

# ANNUAL REPORT



Ph. 9645 3700  
[www.chnc.org.au](http://www.chnc.org.au)

2024



TABLE OF  
**CONTENTS**

1	MINUTES 2023 ANNUAL GENERAL MEETING
3	PRESIDENTS REPORT
5	MANAGEMENT COMMITTEE MEMBERS
6	FUNDING ACKNOWLEDMENT
7	LIFE MEMBERS
8	STAFF MEMBERS
9	MANAGERS REPORT
11	CHILD, YOUTH, FAMILY SERVICES
19	BEFORE SCHOOL, AFTER SCHOOL &
26	VACATION CARE
27	COMMONWEALTH HOME SUPPORT PROGRAM
29	COMMUNITY VOLUNTEERS SCHEME
31	HOME CARE PACKAGES



## **Minutes of the 2023 Annual Meeting of the Chester Hill Neighbourhood Centre Inc**

Held at the Chester Hill Guide Hall, 159 Waldron Road, Chester Hill on Friday 15 September 2023.

The meeting opened at 11.00 am with the President Mr Brent Kunkler presiding and commencing with a reading of the Neighbourhood Centre Prayer. Mr Kunkler then extended a welcome to all members and visitors.

**Acknowledgements of country** on behalf of traditional owners were rendered by Ms Rana Lakmas.

### **Management Committee Members Present**

Pres. Mr B Kunkler, V. Pres. Ms J Blythe, Sect. Mr D Crawford, Life member Mr R. Robb, Members Mrs V Olive, Mr C. Nammour, Mr D Um

### **Apologies**

Mr J. Killey, Mr P. Gray

### **Minutes of the AGM in September 2022.**

These had been circulated with the Annual Reports. It was resolved that the minutes be endorsed.

### **Presidents Report**

Mr Kunkler spoke to his written report contained in the meeting papers. He acknowledged and thanked all parties who made the efficient work of the Neighbourhood Centre possible, Manager Dale Donadel, Staff, Volunteers and Committee Members. The report was received.

### **Financial Report**

The Financial Report had been circulated. The Treasurer, Mr Gray, had apologised and did not present the report. The meeting approved and adopted the report.

## **Election of Management Committee**

Mr Kunkler declared all position vacant and surrendered the chair to Ms R.Lakmas, who accepted the position of Returning Officer for the election of the Management Committee for the next twelve months.

The nominees had been nominated and seconded, and all financial. All were elected as per the constitution of the association. Those elected were

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

## **General Business**

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

D.M.Crawford  
Secretary

B.Kunkler  
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

## FUNDING

## ACKNOWLEDGEMENT

Program	Department	Source
<ul style="list-style-type: none"> <li>• TEI</li> <li>• <i>Childcare</i></li> <li>• Carers Week</li> <li>• Seniors Festival</li> <li>• Doing It Differently</li> </ul>	Department of Communities & Justice  DEC  Dept Health	NSW State Govt
<b>License Agreements</b> <ul style="list-style-type: none"> <li>• Roundabout Youth Centre</li> <li>• Chester Hill Guide Hall</li> <li>• CH Community Centre Green Hall</li> </ul>	Canterbury Bankstown City Council	Local Govt
CHSP Program Community Visitors Scheme Home Care Packages	Department of Health & Ageing	Australian Government
Study & Learn Catch Up School Holiday Multi Sports	<i>Campsie RSL</i> 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	<i>Local Govt</i>



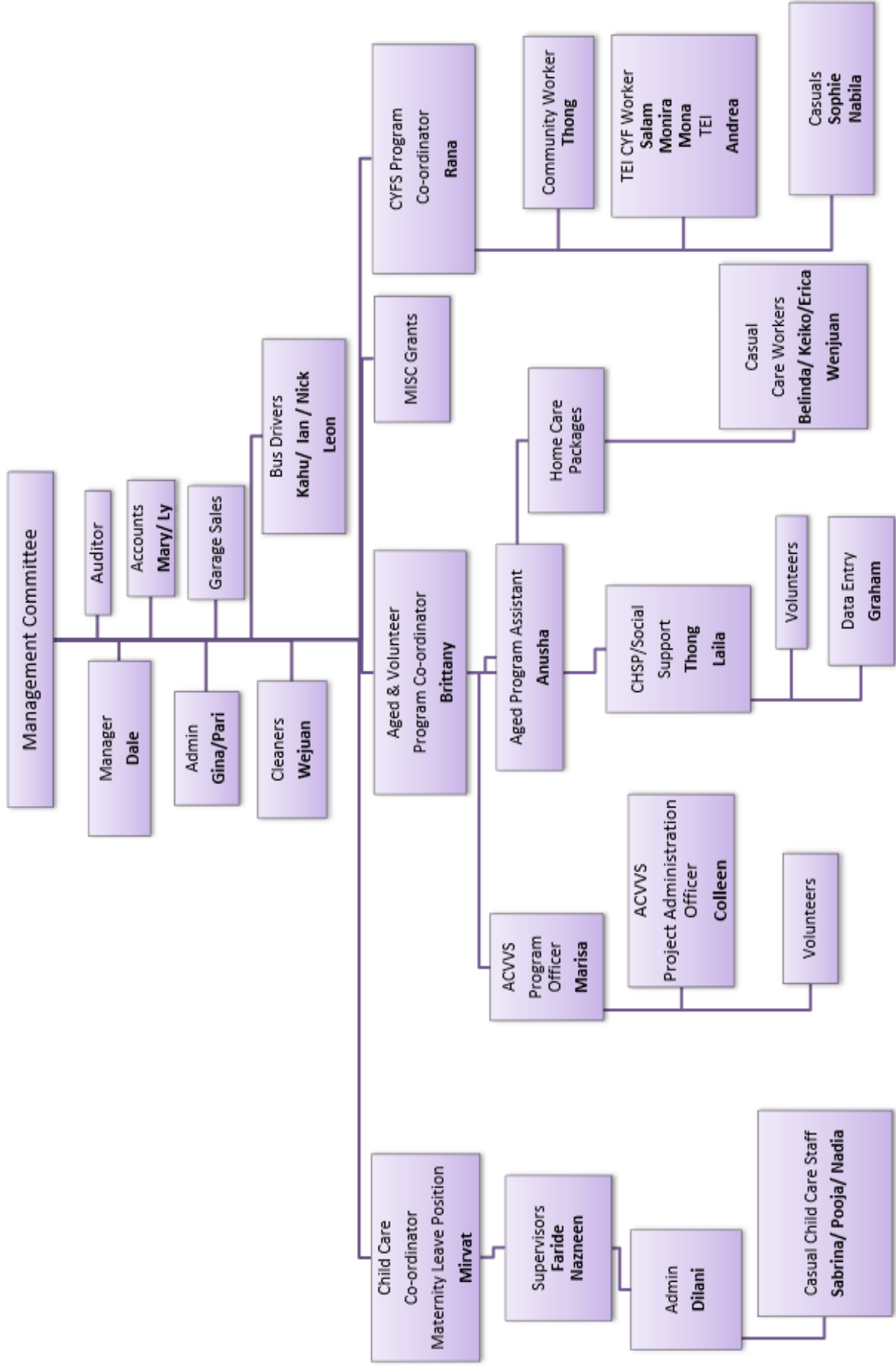
# **LIFE MEMBERS**

Life Members of Chester Hill Neighbourhood Centre

<b>LIFE MEMBERS NAME</b>	<b>RECOGNITION YEAR</b>
<b>Mr John Killey</b>	<b>2000</b>
<b>Mr Raymond Robb</b>	<b>2003</b>
<b>Mr Phil Gray</b>	<b>2016</b>

**Person who have given outstanding service to the community through the Chester Hill Neighbourhood Centre and who have substantially benefited the Centre over a number of years.**

CHNC Organisation Chart 2024



**We are now operating in our 54th year and have plans to Celebrate 55 years of operation in 2025.**

**We have had two major events in the beginning of 2024 with a Child Care Quality Review in Feb and an Aged Care Quality Review in June. This involved a lot of extra work by staff, in preparation for Assessors to visit our organisation for 2 days for each review**

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. Many additional responsibilities have been imposed on the committee by the Commonwealth Governments Aged Care Reforms.

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.

Garage & Clothes Sales continue to be a regular activity of the organisation, 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, Bernice, 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 23/24 Fundraising totalled \$43,387

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 fourth year of our 5 year contract with DCJ to provide Child Youth & Family Programs through the TEI (Targeted Earlier Intervention) Program. Brittany has grown our client base in our Aged Care Programs and oversees 3 age related programs. Mira has filled the role of a 12 month Maternity Leave Contract for our Before and After School Care & Vacation Care OOSH. Govt funded Child Care Vouchers ceased in June 23 and we have paid back all unused portions of the vouchers

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 which continue to meet regularly, however the Marquetry Group ceased in February due to lack of active members. Social Lunches are conducted every Wednesday, Sewing Classes are held on Mondays in school term and CHSP Social Support meetings on Thursdays.

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

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). The Hall at the Community Centre which is used by our OOSH is supported by Canterbury Bankstown City Council.

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-

Resources for On Line Cooking Classes

Yoga for Mums & Bubs

#### Canterbury Bankstown City Council Community Grants.

Parents & Carers Table

Barista Training

Carers Week  
Scanlon Foundation

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, David Um & Phil Gray, who hold Executive Positions and Christie our Clinical governance representative 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, 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, Sophie Fitzgerald and Nabila Armanzi.

## 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.

Once again 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

<p><b>Learn to Sew</b></p>	<p>A program for individuals who want to learn basic sewing skills, each week they make an item such as shopping bag and apron.</p>
<p><b>Gardening Workshops</b></p>	<p>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 a sustainable environment.</p>
<p><b>Teen Mental Health First Aid</b></p>	<p>The qualification offers youth an understanding of support available for people experiencing mental health difficulties. Sessions are run by Educaid.</p>
<p><b>Drop In and Skate</b></p>	<p>This program is run on a weekly basis during the school term, offering children and young people a physical activity skate and seek assistance any additional support that is needed.</p>
<p><b>Online Cooking</b></p>	<p>This program is provided with the support of Revesby Workers Club to encourage parents and their children aged over 8 years old to cook together. Ingredients were provided with the club's funding; the participants cook via ZOOM with our staff instructing and then they share the meal with the whole family.</p>
<p><b>Youth Drop In</b></p>	<p>The program provides youth with a safe space to relax, play games or skate. Also connect with staff and get assistance with school assignments when needed.</p>

<b>Tweens Drop In</b>	The weekly program offers children aged 8–12-year-olds, an opportunity to relax, play games and connect with our staff to discuss any concerns they may be experiencing.
<b>First Aid Certificate</b>	Aiming to assist young people with life skills, we offered local youth to the opportunity get skillsfir, for many involved this is their first qualification outside of school.
<b>Vicinity Garden Group</b>	After receiving some funding from Vicinity Central Bankstown, we commenced a garden group with local mums working together to plant and harvest crops used in a variety of cultural foods.



## Wellbeing and Safety Programs

<b>Playgroup</b>	Our playgroup is operating from the Roundabout Youth Centre twice weekly. This year with the help of additional funding from the Department of Education we were able to offering Allied Health services at Playgroup. This included fortnightly visits by a Speech Therapist and Occupational Therapist as well as a monthly visit by a nutritionist. Parents were able to receive advise on early intervention methods they can utilise at home to encourage their child’s development.
<b>Parenting Groups</b>	We continued to provide 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.
<b>Homework Help</b>	We aim to offer support for parents and carers to complete a child’s homework and reduce the stress within the family.
<b>Parents Group</b>	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. This year the parents completed



## 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, cooking, Games, sports and craft.



## Family Case Management

For family's requiring more specialised support, our staff can work on longer 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

Financial support is offered in the form of vouchers from either Energy Accounts Payment Assistance (EAPA), Telstra Bills Assist Program (TBAP) and Sydney Water. We have partnered with several agencies and service providers over the last year to continue to provide food hampers to families facing financial hardship for a variety of reasons. We are grateful for the generosity of donors and partners in providing these food hampers. These include Woolworths (Chester Hill), Dignity, Hope Central Church, Ausrelief and Foodbank. Also, we accessed assistance from Good 360 and their donors, in the form of clothing, accessories, toiletries.



### One off Grants and Other Initiatives

<b>Mums and Bubs Yoga</b>	We received funding through Padstow RSL and Bankstown Sports Club to run a Mums and Bubs Yoga session to improve physical health and emotional bonding. The sessions were run at Villawood East and Banksia Rd Public School as well as Glow Fitness Gym and Online Zoom sessions.
<b>Barista Training</b>	Th grant was received from Canterbury-Bankstown Council to train 20 young people in Barista skills and provide them with job seeking and work experience opportunities.
<b>Parents and Carers Table</b>	We were able to run support sessions for parents and carers to discuss mental health struggle with their children and youth especially after COVID restrictions. Parents and carers had an opportunity to sit with professionals and others to discuss their concerns in an informal setting the funding was provided by Canterbury-Bankstown Council.
<b>Iftar Dinner</b>	We held an inaugural Iftar dinner during Ramadan this year, about 60 people attended sharing food and traditions to break their fast at sunset.
<b>Rink Upgrade</b>	With the support of Jason Clare (MP) and Canterbury-Bankstown Council we have upgraded our rink and now have a basketball and soccer court for children and young people to use.
<b>Youth Volunter Program</b>	We worked with local youth to create opportunities to volunteer with our centre assisting with programs such as Homework help and school holiday activities.



*Child Youth and Family Services*  
*Chester Hill Neighbourhood Centre 2023-2024*



**COLLABORATIONS AND NETWORKS**

In 2023-2024 CHNC collaborated and attended the following:

ANGLICARE-providing support to individuals and families with financial advice and advocacy.

METRO ASSIST-offering tenancy advice and advocacy regarding lease issues.

DIGNITY-Providing frozen meals and hampers to struggling families and individuals across South West Sydney region.

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 consistently this year offering support to local families, I thank my staff, students 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 2024


Chester Hill Neighbourhood Centres Out of School Hours Care offers a secure and stimulating environment for children aged 5-12 across various primary schools from kindergarten to year six. Our weekly program is meticulously crafted to align with the National Quality Standard and My Time Our Place guidelines, focusing on social, emotional, creative, educational, and physical development.

Each week, Coordinator plans a diverse range of supervised activities, recreational events, and play sessions that cater to the interests and suggestions of both children and parents. This collaborative approach ensures that the program is engaging and relevant to the needs of the children attending our centre. Activities are structured to provide a balanced mix of guided and free play, fostering a sense of exploration and skill development in a safe environment.

Safety is paramount, with stringent protocols in place to ensure the well-being of every child. Our supervision is not only attentive but also supportive, encouraging children to learn and grow through creative expression and social interaction. From arts and crafts to outdoor sports and educational games, each activity is designed to promote both physical activity and cognitive development.

By offering a variety of experiences that stimulate imagination and curiosity, Chester Hill Neighbourhood Centres Out of School Hours Care aims to nurture well-rounded individuals who are confident in their abilities and socially adept. We are committed to providing a place where children can thrive, learn, and have fun in a structured yet enjoyable setting.

<b>The service operation</b>	Before School Care      7:00am – 9:00am After School Care      2:00pm – 6:00pm Vacation Care          7.00am - 6.00pm
<b>Licence Numbers to provide care</b>	BSC 30 children ASC 70 children VC 85 children
<b>Feeder Schools</b>	Chester Hill Public School, Chester Hill North Public, Blaxcell Street Public School, Sefton Infants, Bass Hill and Villawood East.
<b>Transport to and from schools</b>	Chester Hill Public School children walked to school in the morning and back to the centre in the afternoon and were supervised by one of our educators. Children who attended the other schools were taken to school in a CHNC bus each morning and collected from school in the afternoon.
<b>Average attendance numbers</b>	BSC 21 ASC 45 VC 35
<b>Fees:</b>	Before School Care      \$18 per Session After School Care      \$30 per Session Casual booking extra    \$1.50 per Session Vacation Care          \$48 per day Casual booking extra    \$1.50 per day Late pick up fee- per minute \$ 1.00

<p><b>Current Permanent Staff</b></p>	<p><b>Mirvat Al-Ayoubi</b> – Co-ordinator working 27 hours/week  <b>Faride Hilal Responsible Person</b> working 27hrs a week,  <b>Dilani-</b> 15hpw Admin Assistant</p>
<p><b>Casual Child Care Educators.</b></p>	<p>Sabrina, Nadia, Romance, Nazneen and Ramsha Bus Drivers are Kahu, Nick &amp; Eddy.</p>
<p><b>Training attended</b></p>	<p>Educators have updated their child protection certificates online and ensure that they all have current First Aid Certificates and Working with Children Checks. Staff members venture on their own to further their own knowledge by participating in Webinar and short courses.</p>
<p><b>Breakfast and Afternoon Tea</b></p>	<p>The service provided a variety of healthy breakfast and afternoon tea; children were involved in preparing the menu and were encouraged to choose healthy food.  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, lentils rice, yogurt salad with cucumber, 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 Also we provided different types of cultural food at the centre.</p>
<p><b>Program</b>  Children develop a sense of identity by enhancing their understanding of the Aboriginal culture and identity.</p> 	<p>The program covered child development and quality areas as it is explained in My Time Our Place. Educators worked hard to implement the new strategies that were identified in order to improve the centre rating assessment.</p> <p>This was done by identifying and improving the five learning goals to assist children’s development.  1 A strong sense of their identity. 2- Connection with their world. 3- A strong sense of wellbeing. 4- Confidence and involvement in their learning, 5- Effective communication skills.</p> <p>The educators at Chester Hill Neighbourhood Centres Out of School Hours Care are deeply committed to fostering meaningful play and leisure opportunities that support the wellbeing, learning, and development of the children in their care. Their approach emphasizes collaboration with children to understand their interests and preferences, ensuring activities are engaging and beneficial.</p>



Children develop confidence by involving themselves in learning by collaborating with other students and educators.



Children build a strong sense of well-being through involvement of physical and recreational activities maximising their own potential socially, physically, and emotionally.



Every week, educators facilitate group discussions where children actively participate in planning the upcoming program. This collaborative decision-making process not only empowers children but also ensures that their voices are heard, and their interests are prioritized. If a proposed activity doesn't resonate with the children, educators encourage them to suggest alternatives, promoting a sense of ownership and flexibility within the program.

Outdoor play is particularly encouraged, recognizing its importance for social, emotional, and physical development. Educators emphasize the need for sun protection, ensuring children wear hats and sunscreen before heading outside. This demonstrates a proactive approach to safety while enabling children to benefit from fresh air, physical activity, and social interaction in a supervised and supportive environment.

Parent communication is also integral to the centre's approach. Insights gathered from weekend book entries help educators understand children's experiences outside of the program and incorporate that knowledge into planning. This collaborative effort ensures consistency and alignment between home and the out-of-school care environment, supporting holistic development across different contexts.

By fostering a collaborative and responsive environment where children's voices are valued, interests are promoted, and safety is prioritized, Chester Hill Neighbourhood Centres Out of School Hours Care creates a nurturing space where children can thrive socially, emotionally, and physically. This approach not only enriches their learning experiences but also strengthens their sense of belonging and engagement within the community.

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.

Children build a connection and relationship with their world by taking care of the environment such as recycling, watering plants, picking up rubbish and many more.	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. <b>Fire Drill</b> 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. <b>Vacation Care Program</b> <b>See Vacation Care Activities Report</b>
<b>Children Behaviour</b>	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.
<b>National Quality Standards.</b>	An assessment rating occurred during, since then many updates and changes were implemented. The Policies were updated February 2024.
<b>Conclusion</b>	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's Vacation Care program, backed by funding from the NSW Government's Education and Communities Early Childhood Education and Care, offered an enriching experience for children during school breaks. Educators diligently curated a dynamic environment focused on fun and engagement for the attending children.

The program featured a wide array of activities tailored to the children's interests and developmental needs. Art and craft sessions allowed creativity to flourish, while sports activities encouraged physical fitness and teamwork. Cooking and gardening activities promoted practical skills and a deeper understanding of food and nature. Drawing, colouring, and designing competitions provided outlets for self-expression and creativity.

Special activities such as science experiments, Ninja Parc challenges, Laser Tag battles, and a captivating Magic Show added excitement and variety to the program. These activities not only entertained but also stimulated curiosity and problem-solving skills among the children.

The support from the NSW Government enabled the Vacation Care program to enhance its offerings, ensuring a rewarding and enjoyable experience for the children who attended. This funding underscored the community's commitment to providing quality care and stimulating activities for children during their school holidays



## ACTIVITIES



**Technology day (5 to 12 years):** was a big demand even though each child knew they could use their devices for a limited time only, there was no internet allowed on this day. Children electronic day, it's their favourite day! Children can bring a device from home and enjoy watching and playing on their devices.



**Ninja Parc South Granville (9 to 12 years):** Let's play! Have fun while you move at Ninja Parc. All the children enjoyed themselves going on challenging obstacle courses and partaking in their own mini games like hide and seek and tug of war.



**Laser Tag incursion (9 to 12 years): Laser warrior:** Let's join a game of laser tag! All children will be divided into two teams, and they will work together to earn points for their teams.



**First Nation People Incursion (5 to 12 years):** Children will recognise and understand Aboriginal culture. Let's gather together to do a range of activities and learn about the Aboriginals



**Incursion Magic Show (5 to 12 years):**  
Explore some of the best magic Show.

A magic show incursion where he challenged our minds and imaginations with stories and tricks where he involved the children in a challenging trivia competition against each other. It was an afternoon of fun, learning and experience.

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

**Cooking activities** We used ingredients from our own garden such as parsley, onion, mint, and coriander in our cooking activities. The children assisted the educators with cooking such as Fattoush, tabouli, or salad as shown in our programs.

I extend my heartfelt appreciation to the Funding Department of the NSW Government's Education and Communities Early Childhood Education and Care for their generous support of Chester Hill Neighbourhood Centre's Vacation Care Activities Program. Their funding has enabled us to offer a diverse range of enriching activities that have brought joy and learning to the children in our care during school breaks.

I also wish to thank the Management Committee for their guidance and leadership, the Manager for their dedication to overseeing the program, and the educators and staff at Chester Hill Neighbourhood Centre for their hard work and commitment in creating a fun and engaging environment for the children. Together, your collective efforts have ensured a memorable and rewarding experience for all involved, reinforcing our shared commitment to the wellbeing and development of the children in our community.

Mirvat Al-Ayoubi / Co-ordinator

# Aged Care Programs

2023-2024 has been a challenging yet successful year for Chester Hill Neighbourhood Centre's Aged Care Programs. CHNC's Aged Care Programs are supported by a range of funding sources, and include the Home Care Package (HCP) program, Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), and additional funding from the Scanlon Foundation. The Aged Care Programs team members work across and understand the different programs to ensure service continuity and support positive teamwork. CHNC values these programs and provides us a unique opportunity to support various consumers in aged care, from those accessing entry-level support, to supporting the wellbeing of residents in Aged Care facilities to supporting meso-level workforce development and growth.

In June 2024, CHNC's Home Care Package and Commonwealth Home Support Program underwent a quality audit by the Aged Care safety and Quality Commission. This audit provided CHNC an opportunity to learn from experts in the field and understand the increasing expectations and quality requirements from the Department of Health and Aged Care and the Quality and Safety Commission. CHNC is dedicated to ensuring that we are fully compliant with the Quality Standards and are following an intensive Quality Improvement Plan to ensure practices are above best practice standard. The Aged Care Team is dedicated to improving our practice and supporting consumer access to safe, effective and quality Aged Care services.

Furthermore, this year we have welcomed Anusha into the Aged Care Team to support administration and program delivery. The Aged Care Team are excited for another year of hard yet meaningful work and look forward to continuing to adapt to the new Aged Care Act and Quality Standards. Our focus remains steadfast on delivering person-centred care that upholds the dignity, respect and independence of our consumers. The insight gained from the recent audit has reinforced our dedication to excellence and continuous improvement. As we move into this next year, we will continue to improve our programs to meet the complex and dynamic needs of the aged care community.

## Home Care Package (HCP)

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

Our HCP Program provides vital services to members of our community and supports consumers 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 or home maintenance and any other service that supports a consumer to live at home safely and independently. The

HCP program aims to decrease the negative impacts of aged-related decline and improve wellbeing and independence for older Australians.

To guarantee consumer choice is at the forefront of service, we also support subcontracted providers to offer their services to our consumers. This includes subcontracting preferred support workers, nurses, home maintenance services and Allied Health professionals. We have continued to maintain a positive relationship with our subcontracted services and ensure that each service provides the necessary insurance, police and qualification checks. This ensures that consumers are able to access the services they choose to and support holistic service delivery.

CHNC is committed to delivering HCPs with a Consumer Directed Care (CDC) approach, as per the Aged Care Act 1997. People accessing HCP services receive their referral through My Aged Care and after undergoing a comprehensive assessment by the Aged Care Assessment Team (ACAT) they are approved for a package level. There are 4 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 and have supported 32 HCP consumers from 2023-2024. These numbers reflect more than double growth from the 2022-2023 financial year during which 15 consumers were supported. Our growth in HCP can be attributed to growth in CHSP referrals, and therefore growth in transitioning CHSP consumers to HCP. In the past year, we have been able to transition 9 CHSP consumers to HCP. This transition has occurred largely from a positive relationship between consumers and staff and an ongoing trust between representatives, families and carers.

Our HCP program is supported by our team of care workers who provide valuable assistance to our consumers. Our HCP team include; Belinda, Erica, Keiko, Kahu and Wenjuan. Brittany completes all care and package management tasks, including care planning, intake and reassessments, service coordination and budget planning. Anusha assists with administrative and program delivery duties.

As previously mentioned, in June 2024, the Aged Care Team underwent a Quality Audit from the Aged Care Quality and Safety Commission. This experience has highlighted areas for improvement in program delivery to support safe and quality access to aged care services. Since the audit, the Aged Care Programs team have

improved policies and procedures, and are looking forward to continued personal, professional and organisational growth.

I would like to thank everyone who has supported our HCP program this year, including our HCP consumers, subcontracted services, HCP family and representatives, Management Committee and staff.

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

### **Commonwealth Home Support Program (CHSP)**

Chester Hill Neighbourhood Centre's Commonwealth Home Support Program (CHSP) is funded 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 individual strengths, goals, decision-making and autonomy. Our CHSP Team, comprising of Laila, Thong, Anusha, Brittany and a dedicated team of volunteers, 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, supporting consumers to access the community, shopping assistance, transportation to medical appointments, web-based social support, home visits and accompanied activities. 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.

2023-2024 has been undeniably successful for our Social Support Individual program, with 104% of our funding goal being delivered. 2022-2023 showed 85.9% of our funding goal met, so meeting over 100% of our goal is a tremendous effort from our staff and volunteers. This year, we delivered 7,492.72 hours of social support. This achievement would not have been possible without our dedicated staff members and volunteers.

We have been able to maintain an average of 70-83 active consumers over the year. The transient, entry-level nature of CHSP causes exits and discharges for various reasons. The main reason that consumers were exited was due to them no longer requiring our services (14 clients). These consumers had recovered from recent hospitalisation or similar. This positively reflects our goal of reablement and encouraging consumer resilience and to get back on their feet after hardship.

Consumers were also exited as they entered residential care (2 people), passed away (3 people), moved out of service area (3 people) or had accepted a Home Care Package with an alternate provider (13 people). In positive news, we have been able to transition 9 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 assessments 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 a Strawberry Farm, Flower Power, scenic drives, 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.

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 without whom, we would not have been 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.

### **Aged Care Volunteers Visitors Scheme (ACVVS)**

2023-2024 saw the transition of the Community Visitors Scheme (CVS) to the Aged Care Volunteers Visitors Scheme (ACVVS). ACVVS is a national program funded by the Department of Health and Aged Care. This scheme supports volunteer visits to provide friendship and companionship to older people. With this transition to ACVVS, CHNC have welcomed Marisa to the Aged Care Programs Team as the Project Officer to oversee and manage ACVVS within the organisation.

ACVVS aims to enrich the quality of life of residents in aged care facilities, or recipients of a HCP, who are socially isolated or lonely and would benefit from a friendly visitor. ACVVS also helps to establish links between people living in aged care facilities and their local community. The volunteer visitor visits their matched consumer regularly and may participate in activities of mutual interest, including listening to music, chatting, watching TV, participating in craft activities or reading. These visits become integral to consumer wellbeing and support their connection to culture, heritage, friendship and socialisation. ACVVS also focuses on the needs of older people from particular linguistic, cultural and complex vulnerability backgrounds who may be at greater risk of social isolation. This includes people from culturally and linguistically diverse backgrounds (CALD), people living with a disability, people who are deaf or heard of hearing, people living with cognitive impairment or dementia and more. Volunteers visit these consumers at least 20 times per year and support positive relationships and decrease social isolation.

Since entering her role as ACVVS Project Officer, Marisa has thrived in her position and over the past twelve-months has reached 86% of our funded outputs. As of June 2024, 73 outputs in total out of the 85 funded have been met. The outputs for Inner West have been fully reached and there are 12 current outputs for the South-West Area.

Unlike previous years, 2023-2024 also saw the funding inclusion of HCP visits within AVVS. This has undeniably supported HCP consumers to access social support services without impacting their budget and has increased community inclusion. We have been able to successfully connect 8 HCP consumers, and 90 residential aged care consumers with volunteers over 2023-2024 period. During this time, there have been 61 volunteers dedicating countless hours to supporting consumers to meet their goals and provide social connection. During this time, we have been able to recruit and retain 82% of our volunteers. We look forward to the 2023-2024 year and are eager to continue to grow in ACVVS and support volunteers and consumers access

social support. There is no doubt that Marisa will continue to thrive in the role and reach our funding goals.

I would like to express a big thank you to all volunteers who support our ACVVS program and volunteer their time and effort to visit consumers and brighten their day. There is no doubt that our volunteers brighten countless people's days and help to improve the quality of life and help older people feel less isolated. 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.

## **Scanlon Foundation**

CHNC was excited to receive grant funding from the Scanlon Foundation to support in training and work experience needed to facilitate employment pathways in aged care for individuals from migrant backgrounds. This project runs in 10 week blocks over 4 terms, providing jobseekers an opportunity to complete a free course to enhance their skills and job-readiness.

The Scanlon Foundation commenced in February 2024 and has so far supported 7 participants to grow their skills, confidence and understanding of aged care work in Australia. Marisa has led this project and has been supported by Dale, Anusha, Brittany and various students on work placement. So far, 3 of the participants have gone on to find employment opportunities. This reflects the hard work and dedication of staff in participating in grant opportunities.

We currently have 9 more applicants enrolled in Term 2 that will commence on 22nd July 2024. We look forward to the success of this project and would like to thank the Scanlon Foundation for this opportunity to empower, educate and support the aged care workforce

**Brittany Stibbard**

**Aged Care Programs Coordinator**