun environment for the few children that needed to attend. Many of the activities were amplified in regard to the interests of those children that attended.

In house activities included art and craft, sport activities, cooking activities, gardening, drawing and colouring, designing competition, science activities, Winter Wonderland Day, Sport Day and Pyjama Day and NAIDOC Week.

### ACTIVITIES

**NAIDOC week** was held during June/July vacation care and run by different staff members; it was implemented successfully. There were different activities such as decorating the centre with Aboriginal artwork, painting the Aboriginal and Torres Strait Islander Flag and making your own Aboriginal and Torres Strait Islander poster.

**Science day** were held during every school holiday and run by staff it was successful, these activities encouraged children to participate and ask lots of question. There were different types of experiments that occurred on science day such as making slime, playdough and Mentos and coke cola explosion.

**Technology day:** was a big demand even though each child knew they could use their devices for a limited time only, there was no internet allowed on this day.

**Gardening** children were encouraged to organizing the centre garden.

**Sports Day** was the only day that allowed children to bring their bikes, scooters and rollerblades to the centre. This was the only excursion that was implemented as the centre used school grounds for an hour so children could play and exercise.

**Pyjama Day** allowed children to roll out of bed and spend the day in their pyjamas; only a few children participated in this activity. Those who participated and came in funky pyjamas won the competition.

Other Activities organized by Vacation Care Children, dancing competition, dress up design competition and minute to win.

I would like to express my appreciation to Funding Department (NSW Government Education and Communities Early Childhood Education and Care), Management Committee, Manager, and Educators and Chester Hill Neighbourhood staff.

Farrah Darwiche

Co-ordinator

The Child Youth and Family Services provides ongoing programs and activities through the NSW Government Community Builders funding delivered through the Department of Communities and Justice (DCJ) funded Targeted Early Intervention (TEI) program. TEI focuses on providing early intervention programs that will improve outcomes for children or young people, increase participation and attainment in education and the community, as well as improving physical and health outcomes. We aim to provide support to individuals and families across South West Sydney in particular those who are living in Bankstown and surrounding areas.

This year despite COVID lockdowns we were able to engage with over 450 participants at our programs and individualised support, and of those who participated in post program evaluation over 70% reported better outcomes after participating in programs. Most of our programs involved components of education or skills training and community participation as well as supporting age-appropriate development in children.

<b>Playgroup</b>	Our outdoor nature-based playgroup meets weekly in Chester Hill Community Garden. The program offers a playgroup supported by CHNC staff, aiming to provide school readiness and other evidence-based approaches including Let's Read, Let's Count and the Abecedarian (3A approach).
<b>Play and Learn</b>	This is a new program aimed at parents who have young children aged 0-3 years. The program shows parents how to encourage literacy and numeracy concepts in young children.
<b>Parenting Programs</b>	This year we have delivered Tuning into Kids and Tuning into Teens for families and participants from Banksia Rd Public School and Villawood East Public School.
<b>Homework Help</b>	The program is aimed at providing support for families to complete their child/ren's homework and reduce the stress on parents who may not be able to assist their children at home. Homework help also provides the opportunity for children to seek further support from adults and their peers. Also, it allows children to interact and form connections with other children, enhancing their social networks.



<b>Grow Your Family Garden</b>	This program was aimed at parents and children connecting and learning to grow a garden, held at our community garden on Saturday mornings. The activities included building a bug motel, making lanterns decorated with garden flowers and plants, deseeding strawberries and planting for growing seedlings, becoming familiar with different seeds and planting, making crafty lady bugs that were edible, learning about the life cycle of a seed through to flower using craft. Learning about the different garden textures through plants whilst gathering different specimens, making hanging plant pots and creating decorative water bottles.
<b>School Holiday Workshops</b>	This year we have continued to deliver activities during school holidays to assist families in keeping their children occupied with tech-free activities including roller-skating, Lego, games and craft.
<b>Mum's Group</b>	This program brought mums from the community together to build connections with other mums, discuss relevant topics in the areas of womanhood, parenting and families, and hear from speakers in relationship to these topics. We also run fun, skill-building activities such as cooking, craft, and pampering sessions.
<b>Drop in and Skate</b>	This program provides an outlet for children and young people to be active with a low-cost after school activity. The program aims to provide a fun and safe environment for children and young people to be active. It also allows children and young people to connect with workers and seek further support and encouragement if needed.
<b>Learn to Sew</b>	Each term we ran an 8-week sewing course to teach participants how to use a sewing machine and how to cut from a pattern. Each week the participants worked on a new item, developing their skills progressively through the course.
<b>Water Safety for Parents</b>	This program was aimed at providing parents and carers with water safety confidence. Delivered in collaboration with Banksia Rd Public School. The funding was received from Bankstown Sports Club.



## Case Management

Sometimes families need more direct support than they receive in our targeted programs. Through short term case management to vulnerable families they are able to receive more individualised one-one support. Our staff aim to help families by working together to achieve positive outcomes especially for their children. We aim to empower families to make informed decisions and become more aware of supports available in their community.

Families are assisted in the following key support areas;

- Housing and income support assistance
- Parenting support and skills
- Advocacy support
- Mental health support and wellbeing
- Budgeting support and emergency relief
- Education and transition advice
- Internal and External Referrals
- Engaging children and their families with activities during school holidays and after school activities.

## Emergency Relief

Assistance was offered in the form of vouchers from either Energy Accounts Payment Assistance (EAPA), Telstra Bills Assist Program (TBAP) or Sydney Payment Assistance Scheme (PAS). We were fortunate to have a partnership with Metro Assist to provide food vouchers to those who were struggling financially. Throughout the period of COVID

restrictions we also received funding for food vouchers from Canterbury-Bankstown Council and Multicultural NSW, which we passed on to families impacted by job loss, home schooling and other issues related to the pandemic.

This year we have continued to be fortunate to continue to receive food assistance from Ausrelief. These donations have aided in the provision of food hampers to many families who are struggling financially. Other Assistance has been provided in the form of furniture and white goods that are received through donations to the Centre.

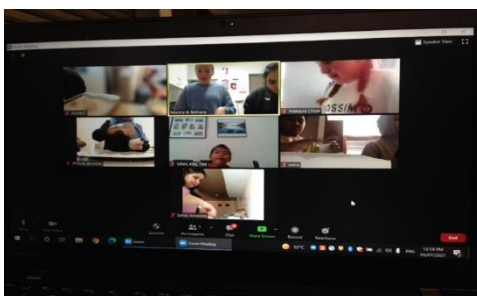


## Youth Programs

<b>Girls' Craft Nook</b>	<p>A weekly program for 11-16-year-old girls to get creative. The aim of the program was to create a space for girls to have fun and learn new skills, while building connections with other girls in the community in a positive environment. We provide materials for craft projects, and every week or so the girls got to take home something that they have made. We have made scrunchies, macramé wall-hangings and plant-potholders, learnt hand-embroidery, tie-dyed t-shirts, knitting, and more. Initially funded by Bankstown Sports Club, this program has continued as one of our TEI youth programs.</p>
<b>Teen Mental Health First Aid</b>	<p>This program equipped young people with practical first aid skills to help themselves, family or friends who may be experiencing mental health concerns. This is an accredited course to educate and break down the barriers associated with mental health and reaching out. It also allows young people to explore options to build support systems and where to access support when anyone is experiencing a hard time.</p>



<b>Get Connected</b>	In partnership with Mission Australia and Chester Hill High School, our staff have assisted in facilitating the 'Get Connected' Program, which focuses on improving outcomes for disengaged Year 10 students. It provided the participants a range of life skills including mental health awareness, resume writing, work readiness. Unfortunately, the provision of the program was time limited due to COVID restrictions.
<b>Online Intergenerational Cooking</b>	A fortnightly online cook-along program for 8-18-year old with their parents/carers, using simple, healthy recipes and affordable ingredients. The program is funded and supported by Canterbury Bankstown City Council and hosted by Roundabout Youth Centre. RYC workers and other community members ran the online cooking tutorials, and attendees cooked along with them, interacting and asking questions. Families then enjoyed sharing the meal together.
<b>First Aid Certificate</b>	The program provided a chance for young people to obtain a First Aid certificate. They gained new knowledge, skills and confidence to assist as a first-aider. This program was supported by funding from Campsie RSL Club.
<b>Parents and Carers Teen Mental Health First Aid</b>	This program was an opportunity for local parents and carers to complete the Teen Mental Health First Aid course. They were able to learn about their teens' mental health, wellbeing and supports available in the community. Supported by funding from Bankstown Sports Club.



## **Chester Hill Community Garden**

The Chester Hill Community Garden is overseen by staff at Chester Hill Neighbourhood Centre along with a steering committee made up of garden members and other community members. The community garden operates with local members caring for their own garden plots and the garden being used as a hub used to teach the community and individuals about growing plants and learning about sustainable practices that will protect our environment. Our gardeners are strongly committed to natural gardening practices, recycling and reducing waste.

This year we have been able to run gardening workshops and have worked closely with Royal Botanical Gardens Community Greening and Canterbury Bankstown City Council. We thank our gardeners, the steering committee and staff involved in maintaining the community garden.



## **Community Strengthening Activities**

We have continued to support and oversee programs aimed to increase community involvement, social participation and peer interactions. These programs included:

- |   |                             |
|---|-----------------------------|
| Monthly Garage Sales  | Woodcarvers Group           |
| Clothes Sales   | Woodturners Group           |
| Friday Night Skating (monthly)                                  | Marquetry Group             |
| Social Knitting Group   | Be Connected Computer Group |
| Basic English (collaboration with Chester Hill PS and TAFE NSW) | Families Week 2021          |
| Youth Week 2021   |                             |



We thank our volunteers and students for their assistance and hard work in supporting our programs, our gratitude extends to our community partners and funding bodies.

Thank you to our Management Committee, Manager- Dale and wonderful dedicated staff Salam, Bethany, Monira, Sumarah and Thong.

Despite the challenging circumstances that COVID is currently presenting we are committed to presenting programs that support our families and support better outcomes for children in our local area. We look forward to the year ahead.

**Rana Lakmas**  
**CYFS Coordinator**







## **Community Visitors Scheme Report**

**1 July 2020 to 30 June 2021**

Chester Hill Neighbourhood Centre has been delivering the Community Visitors Scheme program for over 25 years. This program is delivered to isolated residents who can benefit from contact from a volunteer visitor for friendships and companionship. The scheme helps to improve the well-being of residents by enabling them to maintain social contact with the community and reduce their isolation while living in an Aged Care Facility.

Community Visitors Scheme (CVS) is funded by the Australian Government Department of Health to deliver 64 friendly volunteer visitors from the community who actively contribute their 'gift of time' on a one-to-one basis to residents living in government subsidised Aged Care Homes in the local area.

Due to COVID-19, maintaining resident and volunteer contact at Aged Care Homes became a challenge. With the dedication and compassion from the CVS partnerships: CHNC staff, our volunteers, the Aged Care Homes staff and their residents, we focused on changes to our normal way of delivering services through CVS which was face to face companionship. The companionship and community connections were even more important for the residents during lockdown, to help reduce their isolation.

In 2020 CVS staff updated the contacts and visitor status at the Aged Care Facilities; Casa Mia, South Haven, Bupa Greenacre, Georges Manor, Abel Tasman, Weeroona Aged Care Plus, Holy Spirit Revesby, Bass Hill & Beechwood (Allity), Bankstown City Aged Care facilities and others.

We aimed to organise alternative forms of communication for the residents while Covid-19 lock down was in place. Some of the aged care facilities were on-board with this, alternate ways of delivering communication methods like zoom calls to their residents.

At the end of June 2020 there were 23 residents matched which grew to 34 by the end of August. After contacting several Aged Care facilities to discuss ways to engage and communicate with staff and residents a CHNC CVS pilot newsletter which became a communication tool created by Aged Care Recruitment Officer Colleen. This was initially sent out to: Georges Manor, Abel Tasman, South Haven and Casa Mia Aged Care Homes. CVS newsletter continues to be sent to aged care facilities as the interest in reading the information expanded.

December 2020 CVS introduced a new Pen Pal program for volunteers to communicate to residents via letters during the holiday period. Flyers were also sent out to aged care facilities.

Christmas and New Year was a quiet period as CHNC was shut down for 2 weeks over the holiday period. Aged care facilities also had less staff working during the Christmas/New Year period due to Covid-19 restrictions the majority of aged care facilities were closed for a period of time for volunteer visitors.

In February/March 2021 Covid-19 restrictions for the majority of this period aged care facilities were closed to volunteer visitors, which meant no face-to-face visits. We had to put in place alternative forms of communication for the volunteers to contact their resident/s. This included letter writing, phone calls and ZOOM calls. However, during



the beginning of this period there were not any facilities which offered visual chats such as Zoom. Our volunteers could contact their resident via Zoom by August 2020. We found there was a barrier in being able to build a rapport with a new resident as it was not face to face.

### *Orientation, Support & Training.*

Some of the support or training compliances for CHNC CVS covered are;

- National Criminal History Check' (police checks)
- Statuary Declarations for people who have been a citizen or permanent resident overseas since the age of 16 years
- Signing a Memorandum of Understanding
- Understand the Aged Care Rights
- Rights and Responsibilities of Volunteering under the CVS program
- Introduction to Aged Care Homes
- Work Health and Safety both in the homes and at Chester Hill Neighbourhood Centre
- Dealing with loss and grief
- The role of a CVS volunteer visitors e.g., position description
- Community visitor's duty of care
- COVID-19 compliance, infection control, visits or virtual contact
- Lockdown and restrictions for visitors
- How to communicate to resident's face to face, virtually or when writing card or letters
- Using QR codes and signing in at venues
- Transitioning and maintaining digital service delivery and technology.

CHNC ran some training classes for the volunteers on how to use Zoom, and also had our Volunteers come into CHNC to assist with their Zoom calls to residents. There seemed to be an increased in residents but a decrease in volunteer numbers. The volunteer numbers declined due to them feeling unsafe to go out into the public because of Covid-19.

*Special Events* There was a small window of opportunity to celebrate National Volunteers Week in May 2021. CHNC held a Volunteers Day Lunch on Friday 14<sup>th</sup> May 2021 to thank all the volunteers supporting the community and their clients. The function was held at the Three Swallows Hotel which was a big success with really good feedback from all who attended.

This day was for CHNC to show our appreciation and thank all the volunteers for their dedication to the community. Volunteers received CHNC volunteer badge, Certificates of Recognition and a beautiful Bamboo plant donated by Bunnings Villawood for all the wonderful



commitment and dedication volunteers contribute in the community. We celebrated by coming together as a community organisation with balloons,



candy stand, a lovely lunch great company, coffee tea and Happy Volunteers Day cakes.



Welcome to  
Country by  
Uncle Harry Allie



Tony Smith from  
Canterbury Bankstown Council  
Volunteers Q & A



CHNC Dale Donadel  
presenting  
Volunteer  
Certificates



Below pictures  
Celebrating the Volunteer Day



Chester Hill Neighbourhood Centre Volunteers who attended the  
Volunteer Day Lunch in May 2021



The Flu vaccination became compulsory at Aged Care facilities again from the 1<sup>st</sup> June 2020. This affected some of our existing volunteers, as they were reluctant to receive the flu vaccine, which reduced the number of face-to-face visits between volunteers and residents.

In June 2021 CVS has 63 matched residents and several referrals unable to match.

Our numbers have increased by 40 matches over the 12 months reporting period by adapting to new ways and old ways of communicating with those in need.

Well done to our CVS team Michelle and Colleen and all the volunteers from 23 to 63 matched residents is a wonderful achievement.

CHNC encouraged the volunteers to still keep contact by using alternative methods of communications such as; ZOOM, letter writing or card or becoming Pen Pal etc.

Therefore, at the close of June 2021 volunteers delivered 581 face to face visits (in person), 37 Zoom connections & 17 phone calls and many letters continued to be written to CVS care recipients. A special thank you to those volunteers who stuck with the CVS program.

A big thank you to the Management Committee members, Centre manager, staff, volunteers, aged care homes, residents, and the community for their continued commitment and support during this challenging period.

Thank you to the Department of Health who have financially supported this program.

Selina Rogan

Community Visitors Scheme Coordinator

# **CHNC Home Care Packages Annual Report**

Chester Hill Neighbourhood Centre (CHNC) has been an Approved Aged Care Provider for Home Care Packages (HCP) since 2017.

As a Approved Aged Care Provider for HCP there is a Consumer Directed Care (CDC) approach under the Aged Care Act. By using this approach, it means it gives people choice and flexibility and more control over services such as: the types of service that are delivered, how they are provided and who provides them. The care recipient enters into a Home Care Agreement with their chosen provider to create their individualised Care Plan, Budget and services of choice. There are four HCP levels of support: Level 1 – basic care needs, Level 2 – low level care needs, Level 3 – intermediate care needs and Level 4 – high care needs. There are also supplements for those who qualify.

Over the last 3 years this program has had difficulty competing with large organisations on a large scale. CHNC considered all areas when delivering efficient and effective services from; Government subsidies, basic daily fees/client contributions, accounts, administrative way to capture data and deliver quality services. When a care recipient expresses interest in CHNC delivering their Home Care Package we focus on a holistic approach to deliver individualised care with consideration of social, emotional, physical and spiritual needs.

Our HCP business focused on good processes to ensure services were delivered at quality levels, while meeting the needs of the care recipients. Our services are varied according to choices, their health status and well-being, and care require during COVID-19 lockdowns in Sydney.

The services delivered ranged from the following;

- domestic assistance, cleaning, laundry
- support services and social activities
- preparing meals, ordering prepacked meals for nutrition or diabetic needs
- transporting clients for GP, Pharmacy, specialised medical or hospital appointments and other needs
- liaised with Allied Health Services, Podiatrist, Pharmacy, Pathology etc.
- specialist supported assistance or care
- shopping /groceries
- personal care
- lawn care and gardening
- respite care
- decluttering and assistance with transitioning to Aged Care Respite and/or Residential Care
- equipment and technology devices or other products to help with daily tasks or connecting to family and friends
- mobility equipment to assist with wellness and independence
- welfare checks
- companionship, community connections and group activities

Individual care recipients ranged anywhere from 2 to 12 hours per week, as most have credit hours/funds in their accounts. The most requested services from highest to lowest were; domestic assistance, transport, shopping service, supported assistance to Dr/specialist and home visits / welfare checks.

CHNC re-evaluated HCP with management and staff with the main focus on areas to promote CHNC HCP, increase services care recipient Home Care Packages and define what we deliver.

CHNC Home Care Package services are delivered with professional, compassionate care workers who focus on the daily tasks and individual people to be able to remain at home. Feedback has been very positive, the trust and rapport with CHNC and their staff, makes the care recipient feel comfortable with the care workers, they enjoy the variety of services and flexibility of activities, extremely happy with the level of services delivered as requested. One client's family saying, 'they don't know what they would do without CHNC' home care.

During the Pandemic CHNC Home Care Packages continued delivering services with COVID-19 preparedness, PPE, infection control practices, social distancing 1-5 meters, mask wearing and maintain updates on training and resources.

Some care recipients refined or reduced their services due to the spread of the COVID-19 virus. CHNC staff delivering aged care services have been committed to ensuring their care recipients wellbeing and care is delivered while also reassuring them CHNC is there when they need it. Care Recipient enjoy their connections seeing staff who know them. Thanks for the commitment and flexibility from our dedicated care workers.

#### *Marketing, Printing and Distribution*

- A Marketing Strategic Plan was developed for HCP which aimed at advertising and promoting the program broadly. CHNC advertised in the Torch Newspaper, through CHNC Facebook/social media and locally through displaying and /or handing flyers out. We also targeted a bigger audience in and around the local areas with over 11,000 brochures printed and distributed through a Printing company. This brochure advertised 'CHNC no exit fees and no client contribution' which helped make CHNC more competitive.
- An introduction kit for those expressing interest in CHNC HCP. A list of strategies for improving and expanding CHNC HCP consisted of intake, review cost, services delivered by CHNC and levels.

During the process of delivering HCP, staff liaised with different external partners such as: Contractors, Clinical or Allied Health Services, My Aged Care, the Department of Health, Services Australia, and other related services that provided webinars for Aged Care Providers.

*Resources and training* Additional online access to resources and training for staff and volunteers through the Department of Health was available to minimise the spread of COVID-19.

Staff conducted pre-screening questions asked before and /or on arrival at the care recipients' home or other venues, staff/volunteers social distanced, wore PPE- masks, aprons, washed hands and used alcohol base hand sanitiser frequently and gloves (if needed) when entering any premises.

Thank you to all the care recipients and their families for choosing CHNC Home Care Packages as their preferred Aged Care Provider.

Selina Rogan  
Aged Care and Volunteer Programs Coordinator

## **COMMONWEALTH HOME SUPPORT PROGRAM**

### **Social Support Individual**

The Commonwealth Home Support Program (CHSP) signifies entry level services such as Social Support Individual at Chester Hill Neighbourhood Centre (CHNC) which has been funded by the Federal Government since 2010. This entry level service delivered by CHNC is available to those people aged 65 years or over or Aboriginal and Torres Strait Islanders 50 years or older.

Our aim when delivering Social Support individual services is to help support older people maintain their independence and improve their quality of life whilst living at home. Chester Hill Neighbourhood Centre focuses on individual support with low needs from volunteer-based services delivered. There is an assessment process that takes place before services are delivered, ensuring all clients have equal access to services that are socially and culturally appropriate and meets the individual's needs.

The year 2020/2021 has been difficult especially for older clients and some of the older volunteers who support the clients. Social distancing, hand sanitiser, wearing PPE and COVID safe practices while supporting vulnerable clients has helped enhance community compassion during these difficult times.

#### *Social Support*

Social Support individual, staying at home with no social contact increases isolation which has been concerning for older clients in CHNC program. Social Support client numbers totalled 59 and active volunteer's numbers were 21.

During the Pandemic lockdowns, we kept up contact with our clients by way of Welfare check phone calls. We have also delivered bags of books and DVDs to client's doorsteps when requested. However, most activities were suspended although clients were offered support for shopping, bill paying, and medication pickups, phone support.

*Assessments and reassessments* – These continued to be carried out throughout the year, mostly done over the phone.

*Social Lunch* - During the Pandemic there were several windows of opportunity to run the social lunches which were held on Wednesdays. With COVID-19, CHNC had to suspend Social Lunch for a number of months, but after coming out of lockdown we started slowly with local lunch outings with minimum client's numbers. Our regular clients were glad when we returned, even with the new COVID safe rules we put into place. A big thank you to Donna who organised the social lunches, all the volunteers who helped especially Douang, Yolla, Gobleth & Ray, and Graham for transporting clients to the lunch. Thank you to Graham for also collating all the data over the years. Delivering aged care through the pandemic has been quite challenging for everyone. CHNC is very grateful for the commitment and dedication to the Social Support team.

*Trips* - Unfortunately over the 12 months, not as many trips were delivered. Slowly over time we got back to normality and outings included Garie Beach, going to the movies, La Perouse, Cumberland State Forest, Maroubra and Nielson Park. Unfortunately, with lockdown coming into effect again, trips have been suspended once more. There were three Social Support clients who have transitioned over to Home Care Package.



*Clients from Diverse background* - Social Supports bi-lingual worker and volunteers assist clients from a variety of cultural backgrounds. Activities include visiting services, telephone monitoring services, assisting with shopping and transport. There was a small window of opportunity for Health information session to be delivered, these were: Arthritis Management, Health Promotion Service for Older People -Palliative Care and training provided by NSW Health (1 day) – in May Diabetes training.

*Webinars, resources and training* - We covered areas about My Aged Care, COVID-19 updates, PPE, resources and modules related to training for staff and volunteers, Commonwealth Home Support Programmes, Consumer Directed Care, fee's policies, referrals and ensuring wellness, re enablement and restorative care are inclusive in the Aged Care service delivery. Many other areas were covered and also Government Department website webinars which provided guidance for service providers. Training: staff and volunteers completed on-line training courses.

*Volunteers* - We currently had 12 clients who were either visited in their own homes or taken shopping or transported to doctors' appointments by volunteers. Due to COVID, most client's families are ordering on-line shopping for them, and in-home visits have been suspended and replaced by phone calls.

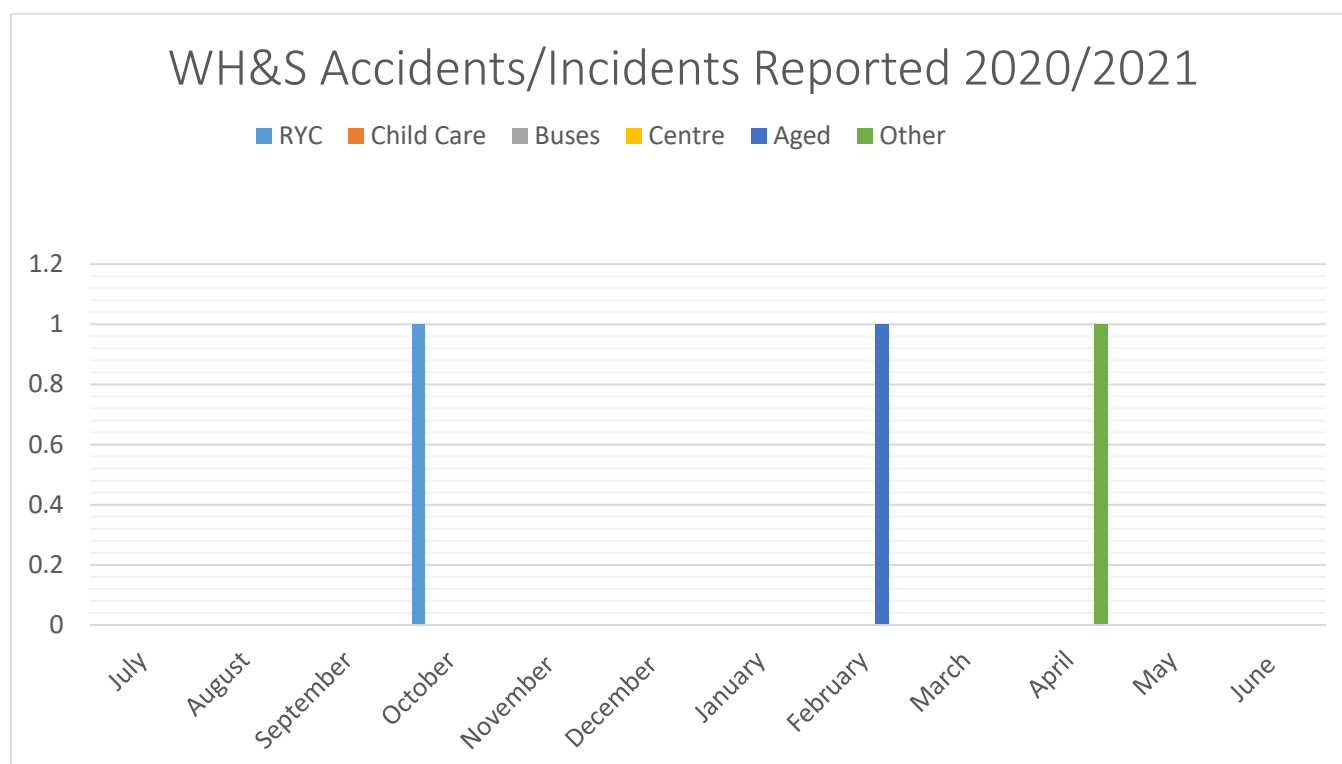
*Acknowledgements* - A big thank you to management, staff, volunteers, the bus drivers for their commitment and dedication. Thank you to our funding body- Department of Health, community partnerships and networks.

*Selina Rogan*  
*Aged Care and Volunteer Program Coordinator*

# Work Health & Safety Committee Report 2021

The Work Health & Safety Committee meet regularly with meetings quarterly (*except when in lockdown due to Covid-19*).

During meetings, the Committee receives reports on each area of Chester Hill Neighbourhood Centre's activities regarding Risk Assessments, any Accidents/Incidents that have occurred, any Complaints received, Training and any Quality Improvements undertaken.



All of the Accidents/Incidents reported for the year 2020/2021 are of a minor type (*see explanations below*).

Minor Accidents/Incidents are defined as being cuts, bruises and abrasions and usually require only initial first aid with no further medical treatment required. Minor Accidents/Incidents regarding vehicles are where there is no injury, and the vehicle has sustained only minor damage and is still able to be driven.

Major Accidents/Incidents are defined as serious injuries and may result in permanent injury, may require hospitalisation or further medical treatment. Major Accidents/Incidents regarding vehicles are where there may be an injury and the vehicle has sustained major damage and is not able to be driven.

Work, Health & Safety Committee