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2022

ANNUAL REPORT

Chester Hill Neighbourhood Centre



ABN: 62 023 599 895

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MINUTES OF THE 2021 ANNUAL GENERAL MEETING

CHESTER HILL NEIGHBOURHOOD CENTRE INC.

Held at Chester Hill Guide Hall, Waldron Rd., Chester Hill on Friday 22nd October 2021.

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 distinguished guests, visitors and members. Attendance was restricted to 20 persons, because of Covid Regulations.

“Acknowledgement to Country “on behalf of traditional owners was rendered by Farrah.

Management Committee Members Present:

President, Mr. D Crawford, Vice Pres., Mr. B Kunkler, Secretary, Mr R Robb, Treasurer, Mr P Gray, Mrs. V Olive, Rev. D Um, Ms. J Blythe.

Apologies.

Mr. J Killey, Mr. C Nammour. General attendance and apologies were received and recorded as per the attached register. Moved B Kunkler seconded R Robb, Apologies be received with thanks. Carried.

Minutes of the 2020 AGM

held on Friday 25th September 2020 were received and then moved R Robb, seconded V Olive, The minutes of the 2020 AGM as received, be accepted and endorsed as a true account of the meeting held on Friday 25th September 2020. Carried.

President's 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, 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 hardworking staff and volunteers for their labours. The excellent outcomes of the work of The Chester Hill Neighbourhood Centre must be credited to all collectively. The Pres. also thanked the Secretary, Mr. R Robb. Moved V Olive seconded P Gray, The President's Report be received with appreciation. Carried by acclamation.

Treasurer's Report for the financial year ending 30th June 2021 was presented and discussed, after which it was moved P Gray and seconded B Kunkler. The Treasurer's 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 K Robb seconded V Olive, Benbow & Pike, Chartered Accountants be appointed Auditors of this Association for the 2020/2021 financial year. Carried.

Election of a Management Committee.

Mr Crawford declared all positions of the Management Committee vacant and surrendered the chair to Ms R Lakmas who accepted the position of Returning Officer 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	Mr R Robb (LM)
Treasurer	Mr P Gray (LM)
Member	Mrs V Olive
“	Mr. C Nammour
“	Mr J Killey (LM)
“	Ms. J Blythe
“	Rev. D Um

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 Lakmas and continued the meeting.

General Business:

It was moved J Blythe, seconded D Um, that it is Mandatory for all staff and volunteers of Chester Hill Neighbourhood Centre to be fully Vaccinated against the current Covid 19 Virus and any future pandemics that may occur, commencing from Monday 25th October 2021. (NO REFUSALS ACCEPTED)

Acknowledgement of Staff 10 years' service. Donna, not in attendance, presentation to be made later. Recorded.

D Donadel extended a Thank You for the work done on The Child Care Quality Review.

There being no further business, the meeting closed at 11:30am.

R E Robb.

Secretary.

D Crawford.

President.

President's Report 2021- 2022

It is my pleasure to present the President's Report to the Annual Meeting of the Chester Hill Neighbourhood in 2022. 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 over the last twelve months.

COVID 19 is still with us and has affected, at times, both the staff and members of the Committee. However, the work of the Neighbourhood Centre continues, apart from some occasional inconvenience.

Ever since the lifting of Covid restrictions, the Management Committee, has met monthly without interruption and reports are distributed to members on the activities of the Centre. I am thankful for the participation of our Vice President, Brent Kunkler, and our Secretary, Ray Robb. The Manager, Dale Donadel, and her team leaders who ensure that the reporting process is completed efficiently, a necessary requirement to see that the Committee's oversight role is maintained.

Special thanks go to Ray Robb who has continued to act as Secretary although he officially stepped back at the end of 2020 Annual Meeting. He is a real trouper. I have volunteered to step away from the presidency and assume the role of secretary. As Brent Kunkler has recently retired from his role as a Chester Hill Primary School Principal, he has agreed to accept nomination for the role of President of the Management Committee. I expect him to bring in a great deal of administrative expertise into his new role

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

Our finances are in good shape, and we are now enjoying a modest financial surplus which should stand us in good stead as we await the approval of our development application from Bankstown Council. The Committee has made a separate application for government funding to enable that work to proceed but that too is still in the pipeline.

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. 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. We were saddened by the recent death of his son and our sympathies are extended to him.

On behalf of the Committee, 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.

David Crawford

President.

MANAGEMENT COMMITTEE MEMBERS 2022

PRESIDENT

*David
Crawford*

COMMITTEE MEMBER

*David
Um*

VICE PRESIDENT

*Brent
Kunkler*

TREASURER

*Phil
Gray*

COMMITTEE MEMBER

*Janine
Blythe*

SECRETARY

*Raymond
Robb*

COMMITTEE MEMBER

*John
Killey*

COMMITTEE MEMBER

*Charbel
Nammour*

COMMITTEE MEMBER

*Vi
Olive*

FUNDING

ACKNOWLEDGEMENT

Program	Department	Source
<ul style="list-style-type: none"> • TEI • Childcare • Installation of Playground • Carers Week • Seniors Festival 	Department of Communities & Justice DEC	NSW State Govt
<u>License Agreements</u> <ul style="list-style-type: none"> • Roundabout Youth Centre • Chester Hill Guide Hall • CH Community Centre Green Hall 	Canterbury Bankstown City Council	Local Govt
CHSP Program Community Visitors Scheme Home Care Packages Parents as Confident Community Members	Department of Health & Ageing Facilitating Partner-Smith Family- DSS	Australian Government
First Aid Learn to Skate Resources for OOSH Playground Equipment RYC	Campsie RSL Bankstown Sports Club Campsie RSL Campsie RSL	
Water Safety for Parents Homework Help for RYC Intergenerational Woodturning Youth Week Art Installation for Garden	Canterbury Bankstown City Council Community Grants Program	Local Govt

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

Acknowledgement to Country

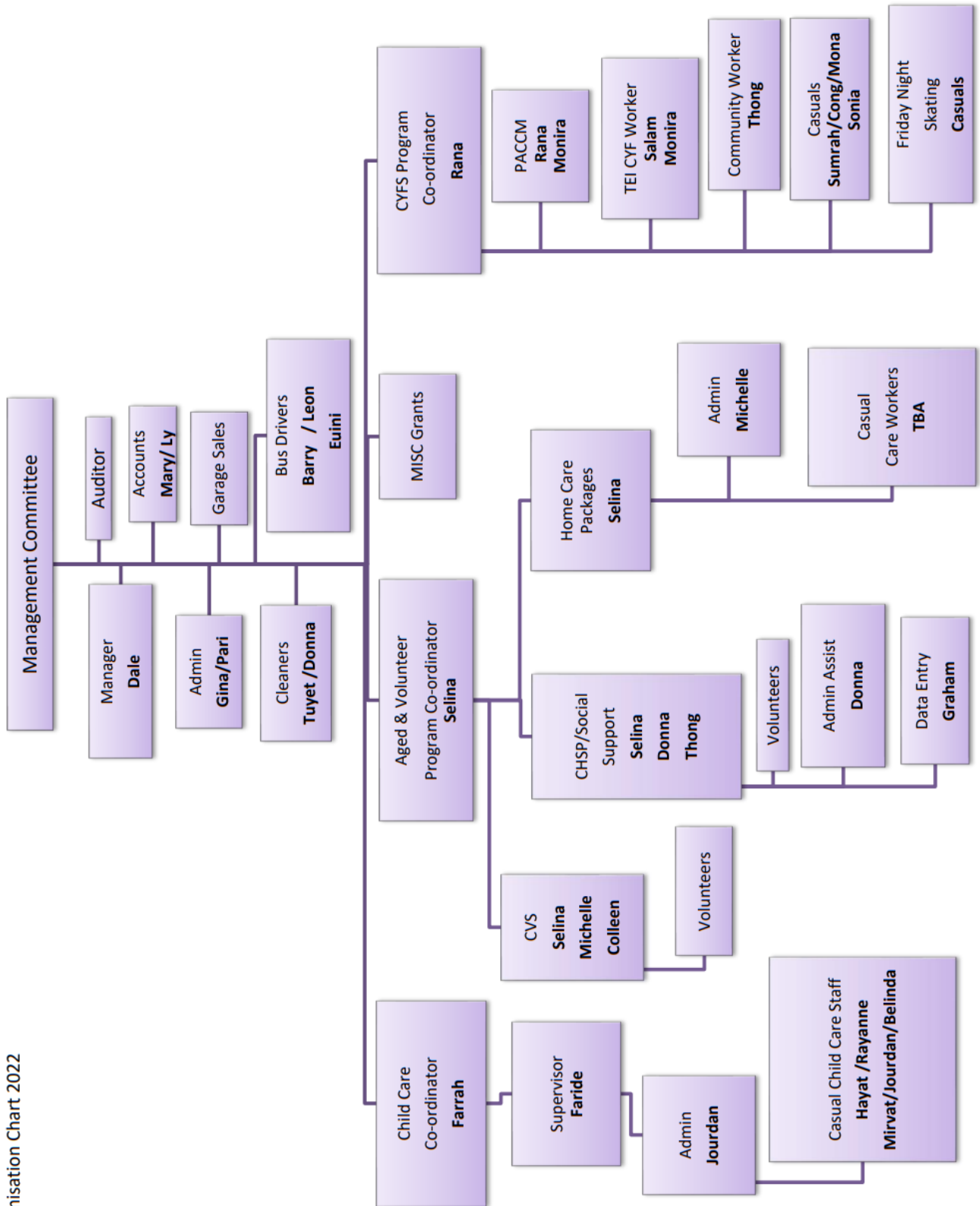
We would like to acknowledge that we are on Aboriginal Country.

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 2022

We have made it through another year of Covid 19 and with additional funding from Multicultural NSW, DCJ (Department of Communities and Justice) and Canterbury Bankstown Council have been able to provide much needed support to Canterbury Bankstown residents. Individuals and families have been affected in many ways, including lockdowns and social isolation, school closures and home schooling, businesses closing and unemployment.

As we are now operating in our 52nd year, plans for Celebrating our 50th Milestone have been further delayed, as Covid cases rise in the community. Many staff and volunteers have been diagnosed with Covid, requiring 7 days isolation, so day to day operations are constantly changing as rosters are reviewed and activities re scheduled.

Our organisation has committed to establishing a RAP (Reconciliation Action Plan) in 2022 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 as restrictions began to lift. 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. Gumtree sales which began when the area was in Lockdown, continue 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 and are gradually reverting back to face to face.

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 second 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.

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, Marquetry), Social Lunches on Wednesday, 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 2nd 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 weather permitting youth can skate at regular drop-in sessions after school. Remodelling of the outdoor space, with NSW govt funding, has resulted in a fun and attractive child & youth friendly garden and play area.

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).

A new Website was developed, www.chnc.org.au, during the last year and 4 staff have been trained as administrators. We continue to promote our activities through social media, with each of our sites having a dedicated Facebook page.

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. Due to increased rainfall levels in the first half of this year, the sales have been conducted under the carport and on the concreted area in the back yard of 89 Waldron Rd. Income from Garage & Clothes Sales for the 21/22 financial year amounted to \$41,462. Proceeds are allocated to a "building and charity fund" for the Neighbourhood Centre. Thank you to our dedicated group of volunteers, Mary, Janine, Gobleth, Jenny, Barbara, Jack, Percival, Tony and Hung

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 and is close to being approved

Clubs Funding-
Resources for OOSH
Learn to skate
Playground Equipment for RYC

Canterbury Bankstown City Council Community Grants.

Covid 19 ER Grants
Parents Water Safety
Garden Art Installation
Intergenerational woodturning
Homework Help Tutor for RYC
Youth Week Skate night.

We also received One- off Grants for
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.
SSSF- to assist our organisation & community through Covid
Empower and Support Local Communities
Covid 19 Partnership Grant
Doing it Differently
Seniors Festival
Carers Week
Cooking Online demonstrations

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.

Max Employment provided 4 volunteers at the beginning of 2022, through the Work for the Dole Scheme, who assisted with lawn mowing, gardening & sorting donations etc. Unfortunately, this program ceased at the end of June 2022

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 & David Um 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

Child Youth and Family Services

Funding Body: Department of Communities and Justice (DCJ) funded Targeted Early Intervention (TEI) program

Staff: Monira Ajami, Salam Kassem, Rana Lakmas, Mona Shoucair, and Bethany Ananin (until December 2021).

Program Objectives

This program seeks to support families and improve future outcomes for children and young people. TEI programs aims to provide a variety of assistance and programs that support children, young people, and their families. More often we are finding evidence that children life outcomes can be improved when both family and community are involved.

The TEI program focuses on two types of service provision

1. Community Strengthening Activities:

These activities focus on cohesion, inclusion and wellbeing across communities. These programs aim to build a sense of connectedness and belonging.

2. Wellbeing and Safety Programs:

Aim to support families and individuals with specific purpose focused programs or individual case management support.

Community Strengthening Activities

Learn to Sew	A program for adults to learn basic sewing skills, each week they make an item such a shopping bag and apron. Participants will gain skills to use at home and can continue with course at TAFE or other adult education options.
Gardening Workshops	These workshops are supported by the Royal Botanic Garden Community Greening Program. Various garden topics are chosen including soil elements. These are open to both community gardeners and the public.
Teen Mental Health First Aid	This qualification offers youth an understanding of support available for people experiencing mental health difficulties. Sessions are facilitated by Educaid Au. This program was run twice in the last year offered to students in years 10, 11 and 12.
Drop In and Skate	This program is run on a weekly basis during the school term, offering youth a space to relax, skate and seek assistance with homework tasks if needed.
Girls Craft Nook	Craft nook was aimed at girls in high school girls were taught crafts such as embroidery, knitting, macrame. This program was provided in an online format during the lockdown period, staying connected to participants.
Online Cooking	This program was initiated by Canterbury Bankstown Council encouraging parents and their children aged over

	8 years old to cook together. Ingredients were provided with council funding; the participants cook via ZOOM and then share with the whole family.
Youth Drop In	This program recommenced this year, providing youth with a safe space to relax, study or skate. Also connect with staff and seek assistance with school assignments when required.
First Aid Certificate	An opportunity for local youth to get skills in providing first aid, for many this is their first qualification outside of school.



Wellbeing and Safety Programs

Playgroups	Our playgroup continued online for the most part of 2021. COVID lockdowns prevented face to face contact, though as soon as restrictions eased, we cautiously recommenced face to face contact in the community garden. Despite the keenness and best efforts of staff and participants the rain also hindered our efforts to run an outdoor nature-based playgroup. Currently playgroup is operating weekly on Mondays and Thursdays, now based at The Roundabout Youth Centre. The program offers a playgroup supported by CHNC staff, aiming to provide school readiness and other evidence-based approaches including Lets Read, Lets Count and the Abecedarian (3A approach).
Parenting Groups	Despite the challenges of COVID lockdowns we managed to deliver individualised program plans in the COVID lockdown period. As well as delivering 123 Magic and Tuning into Kids in face-to-face format earlier this year.
Homework Help	This program is aimed at providing support for families to complete a child's homework and reduce the stress on parents. Focussing on supporting parents and carers who may struggle to assist their children at home.
Mums Group	A weekly program during the school term, opportunity for mothers and carers to get together share ideas, stories, and opportunities to learn about diverse topics.
School Holiday Workshops	This year we have continued to deliver activities during school holidays to assist families in keeping their children occupied with Tech free activities including Skating, Lego, Games and Craft.



Family Case Management

For family's requiring more individualised support, our workers are able to work on short term goals that may include housing support, financial advocacy, and early intervention referrals. This additional assistance can be offered to at risk or vulnerable families who may have a number of issues or concerns, support can be sought from the families themselves or external referrals from other organisations.

Emergency Relief

As with previous years, financial assistance is offered in the form of vouchers from either Energy Accounts Payment Assistance (EAPA), Telstra Bills Assist Program (TBAP) or Sydney Water. As COVID lockdowns impacted our community the need for food relief and financial assistance became a major issue, we were fortunate to receive food assistance from Oz Harvest, distributing 60 food hampers each week to families and individuals affected by COVID or the lockdowns. We were fortunate to receive food assistance from Foodbank and Ausrelief as well. We worked closely with NSW Health, the Asylum Seeker Centre and other related services identifying appropriate referrals. We also accessed assistance from GIVIT, who supported many of our families with vouchers and white goods to alleviate hardship. As well, we became members of GOOD 360 we were able to access heavily discounted items including clothes and children's toys that were distributed to families who are struggling. Other Assistance has been provided in the form of furniture and white goods that are received through donations to the Centre.



One off Grants

RYC Garden	We received a generous grant from Jason Clare (MP) to improve the side garden and create a children's playground at the Roundabout Youth Centre, also we were supported in the design and structure by Canterbury Bankstown Council.
CB Council COVID relief vouchers	Canterbury-Bankstown provided a grant to assist those affected by COVID lockdowns, we were able to provide food vouchers, assistance with other bills, white goods and assistance with rent. Council also assisted with material items such as face masks, cleaning products and hand sanitisers.
Multicultural NSW COVID Support	Multicultural NSW provided funding for vouchers to assist those directly affected by COVID including those required to isolate and those who were unable to work and those affected by visa restrictions.
Water Safety for Parents	This program was funded by Canterbury-Bankstown Council. Aimed at teaching parents Water safety awareness and skills if there was ever an emergency they needed to act on. We ran two programs with parents from Banksia Rd Public School at Roselands Aquatic Centre.

COLLABORATIONS AND NETWORKS

In 2020-2021 CHNC participated in the following:

THE JUNCTION WORKS- we worked closely with Counsellor (Olja) to refer clients and provide a local comfortable space to work through to work goals or issues that affecting them. We also worked in partnership to provide a social skills workshop for primary school aged children aiming to improve their skill in social situations.

CHESTER HILL PUBLIC SCHOOL- we worked closely with Anisha from the Community Hub on English Courses and providing a First Aid course for parents and carers.

We have participated in the following networks:

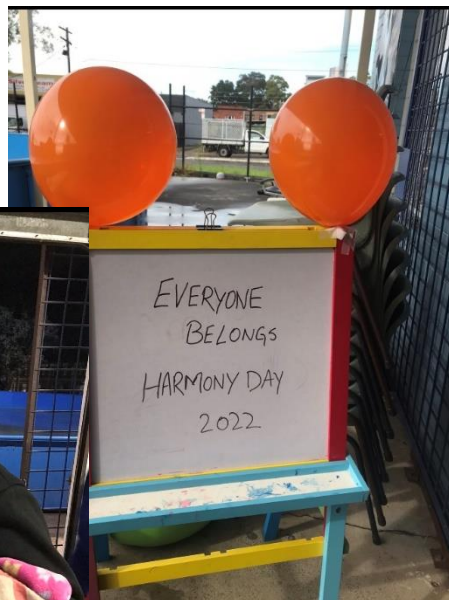
- **Bankstown Child and Family Interagency**
- **Canterbury Bankstown Workers with Youth Network**
- **Paint Bankstown REaD**
- **Child Protection Interagency**
- **Canterbury Bankstown Emergency Relief Network (during COVID lockdowns)**

We thank our casual staff, many of who ensured that families were properly supported with deliveries of food, assessments for vouchers and other assistance. Thank you to our volunteers and students for their dedication and hard work in supporting our programs, our gratitude includes our many community partners and funding bodies.

The past year has tested and challenged our staff often having to manage the concerns of COVID, families struggling with financial, emotional and wellbeing as well as restructuring programs to be delivered online or COVID safe face to face services. Bethany Ananin and Sumrah Khan left their positions this year, we thank them for their dedication and wish the best for their future endeavours. We welcome Mona Shoucair as a part time project assistant.

For the year ahead, we look forward to further developing our programs and activities that meet our families needs and support a better outcomes for children.

Rana Lakmas
CYFS Coordinator





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 The Smith Family – Communities for Children (CfC) program. Providing support to families with children aged 0-12 years in the Bankstown area.

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

Our program consists of parenting information sessions, a family event and a then school holiday activity at the end of the school term. This year we were once again challenged by COVID lockdowns and the adhering to health and safety requirements. We were fortunate to conduct two groups online with families that had previously complete PaCCM. We presented an evidence based parenting program called "Tuning into Kids". We ran these sessions with families from Villawood East, Banksia Rd, Wiley Park and Punchbowl Public Schools.

In 2022 we were able to return to face to face, delivering the program at Banksia Rd and Villawood East Public Schools. Despite some challenges returning to face to face, we successfully ran both programs with participants appreciative of returning to programs at their schools.

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

Our program delivery continues to remain flexible, depending on our parent's needs and interests. The session content has been diverse and included, nutrition and healthy lunch box demonstrations, consumer rights, work development orders and Australian Law, homework help tips, early literacy, early childhood development, positive behavioural learning, women's wellbeing and self-care, services and supports for families in Bankstown area, school term, school holiday and vacation care options, as well as self-care and wellbeing, adult education pathways and requalification.

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 and changing behaviour. These aspects of our program have provided a positive impact for parents. In providing parents with useful strategies to support positive behaviour at home and realise where their child is at, dependant on their age.



This year has provided additional challenges with COVID, we have tried to maintain the integrity of the program, using individual contact, small group sessions, smaller outings and zoom sessions depending on our family's needs.

We would like to express our extreme gratitude to all our community partners who have supported the program, especially Asenati (SACS- Punchbowl Public School), Julian (SACS-Wiley Park Public School) Leonie (Community Hub Leader- Banksia Rd), Sanjalin (Community Hub Leader- Villawood East Public School). Also, we have had a great deal of support from our funding body The Smith Family – CfC Bankstown team – in particular Project Officer Jackie Davis.

Rana Lakmas and Monira Ajami- Program Facilitators

Before And After School Care & Vacation Care Annual Report 2022

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.

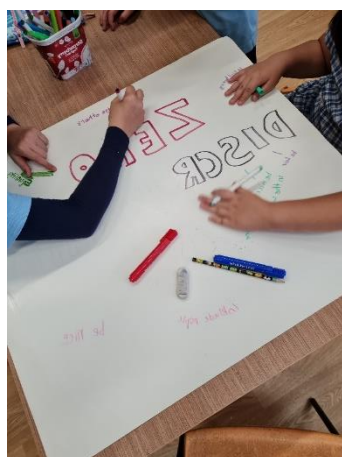
Our program is written every week involving different supervised activities, recreational events and play activities that align with the National Quality Standards and My Time Our Place to assist in social, emotional, creative, educational, and physical development of the children that attend the centre.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

Although the impacts of COVID19 are still present there has been an increase in the number of children attending the centre, there have been several new enrolments over the last couple of months.

The service operation	Before School Care 7:00am – 9:00am After School Care 2:30pm – 6:00pm Vacation Care 7.00am - 6.00pm
Licence Numbers to provide care	BSC 30 children ASC 70 children VC 85 children
Feeder Schools	Chester Hill Public School, Chester Hill North Public, Blaxcell Street Public School, Salamah College, Bass Hill Public and Sefton Infants.
Transport to and from schools	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.

Average attendance numbers- BSC and ASC	BSC 21 ASC 42 VC 42
Fees:	Before School Care \$17 per Session After School Care \$28 per Session Casual booking extra \$1.50 per Session Vacation Care \$45 per day Casual booking extra \$1.50 per day
Current Permanent Staff	Farrah Darwiche – Co-ordinator working 27 hours/week Faride Hilal Nominated Supervisor working 27hrs a week, Jourdan- 10hpw Admin Assistant
Casual Child Care Educators.	Hayat, Rayanne and Mirvat. Bus Drivers are Kahu, Albert and Leon.
Training attended	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.
Breakfast and Afternoon Tea	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. Breakfast: Orange and apple juice, milk, cereal, toast, and spreads (jam vegemite and cream cheese), jaffles, egg omelette, French toast, and pancakes 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, vegetables and oregano which on demand every week. Carrots and oranges daily and another one or two types of fruits available during the season.

Program



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 to improve the centre rating assessment.

This was done by identifying and improving the five learning goals to assist children's development.

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.

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 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 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 several developmental reasons socially, emotionally, and most importantly physically. Children were told they needed hats and sunscreen before venturing outside.

Daily programmes 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 part 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.



Children's 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 bullying 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 2022.
Conclusion	Thank you to the Management Committee, Centre Manager, staff, and educators for their consistent cooperation and hardworking attitudes.

Vacation Care

All students are seated down with educators and asked what they would like their holidays to look like. Every student was able to elaborate on their interests and vocalised different activities they would like to do on different days. Majority of the vacation care program are excursions. The co-ordinator has agreed to have more excursions than usual as previous vacation care programs was jeopardised by COVID-19.

ACTIVITIES

The excursions that took place during vacation care were:

Attending the movies, chipmunks for children aged 5-8 years, flip out for children aged 9-12 years, bowling, farm visits, zoo visits, rock climbing and theme parks.

Activities that occurred at the centre include:

Technology day, NAIDOC incursion, jumping castle, castle day, disco day, winter land day and magic incursion.

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

COMMONWEALTH HOME SUPPORT PROGRAM

Social Support Individual 2021/2022

The Chester Hill Neighbourhood Centre (CHNC) Social Support Individual program was financially supported by the Australian Government Department of Health. The Commonwealth Home Support Program (CHSP) has received funding for Social Support Individual since 2010. Our Social Support Individual received many referrals through My Aged Care Portal with elderly people and their families requesting services such as transport to medical appointments, accompanied activities, shopping, visits and assistance in other daily living tasks.

The CHSP is an entry-level home support program that helps older people to live independently for as long as possible, with a focus on Wellness and Reablement approach (working with the client, rather than doing things for them). This can help improve their health and social wellbeing. CHSP Social Support Individual is sometimes the only service clients require to remain at home at entry level, until their health status changes.

Social Support Individual output requires 7,150 hours to be delivered to individual consumers in need of social support. The percentage of hours reached 45.9% recording 3,279.06 hours delivered with a total number of clients were 78 people who receiving services during this period, with 57 active and 21 exited due to different reasons. Client aged group by decades varied from being born in the 1920's, with the average people in the age groups in 1930's and 1940's.

Activities include one-on-one home visits, support for shopping, social lunches, afternoon get-togethers, coffee and a chat, transport to appointments or activities keeping in touch on the phone, checking in to have a chat, community connections or events, consultations, information, assessments, or reassessments.

CHNC had 19 active volunteers to support people delivering the activities. Our volunteers are assigned activities to deliver to the older people who access the social support program. Data Exchange information for Department and internal use is collected from these activities. Data collection called Scores are completed to measure the level of an individual's ability with daily living activities which are collected at the assessments and reassessments.

Wellness and Reablement reports help review progress towards embedding wellness and reablement approaches in services. These reports are submitted yearly around 31 October each year.

Social Support Activities

Home visits: Clients who required social connections due to being socially isolated, received a friendly visit from a support person to assist with reducing isolation by enjoying a cuppa together or transport, accompanied shopping, or to accompany them to GP or specialist appointments.

Assessment and Reassessments: were ongoing, and during lockdown this was done over the phone.

Social Lunches: Our regular clients were glad when we returned after COVID sent us into lockdown again, even with the COVID safe rules we put into place. Currently 12-15 participants attend. A special thank you to volunteers Douang, Yolla, Gobleth & Ray our weekly Bingo caller.

Accompanied Trips & Outings: After coming out of lockdown again, we started slowly with local lunch outings with minimum clients. Trips are slowly getting back to normality and outings included Garie Beach, Movies, La Perouse, Bundeena, Cronulla and Nielson Park. Trips are supported by staff and volunteers with a ratio averaging 1:1 to 1.3.

Volunteers: We have 10 mainstream clients who are either visited in their own homes or taken shopping or transported to doctors' appointments by volunteers.

Training and Support for the Volunteers: Staff and volunteers completed on-line training courses throughout the year. Volunteer contact and support meetings were ongoing where possible.

Cultural Diversity in supporting communities.

The Vietnamese and Chinese Social Support for Individuals started seven years ago. The Social Support Program at Chester Hill Neighbourhood Centre assists clients to participate in community life and help retain independence while living at home for people over the age of 65 years.

Most Social Support clients find that they are not alone in their situation, they have the support from a social support worker and volunteers who can speak their language. It is important for them to participate effectively in community life.

CHNC connected through phone calls to support clients which were very popular and efficacious particularly in the time of Coronavirus. Clients were contacted every week by phone from Social Support worker to check their welfare.

This year the diverse community attended and completed two sessions of Health Promotion about 'Invest in Continence' and 'Stroke Safe' provided by Health Promotion Services for Older People. These sessions gave participants important points to understand about these health problems.

Clients and volunteers
enjoying a Cultural Day



Home visits are important for older people from diverse communities who have difficulty getting out of their home, these visits can help them to connect to the community.

A big thank you to all the social support staff, including the bus drivers connected to the delivery of CHSP services and all the wonderful volunteers who continued delivering the volunteer tasks to those in need.

CHNC was able to achieve this with the support from our funding body Department of Health, CHNC Management Committee and Manager, staff and volunteers who continually contribute to deliver services and improve the wellbeing of older people in the community.

*Selina Rogan
Aged Care and Volunteer Program Coordinator*

CHNC Home Care Packages Report

1 July 2021 to 30 June 2022

Chester Hill Neighbourhood Centre (CHNC) is an approved Aged Care Provider and has been delivering Home Care Packages (HCP) to consumers in the local areas since 2017. Our quality services are delivered with a Consumer Directed Care (CDC) approach under the Aged Care Act.

The care recipients go through My Aged Care to be screened and assessed before receiving Aged Care Services. Home Care Packages have 4 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 and there are also supplements for those who qualify.

CHNC focus is on a holistic approach to deliver individualised care that meets the consumers-social, emotional, physical, and spiritual needs.

CHNC HCP services varied according to the consumers' needs and choices such as:

- domestic assistance - cleaning, laundry
- supported assistance and social activities
- nutrition - ordering prepacked meals, assistance with grocery lists
- transport – to appointments, GP, Pharmacy, specialised medical or hospital appointments and other needs
- Allied Health Services -transport and supported assistance to Podiatrist, Pharmacy, Pathology, specialised services etc.
- shopping /groceries
- personal care
- lawn care and gardening
- decluttering and assistance with transitioning to Aged Care Respite and/or Residential Care
- independence
- welfare checks
- companionship, community connections and group activities

The Department of Health has continually sent information and updates regarding seasonal issues (weather, COVID-19, Flu vaccinations and other resources) which assisted the community, staff and management to have preparedness actions in place such as PPE, Infection control, washed hands and using alcohol base hand sanitiser frequently and social distancing.

There were changes to the Aged Care Claiming Process during this period with the Improved Payment Arrangement for Home Care Packages now in place. Providers transitioned to this system through training, webinars and other sources to implement the new Claims reporting system on the due date.

A big 'Thank you' to everyone who worked with our CHNC HCP care recipients and their families and the support from management. Thank you to the care recipients for choosing CHNC Home Care Packages as their preferred Aged Care Provider.

Selina Rogan
Aged Care and Volunteer Programs Coordinator

COMMUNITY VISITORS SCHEME

REPORT for 1 July 2021 to 30 June 2022

The Community Visitors Scheme (CVS) is funded by the Australian Government Department of Health, which aims to provide support and companionship to lonely and isolated Aged Care Home residents who can benefit from contact from a volunteer visitor. The scheme helps to improve the well-being of residents by enabling them to maintain social contact from the community.

The Department of Health recognised the wonderful work the Community Visitors Scheme Volunteers deliver and issued acknowledgement certificates for Auspices to present the certificates and years of service to individuals who have dedicated their time to the program. Chester Hill Neighbourhood Centre is funded for 64 active visitors. We deliver services over 2 Aged Care Planning Regions-Sydney South West and Inner West.

KPI 1 Active Visitors: The number of active visitors were at 62% with 15 Aged Care Facilities maintaining ongoing contact over the years.

KPI 2 – Aged Care Planning Regions: South West Sydney and Inner West Regions had active visitors 100% achieved.

KPI 3- Special Needs Group: KPI's exceeded above average percentage.

There were increased resident referrals for the CVS program, however the status of the opened or closed Aged Care Homes varied from fortnightly to monthly depending on the spread of COVID-19 and hotspots. Staff availability in facilities made the links sometimes difficult as waiting times for connecting were longer than anticipated. The facilities that did maintain contact with CHNC CVS made positive impacts with the residents to volunteers' companionship. Transitioning and maintaining digital or phone contact has become an important way to deliver CVS to residents which may help improve their quality of life through having friendship/s outside of the facility.

CHNC special events, highlights, or good news stories:

- Conducted support meetings via zoom during lockdown while also making ongoing contact through emails and phone calls. There was an end of year luncheon to support the volunteers to continue connecting their friendships with their designated residents.
- A new volunteer and resident match were joyful events for both, especially for the resident who received her mailed letters from her volunteer. The feedback from the RAO was very positive when the resident received her letters.
- Two students decided to do their volunteering at CHNC CVS for their Duke Of Edinburgh from October, which they were Pen Pals (writing letters) to their designated residents during COVID, these matches were successfully achieved.
- One of CHNC long term volunteers visited the same resident for over 11 year he sadly passed away at the age of 94. This volunteer stated, "Your program is excellent", the volunteer continued to express her enjoyment over the years and has many wonderful memories.
- Another volunteer and resident matched became Pen Pals where there was an exchange of regular letters, this built a wonderful connection while they were able to express their life experiences.
- CVS received donated handmade figures because a volunteer felt he could not visit but could provide a small gift to brighten the residents room to keep as an ornament, the residents and staff appreciated the crafted donations.

- A CVS volunteer moved interstate and both the volunteer, and the resident wanted to keep the communication and friendship by ways of zoom or phone calls, the facility assisted with these connections and the friendship continues.

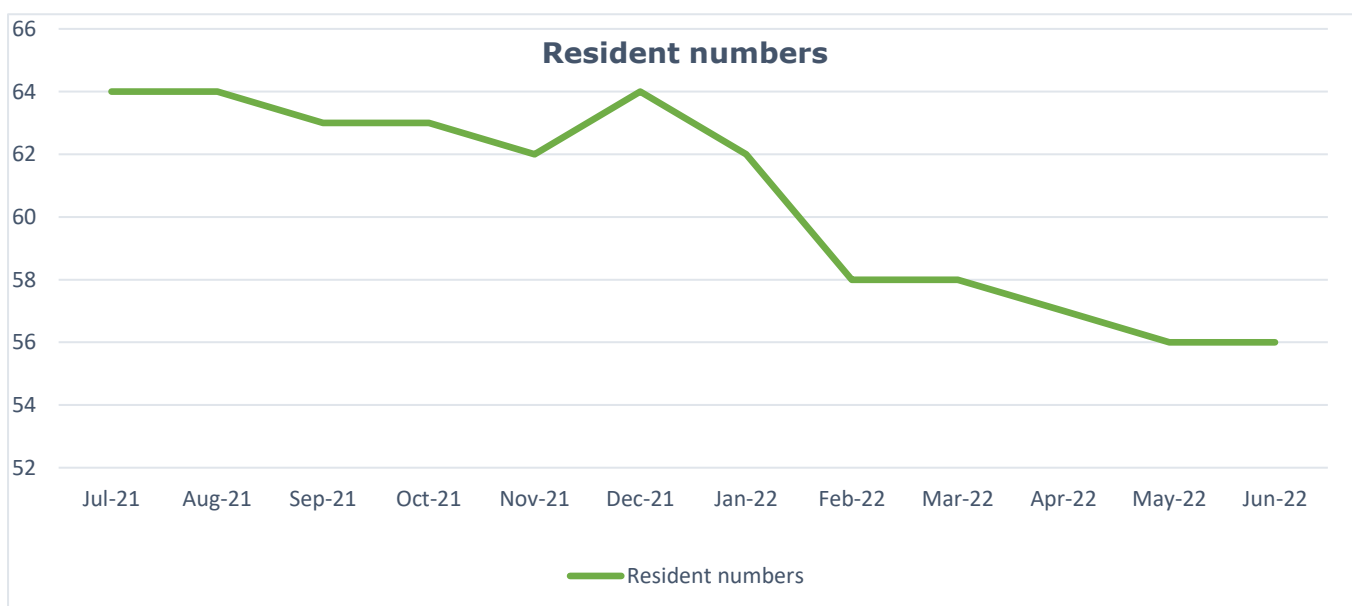
CHNC noticed a decline in people wanting to volunteer due to several different reasons; our existing and potential new volunteers did not want to get Mandatory COVID-19 Vaccinations or Boosters. This reduced our number of face-to-face visits between volunteers and residents. However, we have encouraged the volunteers to still keep contact by using alternative methods of communications such as ZOOM, letter writing etc. Majority of Aged care facilities during March / April were under lock down at some point during this period. CHNC Volunteer Recruitment officer engaged in a Radio interview in April to recruit CVS volunteers. During May/June partnerships were rebuilt to have volunteers enter facilities and visit their designated resident. Thank you to all the Volunteers, Aged Care Homes and CVS staff Michelle and Colleen for their continued commitment to supporting our volunteers and residents within the CVS Program.

Training and meetings attended:

- CVS induction and CVS paperwork session via ZOOM, with State Representative.
- Older Peoples Advocacy Network ran a ZOOM session on Preventing sexual assault of people with dementia in residential aged care, aged care and your rights - how advocacy supports you
- Dementia Training with Dementia Australia, offered to CVS volunteers
- Attended Volunteer Coordinator meeting
- Assisted at the Seniors Festival and promoted volunteering.

There was a decline in resident matches over the past year due to some of the following reasons:

- Volunteers reluctant to get COVID-19 or Flu vaccination
- Several residents have passed away
- Aged care facilities being in lockdown
- The COVID-19 pandemic effecting the recruitment of new volunteers



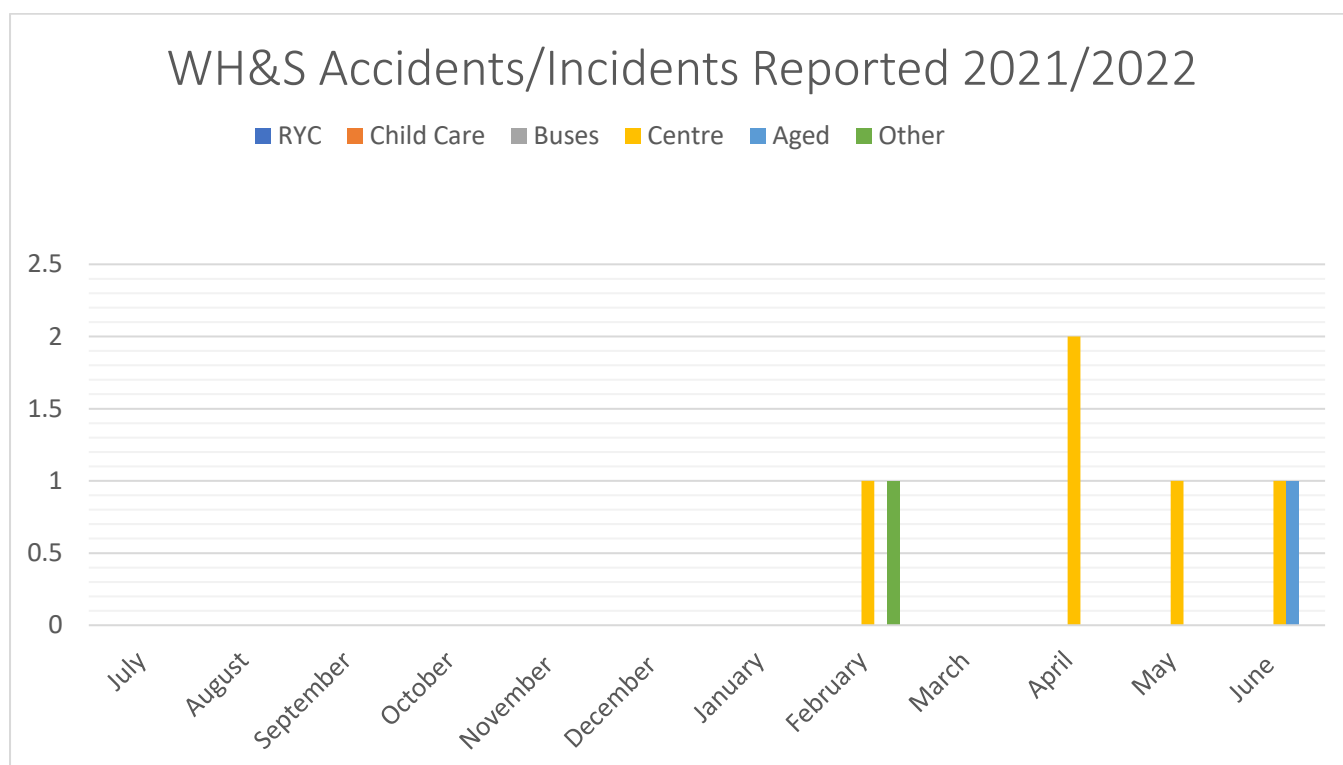
Selina Rogan

Aged Care and Volunteer Programs Coordinator

Work Health & Safety Committee Report 2022

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 2021/2022 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