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CHESTER HILL NEIGHBOURHOOD CENTRE
ANNUAL
REPORT
2023

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MINUTES OF THE 2022 ANNUAL GENERAL MEETING

CHESTER HILL NEIGHBOURHOOD CENTRE INC

Held at Chester Hill Guide Hall, 159 Waldron Rd, Chester Hill on Friday 14th Oct 2022.

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.

Acknowledgement of Country, on behalf of the traditional owners was rendered by Rana Lakmas.

Management Committee Members Present.

Pres. Mr D Crawford, V/Pres. Mr B Kunkler, Sect. Mr R Robb, Mrs V Olive, Ms J Blythe. Mr C Nammour.

Apologies (MC)

Mr J Killey, Mr P Gray, Rev. D Um.

Minutes of the 2021 AGM

Held on Friday 22nd Oct. 2021 were received and then moved R Robb seconded C Nammour, The minutes of the 2021 AGM as received, be accepted and endorsed as a true account of the meeting held on Friday 22nd Oct. 2021. Carried.

Presidents Report:

Mr Crawford delivered his report as set out in the 2022 Annual Report thanking Ms D Donadel, Staff, Volunteers and Management Committee for their continuing work and loyalties without which the Centre would not be able to function so efficiently. Moved B Kunkler seconded J Blythe, The Presidents Report be received with appreciation. Carried with Acclamation.

Treasurers Report:

For the Financial Year ending 30th June 2022 was presented and discussed after which it was moved C Nammour and seconded V. Olive. The Treasurers Report as submitted be received and adopted with appreciation and thanks to Mr Gray and our Accountants for an efficient job well done, Carried.

Managers' Report:

Ms D Donadel submitted a very detailed report to the Annual Report. She also extended thanks to the Management Committee, her staff, and volunteers, for their work under difficult conditions. Appreciation to her was extended by acclamation.

Presentations:

Were made to Mr Robb, Ms R Lakmas and Ms Michelle for 10 years' service to the Centre.

Appointment of an Auditor:

Moved K Robb seconded V Olive, Benbow & Pike, Chartered Accountants be appointed Auditors of this Association for the 2022/23 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. B Kunkler
Vice President	Ms. J Blythe
Secretary	Mr. D Crawford
Treasurer	Mr. P Gray (LM)
Member	Mr. J Killey (LM)
"	Mrs. V Olive
"	Mr. C Nammour
"	Mr. R Robb (LM)
"	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:

There being no further business, the meeting closed at 11.30am.

R E Robb	D Crawford
Secretary	President

President Report: 2022 - 2023 Annual General Meeting

It is with great pleasure that I present the President's Report to the Annual General meeting of the Chester Hill Neighbourhood Centre 2022 – 2023.

I would like to begin by expressing my gratitude and thanks to the volunteers, staff, executive staff, and members of the Management Committee who, through their continued hard work and selflessness, has enabled the Chester Hill Neighbourhood Centre to again provide wonderful care and support to those in need in Chester Hill and neighbouring areas.

As the world has returned to its new normal so have we in providing an excellence service across all demographics. During 2022 / 2023 we have expanded our abilities to service a greater number of clients across an expanded service provision in all our key areas. The staff have engaged in numerous professional learning opportunities to maintain a cutting edge understanding of their roles and responsibilities across an ever-changing landscape of both state and federal legislations.

As with any organisation there has been multiple staff movements since the previous AGM. Several other employees and volunteers have left but not in the AGM reporting timeframe.

Left employment at Chester Hill Neighbourhood Centre:

Selina Rogan

Michelle Matek

On Maternity Leave:

Farrah Darwiche

Hayal El Sankari

New Staff:

Brittany Stibbard

Dilani Pathiranage

Nabila Amanzai

I must now convey a large vote of thanks to the members of the Chester Hill Neighbourhood Centre Management Committee. Each committee member brings a unique set of experience and knowledge to the committee. I, as president greatly value their expertise and support. Though all members of the committee freely give up their time and energy to support the governance of the centre I would like to make a special mention of my executive. Ms Janine Blythe (Vice President), Mr David Crawford (Secretary) and Mr Phillip Gray (Treasurer). And thank them for their ongoing support and wise counsel.

The centre has, over the last 12 months, consolidated its financial position. Though unfortunately we were unsuccessful in being awarded a government grant to begin construction of our new premises moves are underway to look at other funding options. We were successful in being awarded several local council, state and federal grants which meant either a continuation of current programs or the establishment / expansion of other initiatives. All areas of our current programs are very healthy. There have been challenges such as the continual changes to state and federal legislations as well as a very difficult jobs market, but the centre has continually found ways to overcome these challenges. The future is looking healthy for the centre.

The day to day running of the centre is in the hands of our Centre Manager, Team Leaders, and administration staff. They all do an amazing job in ensuring our centre is performing to a very high degree of professionalism. I would like to specifically acknowledge our centre manager Ms Dale Donadel. Ms Donadel exceptional skills, knowledge, experience and understanding of all things Chester Hill Neighbourhood Centre is aptly reflected in the centre's professional manner, its strict adherence to all government legislation, its financial probity and adherence to all Health and Safety guidelines. Ms Donadel's leadership style is to lead by doing. Her energy and commitment are unparalleled. This energy and high level of professionalism then permeates throughout the rest of the centre. We have a fantastic management team of who we all should be very proud.

Finally, a huge vote of thanks to all the volunteers. Without their selflessness the centre would just not be able to operate. I have always said that the giving of "time" is the most precious gift of all. Our volunteers give countless hours of their precious time to support those in great need in our community. I can assure everyone that their gift is never taken for granted by anyone at Chester Hill Neighbourhood Centre. It is always valued and very much appreciated.

I am very confident that 2023 – 2024 will again see Chester Hill Neighbourhood Centre at the forefront of delivery very high-quality programs and initiatives. For a small centre we punch well above our weight. We all work with care and compassion that reflects the fundamental principle on which this centre was founded. That is to help others. Something that will never stop.

Brent Kunkler

(President 2022 – 2023)

MANAGEMENT COMMITTEE MEMBERS

President - Brent Kunkler

Vice President - Janine Blythe

Treasurer - Phil Gray

Secretary - David Crawford

Committee Members

Raymond Robb Charbel Nammour

Vi Olive John Killey

David Um

Funding

Acknowledgement

Program	Department	Source
<ul style="list-style-type: none"> • TEI • Childcare • Carers Week • Seniors Festival • Doing It Differently 	Department of Communities & Justice DEC Dept Health	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	Department of Health & Ageing	Australian Government
Study & Learn Catch Up School Holiday Multi Sports	Campsie RSL Campsie RSL	
Homework Help for RYC Intergenerational Woodturning Youth Week Art Installation for Garden Multi sports Mums & Pre Schoolers Sport	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
Persons who has given outstanding service to the community through the Chester Hill Neighbourhood Centre and who have substantially benefited the Centre over a number of years.	

Acknowledgement to Country

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

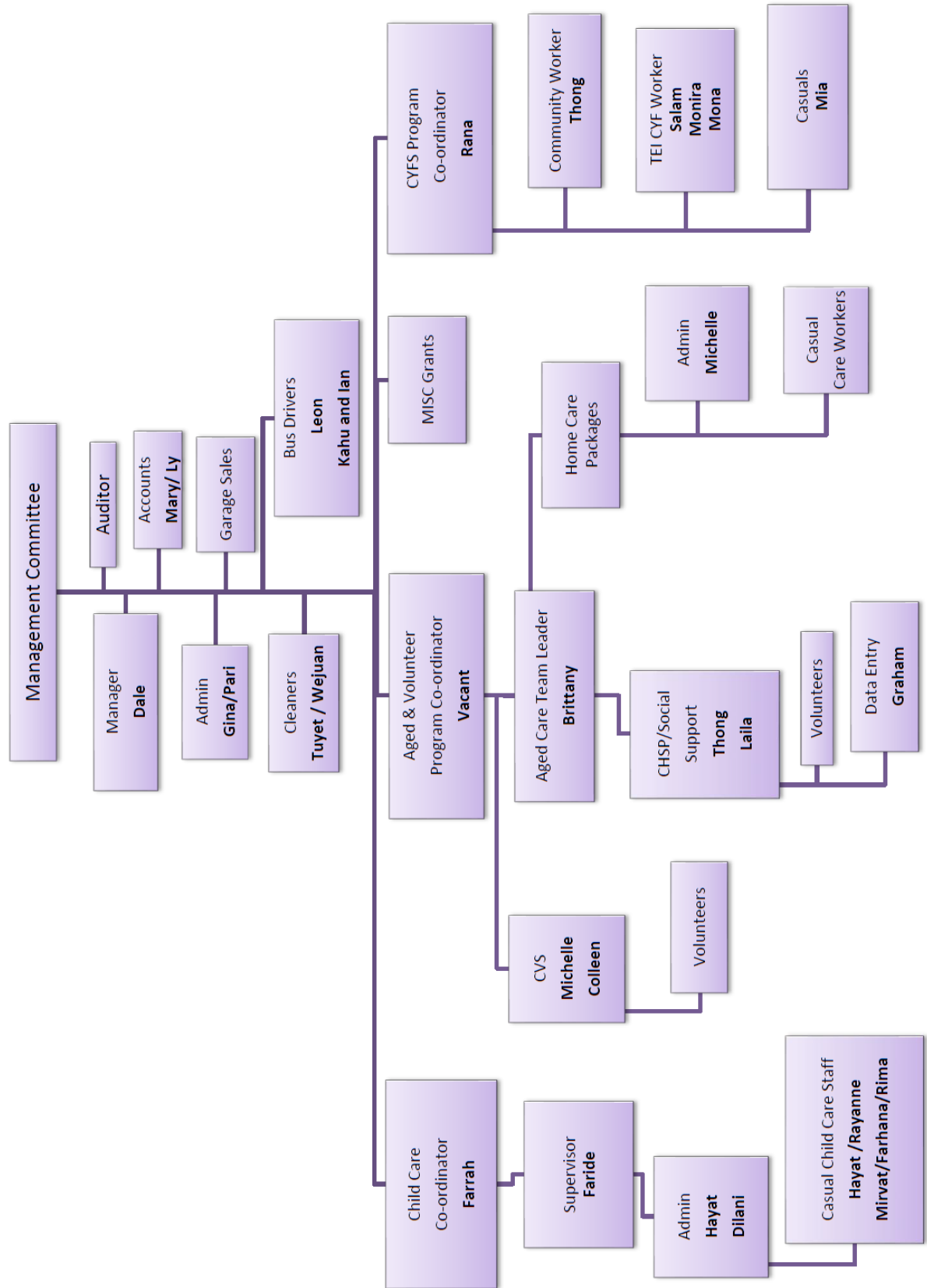
Chester Hill Neighbourhood Centre falls in the Gandangara Local Government Area.

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.

CHNC Organisation Chart 2023



MANAGER'S REPORT 2023

2023 has seen us returning to a more "normal" life, however rising costs of living including housing, food and utilities, post Covid, has resulted in increased appeals for support from individuals and families. With Covid funding finished this has presented many challenges for us to try and meet the demand for material support.

As we are now operating in our 53rd year, plans for Celebrating our 50th Milestone have been pushed out to 55 years of operation, to be celebrated in 2025.

Garage & Clothes Sales continue to be a regular activity of the organisation and have been made easier by more relaxed Covid regulations. 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. Thank you to our dedicated volunteers, Mary, Janine, Gobleth, Barbara, Lynne, Katie, Jack, Percival, Tony & Hung who collect, sort and store donations and assist on Garage Sale days, which are held on the last Friday of the month. Income from 22/23 Fundraising totalled \$51,500.

Thank you to our dedicated community based Management Committee, who continue to support all of the functions of the organisation and the many changes in regulations that have been imposed by our funding bodies. Staff activities include, attending meetings, participating in seminars /consultations, working parties, and working in partnership with other organisations. Many meeting and training opportunities continue to be conducted 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 second year of our 5 year contract with DCJ to provide Child Youth & Family Programs through the TEI (Targeted Earlier Intervention) Program. After 23 years with CHNC, Selina retired as our Aged Care Co Ordinator, and we welcomed Brittany into this Position in Nov 22. Her team continue to provide quality aged care services through 3 distinctly different programs. Our Before and After School Care & Vacation Care OOSH, faced some challenges, in that two of the key staff went on Maternity Leave. Mira has taken up the challenge of Child Care Co Ordinator for a 12 month Maternity Leave Position.

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, CHSP Social Support meetings and foodbank.

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. Thank you to the members of this committee, Richard, Selma, Hilda. Evelyn & Masuda who give up their time to attend the meetings.

The Roundabout Youth Centre at Sefton is leased from Canterbury Bankstown City Council for use as a base for our 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.

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.

Clubs Funding-

School Holiday Multi Sports

Learn to Skate

Study and Learn Catch Up

Canterbury Bankstown City Council Community Grants.

Cooking Online Demonstrations

Individual Artistic Creations for Garden

Intergenerational woodturning

Homework Help Tutor for RYC

Youth Week Skate night.

Mums & Pre Schoolers Sport

We also received One- off Grants for

Doing it Differently

Seniors Festival

Carers Week

Canterbury Bankstown Council hired a bus and driver from us to take students to & from Chester Hill North Primary School and Boundary Rd while the bridge over Wollumba St was being constructed, from July- Dec 2022

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 have an average of 4 volunteers doing a WDO at any one time.

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 Brent Kunkler, David Crawford, Ray Robb, Phil Gray, 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, Raymond, 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 Mia Werrett.

Program Objectives

Our programs and activities aim to support families and improve future outcomes for children and young people. TEI programs aim to provide a variety of assistance that support children, young people and their families. More often we are finding evidence that children will have improved outcomes when both family and community support are available.

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.

This year over 500 clients accessed our Community Strengthening or Wellbeing activities. Most of our participants were female with mostly mothers and female carers accessing playgroup, parenting programs and education and skills activities. Many of our families speaking a language other than English at home and around 35% participants were born outside of Australia. Many families seeking case management or more individualised support sought assistance regarding housing, rental relief, relationship breakdown, domestic violence, and financial hardship.





Community Strengthening Activities

Learn to Sew	A program for adults to learn basic sewing skills, each week they make an item such as shopping bag and apron. Participants will gain skills to use at home and can continue with adult learning colleges.
Gardening Workshops	These workshops are supported by Royal Botanic Garden Community Greening Program. The sessions are aimed to provide improved gardening skills and understanding of nature and working towards improving our environment.
Teen Mental Health First Aid	The qualification offers youth an understanding of support available for people experiencing mental health difficulties. Sessions are run by Educaid.
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 any additional support that is needed.
Online Cooking	This program is provided with the support of Canterbury Bankstown Council to encourage parents and their children aged over 8 years old to cook together. Ingredients were provided with council funding; the participants cook via ZOOM with our staff instructing and then they share the meal with the whole family.

Youth Drop In	The program provides youth with a safe space to relax, play games or skate. Also connect with staff and get assistance with school assignments and study when required. This year we have connected with Humanity Matters, who are dropping in to support the young people and our staff every few weeks.
First Aid Certificate	Aiming to assist young people with life skills, we offer local youth to the opportunity get skills in providing first aid, for many involved this is their first qualification outside of school.



Wellbeing and Safety Programs

Playgroups	Our playgroup has continued to be based at the Roundabout Youth Centre twice weekly. This year with the help of additional funding opportunities we were able to offer families the Sing and Grow programs and a Moms and Toddlers sports program. Through these programs we're aiming to provide the community with creative and active alternatives to our regular playgroup.
Parenting Groups	This year we offered a variety of parenting programs run in conjunction local schools and other community organisations. The parenting programs offered include Tuning into kids, Tuning into Teens, Bringing Up Great Kids, Parenting under Pressure and No Scaredy Cats.
Homework Help	We aim to offer support for parents and carers to complete a child's homework and reduce the stress within the family.

Parents Group	A weekly program during the school term, opportunity for parents and carers to get together share ideas, stories and opportunities to learn about various 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, cooking and craft.



Family Case Management

For family's requiring more specific support, our workers can 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 few issues and concerns, support can be sought from the families themselves or 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. We have recently partnered with Hope Central church to provide families with food hampers every week, this is a vital service for many families with rising costs and increased expenses being faced. As well we have been fortunate to receive food assistance from Woolworths (Chester Hill) and Ausrelief. Also, we accessed assistance from GIVIT, who supported many of our families with vouchers and white goods to alleviate hardship. As well as Lego, clothing, and other accessories from Good 360.

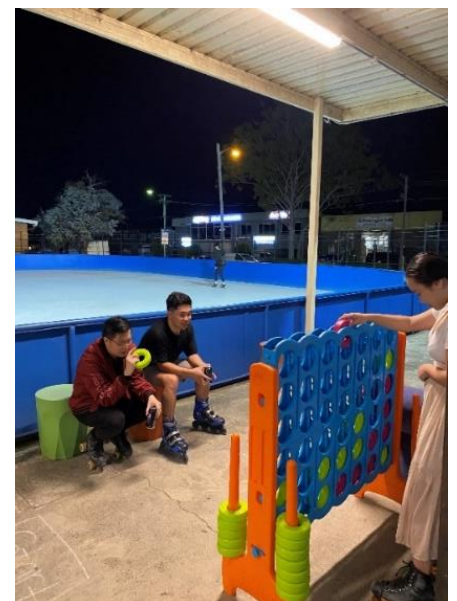


One off Grants and Other Initiatives

Woodworking workshops	This funding provided by Canterbury-Bankstown Council has provided an opportunity for youth to learn woodworking skills to enhance their interest in woodworking crafts in the future.
Sports Programs	<p>This year we were fortunate to provide three sports activities:</p> <p>Toddlers and Moms program provided an opportunity for toddlers and their parents to interact in an active playgroup environment. Learning to kick, catch and throw. The program was funded by Clubs funding and run in conjunction with Chester Hill Public School.</p> <p>Primary Multi Sports- Run in the school holidays the program, the program gave primary school aged children an opportunity to try several different sports. The program was supported by Clubs funding.</p> <p>Youth Multi Sports- School holiday multi sports activities for youth, another opportunity to remain active and trial different types of sports. These activities were supported by Canterbury Bankstown Council.</p>
Computer Classes	We able to run a computer course several times this year through partnerships with TAFE and Macquarie Community College.
Swimming Lessons	Teaching water safety and confidence to parents the program was run at Roselands Aquatic Centre.
Study and Learning Catch Up	Supporting students who have missed out on face-to-face learning due to COVID restrictions, the program offered individualised support with assignments and homework tasks. The program was funded by Clubs funding.
International Women's Day Celebration	With Funding from the Office of Women (NSW) were able to host an event for International Women's Day, focusing on training and work opportunities. The event was run in collaboration with Chester Hill Public School, Community Hubs NSW, and the Arab Council Australia.
Family Week Event	We hosted an Outdoor Movie screening event at Chester Hill Public School with over 500 people attending.



Child Youth and Family Services
Chester Hill
Neighbourhood Centre
2022-2023



Scarecrow in the Garden	After 10 years out original scarecrow 'Chester' is sharing his space in the community with a new scarecrow 'Hillary'. Local children were able to participate in this activity to create a scarecrow with funding from Canterbury-Bankstown City Council funding.
Youth Volunteer Program	We worked with local youth to create opportunities to volunteer with our centre assisting with programs such as Homework help and school holiday activities.

COLLABORATIONS AND NETWORKS

In 2022-2023 CHNC collaborated and attended the following:

ANGLICARE-providing support to individuals and families with financial advice and advocacy. This support was provided once a month.

METRO ASSIST-offering tenancy advice and advocacy regarding lease issues, provided once a month as well.

We have participated in the following networks:

- **Bankstown Child and Family Interagency**
- **Canterbury Bankstown Workers with Youth Network**
- **Paint Bankstown REaD**
- **Child Protection Interagency**
- **Villawood Hub Urana St**

We have worked tirelessly this year to offer support to local families, I thank my staff and volunteers for their dedication and unwavering commitment.

We look forward to continuing to present and develop programs that meet our families needs and support a better outcomes for children.

Rana Lakmas
CYFS Coordinator



Before And After School Care & Vacation Care Annual Report 2023

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 around Chester Hill, from kindergarten to year six.

Our program is written every Friday involving different supervised activities, recreational events and play activities that align with the National Quality Standard 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 plans and structures the program according to children's suggestions and interest every Friday afternoon.

However, at times there are empty spaces on the program to allow children to explore their interest that week and request certain activities. Children were offered a balance of structured and unstructured activities, providing stimulating, enjoyable, and safe play options.

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, Sefton Infants and Villawood East public school.
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 are supervised by two of our educators. The ratio is 1:15. On most days there are over 25 children.

	Children who attended the other schools are taken to school in a CHNC bus each morning and collected from school in the afternoon. The ratio is 1:8. There are always two educators on the bus at all times.
Fees:	<p>Before School Care \$18 per Session</p> <p>After School Care \$30 per Session</p> <p>Casual booking extra \$1.50 per Session</p> <p>Vacation Care \$48 per day</p> <p>Casual booking extra \$1.50 per day</p>
Current Permanent Staff	<p>Mirvat Al-Ayoubi – Maternity leave co-ordinator working 27 hours a week.</p> <p>Faride Hilal - Nominated Supervisor working 27hrs a week,</p> <p>Dilani- Maternity Leave Admin working 20 hours a week.</p>
Casual Child Care Educators.	<p>Anusha, Moulder, Sabrina, Shu, Amani, Rima, Rayanne.</p> <p>Bus Drivers are Ian and Kahu</p>
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.

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 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 are currently being updated June 2023.

Conclusion

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

Mirvat Al-Ayoubi
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.

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. This decision was made by the coordinator upon observing the children's interests, taking into consideration the children's requests and evaluating the previous vacation care programs.

ACTIVITIES

The excursions that took place during vacation care were:

For ages, 5-8 years: Going to the Chipmunks Playland, visiting the Sydney Zoo, Bowling, and having an outdoor picnic at the Campbell Hill Park.

For ages 9-12 years: Going to the Ninja Park, Going to Flip Out, Visiting the Sydney Zoo, and joining the 5-8-year-olds for the picnic at the Campbell Hill Park.

Activities that occurred at the centre include:

Technology day, Face Painting and Henna, Get the Kids Fit and Movie Day using an inflatable movie screen.

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.

Mirvat Al-Ayoubi

Co-ordinator

Commonwealth Home Support Program

Social Support Individual

Chester Hill Neighbourhood Centre's Commonwealth Home Support Program (CHSP) is financially supported by the Australian Government – Department of Health and Aged Care. CHSP services provide entry-level support to people over 65 years of age to live at home independently, safely and with the appropriate consumer-directed supports. CHSP services prioritise consumer wellness and reablement by maximising people's strengths, goals, decision-making and autonomy. Our CHSP team, consisting of Laila, Thong, volunteers, and myself, embody this approach and actively support consumers to identify their goals and strive to meet their potential.

We are specifically funded to provide Social Support Individual services, providing shopping assistance, transportation to medical appointments, web-based social support, home visits and accompanied activities within the community to those signed up with our program. These services can be fundamental to improving one's wellbeing, mental health, social connection, and independence, allowing for older people to independently run errands and complete daily activities that they may need support in. For a number of our consumers, Social Support Individual is the only CHSP service they require to remain living at home independently.

The past year has had successful outcomes for our Social Support Individual program, with 85.9% of our funding goal being delivered. Our contract requires 7,150 hours of social support to be delivered each year. This year we were able to deliver 6,145.17 hours. This is a commendable effort from our Aged Care Team, particularly services delivered by Laila, Thong and our volunteers. We were also able to increase our clients this year to 89 active consumers as of 31/06/2023. We have been able to maintain active consumers between 88-93 clients and have exited 33 consumers from our services. The transient, entry-level nature of CHSP causes exits and discharges for various reasons. Our main cause of exited consumers was those who no longer required our services (9 people), as they had recovered from recent fall, hospital admission or similar. This positively reflects our goal of reablement and encouraging consumers to be resilient and get back on their feet after adversity. Consumers were also exited as they entered an aged care facility (4 people), passed away (1 person), transitioned to another CHSP service (5 people), moved out of our service area (3 people) and transitioned to Home Care Packages (HCP) services with alternative providers (7 people). In positive news, we have been able to transition 5 of our CHSP consumers to our own HCP service. This aligns with our strategic goal and helps grow the entirety and longevity of our aged care business. We were able to transition these clients over to our HCP program by creating professional and genuine rapport with the consumers and by assisting in their advocacy of increased services. Each year we complete reassessments of our CHSP consumers, ensuring we touch base on how their health may have changed and how we can continue to adequately support their goals and needs. These reassessments are largely completed face-to-face, similarly to our intake process of new consumers. By completing intake and reassessments in person, we ensure we can get a holistic view of one's life, including their home and build rapport and trust.

Our Social Support Individual program includes various activities, and a part of our growth this year is due to the increase in our web-based support and growth in numbers attending our Social Lunch. Our web-based social support is social interactions given via the web, predominately emails. We also provide home visits for consumers who are socially isolated, visiting to check in, chat about life and share a cup of tea or coffee. This service has been fundamental in many consumers' lives' and have helped us to grow our client-base. We provide home visits in English, Arabic and Vietnamese.

Our Social Lunch has also grown significantly this year, with an average of 20 individuals attending each week. Our Social Lunch is a unique service, allowing for people to casually gather and share an affordable, home-cooked meal with positive company from fellow consumers and volunteers. We ensure to serve healthy, nutritious meals and provide a mixture of fruit, vegetables, and proteins at each meal. A special thank you to our Social Lunch volunteers, Gobleth, Duoang, Yolla and Ray, who play a vital and monumental role in our ability to provide this service.

Our accompanied shopping trips and transportation for medical appointments have been able provide consumers with their necessary errands without impacting their family or friends, ensuring their independence is maintained. These services are low-cost, charging \$10 per visit. The shopping trips are one-on-one, with support provided by either a volunteer or paid worker. We value the impact that this service can provide, allowing for people to access the community to complete tasks with the assistance and social support of another person.

This year we have also seen growth in numbers for our accompanied trips and outings. We have been able to go on a number of unique outings, with a focus on encouraging healthy hobbies or lifestyle choices, including an outing to an orchard to pick fresh fruit, Flower Power, Bundeena, Flower Festivals, and various local lunch spots. These outings are a 1:1 or 1:3 ratio, allowing adequate support to those who may need extra support.

Another highlight of the past year was our Seniors Festival, supported by Department of Communities and Justice. This festival was not related to our CHSP, however our CHSP consumers joined in, along with other members of the community, to celebrate healthy aging and learning new hobbies as we age. We held different stalls inviting people to embrace new activities, including cooking classes, gardening and Vietnamese dancing and performance. This event was also attended by the Seniors Rights Service who provided valuable consumer resources, advocacy and information on accessing resources.

This year, CHSP had 13 active volunteers and they all play a fundamental role in our CHSP service provision. Our volunteers assist with all CHSP services and play a major role in our Social Lunch and our accompanied trips and outings. Our volunteers: Joanne, Graham, Duoang, Ray, Yolla, Gobleth, Janine, Phung, Hung, Yen, Cuc, Linda and Mai, have all played a fundamental role in supporting our activities and supporting older people to remain connected with the community. We couldn't be more thankful for their ongoing support and commitment to our CHSP services.

I would like to express another thank you to all of our staff here at CHNC, including our bus drivers and paid workers who without their work, we would not be able to complete our goals and deliver CHSP services to those who need it. Thank you to the Department of Health and Aged Care, the CHNC Management Committee and Manager, staff and volunteers who all contribute to deliver services and improve the wellbeing of older people in the community.

Brittany Stibbard

Aged Programs Coordinator

COMMUNITY VISITORS SCHEME

ANNUAL GENERAL REPORT

1 July 2022 to 30 June 2023

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 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 funded active visitors is 64 volunteers. They delivered services over 2 Aged Care Planning Regions-Sydney South West and Inner West.

KPI 1 - Active Visitors	Actual	Percentage
Number of active visitors your organisation is funded for annually	64	
Number of active visitors during the reporting period	44	69%
Number of volunteers delivering visits during the reporting period	31	
Number of aged care facilities visited during the reporting period	28	
KPI 2- Aged Care Planning Regions		
Number of Aged Care Planning Regions nominated in your Funding Agreement	2	
Number of Aged Care Planning Regions serviced during the reporting period	2	100%
KPI 3 - Special Needs Groups		
Total number of care recipients visited during the reporting period	44	
Number of care recipients visited who belong to a special needs group	44	100%
Breakdown of special needs groups:		
Number of care recipients identifying as Aboriginal and/or Torres Strait Islander	1	
Number of care recipients from culturally and linguistically diverse backgrounds	21	
Number of care recipients from rural or remote areas	0	
Number of care recipients identifying as LGBTI	0	
Other	22	

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

There was an increase in 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 improved their quality of life through having friendship/s outside of the facility.

We conducted support meetings via zoom during lockdown while also making ongoing contact through emails and phone calls. There was an end of year support luncheon to equip the volunteers to continue connecting their friendships with their designated residents. Celebrated National Volunteer Week by taking volunteers to East Hill Hotel for lunch and awards. We had the East Hills MP Kylie Wilkinson attend and handed out awards.

CVS volunteers declined as some chose not to sign up as a CVS volunteer due to the Covid and Flu Vaccination becoming compulsory in Aged Care facilities. This change has also affected some of our existing volunteers, as some are reluctant to receive the flu vaccine. This has reduced the 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 were under lock down at some point during this financial year.

Training and meetings attended:

- CVS induction and CVS paperwork session via ZOOM, with State Representative.
 - Older Peoples Advocacy Network run 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
- Yearly figure month to month

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

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

As of July 1st, 2023, CVS will be ceasing and replaced with new program ACVVS.

Month	Residents Matched	New matches	Resident passed away or ceased visits	New volunteer/s recruited
July 2022	48	5	3	1
August 2022	45	1	1	1
September 2022	48	2	1	3
October 2022	48	1	1	1
November 2022	47	1	2	1
December 2022	48	2	1	2
January 2023	47	0	1	0
February 2023	47	2	2	1
March 2023	45	2	4	1
April 2023	47	2	0	2
May 2023	46	2	3	1
June 2023	44	2	4	0

CHNC Home Care Package

HCP Report

Chester Hill Neighbourhood Centre (CHNC) is an approved Aged Care Provider and has been delivering Home Care Packages (HCP) to consumers in the local area since 2017. The Home Care Package program provides more complex support than Commonwealth Home Support Program services and includes case management support through a single approved provider.

Our HCP program provides vital services, supporting individuals to live at home safely and independently for as long as possible. These services include domestic assistance, social support, transportation, nutrition support, Allied Health services, personal care, nursing, lawn maintenance and any other service that would support an individual to live at home safely due to changes associated with age-related decline. To guarantee consumer choice is at the heart of our practice, we also support consumers to subcontract preferred clinicians and subcontractors, given they can provide the necessary insurance, police and qualification checks. This supports consumers to see their preferred clinician, e.g., their local physiotherapist, and maintain quality and continuation of service.

Our services are delivered with a Consumer Directed Care (CDC) approach under the Aged Care Act 1997. People accessing HCP services receive their referral through My Aged Care, after undergoing a comprehensive assessment by the Aged Care Assessment Team (ACAT). There are four levels of support within the HCP program:

- Level 1 – basic care needs
- Level 2 – low-level care needs
- Level 3 - intermediate care needs
- Level 4 – high care needs.

Furthermore, there are specific supplements available to support those with complex needs, including a dementia and cognition supplement, oxygen supplement and a hardship supplement. These extra supplements ensure that the necessary services and therefore, funds are available to implement increased service provision for these needs. We ensure that our HCP services are holistic and deliver individualized care that supports the consumers social, emotional, physical and spiritual wellbeing.

Over the past year, we have been able to successfully grow our HCP clients, and as of 31/6/23, we had 15 consumers sign up with our HCP program. This is a significant growth and has supported us in hiring more aged care workers and providing services to more people in our community. Our growth in HCP consumers was a result of transitioning existing CHSP consumers to our HCP program and hiring more staff to support increased referrals.

With COVID-19 still prevalent within our community, our aged care workers ensure to complete RAT tests before visiting our consumers and wear a mask during the entirety of service provision. Supporting our consumers to live safely and without a COVID-19 infection is our priority.

I would like to thank everyone who has supported our HCP program this year, including our HCP consumers, subcontracted services, HCP families, management committee and staff.

Thank you to our care recipients for choosing CHNC Home Care Packages as their preferred Aged Care Provider.

Brittany Stibbard

Aged Care Programs Coordinator