



# Chester Hill Neighbourhood Centre Annual Report 2025



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## **Minutes of the 2024 Annual Meeting of the Chester Hill Neighbourhood Centre Inc**

Held at the Chester Hill Guide Hall , 159 Waldron Road, Chester Hill on Friday 20 September 2024.

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 the Chairman

### **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, Mrs J Blythe, Ms C Capote

### **Apologies**

Mr P. Gray, Mr D Um

### **Minutes of the AGM in September 2023**

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.

## **Auditor**

It was resolved to appoint Benbow and Pike as the auditors for the following 12 month.

## **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 D.Umm
V.President	Mr C Nammour
Secretary	Mr D. Crawford
Treasurer	Mrs V. Olive
Members	Mr R Robb (LM)
	Mrs J Blythe
	Ms C.Capote

**Presentation** It was noted that Mr Brett Kunkler, our president, was not standing for the position this year, as he was expected to be travelling extensively.

A presentation was made to Mr Kunkler by the Secretary on behalf of all on the Committee

## **General Business**

There being no further business the meeting was closed at 11.25am.

D.M.Crawford

B.Kunkler

Secretary

President

## **2024-2025 President's Report: Chester Hill Neighbourhood Centre Annual General Meeting**

It is a great honor to present this President's Report to the Annual General Meeting of the Chester Hill Neighbourhood Centre (CHNC) for the 2024-2025 year.

This past year has been a testament to the incredible work being done at our center. I've witnessed firsthand the profound impact of our programs—from vital children and youth services to essential family and seniors' support. Our community garden, skills training, and various social activities like garage sales and sewing classes etc have all played a crucial role in building a stronger, more connected community. The genuine gratitude expressed by those we serve is a powerful reminder of our purpose. One person shared, "I felt so alone, but now I feel so much better because of this community," while another highlighted the practical support they received, such as food and clothing. These stories are a testament to the heart of CHNC, which is not just about providing services but about reaching out and helping people build better lives through social connection.

The success of our center is a direct result of the dedication of our staff and volunteers. I want to extend my deepest thanks to the approximately 80 individuals, both paid staff and volunteers, who have worked tirelessly this year. Their commitment has been unwavering, even in the face of challenges. While every community organization encounters obstacles, our team has consistently shown a remarkable ability to problem-solve and adapt, ensuring we continue to provide excellent service to everyone in our community.

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### **Key Highlights and Acknowledgments**

One of the most memorable moments of the year was celebrating the 55th anniversary of CHNC. The anniversary was a tremendous success,

thanks to the staff and volunteers who worked so hard to organize it. It was a day of meaningful reflection and celebration, attended by many distinguished guests including Aunty Lynne, The Hon Jihad Dib, Linda Voltz, David Saliba, and Councilor Rachelle Harika etc, among others. It was a wonderful opportunity to honor our history and the incredible legacy of service we have built.

I would also like to take this moment to offer special thanks to two individuals. We honored Ray Robb, a dedicated life member, for his long-standing service on the management committee. His contributions have been invaluable. Additionally, we acknowledge and thank Brittany Stibbard for all her hard work and wish her the very best in her future endeavors.

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## **Governance and Management**

The ongoing health and success of the center are a direct reflection of our leadership. I am incredibly grateful to our Centre Manager, Ms. Dale Donadel, for her exceptional leadership. Dale's energy and commitment are unparalleled, and her "lead by doing" approach inspires a high level of professionalism throughout the entire center.

I also want to acknowledge our fantastic leadership and management team, Rana Lakmas and others. They are exceptional leaders who ensure our programs are of the highest standard and truly reflect the needs of our community. Their proactive and caring nature is a great asset to CHNC.

A huge thanks is also owed to the Chester Hill Neighbourhood Centre Management Committee. Each member brings a unique set of skills and wisdom to our meetings, and their expertise is something I deeply value.

I want to make a special mention of my executive: Mr. Charbel Nammour (Vice President) and Mr. David Crawford (Secretary).

Their ongoing support and wise counsel have been instrumental this year. I am humbled by the fact that all committee members are volunteers who generously give their time and energy to support the governance of our center.

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### **Looking Forward**

Over the past 12 months, our programs have remained robust and healthy. While we have faced challenges, particularly with continual changes to state and federal legislation and a difficult jobs market, the center has always found a way to overcome them. I think that audits of our Before and After School Care were positive, and we welcomed the external appraisal as an opportunity to make both areas even stronger.

Our day-to-day operations are in excellent hands with our Centre Manager, Team Leaders, and administration staff, who all maintain a high degree of professionalism. I believe that in the coming year, 2025-2026, the Chester Hill Neighbourhood Centre will continue to be at the forefront of delivering high-quality programs and initiatives. For a neighborhood center in Chester Hill, we truly punch well above our weight. We are all united by a fundamental principle—to help others—and this mission will never stop.

Thank you.

David Um, President (2024–2025)

# **MANAGEMENT COMMITTEE**

## **MEMBERS**

President - David Um

Vice-President - Charbel Nammour

Treasurer - Vi Olive

Secretary - David Crawford

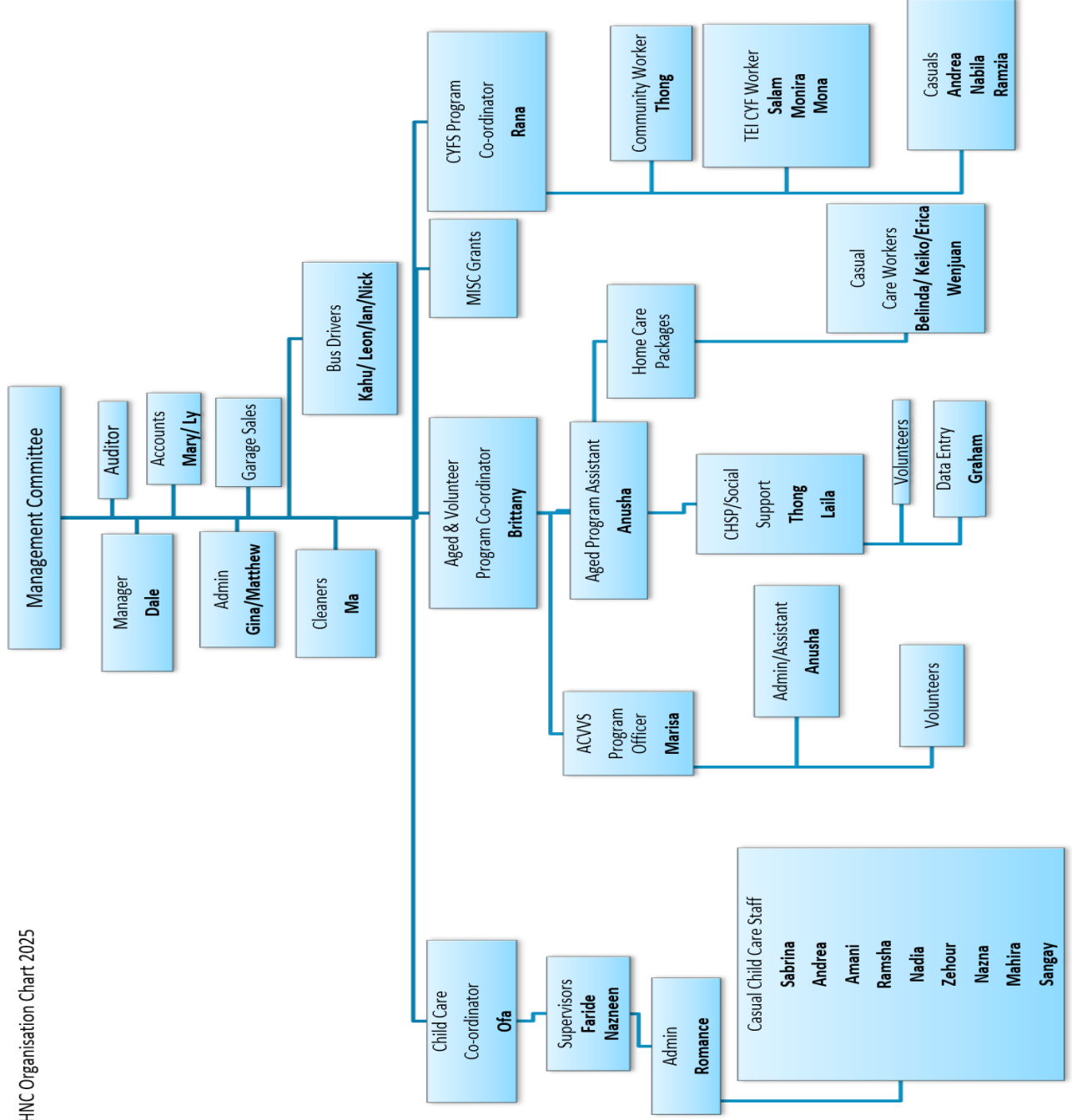
## **Committee Members**

Raymond Robb

Janine Blythe

Ms Christie Cabote

CHNC Organisation Chart 2025



# MANAGER'S REPORT 2025

A highlight of the last year was the opportunity to celebrate Chester Hill Neighbourhood Centres 55 years of operation. We celebrated with an event at the Roundabout Youth Centre, with approx. 150 invited guests attending, including MP's, past and present Management Committee members & staff and current clients and their families. The event included Jumping Castle, Face Painting, Henna, Popcorn and lunch.

On a sad note, one of our very long term Committee Members Mr John Killey passed away, he had held executive positions including President for more than 30 years

We had another Aged Care Quality Review, which resulted in being deemed as meeting the Aged Care Standards. This involved a lot of extra work by staff, in preparation for Assessors to visit our organisation for 2 days and providing supporting documents to them.

A major decision was made to cease providing Home Care Packages as a result of Govt changes, which would have seen the organisation potentially losing a considerable amount of money each year. This program ceased in June and unfortunately one permanent part time staff member was made redundant.

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 and the requirement for CHNC to become a Child Safe Organisation.

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 24/25 Fundraising totalled \$44,412

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 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 but unfortunately had to transfer our HCP clients to other providers when the decision was made to cease providing the program. We welcomed Ofa to the position of Child Care Director for our Before and After School Care & Vacation Care OOSH. Additional funding from Dept Education has given us the opportunity to promote the service and commence building up the numbers, which were depleted during Covid.

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 Janine for being our Management Committee representative

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. Social Lunches are conducted every Wednesday, Sewing Classes are held on Mondays in school term and CHSP Social Support meetings on Thursdays. TEI Adult Education classes and other activities have also been conducted throughout the year

Chester Hill Community Garden, on the corner of Hector St and Waldron Rd, Chester Hill, is a project of Chester Hill Neighbourhood Centre. 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 skating rink, however, cannot be used for skating due to our Skating Insurance being cancelled. Youth have been encouraged to take up Basketball in place of skating. Playgroups and Parenting Programs continue to be provided.

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-

Intergenerational Cooking

Speech Therapist for Playgroups

#### Canterbury Bankstown City Council Community Grants.

Bringing back old skills & crafts for youth eg crochet

Family activities with a sustainability focus

Artistic Project for the Garden "twins"

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 David Crawford (Secretary) and David Um (President) 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.

They all 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 especially thank Raymond Robb who has retired from the committee this year after more than 30 years of service as our Secretary. We invite all to call in, phone or email to find out how you can join some of our many activities.

Dale Donadel- Manager

## FUNDING

## ACKNOWLEDGEMENT

Program	Department	Source
<ul style="list-style-type: none"> <li>• TEI</li> <li>• <i>Childcare</i></li> </ul>	Department of Communities & Justice DEC	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 Aged Care Volunteer Visitors Scheme Home Care Packages	Department of Health & Ageing	Australian Government
Intergenerational Cooking Speech Therapist for Playgroup	Bankstown Sports Club	
Bringing back old crafts and skills for youth Family activities environmental focus Artistic Project to create Twins in the Community Garden	Canterbury Bankstown City Council Community Grants Program	<i>Local Govt</i>

*LIFE MEMBERS*

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Life Members of Chester Hill Neighbourhood Centre

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LIFE MEMBERS NAME	RECOGNITION YEAR	
Mr Raymond Robb	2003	
Mr Phil Gray	2016	

Persons 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

## 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, Andrea Daileg Nabila Amanzi and Ramzia Al Kassir.

Our programs and activities are designed to support families and improve long-term outcomes for children and young people in the Bankstown and surrounding communities. Through the NSW Department of Communities and Justice's Targeted Earlier Intervention (TEI) Program, we deliver a broad range of services that address the unique and evolving needs of our local community.

We know that children experience better outcomes when both family and community support systems are in place. Our approach integrates early intervention, family capacity building, and community engagement to help families thrive.

The TEI program focuses on two key service areas:

### 1. Community Strengthening Activities

These initiatives aim to enhance community cohesion, inclusion, and wellbeing. Programs in this stream are designed to:

- Build a sense of connectedness and belonging
- Encourage social participation
- Promote community understanding and harmony

### 2. Wellbeing and Safety Program

These services provide targeted support to individuals and families, with a focus on improving safety, stability, and wellbeing. Activities include:

- Case management
- Individualised family support
- Referrals to specialist services for issues such as domestic violence, mental health, housing, or financial stress



## Client Engagement and Demographics

In 2024-2025, around 400 clients accessed our Community Strengthening or Wellbeing programs. Most of our participants were female, particularly mothers and female carers attending playgroups, parenting support programs, and educational activities.

- 40% of participants were born outside of Australia
- Many families spoke a language other than English at home, reflecting the cultural diversity of our service area
- Common support needs included:
  - Housing assistance and rental relief
  - Relationship breakdown
  - Domestic and family violence
  - Financial hardship

Our team continues to adapt services to be inclusive, trauma-informed, and culturally safe, ensuring that each family receives appropriate and meaningful support.



### Community Strengthening Programs

<b>Learn to Sew</b>	A hands-on program for individuals interested in learning basic sewing skills. Each week, participants created a practical item such as reusable shopping bags and aprons. The program helped build confidence, creativity, and sustainable living habits.
<b>Garden Workshops</b>	Delivered in partnership with the Royal Botanic Garden's Community Greening Program, these sessions offered participants the opportunity to develop gardening skills, connect with nature, and explore sustainable practices. The workshops promoted environmental awareness and wellbeing.
<b>Drop In and Skate</b>	Held weekly during the school term, this program offered children and young people a chance to engage in skateboarding and physical activity in a safe and

	supportive environment. Unfortunately, this program is in doubt for the future due to insurance companies seeing it as a high-risk activity and refusing coverage.
<b>Online Cooking program</b>	Thanks to funding from South West Sydney Local Health District, this program encouraged parents and children (aged 8+) to cook together at home. Ingredients were delivered to participants, who then followed step-by-step instructions via Zoom. The sessions promoted healthy eating, family bonding, and practical life skills.
<b>Youth Drop In</b>	This weekly drop-in created a safe and welcoming space for young people to unwind, play games, crafts, and access informal academic or emotional support. Staff provided homework help, mentoring, and a listening ear — building trust and connection with local youth.
<b>Tweens Drop In and Homework Help</b>	This weekly program offered children aged 8–12 the chance to support families by reducing school-related stress and promoting positive parent-child interactions around learning. As well as assisting the participants to relax in a welcoming space, play games, and engage in social activities
<b>Vicinity Garden group</b>	After receiving funds from Vicinity last year, we have continued our gardening group. Involving a small number of local mums from diverse backgrounds. Together, participants planted, maintained, and harvested fresh produce used in a range of cultural dishes.



## Wellbeing and Safety Programs

<p><b>Playgroup</b></p>	<p>Our twice-weekly Playgroup, takes place at the Roundabout Youth Centre, continued to be a vital touchpoint for local families. With additional funding from the Bankstown Sports Club, we have continued with weekly Speech Therapy sessions. Our team can assist parents with practical advice and early intervention strategies to support their child's development, speech, motor skills, and healthy habits at home.</p>
<p><b>Parenting Programs</b></p>	<p>We delivered a diverse range of evidence-based parenting courses, in collaboration with local schools and community organisations. Programs included:</p> <p><i>Tuning into Kids</i>  <i>Tuning into Teens</i>  <i>Bringing Up Great Kids</i>  <i>Friends for Life-Adult Resilience program</i></p> <p>Also, we provide a Parenting Wellbeing program aimed at parents and carers managing their own emotions and care to equip them with practical skills to strengthen relationships, improve emotional regulation in children, and create calmer, more connected households</p>
<p><b>Parent Groups</b></p>	<p>Held weekly during school terms, parents and carers to share experiences, access information, and develop peer support networks. Parents participated in informal workshops, discussions, and information sessions on topics such as health, nutrition, emotional wellbeing, and education. Currently we run Arabic and Dari speaking groups.</p>
<p><b>School Holiday program</b></p>	<p>To support families during school breaks, we continued delivering tech-free holiday workshops, offering children a chance to participate in engaging, creative, and active experiences. Activities included skating, cooking, games, team sports, creating Lego, arts and crafts.</p>
<p><b>Family Case Management</b></p>	<p>For families requiring more intensive and individualised support, Chester Hill Neighbourhood Centre offers Family Case Management as part of our Wellbeing and Safety services.</p> <p>This program supports vulnerable or at-risk families who may be experiencing multiple, complex challenges. Our experienced staff work alongside</p>

	<p>families to develop longer-term, goal-oriented plans, offering guidance and advocacy in areas such as:</p> <ul style="list-style-type: none"> <li>• Housing support and tenancy advocacy</li> <li>• Financial stress and hardship referrals</li> <li>• Early intervention services for children</li> <li>• Access to mental health or domestic violence support</li> </ul> <p>Support is initiated either through self-referral or via partnerships with local schools, health services, or other community organisations. By building trust and providing coordinated support, our case management program empowers families to improve their wellbeing, stability, and long-term outcomes.</p>
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## Emergency Relief

In 2024-2025, Chester Hill Neighbourhood Centre continued to provide emergency relief and material assistance to families and individuals experiencing financial hardship and crisis. This support was vital for community members facing sudden challenges such as job loss, housing instability, domestic violence, or rising living costs.

Through partnerships with key service providers, we offered a range of financial, and material supports, including:

- Energy Accounts Payment Assistance (EAPA) vouchers
- Telstra Bill Assistance Program (TBAP)
- Sydney Water support
- Food hampers for families experiencing food insecurity
- Essential items including clothing, toiletries, and household goods

We are deeply grateful for the generosity and collaboration of our community partners and donors, who enabled this support. Special thanks to:

- Woolworths Chester Hill
- Dignity
- AusRelief
- Good360 and their generous donors



### One off Grants and Other Initiatives

<p><b>Cultural Intergenerational Cooking</b></p>	<p>This program is aimed at getting generations to cook together, share recipes, stories and food across the family. Whether it is cooking traditional cultural foods or new trending meals, participants can sit together and share meal. This program was funded by Bankstown Sports Club.</p>
<p><b>Sustainable garden Workshops</b></p>	<p>Teaching families about sustainable garden methods, the program gives children and their parents or carers, a chance to learn new gardening methods they can use in their home. The program was funded by Canterbury Bankstown City Council.</p>
<p><b>Speech Therapist at Playgroup</b></p>	<p>Thanks to funding provided by Bankstown Sports Club, our speech therapist has been able to provide weekly sessions. Providing general information about communication in early childhood as well as targeted support.</p>
<p><b>Bringing back old crafts</b></p>	<p>Teaching younger generations about traditional crafts, such as knitting and crocheting. This funding was provided by Canterbury Bankstown City Council.</p>

<p><b>Twins Scarecrows in the Community Garden</b></p>	<p>Another program funded by Canterbury-Bankstown City Council to build on our family of Scarecrows in the community garden. Local children helped design the scarecrow twins made from recycled materials.</p>
<p><b>Joint School Holiday Program</b></p>	<p>We currently collaborated with other local youth services to provide fun activities and experiences for young people during the school holidays. These have included excursions to Luna Park and Raging Waters. The program is funded by Canterbury Bankstown City Council.</p>



**COLLABORATIONS AND NETWORKS In 2024-2025**

The CYFS team have 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 collaborated in NAIDOC week celebrations at Urana St, as well as Youth Week events supported by Canterbury Bankstown City Council.

Our organisation celebrated 55 years of continuous service to Chester Hill and the surrounding areas; it is a testament to the enduring legacy of those who laid the groundwork for our organisation.

This year, we have worked consistently to provide meaningful support to local families. I extend my sincere thanks to our dedicated staff, students, and volunteers, whose commitment and hard work have made a real difference in our community. Also, on behalf of our team I wish to congratulate Dale Donadel, our manager, who celebrates 25 years at the helm of our organisation.

As we look ahead, we will take the opportunity to review our service provision while remaining focused on further developing and delivering programs that respond to the evolving needs of families and contribute to better outcomes for children.

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

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Child  
Youth and  
Family  
Services  
2024-  
2025



## **Before And After School Care & Vacation Care Annual Report 2024- 2025**

I started my role as Director here at Chester Hill Neighbourhood Centre OOSCH in August. Everyone has been very welcoming and supportive in my new role. The team of educators have been at the service for a long time and changes were not easy for them to adapt to, there have been some challenges implementing new ideas and methods in running of the service e.g. at the end of last term (term 2, 2025) we have started using the school playground during term and throughout the Vacation Care that has just past. The staff mentioned that this was the first time they have used the school grounds during term due to the staff's fear of trusting the children or the staff thinking that it is was a difficult task to manage. These changes will take time getting used to for the current team but in the long run will benefit the service e.g. going to the school playground on busy days, takes away the stresses of the hall being over crowded, loud noise which can be overwhelming for young children and children with special needs, these stresses then increase the incidents and challenging behaviours that the staff at times are dealing with. With changes of course we are writing risk assessments and ensuring the safety and wellbeing of the children are our priority.

With my start in the new role, I worked alongside Romance as the administrator, Romance did a great job in my opinion, and we worked together in marketing and attempting to grow the number of enrolments in the service, which I believe we have done and hopefully continue to do so.

While working on growing the centre, I noticed there were children with additional needs, i.e. there were maybe 4-5 children with ADHD at the service, but there was no Inclusion Support Subsidy arrangements, since then we now have approval for funding for an Inclusion Worker each day during term 3 hours and Vacation Care each day for 8 hours, which does help with the overall managing of the children and has allowed us to take in enrolments of 2 children with Autism as well as the children with ADHD, we are currently working on getting approval for another ISS worker.

Our program is still written weekly with educator's input along with children's request and interest. I try to focus on the cultural calendar and other community or special events that are happening at the time, we also ensure to align our routines and practices with the NQS and My time our place.

This is my first annual report, so I am following the format of the last coordinator and making changes to fit what is now current.

<b>The service operation</b>	<p>Before School Care      7:00am – 9:00am</p> <p>After School Care      2:30pm – 6:00pm</p> <p>Vacation Care      7.00am - 6.00pm</p>
<b>Licence Numbers to provide care</b>	<p>BSC 30 children</p> <p>ASC 70 children</p> <p>VC 85 children</p>
<b>Feeder Schools</b>	<p>Chester Hill Public School, Chester Hill North Public, Blaxcell Street Public School, Salamah College, Sefton Infants, Bass hill and Birrong Public School, Regents Park</p>
<b>Transport to and from schools</b>	<p>Chester Hill Public School children are walked to school in the morning and back to the centre in the afternoon and were supervised by one of our educators.</p> <p>Children who attended the other schools were taken to school in a CHNC bus each morning and collected from school in the afternoon.</p>
<b>Average attendance numbers- BSC and ASC</b>	<p>BSC 16</p> <p>ASC 40</p> <p>VC 47</p>
<b>Fees:</b>	<p>Before School Care      \$19 per Session</p> <p>After School Care      \$31 per Session</p> <p>Casual booking extra      \$1.50 per Session</p>

	Vacation Care           \$50 per day Casual booking extra   \$3 per day
<b>Current Permanent Staff</b>	<b>Ofa Misa</b> – Co-ordinator working 30 hours/week  <b>Faride Hilal-</b> Nominated Supervisor working 24hrs a week,
<b>Casual Child Care Educators.</b>	Mahira, Sabrina, Nadia, Zehour, Amani, Rizwana, Nazna, Raj, Naima, Shaima,  Bus Drivers are Kahu, Leon & Janine.
<b>Training attended</b>	Last term we ran a training night to update some of the Educator’s Child Protection, and First Aid Certificates here at the centre.
<b>Breakfast and Afternoon Tea</b>	With our food menu, we now provide a 4-week nutritional rotating breakfast and afternoon tea menu. We are currently working on updating the menu for spring.

## **Program**

Here are some photos of programs that were run throughout the time I have been working at the centre. We cover a variety of experiences such as, cooking, craft, cultural events, gardening, science experiments etc.

There are also some photos from vacation care to get an idea of the programs we provide. The most recent favourites were excursions to Frenzy Park and the Game Bus incursion.





Thank you for the opportunity to be part of the Chester Hill Neighbourhood Centre Community. I am enjoying my role as Director and look forward to continue working with the educators and children at the service.

Kind Regards,

Ofa Misa

Co-ordinator

## **Aged Care Programs**

2024 – 2025 has been a year of both significant change and strong achievement for Chester Hill Neighbourhood Centre’s Aged Care Programs.

This year, CHNC has made the difficult but necessary decision to close our Home Care Package (HCP) program due to financial viability challenges. This decision was not taken lightly, and followed careful consideration of the sustainability of the program with the New Aged Care reforms coming into effect in November 2025. We are proud of the high-quality service we provided to HCP consumers over many years, and worked closely with all consumers and representatives to ensure a smooth transition to new providers.

Despite this major transition, the Aged Care Team has demonstrated resilience, professionalism and an unwavering commitment to excellence.

In 2025, CHNC underwent a quality and risk assessment by the Aged Care Quality and Safety Commission across both our Commonwealth Home Support Program (CHSP) and HCP programs. We are proud to report that CHNC was found to be fully compliant with the Aged Care Quality Standards. This is a significant achievement that reflects the dedication, hard work and growth of the entire Aged Care Team. The audit feedback acknowledged our strong consumer focus, robust systems and commitment to continuous improvement.

CHNC’s Aged Care Programs continue to be supported through the CHSP and the Aged Care Volunteer Visitors Scheme (ACVVS). Our team continues to work collaboratively across these programs to deliver person-centred care, support wellbeing and build social connection for older people in our community.

We remain focused on adapting to the ongoing reforms, including the introduction of the new Aged Care Act and revised Quality Standards. Our commitment to service improvement and quality outcomes has never been stronger, and we are actively working to ensure our programs not only meet but exceed expectations.

Looking ahead, we are confident about the future of CHNC's Aged Care Programs. With a dedicated team, a strong foundation of compliance and quality, and a renewed strategic direction, we are well-positioned to continue supporting older people in our community with care, dignity and respect.



*Accompanied Outing to Clontarf*



*Easter at Social Lunch*

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

Chester Hill Neighbourhood Centre's CHSP is proudly funded by the Australian Government through the Department of Health and Aged Care.

This program provides entry-level support to older people aged 65 and over, supporting them to live safely, independently and with dignity in their own homes. Guided by a wellness and reablement approach, our service focuses on building individual strengths, promoting autonomy and supporting consumers to work towards their personal goals.

Our CHSP Social Support Individual service is delivered by a dedicated team: Laila, Thong, Anusha and Brittany. The service is supported by a passionate group of volunteers: Joanne, Graham, Duoang, Ray, Yolla, Gobleth, Janine, Mai, Hung, Linda, Muoi, Phung, Cuc and Yen. Together, we deliver a holistic, consumer-directed service designed to reduce social isolation, promote independence and improve wellbeing. Services offered include one-on-one community access, shopping services, transportation to medical appointments, web-based and home-based social support and accompanied activities.

These supports can be life-changing, helping consumers remain engaged in their community, connected to others and confident in completing everyday tasks. For many of our consumers, Social Support Individual is the only service they require to continue living independently at home.

Social Support Individual also provides the necessary, interim support for older adults to remain at home whilst waiting for higher-level support.

2024 – 2025 has been a year of strong outcomes for our Social Support Individual program. We achieved 100.1% of our funding target, delivering a total of 7,130.08 hours of support. This is an outstanding outcome and is a testament to the dedication and hard work of our staff and volunteers.

#### *Intakes and Exits:*

Throughout the year, we supported an average of 73 to 83 active consumers. On average, each consumer received at least two contacts per month, with many receiving support twice a week.

Due to the short-term, transitional nature of CHSP, client exits are expected and often reflect successful reablement. During 2024 – 2025, 21 consumers exited the CHSP program. The most common reason for exit was consumers moving to Home Care Package funding (10 consumers moved to alternate providers, 3 consumers chose CHNC HCP). 3 consumers no longer required CHSP services and underwent reablement through our program, 3 consumers passed away and 2 consumers entered permanent residential care.

#### *Reassessments:*

Ongoing face-to-face assessments and annual reassessments ensure we remain responsive to our consumers' changing needs. These comprehensive reviews strengthen our understanding of each individual's lifestyle, environment, and goals. They form the foundation of tailored care planning, service delivery, referral pathways, health education, and risk management. Laila, Anusha and Thong have shown exceptional commitment to continuous learning and best-practice techniques in their assessments and consistently bring empathy, curiosity and active listening to their work.

Web-based and home-based social visits—in English, Arabic, and Vietnamese—have grown significantly this year, extending our reach and supporting socially isolated clients more effectively.

#### *Social lunch:*

Our weekly Social Lunch continues to thrive, welcoming an average of 20 participants each week who enjoy affordable, nutritious meals in a friendly, communal atmosphere. A heartfelt thank you to volunteers Gobleth, Duoang, Yolla, Ray and Graham, whose support makes this possible. Special thanks to Duoang, who has now retired from the program. Duoang's dedication has been truly appreciated.



*Rock N Roll Social Lunch*



*Teddy Bears Picnic Social Lunch*



*Accompanied Outing to Camelia Gardens*

### *Accompanied Shopping and Medical Transport:*

One-on-one transport and shopping services ensure consumers can manage errands and attend appointments independently, without relying on family or friends. These affordable supports (\$10 per visit) have had a significant impact on consumer confidence and independence. Thong has provided outstanding culturally-specific support to the local Vietnamese community, strengthening social ties and trust. The ongoing shopping assistance and medical transport has supported many consumers remain independent and living at home.

### *Accompanied Outings:*

We expanded our accompanied outings this year, offering meaningful and enjoyable experiences such as scenic drives to Leichhardt, Manly, Kiama, Penrith, attendance at local concerts and long lunches at various eateries around Sydney. These small-group or individual outings promote active lifestyle, healthy habits and eating, community engagement and socialisation.

### *Volunteers:*

This year, 13 volunteers generously contributed to CHSP service delivery. Our volunteers; Joanne, Graham, Duoang, Ray, Yolla, Gobleth, Janine, Phung, Hung, Yen, Cuc, Linda and Mai, played a vital role across all service areas, particularly in Social Lunch and accompanied outing outings. Their compassion, energy, and commitment are deeply appreciated and integral to our success.

Sincere thanks to our entire CHNC team including, staff, volunteers, paid workers, and bus drivers, whose efforts have enabled us to exceed our goals and make a tangible difference in the lives of older people. Thank you also to the Department of Health and Aged Care, the CHNC Management Committee, and our Manager for their ongoing support and guidance.

We look forward to another year of empowering older Australians through high-quality, person-centred services that promote independence, wellbeing, and social connection.

### **Aged Care Volunteer Visitor Scheme:**

The 2024 – 2025 financial year marked another period of growth and consolidation for Chester Hill Neighbourhood Centre's Aged Care Volunteer Visitor Scheme (ACVVS), funded by the Australian Government Department of Health and Aged Care.

Over the past year, the program supported 105 older people, including both aged care residents and HCP consumers. Of these, 18 consumers have sadly passed away or withdrawn from the visits due to health-related issues. As of 30<sup>th</sup> June 2025, we continue to support 87 active clients, comprising 8 HCP consumers and 79 aged care residents. Over the year, we have supported 11 HCP consumers, and 94 aged care facility residents. Our volunteers have made a significant impact by providing social connection and companionship to all clients across both settings.

### *Key Achievements in 2024–2025:*

We exceeded expectations, achieving 87 outputs, surpassing our funded target of 85. Both the Inner West and South-West regions met 100% of their allocated targets, reflecting the program's strength and consistent delivery.

Overall, we achieved over 100% of our funded outputs, reinforcing our commitment to addressing social isolation for older Australians.

### *Volunteer Engagement:*

A total of 63 volunteers participated in the program this year. While 5 volunteers retired or resigned, we currently have 58 active volunteers, maintaining a strong 92% volunteer retention rate. We hosted various training to support our volunteers, including training delivered by MDS training with sessions focused on Manual Handling and Boundaries, ensuring volunteers are well-equipped and supported in their roles.

### *Client Connections:*

Our volunteer team has supported 105 consumers during the year. The inclusion of HCP recipients within the ACVVS has proven especially valuable, allowing consumers to access social support without impacting their care budgets, while promoting greater inclusion and community participation.

Since joining the Aged Care Programs team, Marisa, our ACVVS Project Officer, has continued to thrive in her role. Marisa has delivered a responsive and consumer-centred program, enriched by compassionate and committed volunteers. Marisa's coordination has ensured continuity of service and successful connections between clients and volunteers. Her dedication has been pivotal to the ongoing success of the program.

As we reflect on this past year, we are proud of the positive impact our volunteers made. Their visits – whether spent chatting, crafting, listening to music, or simply offering companionship – significantly improve the lives of older people in our community. This is especially meaningful for those from culturally and linguistically diverse backgrounds, people living with disability, cognitive impairment or dementia, or those who are deaf or hard of hearing, who may otherwise face greater risks of isolation.

We are incredibly grateful to every volunteer who has contributed their time and heart to this program. Your presence brings joy, connection and meaning to the lives of older Australians. Thank you to the Department of Health and Aged Care, the CHNC Management Committee and all staff who continue to support and champion the wellbeing of older people in our local community.

We look forward to another strong year ahead for ACVVS in 2025 – 2026.



*Volunteers attending training at the Guide Hall*

**Brittany Stibbard**

**Aged Care Programs Coordinator**