

SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE

CELEBRATING



*years*

ANNUAL REPORT 2016/2017



Springwood Neighbourhood  
Centre Co-operative Ltd



### The Healing Quilt

Inspired by a Reconciliation Quilt project by an acclaimed Blue Mountains textile artist, Springwood Neighbourhood Centre's Healing Quilt was created in 2004, by community members contributing individual panels.

These panels were made in the spirit of respect and reconciliation, as part of an ongoing journey.

SNCC acknowledges, with much appreciation, all the quilting artists who created this beautiful Healing Quilt.

# WELCOME

*I would like to begin by acknowledging that we operate our services on the land of the traditional custodians of this land, the Darug and Gundungurra people. We are so privileged to live and work in this world heritage place, and on behalf of all associated with Springwood Neighbourhood Centre Co-operative, I pay respect to elders past, present and future.*

I would also like to thank the Board, staff, volunteers of Springwood Neighbourhood Centre Co-operative (SNCC) for your ongoing support of and commitment to our organisation. This enables us all to work to support our community. As we start to prepare to celebrate 40 years of service and support by SNCC of our community I am reminded that it was established through the goodwill of a handful of community members and many volunteers. This support and engagement continues today.

In the 2016/2017 financial year we said goodbye to three members of staff. Wendy Lenthen added her unique flair to the Centre through our relationship with Nova Enterprises. Kay Spriggs our Finance Co-ordinator decided it was time to join her husband in Shellharbour and Anne Snowdon the co-ordinator of the Volunteer Home Visitors fulfilled her dream of retiring to the coast. We thank them for their hard work for SNCC and in particular I would like to thank Anne for her unswerving commitment to her clients and volunteers of the VHV service.

SNCC welcomed Imelda Eames to the position of Senior Community Project Worker, Jeanette Hansen as the Timebanking Co-ordinator, Meg Keith joined SNCC in July as the Finance Co-ordinator and Liz Murphy as the Volunteer Home Visitors Co-ordinator. We welcome them to the team. I would like to acknowledge the skill, dedication and professionalism of all of the SNCC staff, who are a delight to work with and provide amazing support to the Organisation and the community.

Toni Quigley, EO



Shae Foenander, Colin Berryman, Richard Engel and Jane Ley joined the SNCC Board during this year and their expertise and experience is of great use as part of the Board. We said goodbye to longstanding board member Alan Crookes and a change of employment circumstances led to the departure of Colin Berryman, Jane Ley and Tracey Willow. We thank them for their valued contributions.

SNCC could not provide the multitude of services and support to the community without the ongoing support of our wonderful volunteers. In 2014 the Australian Bureau of Statistics estimated the hourly rate for volunteers would be \$36. SNCC has a minimum of 103 of volunteers who provide an average of two hours of support to SNCC on a weekly basis. If we had to translate that in monetary terms, it would mean somewhere in the vicinity of \$356,000 dollars of support each year. Our volunteers support the service provision to our aged care clients, to supporting the children and staff at Tanderra through providing gardening services, assisting in the efficient and effective customer service which is provided through the Neighbourhood Centre as well as answering the many different inquiries via phone and our email service. They also use their design and graphic arts skills assisting with our publicity. We are very grateful to all of them who give with an open heart to all members of our community.

As part of community services in the Blue Mountains SNCC is supported by its local community members, the Blue Mountains City Council and parliamentarians both State and Federal and through connections with other Community Sector organisations. I would like to particularly thank our wonderful local member, Trish Doyle who is always willing to advocate on our behalf, to provide advice as well as attend many local functions. This she does in spite of her very busy schedule and we are fortunate to have someone with her integrity supporting the community services in the Blue Mountains.

The review and reforms of services delivered by community based organisations continues with service delivery being impacted particularly in the area of aged care. Our Community Visitors Scheme which has been Federally funded for over 20 years and our Volunteer Home Visitors service are both excellent examples of community support services for members of the community. These services target the specific needs of the vulnerable and frail aged people in our community and benefit from our local knowledge and the capacity to respond to the changing demographics of the Blue Mountains. Funding for Community Visitors Scheme continues until June 2018 and for the Volunteer Home Visitors until June 2020.

The reforms being carried out by the NSW Department of Family and Community Services across the State has a direct impact on services delivered through the Neighbourhood Centre, which is funded through the Community Builders funding stream. The Targetted Early Intervention Programme (TEIP) reform is still causing much unease within the sector. Community services in the Blue Mountains have been advocating for the inclusion of very specific groups in this process, particularly those vulnerable and isolated people over 50 who are one of the biggest user groups of neighbourhood centres be included in these reforms. The groups which are the focus of these reforms are vulnerable children and families and although SNCC has been funded for the next three years our service delivery has to be transitioned to comply with these reforms.

SNCC along with other community service groups in the Blue Mountains continues to advocate for these groups with FACS.



### The organisation's strategic focus this past year has been:

- to continue to work with the community and deliver programmes and services to ensure that our clients can lead a fulfilling life in a culturally diverse and inclusive community;
- be a best practice governance and risk managed community-based organisation;
- ensure sufficient financial strength, resources and accountability to enable SNCC to achieve its objectives;
- have staff and volunteers with the commitment, skills and resources to meet the needs of individuals and the community we support and who regard SNCC as a great place to work;
- have a Best Practice Management System that meets relevant Quality Standards and provides the tools for effective and efficient day-to-day SNCC operations.

Board, staff and volunteers continue to work on these areas to ensure that these objectives are met whilst ensuring that new opportunities are taken up.

At the time of writing we have completed Stage 1 and Stage 2 of ISO 9001:2015 Quality Management System certification. This has meant that the development and implementation of our systems and infrastructure has been a primary focus, together with the appointment of our Quality Co-ordinator. Our Data Management System has been upgraded as well as our IT system which ensures that compliance across all our services is able to be met. Special thanks must go to Lesley Lewis who has had primary carriage of this area and continues to guide the Board, the staff and our volunteers in this important area.

Springwood Neighbourhood Centre Cooperative also works in partnership with many groups and organisations throughout the local government area and because of this we are able to deliver high quality services, advocacy and information and referral.

Finally, I would like to thank the SNCC Board of Directors who have freely supported the Organisation throughout the year. In particular, I would like to acknowledge the commitment of our Treasurer Allen Laird who after 10 years of service to the community is retiring. Allen has been of great support to myself and the organisation and I thank him for that.

I look forward to a wonderful year of celebration, of change, development of many new initiatives and the expansion of SNCC so that it is able to continue to fulfil the aspirations of the original group of community members and volunteers.

**TONI QUIGLEY**  
EXECUTIVE OFFICER.

## “ Thank you

I would also like to thank the Board, staff, volunteers of Springwood Neighbourhood Centre Co-operative for your ongoing support of and commitment to our organisation. This enables us all to work to support our community. As we start to prepare to celebrate 40 years of service and support by SNCC of our community I am reminded that it was established through the goodwill of a handful of community members and many volunteers. This support and engagement continues today.

# Acknowledgement of Country

Springwood Neighbourhood Centre Co-operative Ltd (SNCC) acknowledges that we work on the traditional lands of the Darug and Gundungurra peoples and pay respect to the strength, capacity and resilience of past and present Aboriginal people in this region.



## our Vision

We strive for a community that is vibrant, caring and inclusive.



## our Mission

SNCC is a community managed organisation, linking people, resources and ideas. SNCC applies the principles of social justice to the wellbeing of the community.

## SNCC acknowledges funding and financial support from:

Commonwealth Government,  
Department of Health

Commonwealth Home Support  
Programme (initiative of  
the Australian Government,  
Department of Health)


NSW Government, Education &  
Communities

NSW Government, Family &  
Community Services

NSW Government, Premier &  
Cabinet


# CONTENTS

WELCOME, EXECUTIVE OFFICER'S LETTER	1
ACKNOWLEDGMENT OF COUNTRY, VISION, MISSION	3
CHAIR'S MESSAGE	5
OUR ORGANISATION STRUCTURE	6
OUR BOARD AND SERVICE STRUCTURE	7
THE YEAR IN NUMBERS	8
SPECIAL THANKS	9

 <b>CHILDREN AND FAMILIES</b>	<b>10</b>
Tanderra OOSH Service	11
Vulnerable Families	16
Community Food Relief	19

 <b>COMMUNITY DEVELOPMENT</b>	<b>20</b>
Community and Cultural Development	21
The Harwood Method	22
Events	24
Groups and Activities	27
Timebanking Service	33
Blue Arc	34

 <b>AGED CARE</b>	<b>36</b>
Community Visitors Scheme (CVS)	37
Volunteer Home Visitors (VHV)	39
Social Inclusion Groups	42
Dementia Carers Support Group	44
Aged Care Summary Statistical Information	45

 <b>FINANCIALS</b>	<b>46</b>
---	-----------

 <b>VOLUNTEERS</b>	<b>56</b>
---	-----------

# MESSAGE FROM THE CHAIR

As in our own lives, SNCC is constantly in a state of transition. Some changes are the consequence of external forces and others from within – whether it be a quantum shift to a new philosophical position on service delivery and the relevant funding platform requirements that accompany it, or the strategic positioning of the sector and how that impacts on our relationships with our partners.

The Co-operative has had to navigate a plan for its physical transition from our previous location, through temporary accommodation, to a staged relocation and final occupation as a tenant in the Blue Mountains Theatre & Community Hub building at 104-108 Macquarie Road, Springwood. These things tend to happen simultaneously with a multitude of other considerations.

SNCC's achievements, this financial year, have come to fruition by forward planning and implementation. The Board and the Executive Officer have placed strong emphasis on strategic themes covering consolidation and growth, quality improvement, service integration, innovation and the strengthening of pre-existing relationships. In addition, we prepare for the next period by looking into the future and grasping the concept of what the Co-operative will need to be in three to five years and planning accordingly.

From a governance point of view, it is important to maintain a level of continuity with SNCC's corporate knowledge in order to better facilitate aspects of this multilayered strategic development process and planning roll-out.

For the last nine years, Allen Laird has filled the position of the Co-operative's Treasurer and this financial year marks the end of Allen's tenure. His contribution to the organisation has been substantial and I have come to value his wise counsel and clarity on a wide range of issues as well as financial. Allen retains a significant amount of accumulated knowledge and has the ability to balance this information with new opportunity proposals to the betterment of the

Keith J Dowling, Chair



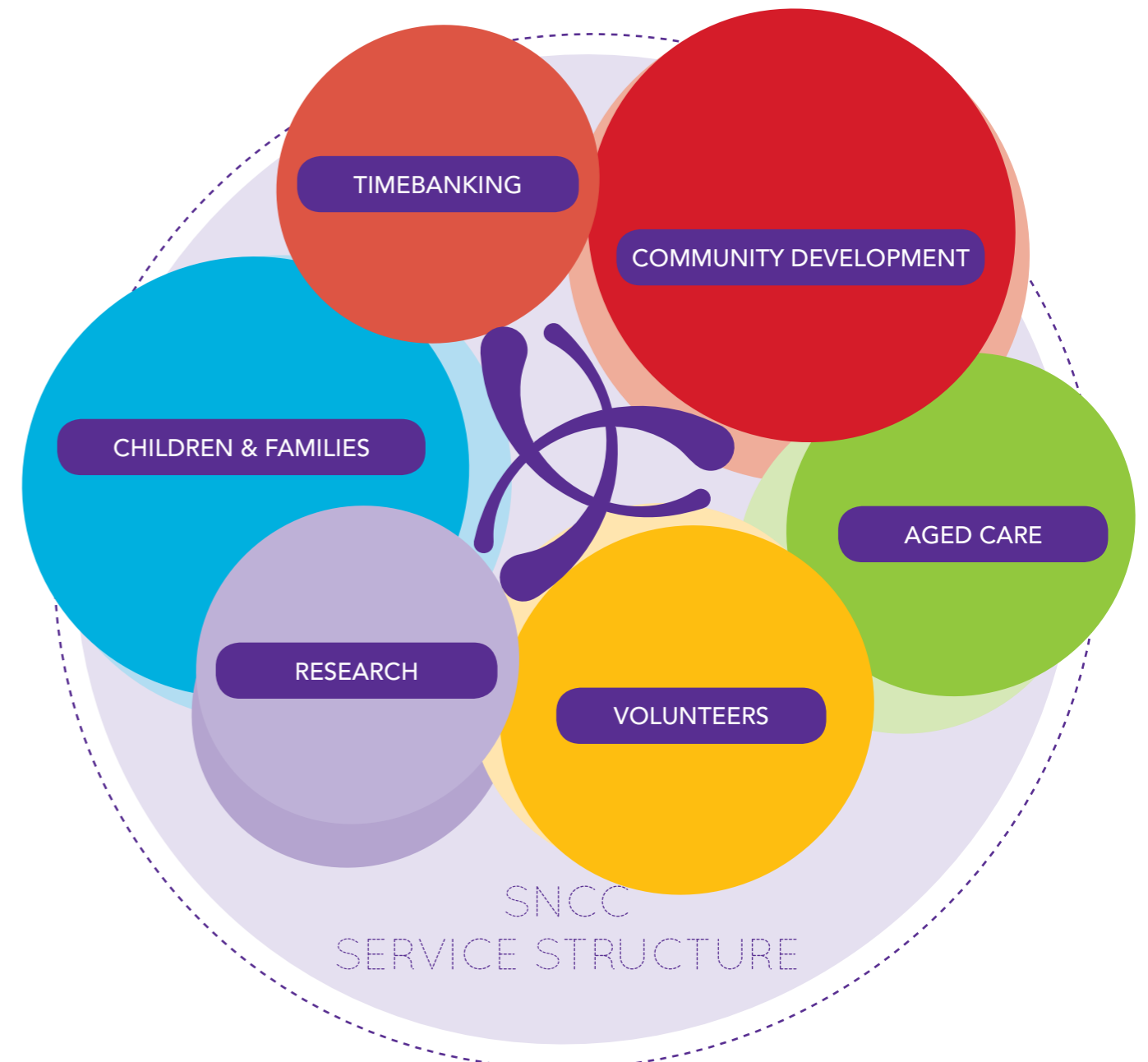
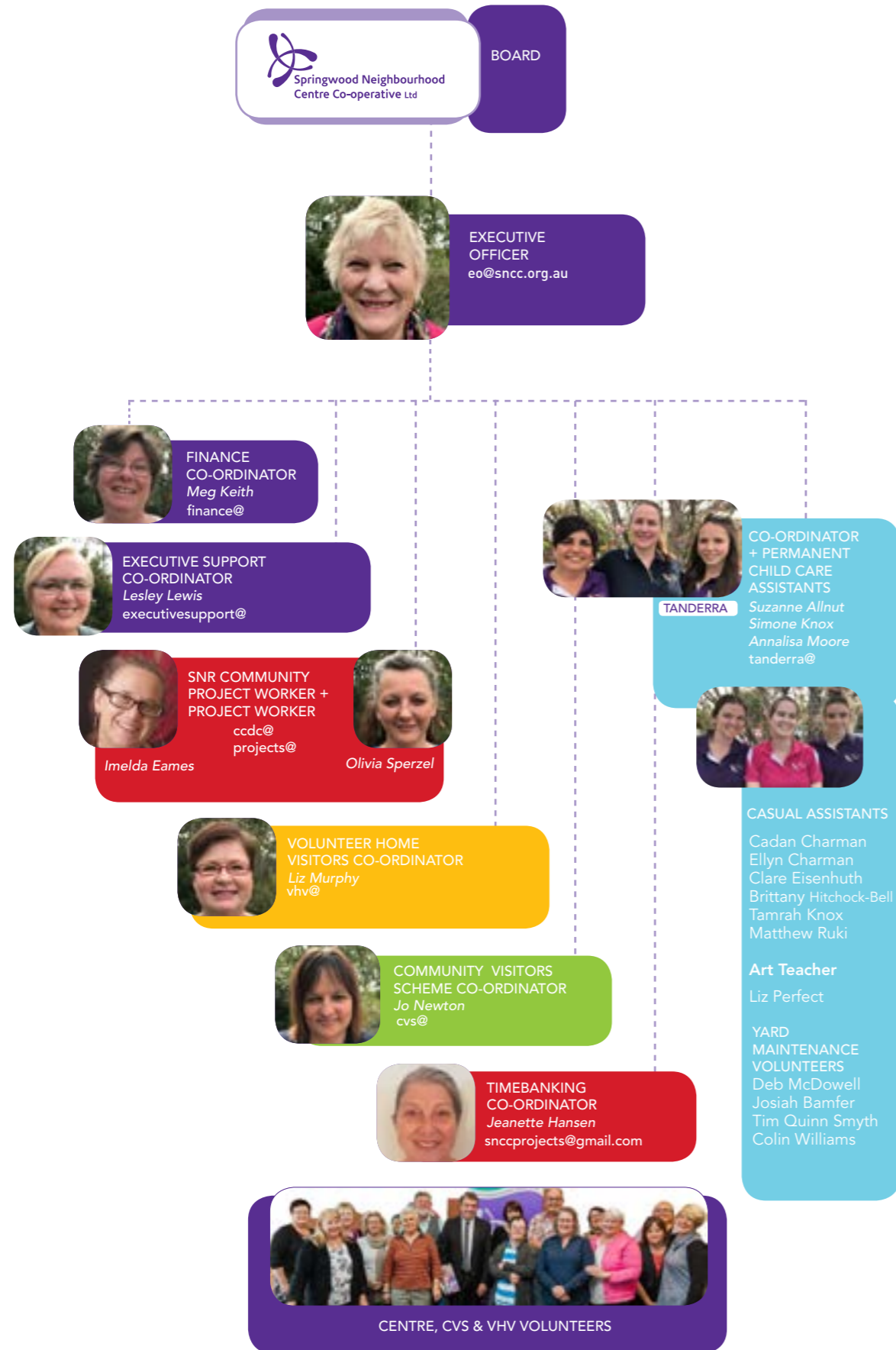
SNCC's advancement. He leaves SNCC in a sound financial position and a solid foundation upon which subsequent Boards can build. On behalf of the present Board and the membership of the Co-operative, I thank Allen for his committed dedication to the organisation and the community that it serves.

I similarly wish to acknowledge our current Board. Your time, expertise and skill, sustains the organisation and positions it for growth. I am very grateful to Toni Quigley our Executive Officer, for her professional approach in managing SNCC's operations, her practical application in working with the Board and the strategic thinking required when functioning within the constraints of these transitions. To our staff – your energy and commitment to your roles and preparedness to embrace the integration of services across the organisation, to provide seamless accessibility, is commendable and much appreciated. I also wish to thank our wonderful volunteers who continue to enhance SNCC's service delivery with quiet perseverance, passion and enthusiasm.

As we continue to establish our presence in the new centre, our five-year relocation plan culminates with the start of our 40th year. Truly a reason to celebrate! Let's recognise our rich history over the coming year as we transition to an even more resilient and vibrant future.

**KEITH J DOWLING**  
CHAIR

# ORGANISATION CHART



# THE YEAR IN NUMBERS

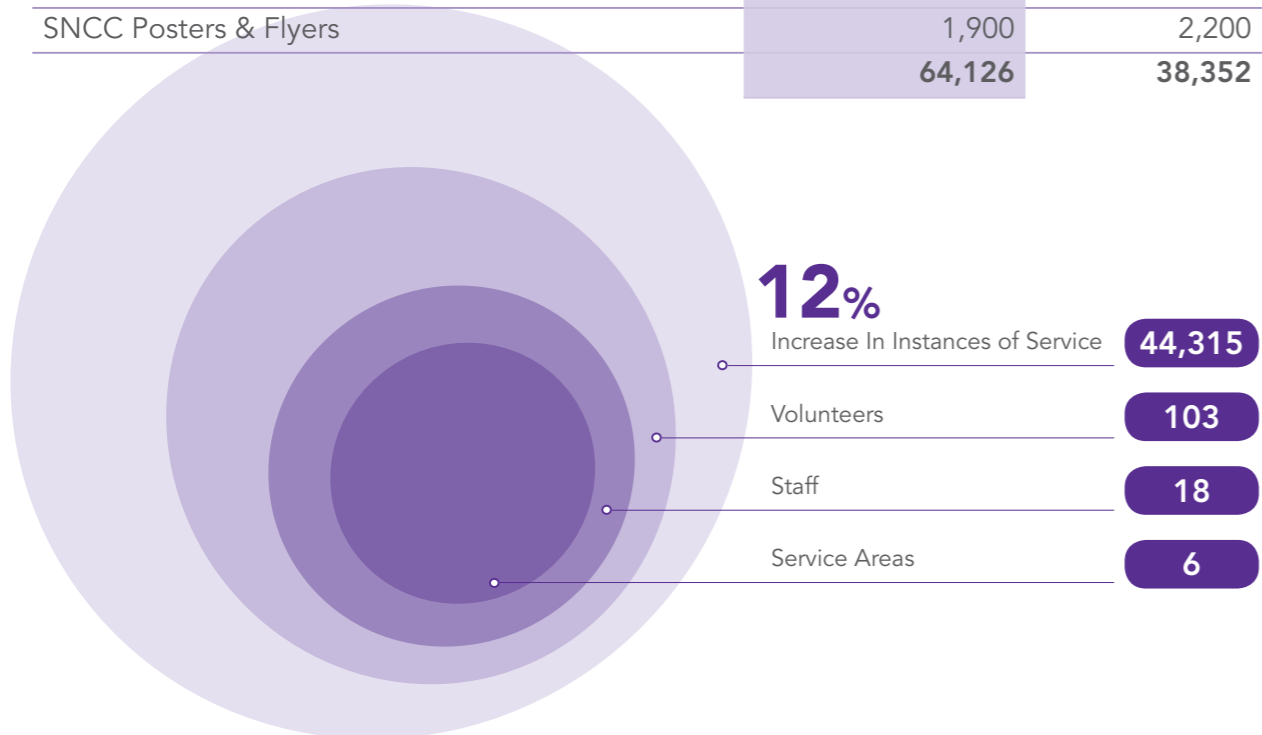
TOTAL NUMBER OF:	2016/2017	2015/2016
Service Areas	6	6
Staff (all part-time or casual)	18	19
Volunteers	103	103
<b>*Instances of Service</b>	<b>44,315</b>	<b>38,936</b>

<b>*Instances of Service by category:</b>	<b>2016/2017</b>	<b>2015/2016</b>
Activities	7,492	8,359
Assisted Referrals	223	288
Community Volunteer Scheme Visits	1,000	362
Dementia Carers Group	160	174
Emails, Telephone calls, Drop-in-Lounge etc	10,212	6,592
Community Food Relief	418	478
Community Food Relief (fresh food)	389	160
Events	2,391	2,572
Tanderra OOSH bookings	19,620	18,854
Timebanking	1,520	361
Volunteer Home Visits	890	736
	<b>44,315</b>	<b>38,936</b>

<b>Promotional Activity</b>	<b>2016/2017</b>	<b>2015/2016</b>
SNCC Website page views	27,500	32,748
SNCC Facebook promotional posts & page views	33,000	2,704
SNCC Newsletters	1,726	700
SNCC Posters & Flyers	1,900	2,200
	<b>64,126</b>	<b>38,352</b>



# SPECIAL THANKS

We acknowledge all SNCC collaborators, supporters and partners.

### FEDERAL AND LOCAL MEMBERS OF PARLIAMENT

Susan Templeman, MP  
(Federal Member for Macquarie)  
Senator Doug Cameron  
(Federal electorate of Macquarie)  
Trish Doyle, MP  
(Member for Blue Mountains)

### LOCAL SCHOOLS & CHILDREN CARE CENTRES

Carinya Neighbourhood Children's Centre Inc.  
Ellison Primary School  
Faulconbridge Public School  
Rainbow Preschool  
Springwood High School  
Springwood Public School  
St Thomas Aquinas Primary School  
Winmalee High School  
Winmalee Public School

### BLUE MOUNTAINS CITY COUNCIL, MAYOR MARK GREENHILL AND ALL BMCC COUNCILLORS

### PARTNER ORGANISATIONS

Blue Mountains Lithgow Integrated Network (BLINN)  
Gateway Family Services  
Mountains Community Resource Network (MCRN)  
Mountains Youth Services Team (MYST)  
Stronger Families Alliance  
Western Sydney Institute TAFE

### CONSULTANTS

Beverley Moreman, Data Diction Database consultant  
Amanda O'Bryan, Creative Queen Bees Graphic & Creative consultant  
Andrea Turner-Boys, Women With Altitude Marketing consultant  
Dale Reardon, DRCS IT consultant  
Ray Bennett, Com Management Management consultant

*SNCC thanks all members of the community for their generous donations and support during the 2016/2017 financial year, including the Springwood Chamber of Commerce and all businesses.*

### NEIGHBOURHOOD CENTRE WEEK SUPPORTERS

2 Blondes Café  
Colour Art, Springwood  
Enhance Massage  
Lime Ladder Café  
Mavii Hair Salon  
Priceline Chemist, Springwood  
Revival Bar  
The Hippy Shop  
The Ori Café  
Turning Page Book Store

### COMMUNITY FOOD RELIEF SUPPORTERS

Anytime Gym, Springwood  
Bakers Delight, Springwood  
Curves, Springwood  
Lloyds LGA Supermarket, Springwood  
Schwarzes Bakery at Wentworth Falls  
SDA Church, Warrimoo  
Winmalee Neighbourhood Centre

### WEEKLY CONTRIBUTORS

Springwood Florist – provides weekly flowers for our Centre  
Springwood Newsagency – provides daily newspapers for our Centre

*SNCC also thanks all the staff at Blue Mountains Theatre & Community Hub, Springwood with whom we share "The Hub".*

“Lastly SNCC extends its thanks to all other community organisations with whom we work”

# CHILDREN & FAMILIES



“

From the moment my daughter started at Tanderra OOSH she was welcomed with open arms and cared for. She is happy to go every week, sometimes doesn't want to leave and always looks forward to the school holiday program.

## What are Tanderra's objectives?

### OPPORTUNITY

Tanderra OOSH is a place for children to play, explore, learn and socialize in a safe, caring, fun environment. At Tanderra, we offer children opportunities to be creative, to relax and have fun with friends, to extend and explore interests and to make decisions about how they wish to spend their time. We treasure the uniqueness of all children and seek to foster self-esteem and confidence by treating each child with kindness, dignity and respect, listening to them and encouraging self-expression and independence.

### HEALTHY KIDS

We value healthy lifestyle, community involvement and inclusiveness, respecting all cultures, family backgrounds, abilities, needs and beliefs. We believe that by promoting our core values of care, respect and understanding for all people and for the environment, we help to encourage these values in children.

### QUALITY CARE

Tanderra offers high quality care to families of the community. Our Before School Care service operates from 6.30 – 9.00am, After School Care is from 2.30 – 6.30pm and Vacation Care operates from 7.00am – 6.30pm. We involve parents and children in all aspects of the programme, planning and evaluation and consult them on all matters which affect their interests at the service.

## What are Tanderra's targets?

### ENGAGING

To offer an engaging and stimulating programme based on the children's needs and interests.

### SAFETY

To uphold the highest standards of safety and care at all times including with staff supervision, safe transportation to and from the pick-up points, the provision of a healthy menu etc.

### NURTURE

To provide a safe, nurturing environment where children can make their own choices, explore their own interests and engage in recreationally based learning which is effective, fun and stimulating.

### CARE

To ensure compliance and continued improvement in accordance with the National Quality Framework for the care and education of school aged children.

“

We have been so grateful to the staff at Tanderra who are so caring and professional. Most importantly, made sure that our seven-year-old felt safe and secure.





“  
The staff at Tanderra OOSH are always friendly and smiling. My children are always happy to be there and that makes the work week a lot easier.

In The News

- Tanderra’s number of bookings across all service components grew by 4% in the last financial year. It is heartening that Tanderra achieves steady growth each year within its capacity constraints.
- Attaining a grant towards the refurbishment of Tanderra’s kitchen – a long overdue upgrade.
- Tanderra appreciates the ongoing partnership with Liz Perfect to support children’s art skills and expression. Likewise, the ongoing partnership with Tim’s Tidy Up service whereby yard maintenance is supported by volunteers is a rewarding arrangement.
- The Tanderra team is excited by the obtaining of funding to support the integration of children with additional needs attending vacation care.
- On a challenging note, Tanderra’s laundry which is under the house, flooded during a huge downpour of rain. This triggered a power outage and damage to white goods.
- The Tanderra team looks forward to continuing designing highly popular and well attended vacation care programs. Every day staff are dedicated to the professional care of all children attending Tanderra, treating each child with kindness, dignity and respect, listening to them and encouraging self-expression and independence.
- Tanderra staff and management will also continue to work hard to meet the high standards set in the National Quality Framework through ACEQCA. We are currently focussing on reviewing our service policies and philosophy which is an involved process requiring consultation with all stake holders of the service. The service is evaluating areas of the premises which may require improvement. All this work is carried out with the needs of the children at the core of our ongoing activity.







**TANDERRA EVENTS ENJOYED BY THE CHILDREN**

**Visit from Youthworks**

On Thursday 13th October 2016, approximately twenty Year Nine girls from Youthworks Outdoors visited Tanderra and interacted with the children as part of their endeavour to support the work of community organisations.



**Fundraising for Bandaged Bear Appeal**

Tanderra children helped organise and participated in an Easter Egg guessing competition to raise funds for the Bandaged Bear Appeal for Westmead Children's Hospital. The children were proud their efforts supported children in need.



**Liz Perfect's Art Classes**

Liz Perfect is an artist and children's art teacher. For eight weeks each term, Liz facilitated a weekly art class. Participating children really enjoyed her classes, extending their artistic skills and expression.



**Year 6 Afternoon Teas on the town**

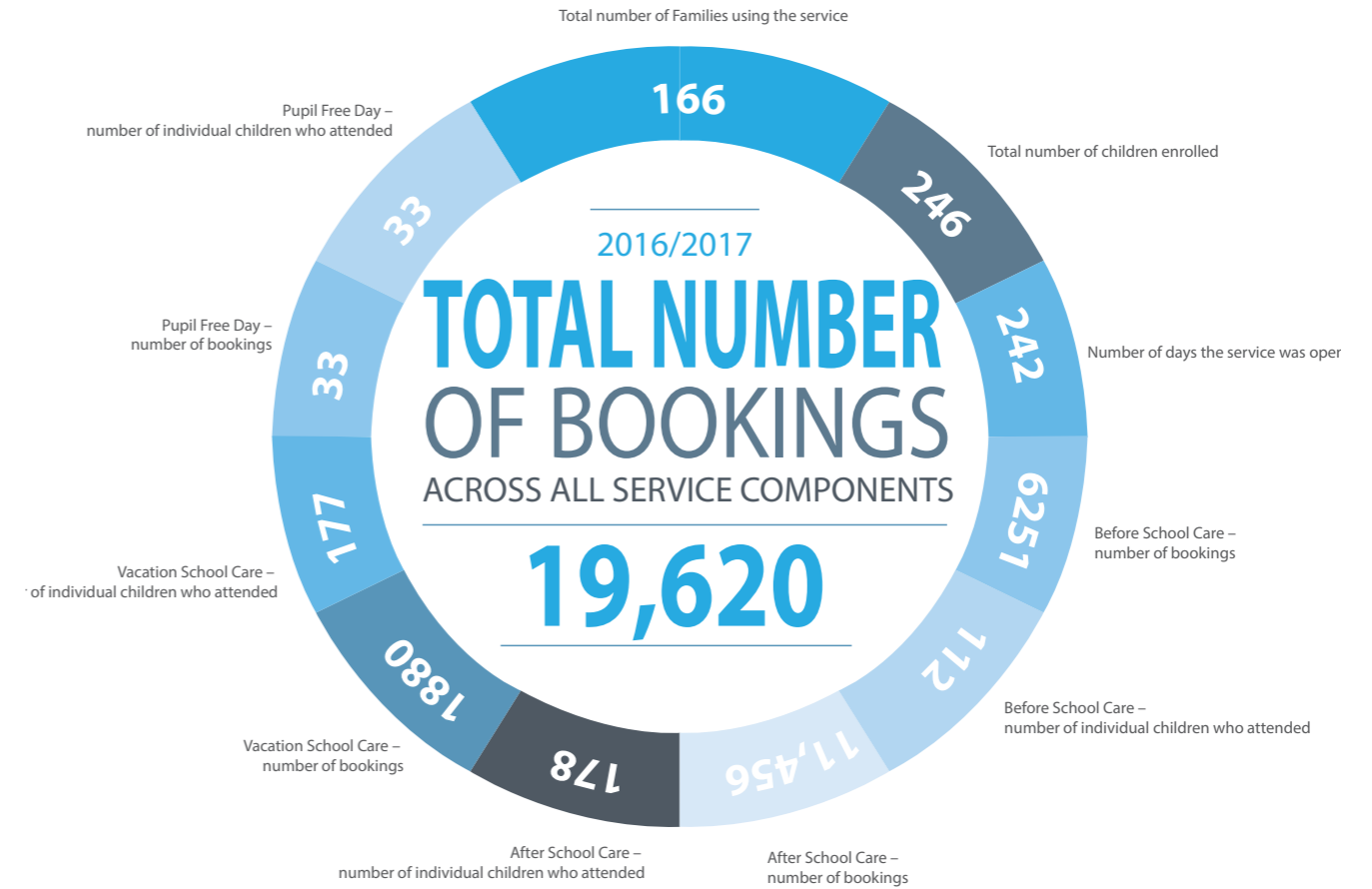
Children in Year Six enjoyed afternoon teas at local cafes in Springwood village once per term. This forms part of their preparation for high school and encouraging independence.



**Naidoc Celebrations**

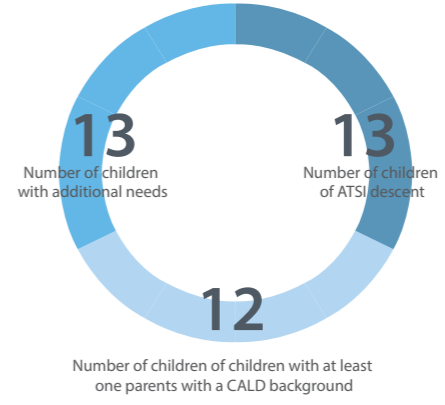
The children attended Naidoc celebrations at Jamieson Park on 8th July 2016, enjoying the activities and exhibitions. At the Naidoc Centre, they made a hand print mural and indigenous face painting.

**Tanderra OOSH STATS**



2016/2017  
**TOTAL NUMBER OF BOOKINGS**  
 ACROSS ALL SERVICE COMPONENTS  
**19,620**

**4%**  
 INCREASE OVER LAST YEAR



# Floundering to Flourishing workshop

## Supporting Resilience in Children

In partnership with Gateway Family Services, a “Floundering to Flourishing” workshop was held at SNCC’s Tanderra OOSH venue in March 2017. The goal of this workshop is to provide tools to participants for improving children’s resilience.

The workshop introduced the resilience doughnut model developed by Lyn Worsley. It also provided current research on what helps kids through adversity, bounce back from challenges in fun ways and assists parents identify how to maximise their kid’s successes and to grow through their challenges.

What parents said about this workshop:

*“Great presentation with humour and understanding of the subject”.*

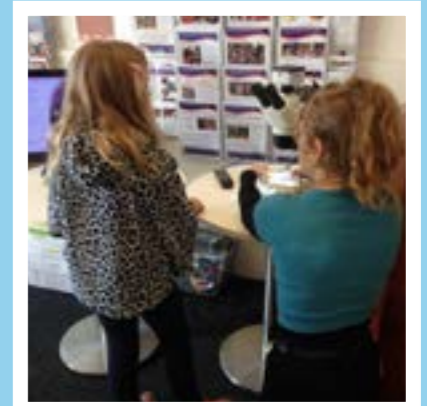
*“Excellent and very helpful”.*

*“I feel more positive about the future for me and my children”.*



## Bug Club

In June 2017 we started a Bug Club in partnership with Lindsey Grey, PhD and her team of biologists. One of Lindsey’s professional roles is project manager with Haswell Museum, School of Life and Environmental Sciences at Sydney University. Lindsey is passionate about bugs and a committed conservationist. She brought her positive energy in interacting with the children who loved visiting the Centre each time our Bug Club is held. Children and adults experienced the fascinating world of bugs, looking closely at butterfly wings, leaves and beetles through microscopes. There were stick insects for people to hold and other fascinating opportunities to understand nature. Our Bug Club has been a massive success with over 300 people attending the first session, held on Sunday morning on same day as the Springwood Growers Market. This has been a wonderful opportunity for community members to access the Centre outside of usual working week days.



## Circle of Security – parenting group

In partnership with Gateway Family Services, a 7-week parent group was held in October-November 2016 focusing on relationships between children and their parents or caregivers and the key role these relationships play in promoting growth across all stages of children’s lives.

Circle of Security assists parents and caregivers to look beyond their child’s behavior and focus on relationships that support children to feel secure in the world. Children who are secure have; more empathy, more self-esteem, build better relationships and more ready for school.



“For almost a year now my 10-year daughter has attended Tanderra and thoroughly enjoys it twice a week for before and after school care. I trust the friendly staff at Tanderra with caring for my daughter’s wellbeing and also found them to be quite flexible with any last minute extra requests that I may have.”

**Tanderra Hours of operation**

- Before School Care from 6.30 – 9.00am
- After School Care from 2.30 – 6.30pm
- Vacation Care from 7.00am – 6.30pm
- Pupil free day care from 6.30 – 6.30pm (following the schedule for State schools)

# COMMUNITY FOOD RELIEF

## Local Help

SNCC extends its appreciation to the local community members, businesses and organisations who continue to partner with us in contributing towards our food relief service. Special thanks to: Springwood’s Lloyds Supa IGA; Springwood Curves Gym; Anytime Fitness Springwood; SDA Warrimoo Church and the generosity of residents’ donations to these drop off locations.

Winmalee Neighbourhood Centre provides fresh food to SNCC on a regular basis for distribution. We also receive bread from Bakehouse on Wentworth (Springwood shop) and Bakery Patisserie Schwarz in Wentworth Falls. This support from WNC and the bakeries is greatly valued and allows our Centre to be a place which vulnerable people within our community can come and receive practical help through food relief.

**681**

ADULTS DIRECTLY HELPED WITH DRY FOOD PARCELS AND FRESH FOOD PICK

**138**

CHILDREN HELPED BY OUR COMMUNITY FOOD RELIEF PROGRAMME

### WHERE PEOPLE LIVE WHO ACCESSED FOOD ASSISTANCE IN 2016/2017



SNCC’s Community Food Relief service speaks directly to its charter and the very real need for organisations such as ours within the community. This service relies on the generosity of community members and local businesses. SNCC also tops up the cupboards when necessary.

# COMMUNITY



*As a not-for-profit, charitable organisation, SNCC carries out an important role within the community facilitating an increase or preservation of social capital. SNCC promotes working with mutual respect, trust and cooperation.*

## COMMUNITY AND CULTURAL DEVELOPMENT

**COMMUNITY AND CULTURAL DEVELOPMENT IS ABOUT SUPPORTING COMMUNITY MEMBERS TO BUILD STRONGER COMMUNITIES BY IDENTIFYING THEIR OWN STRENGTHS AND BY PROVIDING OPPORTUNITIES FOR THEM TO ENGAGE IN PROCESSES THAT IMPROVE THEIR SOCIAL, PHYSICAL, MENTAL, ECONOMIC AND ENVIRONMENTAL WELLBEING.**

In working with communities it is important to recognise those who may feel disempowered and to ensure that they have a voice. By reflecting an inclusive approach, it means that diverse groups have equal opportunity for participation in community development processes and barriers preventing participation are addressed, including physical, social, economic and cultural barriers. In this way community development has its foundations in social justice.

An important aspect of our community development is to deliver courses and programmes which target families and young people. To facilitate this SNCC partners with specialist services in the area. Gateway Family Services presented a workshop that focused on resilience in children. 'From Floundering to Flourishing' was an excellent opportunity for those present to build their own strategies with new ideas and concepts.

An ongoing partnership with Blackheath Area Neighbourhood Centre and Winmalee Neighbourhood Centre and SNCC to present Mental Health First Aid and Youth Mental Health First Aid courses across the Blue Mountains. This is proving very successful and is delivered in the local community and also to groups within schools.

SNCC also continues to partner with other neighbourhood centres in the Blue Mountains to ensure the comprehensive delivery of initiatives around Resilience & Preparedness focusing on realistic planning and preparedness in times of disaster. Please refer to page 5 for a full list of our other partner organisations and individuals.



# The Harwood Method

## Street ASKS

### COMMUNITY CONVERSATIONS

As a member of the BLINN consortium (Blue Mountains, Lithgow Integrated Neighbourhood Network), SNCC uses the Harwood method of community engagement to ascertain the needs and aspirations of our community. Not only do we gain a clearer understanding of our communities it also enables us through working collaboratively with other services in the Blue Mountains to have a uniform analysis process across the Blue Mountains and Lithgow area thus ensuring a uniform base-line for comparisons of the needs of the communities.

During the 2016-17 financial year SNCC held various ASK exercises that gave us the opportunity to continue to create the culture in the mountains where community members are asked their opinion on their aspirations for their community. This data was gathered from all the Neighbourhood Centre's allowing for a whole of mountains reflection on the similarities and the differences in each of the villages.

In the Springwood, Valley Heights and Faulconbridge villages some of the insight from the ASK exercises included the desire to live in a community that is friendly, safe and inclusive.

As a direct result of the needs identified by the community SNCC held a Meet Your Street event bringing in community members in the Valley Heights village. The aim of a Meet Your Street is to promote awareness of bush fire preparedness for individuals; to promote an awareness for the residents of those in the community who may need additional support in times of an emergency and to provide a space for local residents to meet others in their community with the hope of fostering a deeper connection.

With the wonderful support of the Lower Mountains Neighbourhood Centre, Mountains Outreach Community Services (MOCS) and the Valley Heights Rural Fire Service (RFS) we held a BBQ and gathering to meet with the local residents, conduct a Resilience and Preparedness survey and create a space for the community to get together.

Then in April 2017 SNCC followed up from the Meet Your Street by holding a



Community Conversation with the Valley Heights residents to develop a deeper public knowledge held in that community. It was hosted at the Valley Heights RFS and the participants were very passionate about their village with a clear sense of pride in the achievements and the community that is fostered there. Community Conversations record the feelings and attitudes of the participants which are recorded. This means the knowledge gathered is based on the words of the participants. SNCC continues to look at ways we can support the Valley Heights residents in their commitment to their community. The following is the community knowledge gained from the conversation.

## Local Story

People in Valley Heights want a community that is friendly and where there is a sense of belonging. They know that in times of need the community will be there and they are proud of the achievements of Valley Heights including the bridge and the "Cow Park" and the small village feel.

But they are concerned about the changes to the area with the "tragic loss of spaces" where they use to gather and connect like the "church, post office and corner store" and that they "felt kicked when the Hub was built". People also spoke about hope for young people moving to the area to get involved in Valley Heights groups and activities and about how it can be difficult to get information to people as not everyone is online.

As people talked about those concerns more they talked specifically about the need for incidental space in Valley Heights that allows people to gather and catch up ("the petrol station sells stuff but it is not the same thing"). There was also a discussion about the need for sharing of information either by more use of the notice board or by a newsletter for the Valley Heights village.

They believe the Valley Heights village would benefit from having a focus on distributing information and on having an event that would bring the community together and that would be an opportunity for the Valley Heights groups to show what they do to encourage new participants.

People said they would trust the people in this conversation (RFS, WIRES, Neighbourhood Centres, Progress Association, Gem Club, Bushcare) and the Railway Museum and the Boys and Girls Club come together to lead some sort of action and they would be more likely to trust the efforts and take part.



## Meeting need for digital inclusion

### TAFE COMMUNITY COMPUTER COURSE



SNCC is committed to supporting those in our community who struggle with keeping up with digital technology. Being digitally literate is an important area of community life as it means all in the community can continue to communicate within an ever-growing digital landscape. SNCC partnered with TAFE to deliver weekly Computer Skills classes. These were very popular with participants and a big thank you to the facilitator Supapon Lantay-Lefkovich for her patience and respectful approach.

Our regular Computer Tuition classes (one-to-one or one-to-two) continue each Friday morning. Laurette Lideros is the skilled volunteer who runs these 8 week tuition classes which target individual needs of the participants.

## Events

### Blue Fringe Arts



Each year the Blue Fringe Arts events recognise and celebrate people who have a lived experience of mental illness. The Art Exhibition was held at Wentworth

Falls TAFE over 4 days with a wonderful collection of paintings, drawings, sculptures and photographs. The presentation night for the Arts Exhibition was October 22nd and the Literature Awards Ceremony was held on December 1st with many writers choosing to read out the work they submitted. For those who submit their work either in the Arts or Literature event it is an opportunity to express their struggles and triumphs. For the community it is a wonderful opportunity to recognise the resilience and strength of the participants. Blue Fringe helps to break d the stigma of mental illness by giving a voice to the marginalized.

### Manners Park Tree



For nearly 39 years the children of the local primary schools have decorated the Deodar tree in Manners Park Springwood with handmade Christmas decorations. With the help of the local

Springwood Fire and Rescue staff the 83 students from 5 primary schools hung their decorations creating a beautiful display for the festive season. Many parents who were there to celebrate with their children remember when they too did the same thing many years ago. It is wonderful to see the connection of an intergenerational activity that links many families to Springwood.

In the 2016/2017 financial year SNCC continued to present a number of activities, events and groups that have strengthened community by encouraging community engagement, social inclusion and celebrating diversity.

### International Womens Day



Over 100 women came to celebrate International Women's Day in March 2017. Music greeted them as they arrived to see a wonderful breakfast selection of Danishes, croissants, fruit and muffins. Over breakfast 5 inspiring women spoke around the theme Be Bold for Change (Michelle Ellery, Queen of Hearts; Suze Pratten, Women's Song Choir Leader; Delilah Scott, Blue Mountains Youth Council; Susan Templeman, Federal Member for Macquarie; Denise Newton, Grandmothers Against Detention). The audience was also entertained with beautiful music from Linda Mizzi and Gillian Reynolds and the Mudlarks Women's Choir ended the morning with a few songs.

Of the women surveyed **75%** said they met someone new at the breakfast. In the audience we had women from the Rural Fire Service, Grandmothers Against Detention, local Police, Blue Mountains City Council, Government and Women with Altitude. Generous and enthusiastic feedback comment included **"great event"**, **"brilliant speakers"**, **"fabulous music"**; **"very informative, inclusive and inviting"**; **"wonderful event- inspiring with a great sense of community and belonging"**.

### Neighbourhood Centre Week

Neighbourhood Centre week is celebrated in the first week in May. This year SNCC decided to have a presence in the Springwood Town Square each day with a special focus on encouraging people to pop into the Centre. We offered passers by a gift voucher they could redeem by coming into the Centre and choosing from our gift table. We had a wonderful selection of gifts from mugs to chocolate, incense to books. It was a terrific way to introduce the community to the Neighbourhood Centre. During that week we also held a raffle. Local businesses donated amazing prizes and we drew those at the end of the week.

Thank you goes to these businesses for their generosity and willingness to donate to celebrate their Neighbourhood Centre.

- Revival Bar
- Mavii Hair dresser
- Priceline
- Turning Page
- The Ori Café
- 2 Blondes Café
- Enhance Massage
- The Hippy Shop



Meet the neighbourhood

### Science At The Local

THE SUCCESS OF SCIENCE AT THE LOCAL CONTINUES TO GROW.



Speaker: Tim Low - award winning author and biologist

Beginning in 2015 this initiative has captured the interest of a diverse range of adults and young people. The informative talks are aimed at bringing the joy of learning into science with the speakers being dynamic and animated in their approach to speaking in front of an audience. SNCC and Winmalee Neighbourhood Centre are proud to support this activity and both Neighbourhood Centres continue to be committed to ensuring its success. Kevin Joseph and Hamish Clarke bring something unique to the mountains and their love of science and community means more young people will also have their interest in science reinvigorated. Hamish and Kevin host with a relaxed casual approach ensuring those who attend settle in to a lovely afternoon with fascinating speakers on a broad range of topics.

## Mental Health Month



October each year is highlighted as Mental Health month. In 2016 we celebrated the lives of people with a lived experience of mental health through a variety of activities and events in the

Centre and also in partnership with other organisations in the mountains.

SNCC decorated the Centre with posters and information and also developed a Gratitude Tree for people to identify what in their lives they are grateful for and also to encourage them to stop for a moment and 'count their blessings'.

We invited members of the community to join us for a morning tea at the beginning and end of the month and were very encouraged by the positive comments of community members who had not visited us before.

SNCC in partnership with Blackheath Area Neighbourhood Centre (BANC) and Winmalee Neighbourhood Centre (WNC) presented a Youth Mental Health First Aid course which was so well received that this has continued to be presented in 2017. Subsequently this course and the general Mental Health First Aid course has been delivered to families in Katoomba High School and Springwood High School.

SNCC also partnered with Springwood Community Health Centre with a Mindfulness workshop and naturopath Jude Eisenhuth presented Holistic Approaches to Mental Health and Wellbeing.

## Open Sundays

The centre opens on Sundays in tandem with Springwood's Growers Market

The Neighbourhood Centre occupies part of the Blue Mountains Theatre & Community Hub and as part of our engagement with our local community we now open on the Sunday when the Growers Market is on. This is a very successful initiative and many people visit the Centre who would otherwise not be able to avail themselves of the service because of work and other commitments. It has also meant that we are able to present special activities for young families and their children one such is the Bug Club presented by Sydney University enthusiastic biologist Lindsay Grey. This activity received great support particularly from future young scientists and will become a regular feature of our Sunday Centre openings.



Meeting the locals



## COMMUNITY GROUPS & ACTIVITIES

### Art Social Group



The Springwood Art Social Group wrapped up 2016 with a big bang, holding a highly successful art show at the end of

November in conjunction with Healing Thru Creativity group. A great time was enjoyed by all and good sales took place.

The group meets on the 1st & 4th Friday's of the month and the 2nd & 3rd Monday's. The core group who meets on Friday's are feisty, fabulous and fun, appreciating the spontaneous laughter. Our monthly birthday parties are also much fun. This year several new members joined bringing new energy to the group. On average over 10 people attend regularly. The group is moving and expanding with friendships as well as supporting each other outside of group times. Facilitator: **Christeen Hull**

"I love the art social group. There are fantastic women from all age groups and backgrounds. We paint, we laugh and we share our stories." **Lisa**

"Art Social is a wonderful place for creating artwork together in an atmosphere of like-minded people without any pressure. **Philippa**

"I have been attending the Art Social group for many years. It gets me out of the house and meeting people, socializing and making art. It's a wonderful class and a very important part of my life. I am very appreciative of it being here in an assessable place in Springwood. **Therese**

I have been coming to Art Social for seven years now. I love the companionship of like-minded people. We always have a lot of laughs while doing lots of art. I've made a lot of new friends who will remain friends for life. **Sally**

"I truly enjoy art social group because I feel connected to the community through the other members. The group's location right in the centre of Springwood makes it easy to get to and the surrounding shops are close by in case you need to get anything on the way home. Our group also frequents local eatery's such as the Bunker, the Ori and the Butternut Pumpkin. **Betty**

### Artscope



Artscope is a group for people with a lived experience of mental illness, to come and express themselves in an artistic manner. Our group is a welcoming and safe place to be yourself and connect with others. We've knitted. We've made cards, coloured in and played around with paints. We've chatted over morning tea, and eaten more than a few chocolate biscuits while doing so! It's always an interesting and fun experience to facilitate this group. Facilitators: **Alyssa Smith, Sally Gersbach**

"I enjoy participating in Art Scope because I can just sit and chat or relax and do the craft. It really helps me to chill out. I also enjoy the social part. **Sharon**

"I first started attending the Healing Through Creativity a few years ago and have continued to attend since it transitioned to ARTSCOPE this year. It's fun trying out different art and craft ideas and have a chat and a laugh. **Sally**

"I really like coming to a place where I can create with materials I don't always use at home. The environment is open and friendly and the ideas flow freely. **Philippa**

"Facilitating this group has been a wonderful experience. Its gives me something to look forward to, a chance to meet new people and a way to interact with my community. **Alyssa**

"I come to ARTSCOPE for the first time today and thoroughly enjoyed myself. We did one of my favorite art activities, print-making. It was a lot of fun to be with and talk to other ladies. I also find it very good because it get's me out of the house and into the community. I heard about ArtScope through Healing through Creativity. **Sarah**

## Exercise At Ellison



Exercise at Ellison first started as a community resilience building activity following the 2013 bushfires. The group's current

aim is to make regular exercise affordable, accessible and enjoyable. While particularly popular among mums, who bring their young children with them, Exercise at Ellison is for everybody, catering to all ages and levels of fitness. Classes run three times a week, regardless of the weather, continuing during school holidays and public holidays. The location is ideal for those who like to exercise outdoors, and the varied programs keep the classes interesting, challenging and enjoyable. Participants say that the classes are a great way to meet others and stay connected, while improving fitness and general wellbeing.

Facilitators: **Rachel Merton, Gillian Powell, Kath Thorburn**

## Josie's Story

"I have been attending exercise classes at Ellison for two years and happy to relay how beneficial this has been for me.

As a mother of two finding time to exercise can be a challenge and a gym membership can be difficult to afford. The exercise classes at Ellison are at the perfect time for me to attend and easy access as they are within the Winmalee community. They are also child friendly which enables me to attend on a regular basis.

The classes are in a comfortable environment for me to exercise and also provide me with the opportunity to socialise with the other mothers in the area which is invaluable to me as I have not lived in the area for a long time. The trainers Rachel and Kath have always provided a comfortable environment. They encourage us to push ourselves without applying too much pressure and over time I have built a great rapport with them both. These are some of the reasons why I love Exercise at Ellison and I really hope it continues into the future. - Josie

## FUNctional Fitness



The Functional Fitness group are a bunch of happy, friendly, committed people who are a joy to work with. We all

have the common goal of remaining as fit and independent as we can, for as long as possible.

The sessions comprise techniques of walking, posture, movement to music, strengthening, stretching, balance and relaxation. There is much laughter and some chat as we all try our best to use all our muscle groups - with varying degrees of success. Although there are around 30 on our membership roll, we average around 12-18 people each week, including three men. Ages range from early 60s to mid-80s and there is plenty of social interchange, including coffee after the class for those interested. At the end of the year we organise a Christmas luncheon enjoyed by everyone. Facilitator: **Anne Fell**

## FIVE FUN REASONS

1. "Keeps me moving under the guidance of a special person
2. "Love the contact with the special caring people
3. "I heard about this class from a friend and been attending Anne's class for a few years now. I enjoy the exercises and socialising with a very nice group of people. I miss the class when it closes in the school holidays and always look forward to getting back to keeping fit and healthy-use it or lose it!
4. "It has been a wonderful focus for healthy exercise and friendships. I have been attending for a year now but plan to keep going as long as I can.
5. "I find the class energising and it gives me focus on core strength and balance and a very warm and sociable group. Anne is so encouraging and inspiring.

## Live At The Village



Image: Photographer, Peter Karp

Live at the Village presented four concerts in Springwood during the 2016/2017 financial year. Three were held at the Presbyterian Hall and one held at the Blue Mountains Theatre and Community Hub.

In September Springwood was the location for the only Sydney concert of the Paris based legendary double bassist Francois Rabbath who was accompanied by his son Sylvain on piano. Audience members travelled from interstate to attend this concert with many patrons from younger generations. The show attracted many young aspiring bassists from

around the Blue Mountains as well as professionals and students from as far away as Canberra and Sydney. The Paul Cutlan String Quartet performed in November at the Hub. John Shand from the Sydney Morning Herald gave the concert a 4.5-star rating and labeled it as 'an improvised reverie of centuries past'.

The ever-popular Michelle Nicole Quartet travelled from Melbourne to perform for the third time in Springwood and with each performance hosted by Live at the Village. She sang fresh new interpretations of the Duke Ellington, Billy Strayhorn repertoire

The celebrated New York based drummer Joe Farnsworth performed in May with support from the cream of Australian jazz musicians including Dale Barlow on tenor saxophone. Farnsworth is considered one of the top jazz drummers in the world today and he led a band of leading Australian musicians, Brendan Clarke, John Harkins and Dale Barlow who measured up to Joe's brilliant playing while local drummers were able to observe and enjoy this unusual and remarkable talent.

The Live at the Village committee is comprised of local music lovers committed to bringing world-class performers to Springwood for the community to enjoy.

Co-ordinator: **Mary Travers**

## Pilates

Mountains Pilates offers internationally recognised Studio Pilates classes accessible and

available within the Blue Mountains. We have taken the best world class training and turned it into a local business for local people. Our program has expanded to offer five weekly group mat work classes each week in Springwood and now also Glenbrook. Guiding beginner to intermediate clients through a specialised range of gentle but challenging exercises, we focus on improving client's strength, body tone and flexibility. In 2017 Mountains Pilates clients rated our program at an outstanding 4.6 out of 5 stars. Mountains Pilates has built a reputation for excellence in building and maintaining reliable and trustworthy relationships with clients and business partnerships for the long-term benefit of the Blue Mountains community. This includes the successful and highly valued partnerships we hold with Springwood Neighbourhood Centre Co-operative and LKM Dance Studios, since our inception in 2015. Facilitators: **Ellissa Nolan, Joanne Smith**







### Shine Community Choir

A highlight of the 2016/2017 year for the Shine Community Choir (SHINE) is the induction of its two Patrons: Mr. Mark Greenhill OAM, Mayor of the Blue Mountains and Mr. Maurice Cooper OAM. SHINE members are exceedingly honoured to have their support.

At an official photo shoot that resulted in a picture appearing in the Blue Mountains Gazette, both Trish Doyle MP (NSW State Member for Blue Mountains) and Susan Templeman MP (Federal Member for Macquarie) were present showing their support for Shine, our Patrons and our Community.

SHINE embraces the abled and disabled, young and old, experienced and amateur and showcases people who were told 'they never could sing'.

Our proven track record, for five years now, glows with 'miracles' in chorister's health and healing, travel, new abilities to move, sing and grow in personal confidence. The so called disabled or challenged in our group, move steadfastly onwards to greater community participation such as volunteering. Delightfully, our experienced singers are still with SHINE, building a strong foundation of community spirit.

For four consecutive years SHINE has

brought joy to residents at hospices and nursing home facilities, performing well loved Christmas carols. In 2016, SHINE performed once again for the Springwood Chamber of Commerce in which we proudly sang Christmas carols in front of Springwood's iconic Presbyterian Church.

Since the Christmas of 2013 Shine Community Choir has and will continue to proudly sing carols with jingling bell props and audience participation for the Blaxland, Glenbrook, Springwood communities. On these occasions older community members have thoroughly enjoyed the sing-along format and demanded encores.

It is our hope, that in the near future, we may be granted funding to expand our work. With our proven track record we are confident we can make this happen.

Facilitator: **Nicole Giezekamp**  
Founding Choir Master and Musical Director.

“

I take the honour of being an Official Ambassador for the Blue Mountains – 'the inaugural city of the arts' very seriously and with a humbled sense of privilege indeed  
**Nicole**

### Shine member stories:

I had a stroke some years ago which saw me go into early retirement from being a Blue Mountains councillor between 1995-2005. I soon joined SHINE and became part of this lovely group of people.

I had stepped away from all community groups to recover. I had needed peace and serenity to recover. In time, I had a deep desire to belong again to community. Singing with SHINE was a low key, no pressure uplifting experience. It has been a healing journey for my brain. I enjoyed helping SHINE fundraise for its debut performance in New York. I found myself once again using my voice as I had done for 10 years on the Blue Mountains City Council as a councillor and Deputy Mayor. I felt strong again. It has been such a joy singing. It has helped me tremendously in my recovery and well-being. - Angelique

I joined SHINE when it was about 25 people meeting at the old Civic Building and Neighbourhood Centre in Springwood (where the Hub stands today). The best thing is that we have fun. We are from all walks of life and ages from 20's-80's. We have grown in number and enjoy singing at such venues as Lewin Lodge and Hillman House. We sing at Christmas in the main street of Springwood. My highlights are meeting such amazing, talented people and being invited to sing in New York in 2016. - Kaye.

### Springwood Acoustic Club



Springwood Acoustic Club continues to encourage performance, be it songs and spoken word, by providing a safe space. Under the auspice of the Springwood Neighbourhood Centre, patrons can contribute to a once a month performance circle, regardless of their skill level. A friendly round robin format means that everyone gets a go.

To further develop talent, Springwood Acoustic Club puts on an annual concert with featured guests, so participants get the opportunity to build confidence in a more formal setting. In September last year we welcomed a band hailing from the mountains "the flash coves" and in November we held a concert raising funds for Medicins sans Frontiers (Doctors without Borders) featuring an array of local blue mountains musicians. We have another wonderful local performer Elle Petterson who is our guest artist for this coming October 2017 which we are all looking forward to. During this year 2016/2017 we have attracted many new participants of all ages, beginners and advanced. We have a Facebook page, which is administered by Mark Hand and Stuart Hale and publicly promotes the meeting dates, news, and participants registered as "friends".

We hope to generate even more interest in the club this year, so come along bring a friend and enjoy one of the most affordable entertainment experiences in the Blue Mountains. "Stay Groovy".

Facilitator: **Mark Hand**

## STORIES OF WELLNESS

## Tai Chi



Tai Chi is of great benefit to those who may not be able to undertake other exercise as it is gentle and improves circulation, promotes better balance, flexibility and reduces stress. Facilitator, Renata Bros is a member of the Australian Tai Chi Association, Kung Fu Association and the Australian Sports Commission. A variety of ages attend classes from children through to adults. Renata believes that Tai Chi is a beautiful art of well-being and includes the group in other community activities such as World Tai Chi Day, the Well-being Expo and every Sunday, participants can be seen in Springwood doing one of their regular Sunday classes. Facilitator: **Renata Bros**

"Tai Chi has made a great difference to my life. As well as keeping me moving in spite of my arthritis it helps me with my balance and posture. The teacher, Renata, is a fantastic teacher. I attend her classes twice a week. I have been attending classes for 14 years now. I think I picked up a flyer at the old Neighbourhood Centre. I love Tai Chi for all the benefits it gives me health-wise and also for the social side, getting out and meeting like-minded people". Ann

"I love Tai Chi- it is my favourite activity. I practice every day at home and the weekly classes are a real highlight. We get great exercise plus the social benefits of sharing experiences with others in the community. Tai Chi is great for both its physical and emotional benefits – it helps prevent body and mind from becoming "rusty" with age". Kim

"What a beautiful way to exercise and stretch all those sore joints and get some movement and balance in a safe environment. With the added bonus of meeting new people and with a teacher of Tai Chi who has grace and empathy. I'm so glad I "gave it a go". Nothing to be lost here". Kerry

"I do Tai Chi twice a week, Thursdays and Sundays. Sometimes on Sunday, especially in winter, I think I would prefer to stay in bed, but I always feel better afterwards. Tai Chi keeps me mobile (i.e. in the joints). It has meant that I no longer lose my balance on the uneven garden surfaces. It also helps my mental state (e.g. calming effect)." Graeme

## Talking Gazette



The Talking Gazette is a volunteer group that narrates the local Gazette Newspaper for those who have difficulty reading the paper for various reasons or who prefer to have the joy of hearing someone read to them. The first

edition of the Talking Gazette was posted on Thursday, March 10th in 2005! Since then, each week the group has met to narrate the Blue Mountains Gazette newspaper and then post out the recordings. Community members who receive these recordings are provided with a wonderful way to stay connected to the local news and community activities. Facilitator: **Noeleen Udall**

## Yoga for relaxation



Yoga for relaxation is a very popular community yoga class and has seen the development of many friendships which have extended to other activities. Most of the participants at Yoga for relaxation are over 60 years who appreciate the importance of continuing physical movement. Elizabeth Godleman has been facilitating this group for over 13 years. Her expertise and welcoming approach encourages participants to enjoy the many benefits of yoga and at the same time to stay connected to community and build relationships. Facilitator: **Elizabeth Godleman**

## What is Timebanking?

**TIMEBANKING IS A COMMUNITY PROGRAM THAT ENABLES THE VOLUNTARY EXCHANGE OF SERVICES BETWEEN MEMBERS. EVERYONE CAN BE PART OF TIMEBANKING AS EVERYONE HAS SOMETHING TO GIVE AND RECEIVE. GIVE ONE HOUR OF SERVICE TO ANOTHER MEMBER AND RECEIVE ONE-HOUR TIME CREDIT TO RECEIVE A SERVICE WITHIN THE MEMBERSHIP.**

Connecting people through Timebanking, by the exchange of time and activity assists members to tap into services that possibly would otherwise be unavailable due to potential costs or accessibility barriers.

Some of the exchanges are computer based assistance which varies from learning how to use software packages to computer repairs. Other services are lawn mowing, gardening, car washing, assisting other volunteer community organisations, carer assistance, administration and numerous other services.

Under the auspice of Springwood Neighbourhood Centre Co-operative Ltd, Timebanking is continuing to grow volunteering in the Blue Mountains. It is pleasing to report that membership has increased to 232. This steady growth is due to a strong community focus and awareness on the well-being benefits of volunteering (within the Blue Mountains).

The Hon. Ray Williams, MP visited Springwood Neighbourhood Centre on 12 May 2017 for an afternoon tea, taking time to chat to Blue Mountains Timebankers and hear their stories of trading time with fellow Timebanking members. His visit coincided with National Volunteer week and it was inspiring to hear of Australia's significant volunteer numbers compared to where other countries sit in this area.

Starting a Facebook group for Blue Mountains Timebankers has been exciting. As with most new things, it is challenging to get people up and running. However, we are growing in numbers of the Timebankers using Facebook and we hope to see this grown during the remainder of 2017.

In March this year, myself and two of our long-standing Timebanking members presented to the View Club in Springwood. The presentation was well received and I am planning another presentation in October.

In summary, the Timebanking service has grown to 232 individual members, 5 businesses and 36 organisations exchanging services. From December 2016 to time of publication, there have been approximately 56 Timebanking exchanges totalling 1,520 hours.

We continue to focus on future possibilities of the Blue Mountains Timebanking service and its further expansion within the community.

*Jeanette Hansen, Timebanking Co-ordinator*



## Timebanking Connects People

A good example of people trading time happened recently has been graffiti removal, piano lessons and, weeding and mulching. These are just a few of the exchanges that are carried out each week. The great thing about Timebanking is that the exchange of time/services is not directly between two people. As people are able to bank time, this time can be shared by whomever dependant on the service that is offered/required.



TAX HELP

Bill Knage, our ever reliable Tax Help volunteer, is successfully making himself less needed by showing community clients how to complete their tax return online for themselves. Each year his repeat client numbers have been steadily decreasing, ironically a testament to how well a job he is doing. In 2016, his client list numbered 15 grateful people for his service.

# STOP PRESS

SNCC IS ISO 9001 CERTIFIED



Quality  
ISO 9001  
SAI GLOBAL

Community organisations that implement an effective quality management system provide confidence for their members and clients in their governance, their processes and reliability of services. We are very pleased to report that SNCC has successfully completed Stage One and Stage Two of its ISO 9001:2015 audit carried out by SAI Global ([www.saiglobal.com/assurance](http://www.saiglobal.com/assurance)).

This significant achievement is the result of a lengthy and complex project involving all staff and our Board. It is a rigorous process being undertaken more and more by non-profit organisations. SNCC has a living quality management system influencing everything we do at SNCC. This will ensure we demonstrate continuous quality improvement and attention to ongoing client satisfaction.

## Blue ARC: Animal Ready Community Project

Blue ARC was established in September 2015 to support community resilience in emergency events through better awareness, preparedness, planning and response for companion animals, livestock, and native wildlife. The Blue ARC project is being run with the support of Dr Mel Taylor, who is an Occupational Psychologist at Macquarie University.

To help identify local issues we have been running the Animals in Emergencies Survey in the Blue Mountains and surrounding areas since February with more than 300 residents having completed the survey. We have also completed a survey of local veterinary clinics to research the impact of the 2013 bushfires and the community support clinics would need in future emergencies. This information is being used to prioritise issues and group activities in the short term. Hopefully in the longer term we will produce a lessons learned report for the community.



To help raise awareness of the importance of children's relationships with animals the "My Favourite Animal" school art competition

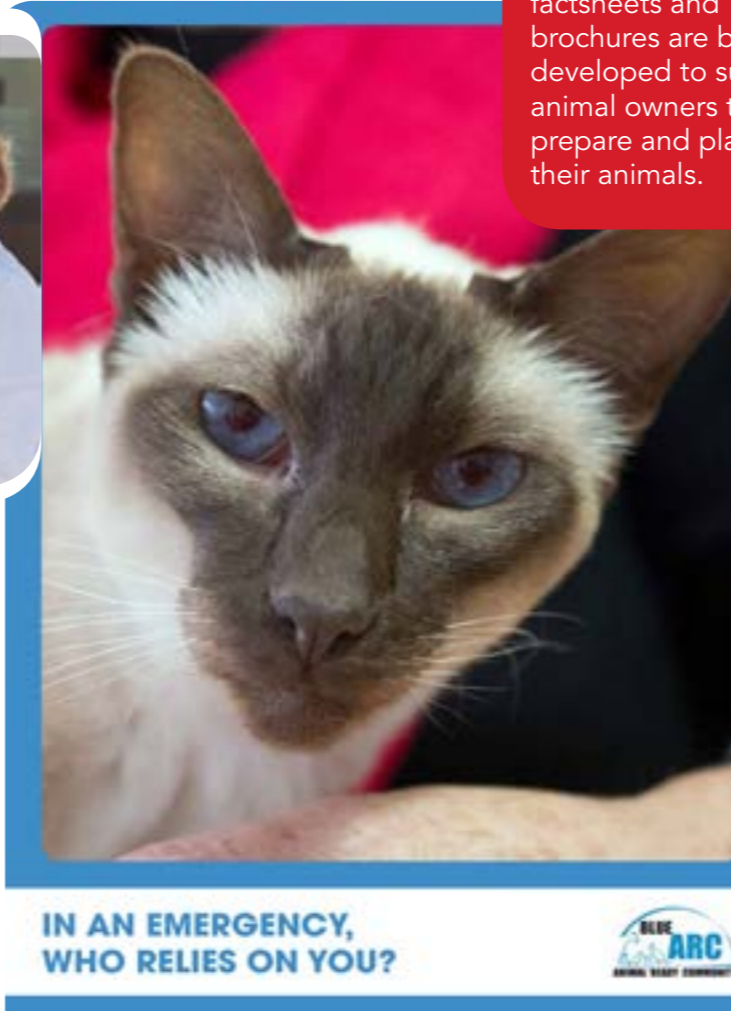
is being run at the Winmalee Public School. All entries will be compiled into a book, available in November 2017 for sale, hopefully to raise a small amount of money for Blue ARC and for the school. In 2018 we plan to expand this project to other schools in the region.



Along with the Blue Mountains Resilience and Preparedness Group & Nepean Therapy Dogs we have helped produce an "Are You Ready" poster and flyer. The poster and flyers are being displayed at local libraries, Neighbourhood Centres and other community locations, along with being distributed to all RFS brigades in the Blue Mountains.

Animal preparedness factsheets and brochures are being developed to support animal owners to prepare and plan for their animals. The first factsheet being developed is for chicken and poultry owners, as they are often overlooked in emergencies. Organising seminars and training in basic pet first aid, emergency management, issues related to caring for local wildlife, large animal rescue, and veterinary burns management also remains a priority.

Animal preparedness factsheets and brochures are being developed to support animal owners to prepare and plan for their animals.



IN AN EMERGENCY,  
WHO RELIES ON YOU?

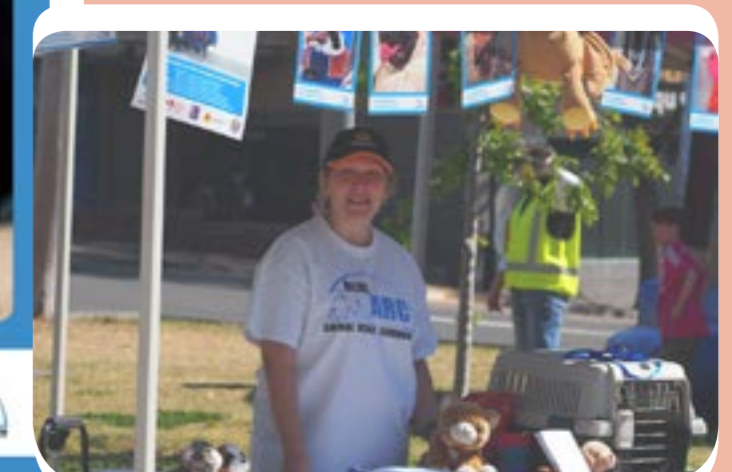


## Emma Parade Park Project

The Emma Pde park in Winmalee was badly impacted by the 2013 bushfires. Since November 2015 we have worked with local volunteers to restore the garden beds, to plant a row of screening shrubs along one fence line, and to arrange for two park benches to be installed. We plan to continue our involvement at the park through on-going maintenance of the garden beds and work planned to regenerate an overgrown section at the back of the park.

## Mount Victoria Public School Bird Garden Project

The bird garden project at the Mount Victoria Public School aims to create a small-bird attracting native plant garden, which will eventually screen a large, fenced gas cylinder. Further work on the garden has been carried out by the school community, with Blue ARC providing funds for plants at two local indigenous nurseries. We have also supplied the school with a bird book and poster, bird baths & stands, funds for the school to hire a "Museum in a Box" about birds from the Australian Museum, and 6 bird nesting box kits to be put together by the students. The management of this project has now been handed over to the school.



# AGED CARE



“

Volunteer Vicki says:  
Great pleasure is gained from meeting new people who are isolated either in their own home or in a care home. A lot of these people don't have any or very little family support and they enjoy our visits very much.

## COMMUNITY VISITORS SCHEME (CVS)

OUR COMMUNITY VISITORS SCHEME IS EXTREMELY REWARDING FOR BOTH RECIPIENTS AND VOLUNTEER VISITORS. THE BENEFITS OF THESE VISITS ARE EVIDENT FROM WHAT WE ARE OFTEN TOLD.

“

Volunteer Emily takes her baby Millie when she visits her client and says:

I wanted to get involved in the local community and teach my daughter that there is more to life than just ourselves. It has been a pleasure meeting Daphne and we are looking forward to many more visits in the future”

### Fast Facts

A total of **419** visits were made by our wonderful and dedicated volunteers throughout the last financial year. This figure is made up of **273** visits to Aged Care Facilities, **112** visits to those living in their own homes and **34** Group visits. This means that the Springwood CVS has provided approximately **1000** hours of social support to isolated older people in the community. social support to isolated older people in the community.



## COMMUNITY VISITORS SCHEME (CVS)



### ENHANCING LIVES

The Springwood Community Visitors Scheme which is Federally funded, continues to enhance the lives of socially isolated older people living in the community and has done so for more than 20 years. CVS recipients live in government subsidised aged care facilities or in their own home and are in receipt of a Home Care Package.

Recipients do not have regular contact with relatives or friends and can feel very isolated and lonely. Providing a CVS volunteer visitor not only reduces these feelings but also increases the recipient's self-esteem, improves general well-being and can diminish feelings of depression and anxiety.



### TRAINING OUR VOLUNTEERS

Various formal and informal training sessions and opportunities were taken up by CVS volunteers during the 2016/2017 Financial Year. These have included: First Aid, Anxiety and Depression in Older People, Grief and Loss, Accidental Counselling, Safety in Clients Homes and Boundaries. The CVS and VHV Coordinators also jointly delivered training from Beyond Blue. CVS and VHV volunteers have joined together for morning teas as a number have clients in both services.

### THANK YOU

The Springwood Community Visitors Scheme would not be able to function without volunteers. We are so lucky to have these amazing, caring people on board. Thank you Alfonso, Anne, Calleen, Carol, Chris, Emily, Jenny, Jill, John, Joshua, Julia, Lyndall, Lynnette, Margaret, Marion, Noreen, Sam, Sheryl, Vicki, Wendy and Toni.

Thanks also to the staff at Buckland, Uniting and Opal Endeavour Aged Care Facilities for your ongoing referrals and support of the CVS.

Thank you to my wonderful SNCC colleagues, Executive Officer, Toni Quigley and the SNCC Board for your continued commitment and support of the Community Visitors Scheme.

*Jo Newton, CVS Co-ordinator*



Volunteer Sam says:

"I volunteer with CVS because giving joy to others is what makes the world go round".

## VOLUNTEER HOME VISITORS (VHV)

### Betty's and Phiona's story

IN MUCH THE SAME WAY AS OUR CVS SERVICE, THE RELATIONSHIPS BETWEEN OUR VHV CLIENTS AND VOLUNTEERS ARE UNIQUE AND VALUABLE TO BOTH PARTIES. WE SHARE BETTY'S AND PHIONA'S TOUCHING STORY.



It is true that once you give of yourself and volunteer to help someone else there's an immediate sense of feeling more worthwhile. It's a bit hard to put into words. Betty has no such problem: Phiona is a shining light in my week.

Over three years ago volunteer Phiona came into SNCC for volunteer opportunities. She was looking for something worthwhile to do. She was quickly steered towards the VHV service and matched up with Betty, a resident in an independent living unit in Springwood.

For Betty, the pairing also came at something of a crossroads in her life. Betty, a keen golfer, had recently been forced to give up her weekly sporting outing. Betty said to her son: "I don't know what I'm going to do with myself on Wednesdays". He rang the Neighbourhood Centre and they came down to see me and said "we have just the friend for you". Betty says: "Phiona has become a very good friend. I'm very fond of her."

Despite an almost 50-year age gap (Betty turned 100 this year), the pair have become firm friends. "I think I struck gold with Betty"

said Phiona. "I know with her loss of hearing she has missed going to lunches and parties and listening in to what's going on so the one-on-one interaction has been very good."

While our VHV service undeniably benefits the older residents, it is far from a one-way street. "For me it very quickly became clear that Betty was really doing as much for me as I was doing for her, simply learning about living with a positive attitude" said Phiona. It is a sentiment Betty wholeheartedly supports.



My firm belief is when you volunteer you get as much as you give," she said. Phiona said people considering volunteering should "definitely give it a go".

# VOLUNTEER HOME VISITORS (VHV)

## VHV Service Objectives

### INCLUSION

Blue Mountains Volunteer Home Visitors provides social support to people over 65 years (or 50 years and over for Aboriginal and Torres Strait Islander people or people at risk of homelessness) that are living in their own homes. Our clients live from Valley Heights to Linden and out through Winmalee to Hawkesbury Heights. Our VHV clients are often isolated due to ill health, frailty, distance or lack of social support networks. SNCC's VHV service helps to maximise our clients' independence in their homes and connection in the community. We aim to help our clients to participate in community life and feel included through the support of empathic and trained volunteers.

## VHV Service Funded Targets

### FOCUS ON WELLNESS

SNCC's VHV service target in the financial year was **2978 social support hours**. Throughout the year, an expected pattern of client and volunteer attrition and new additions occurs. SNCC is pleased that overall there has been an increase in the number of active clients and volunteers' hours through the 2016/2017 financial year. All volunteers go through a formal induction process and are carefully matched with clients. Our focus is increasingly on supporting clients to participate in wellness and enablement activities in line with latest sector direction.



## VHV Service Activities

### VISITING

VHV Volunteers, on average, visit their client once a week for a minimum of two hours. Often the volunteers and clients spend more than two hours in each other's company, especially if it is a shopping day together. On many occasions volunteers accompanied clients to another activity such as swimming, walking, or participating in the Community Garden.

### VOLUNTEER TRAINING AND SUPPORT SESSIONS

Various formal training sessions and opportunities were taken up by VHV volunteers during the 2016/2017 Financial Year. These have included: First Aid, Anxiety and Depression in Older People, Grief and Loss, Accidental Counselling, Safety in Clients Homes and Boundaries. The CVS and VHV Coordinators also jointly delivered training from Beyond Blue.

VHV and CVS volunteers have joined together for morning teas as a number have clients in both services.

### VHV Stats

over the 2016/2017 financial year the VHV service provided a total of **1,191** hours of social support through its volunteer home visiting activities.

## VHV Challenges

### AIM FOR GROWTH

The main challenge for our service is maintenance and growth of client and volunteer numbers. We have spent much time helping potential and existing clients through the My Aged Care system for referral and access to services.

Our SNCC VHV service needs to be attractive to the growing demographic of community members who are older and isolated, seeking reliable support. We need to raise the visibility of our audited and fully compliant service to ensure a high level of awareness within our community.

We have a challenge to encourage greater access to our service which provides a critical function for community. Closely aligned to this challenge is attracting reliable and trained volunteers in sufficient numbers to meet the demand.

### VHV SPECIAL MENTION

In September 2016, SNCC's long term and well-loved VHV Coordinator Anne Snowdon retired to coastal living. The service is thankful for her outstanding contribution, particularly in negotiating the 2016 Audit by the Australian Aged Care Quality Agency, Commonwealth Home Support Programme (CHSP) with a 100% pass. Anne's lovely manner, compassion and sensational baking will certainly be missed by SNCC and the Blue Mountains community.

Sadly, a number of VHV clients passed away in the last year. All are missed by their volunteers as close friendships are formed over the weeks, months and years that clients and volunteers interact with each other. Thank you to those volunteers for your commitment.

*Liz Murphy, VHV Co-ordinator*

## Sally's and Ramona's story

Sally's and Ramona's story illustrates how lives are enriched through visiting.

Volunteer Sally and client Ramona were a new match in 2017. Ramona had always been a keen gardener and was missing having her own garden. Sally was already a regular participant in the Springwood Community Garden. Now each Wednesday morning Sally picks up Ramona and they participate in the Garden working bee together, sharing their common interest and enjoying each other's company. Ramona is very grateful for Sally and the service and says: "I enjoy going to the garden. Now my daughter even goes as well".



“ Sally says she enjoys it too: "I get so much joy from taking Ramona to the Garden. Ramona knows so much about plants and their uses. Its great!"

Other VHV clients and volunteers go shopping, go the Aquatic Centre, out for coffee, to the movies, read books, go walking or to other activities of mutual interest, such as Science at the Local. Some clients and volunteers, like Betty and Phiona, have their visits at home. The beauty of the service is that it is all about social connection and wellbeing however that may look.

# SOCIAL INCLUSION GROUPS & ACTIVITIES

## It Is Vital To Belong ...

**BLUE MOUNTAINS VOLUNTEER HOME VISITORS SPRINGWOOD SERVICE IS FOCUSED ON HELPING PEOPLE OVER SIXTY-FIVE YEARS OF AGE TO ESTABLISH NEW AND MAINTAIN EXISTING SOCIAL CONNECTIONS IN THE COMMUNITY. PART OF THE WAY WE DO THIS IS BY SUPPORTING SOCIAL INCLUSION GROUPS, PARTICULARLY FOR OLDER PEOPLE.**

This year, in addition to the five groups supported by SNCC: Knit 'n' Yarn; Vision Impaired Persons Support Group (VIP); Open Door, the Social Cards Group and Dementia Carers Group, we started to run regular monthly seniors bus trips. The groups continued to bring support, companionship and happiness to the lives of those people who were part of them. The bus trips allowed participants to visit some interesting places and have some fabulous days out with new and old friends.

These groups are supported by a wonderful team of volunteers including Olga Hamilton, Cheryl Hyde, Valda Hickey, Jennie Hall, Phil Mullens and Chris Hughes. We are very grateful for their continued support.

### Knit 'n' Yarn

Every second Wednesday morning a lovely group aged from 40s to 80s comes together to knit and crochet a wide variety of projects for themselves and charities including the Red Cross, Buckland's and other charitable causes.

This welcoming group has been running for many years with some of the original participants still attending. They have been joined by some lovely new additions this year. The group is always happy to help each other and share skills and tips.



"The fellowship is lovely. Some of us have been coming for ten years and we have all improved"

We are very grateful to Senator Doug Cameron and his office staff for accommodating this group every second Wednesday.

"It's hard when you retire to meet new people, in a new area. I came to the Neighbourhood Centre after I moved up here to try and find like-minded people."  
"We teach each other. There is always someone who can help"

### Vision Impaired Persons

The Vision Impaired Persons support group meets once a month on a Monday morning in Springwood. They offer wonderful support to each other and have some fascinating speakers and lovely lunches! The generosity of the Winmalee Lions Club is always appreciated, with their donations of Christmas cakes and puddings putting the finishing touches to the Christmas lunch at the Ori Cafe that was enjoyed by everyone. This year the group celebrated quite a few 90 years' birthdays. Jennie Hall, the group's long time co-ordinator, also had her outstanding contribution recognised with a Seniors Week Award and a prestigious Melvin Jones Fellow Award from Lions International this year.

"It's nice to get out and meet people"  
"I found it very informative"



### Open Door

On the first and second Tuesday mornings of the month Open Door members gather for bingo, a cuppa or to listen to a talk by an invited guest in the Presbyterian Church Hall. This year there has been some great speakers from organisations such as the Seniors Rights Service and Wires. There have been other local professionals to talk about diabetes and Alan from the Turning Page bookshop did his wonderfully entertaining historical presentation. On the third Tuesday this group goes out on the road and have been on many bus trips including one as far afield as the Australian Reptile Park in Somersby.



"It was exciting to meet Tim Faulkner on our trip to the Reptile Park"

"I have known Valda from Open Door for years and Cheryl told me about it again so I came along and have made new friends"

"I was looking for a similar group to what I had been involved in before moving and I have heard some interesting speakers and gone on good trips"

"I have been doing Open Door for around 23 years. It is interesting and challenging. It keeps my brain going"



### Bus Trips

This year the Centre has added a regular monthly bus trip to its program of Social Inclusion for people over sixty-five. We have gone on some historically focussed visits to Elizabeth Farm at Parramatta and Ebenezer, the oldest standing Church in Australia. These trips have engaged some new people with the Centre's activities. We have also visited other interesting places such as Reverse Garbage at Marrickville. One of the stand out highlights of the year was the Christmas Lights bus trip that saw us cruising around from Emu Plains to Glenmore Park and St Clair on a balmy December evening after dinner in Penrith.



### Social Cards

Five hundred has definitely been the game of choice this year at our Friday Cards social group, though group members are always up for a game of Yahtzee or chess too! Keen games enthusiasts can be seen sharing their knowledge and testing their skills as well as taste-testing many a cake or chocolate slice. This group is one of our most popular activities, we suspect because participants appear to be having such a good time and enjoying the company and light hearted competition.

Peter: "I really appreciate that there is no other place locally to play cards. I really enjoy the group"

Allan: "The people here are very nice. I used to play cards as a youth, then for many years I didn't. This group has helped me to revisit my youth. I am 87."

Laura: "I have been attending for approximately three years. I heard about it through Springwood Neighbourhood Centre. I enjoy the comradery and that nobody is too serious."

John: "I enjoy playing and there is also no obligation to come if I have a prior engagement."

Tanya: "It is a very welcoming group. And there is Jan who provides us with non-stop laugh's"

Jen makes great cakes. She said "I really look forward to Fridays. We laugh a lot."

Bruce: "I joined the Social Cards, a most amazing and welcoming group. The group provides a great environment to both the new and experienced card players. I won my first open misere hand!"

Liz Murphy, VHV Co-ordinator

### Dementia Carers Support Group



There are more than 413 000 people living with Dementia in Australia and over the next ten years this number is expected to rise to 536 000. This projected figure will result in approximately 255 000 carers caring for a loved one in the home and a further 122 000 carers working in care facilities. This number is expected to double by 2056.

These figures may be alarming but it is important to know that if you find yourself caring for a spouse, parent, other relative or friend with Dementia – you are not alone. Carer support groups can be found right across Australia, including right here in the Blue Mountains.

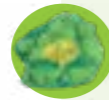
The Springwood Dementia Carers Support Group has been meeting twice a month for several years at SNCC's small downstairs meeting room. The group offers advice, support and information in a relaxed and friendly atmosphere. Sometimes it's just nice to be able to come and chat to others in a similar situation.



"This group is vital for providing information and support and I have made many friendships along the way"

Adelaide

Jo Newton, CVS Co-ordinator



### Dementia Art Tour

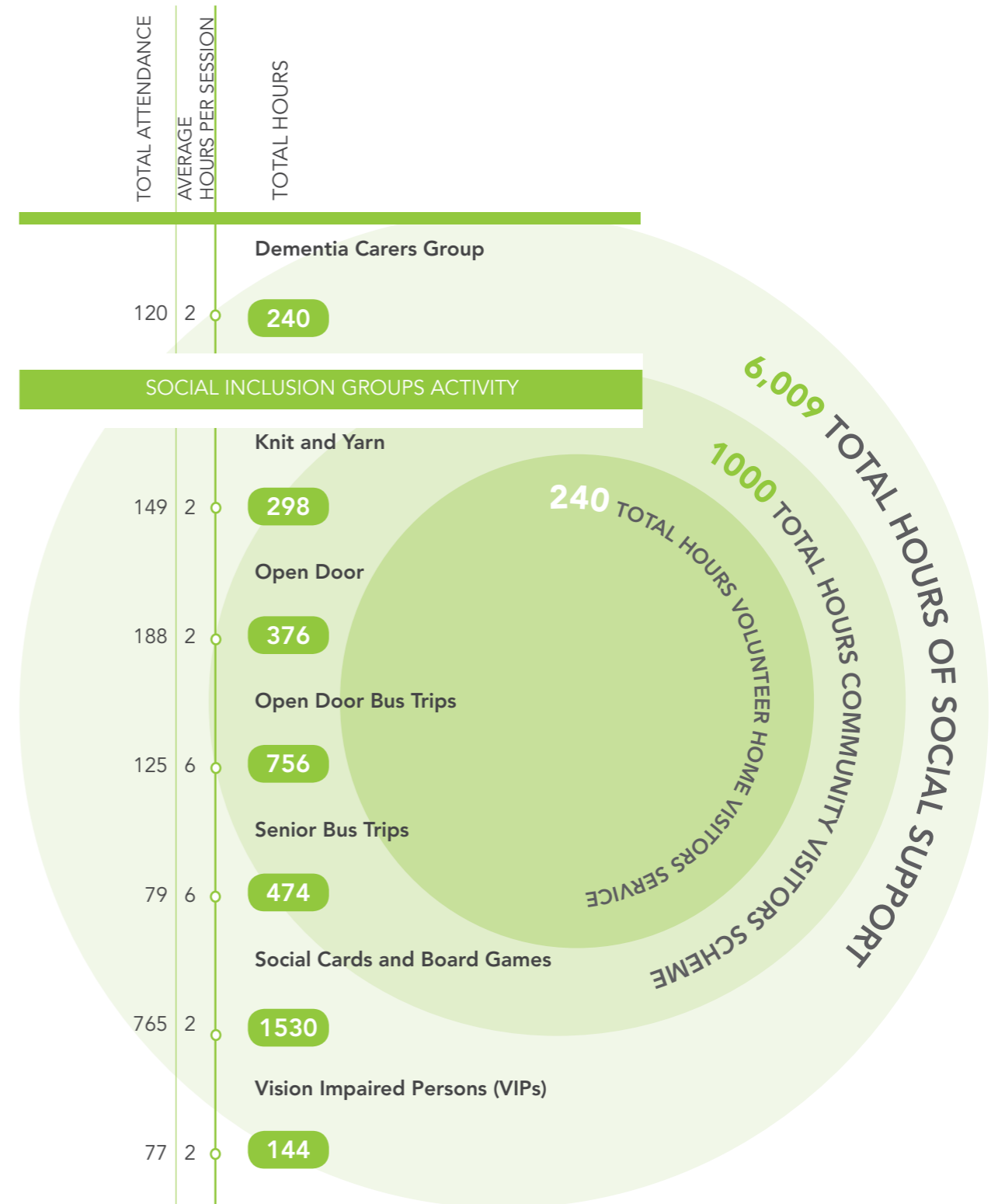
During October 2016 (mental health month), a small group of staff and volunteers experienced a valuable and rewarding art tour focussing on dementia at the Art Gallery of NSW. It is fascinating to see how viewing art can trigger memories, opinions and discussion.

The Art Gallery of NSW offers regular art and dementia tours as part of a structured program for people living with dementia and their carers. Small group tours provide meaningful and interactive engagement with selected artworks at the gallery. Viewing and discussing art not only allows for intellectual stimulation, self-expression and the sharing of different viewpoints, it also offers participants the opportunity to connect with others in a social setting.

>> **CONTACT SNCC** if you'd like more information about these and other similar tours available.



## CVS, VHV, Dementia Carers Group and Social Inclusion Activity Summary Stats





# FINANCIALS



Organisations such as ours must change to reflect changing client needs. Our staff is rising to this new challenge, yet funding remains uncertain and rarely contains significant yearly increases.

## TREASURER'S REPORT

Allen Laird TREASURER



In writing my final treasurer's report I can reflect on how the funding of organisations such as ours has changed in the past eleven years. In previous years, funds were received through various arms of government to operate community programmes. Funding was assured and had yearly increases built in. Clients became aware of what was available and made use of the services. Now the trend is that clients receive grants and pick and choose what they think best serve needs.

Organisations such as ours must change to reflect changing client needs. Our staff is rising to this new challenge, yet funding remains uncertain and rarely contains significant yearly increases. There is significant competition out in the community for clients that we are also trying to attract. So SNCC is really caught in a pincer action of static funding and greater competition.

Tanderra continued to have a very successful year both financially and with satisfaction from the parents whose children use the facility. The various sessions attracted above predicted numbers and hence the very strong year. Congratulations to Suzanne and her staff.

SNCC's financial position is sound, however the organisation has been required to use some of the reserve funds (that have been built up over years of planning prudently) to consolidate and expand the organisation. The Board will need to explore and develop the use of SNCC's assets for the expansion and advantage of the organisation

SNCC cannot afford to remain static. Outside influences could mean we simply fade away. Change and expansion have to be the way ahead.

I wish the incoming Treasurer Richard all the best and thank Meg Keith for her guidance and reports throughout the year. I am indebted to the previous Boards for allowing me to serve as your Treasurer. In particular thanks to Chairman Keith and E.O. Toni, many of us would not realize the amount of work done by this pair and I congratulate them for their time and effort.

**ALLEN LAIRD**  
Treasurer

# STATURE FINANCIAL GROUP

T (02) 4577 6688  
F (02) 4577 4466  
E windsor@staturefinancialgroup.com.au  
W staturefinancialgroup.com.au

## AUDIT CERTIFICATE

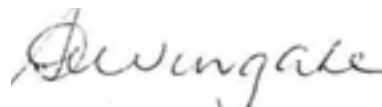
### STANDARD FULL AUDIT CERTIFICATE BY A QUALIFIED ACCOUNTANT IN RESPECT OF COMMUNITY FUNDED ORGANISATIONS.

I, Sue Ann Wingate, of Shop 9, 100 George Street, Windsor NSW 2756, being a qualified accountant within the meaning of the Community Funding Program, do hereby certify that I have examined the books and financial records of Springwood Neighbourhood Centre Co-operative Limited.

In my opinion the financial statements present fairly the financial position of the organization and the results of its operations for the year ended 30 June 2017 in accordance with the Australian Accounting Standards.

I have satisfied myself that:

- Establishment of all reserves/provisions is justified and represents funds set aside for Long Service Leave, Annual Leave and Replacement Sick Leave.
- Payments to associated and/or affiliated bodies have been adequately disclosed.

Signed   
Sue Ann Wingate, FIPA

Date: September 29, 2017

Qualification: Fellow, Institute of Public Accountants  
No: 104947

Stature Financial Group "Stature" is comprised of: Stature ARW Accounting Pty Ltd, ABN 61 820 298 752 liability limited by a scheme approved under Professional Standards Legislation. Stature Mortgage Solutions Pty Ltd, ABN 79 138 982 804 (Australian Credit Licence 380586), Stature Leasing Services Pty Ltd t/as Iconex Leasing, ACN 147 948 089, Stature Wealth Management Pty Ltd, ABN 57 130 423 700 which is a Corporate Authorised Representative of Hillross Financial Services Pty Ltd, ABN 77 003 323 055, AFSL 232705. This letter contains general information only. It does not take into account your objectives, financial situation or needs. Please consider the appropriateness of the information in light of your personal circumstances. Before you make any investment decision, you should read the current Product Disclosure Statement available from Stature Wealth Management Pty Ltd or Hillross Financial Services Limited. Hillross can be contacted on 1800 445 767 or email at [info@hillross.com.au](mailto:info@hillross.com.au). Hillross is part of the AMP group of companies. If you decide to purchase or vary a financial product, your Stature Wealth Management adviser, Hillross and other companies within the AMP Group will receive fees and other benefits, which will be a percentage of the premium you pay and/or the advice fee you agree with us. Further details are available from us or Hillross. Hillross is not involved with, or responsible for, the provision of accounting, mortgage or leasing services.

Sydney  
Level 4, 92 Pitt St  
Sydney NSW 2000  
Post  
GPO Box 3619  
Sydney NSW 2001

Castle Hill  
Suite 3, 25 Terminus St  
Castle Hill NSW 2154  
Post  
Suite 3, 25 Terminus St  
Castle Hill NSW 2154

Windsor  
Shop 9, 100 George St  
Windsor NSW 2756  
Windsor  
PO Box 529  
Windsor NSW 2756

FINANCIAL  
INDEPENDENCE  
STARTS HERE

# STATURE FINANCIAL GROUP

T (02) 4577 6688  
F (02) 4577 4466  
E windsor@staturefinancialgroup.com.au  
W staturefinancialgroup.com.au

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SPRINGWOOD NEIGHBOURHOOD CENTER CO-OPERATIVE LIMITED

### REPORT ON THE FINANCIAL REPORT

I have audited the accompanying financial report of Springwood Neighbourhood Centre Co-operative Limited, being a special purpose financial report, which comprises the Statement by Members of the Board of Management, the Statement of Comprehensive Income, the Statement of Financial Position, the Statement of Accounting Policies and explanatory notes for the financial year ended 30 June 2017.

### BOARD OF MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL REPORT

The Board of Management of the Co-operative is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations). The Board of Management is responsible for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error, by selecting and applying appropriate accounting policies, as stated in Note 1, and making accounting estimates that are reasonable in the circumstances.

### AUDITOR'S RESPONSIBILITY

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### INDEPENDENCE

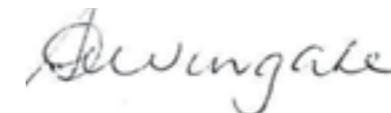
In conducting my audit, I declare that I have complied with the independence requirements of the Australian professional ethical pronouncements and the Corporations Act 2001.

### AUDITOR'S OPINION

In my opinion:

- The financial report gives a true and fair view of the financial position of Springwood Neighbourhood Centre Co-operative Limited as at 30 June 2017, and of its performance and its cash flows for the year ended in accordance with the Australian Accounting Standards; and
- the financial report also complies with the accounting policies described in Note 1 to the financial statements.

Signed on: September 29, 2017



Sue Ann Wingate, FIPA  
Institute of Public Accountants

Sydney  
Level 4, 92 Pitt St  
Sydney NSW 2000  
Post  
GPO Box 3619  
Sydney NSW 2001

Castle Hill  
Suite 3, 25 Terminus St  
Castle Hill NSW 2154  
Post  
Suite 3, 25 Terminus St  
Castle Hill NSW 2154

Windsor  
Shop 9, 100 George St  
Windsor NSW 2756  
Windsor  
PO Box 529  
Windsor NSW 2756

FINANCIAL  
INDEPENDENCE  
STARTS HERE

**SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED**  
**PROFIT & LOSS STATEMENT July 2016 through June 2017 (with previous year)**

	2016/2017	2015/2016
<b>INCOME</b>		
Childcare Fees	\$287,172.84	\$246,785.07
DEDU - DoSS Fees	\$192,863.44	\$187,084.27
Grants Received		
Aging Disability & Home Care - CVS Expansion	\$14,646.37	\$14,915.26
Aging Disability & Home Care - CVS	\$21,688.01	\$21,559.64
Aging Disability & Home Care - CVS Groups	\$7,323.61	\$7,122.50
Aging Disability & Home Care - VHV Grant	\$63,620.31	\$62,369.48
FACS Grant - Tanderra Kitchen	\$14,500.00	\$0.00
Family & Community Service - SNC Grant	\$181,048.36	\$176,762.68
HACC - Transition VHV	\$0.00	\$12,000.00
HACC - VHV Soc Supp - KNC	\$19,663.55	\$19,484.20
SACS ERO Supplement	\$8,972.16	\$9,118.91
Small Grants - BMCC	\$308.44	\$18,638.86
Time Banking Grant - FACS	\$15,000.00	\$0.00
Vacation Care - Operating Grant	\$8,790.00	\$9,184.96
Bendigo Bank Grant Income	\$0.00	\$13,606.93
BLINN	\$0.00	\$3,360.00
Blue Fringe Donations + Book Sales	\$250.00	\$3,400.00
BMCC Community Donations	\$2,600.00	\$1,500.00
Bounce Back Income	\$960.00	\$14,177.57
CDSE Income	\$0.00	\$515.93
Donations	\$1,304.51	\$2,782.20
Drop-in Lounge	\$732.60	\$548.65
Exercise Classes / General Classes	\$17,365.30	\$13,016.36
Fire Art Income	\$0.00	\$22,274.31
Fundraising	\$582.25	\$0.00
Interest Received	\$12,628.37	\$11,554.99
Memberships	\$285.00	\$355.00
Photocopy, Fax, Phone, Laminating & Bind	\$274.10	\$466.93
Projects - Other	\$2,897.35	\$1,040.51
Room Booking / Hall Hire	\$381.83	\$2,040.90
Science at the Local	\$37.35	\$10,144.43
Traineeship Re-lmb	\$2,500.00	\$3,850.00
VHV Groups	\$1,779.60	\$1,313.20
<b>TOTAL INCOMES RECEIVED</b>	<b>\$880,175.35</b>	<b>\$890,973.74</b>
Internal Transfers		
Internal Transfer - Wages Levy Received	\$0.00	\$76,515.00
Internal Transfer- Management Levy from Projects	\$116,460.01	\$122,209.95
Other Internal Transfers	\$0.00	\$9,876.37
Spent Carried Forward Funds from Previous	\$136,408.13	\$10,026.39
Total Internal Transfers	\$252,868.14	\$218,627.71
<b>TOTAL INCOME</b>	<b>\$1,133,043.49</b>	<b>\$1,109,601.45</b>

**SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED**  
**PROFIT & LOSS STATEMENT continued - July 2016 through June 2017 (with previous year)**

	2016/2017	2015/2016
<b>EXPENDITURE</b>		
Accreditation Expenses	\$2,341.70	\$0.00
Advertising & Promotion	\$1,902.69	\$9,300.69
Annual Report	\$6,387.27	\$6,773.89
Audit	\$4,454.55	\$4,754.55
Bank Charges	\$279.05	\$189.33
Blue Fringe Exp	\$635.02	\$2,351.59
Cleaning	\$16,986.43	\$17,616.60
Computer Software & Equip & R&M	\$11,812.82	\$12,342.17
Consultants	\$16,500.00	\$18,269.83
Consumables / Programs / Craft	\$42,796.91	\$31,770.11
Dementia Support Group	\$385.41	\$794.21
Donations -General & Schools CD	\$1,709.40	\$310.00
Electricity, Gas & Water, Rates	\$3,414.58	\$1,559.55
Equipment	\$11,564.39	\$5,633.63
Excursions	\$10,534.74	\$7,541.96
Facilitators	\$9,695.00	\$26,264.18
General Expenses	\$0.00	\$5,500.00
Grant Expenses	\$22,000.00	\$11,692.57
Insurance	\$9,454.50	\$9,274.77
International Womens Day	\$886.67	\$956.58
Management & Organisation Expenses	\$1,157.59	\$0.00
Memberships & Subscriptions	\$2,026.09	\$1,426.05
Move Expenses - Undercroft	\$0.00	\$12,804.54
Photocopier Lease	\$3,556.10	\$3,309.95
Publications & Reference Material	\$662.32	\$73.95
Rent - BMCC	\$8,133.44	\$3,812.51
Repairs & Maintenance & Building Expenses	\$15,250.81	\$24,457.65
Salary and Wages	\$555,768.13	\$566,565.09
Staff Expenses, uniforms	\$2,613.72	\$1,248.78
Staff Leave Expenses	\$41,835.30	-\$30,316.36
Staff Training/Conferences	\$2,050.98	\$2,408.88
Stationery, Printing & P/Copy, Postage	\$11,926.23	\$20,775.50
Superannuation	\$52,332.64	\$51,027.69
Telephone, Internet & Website	\$8,158.59	\$8,686.17
Unspent Funds from Carried Forward	\$17,760.56	\$23,782.32
Venue Hire	\$13,382.50	\$11,393.91
Volunteer Expense General	\$3,463.55	\$2,650.50
Volunteer Travel Re-lmb	\$3,076.60	\$5,134.56
Workers Compensation Insurance	\$10,672.66	\$9,844.23
<b>TOTAL EXPENSES</b>	<b>\$927,568.94</b>	<b>\$891,982.13</b>
Non Cash Expenses		
Depreciation - non cash	\$13,182.00	\$12,996.09
Internal Charges - Management Levy Paid	\$116,460.01	\$108,043.95
Internal Charges - Wages Levy Paid	\$0.00	\$105,500.47
Loss on Disposal of Asset	\$5,903.10	\$0.00
Total Non Cash Expenses	\$135,545.11	\$226,540.51
<b>NET PROFIT / (LOSS)</b>	<b>\$69,929.44</b>	<b>-\$8,921.19</b>

## SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED

## STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2017

	2016/2017	2015/2016
<b>CURRENT ASSETS</b>		
Cash at bank		
Co-op Bendigo Bank cheque account	\$162,860.47	\$130,532.51
Co-op CBA cheque account	\$22,613.20	\$14,836.43
Co-op Term Deposit 2.3% 24/7/17	\$316,863.18	\$313,759.29
SNCC-Cash Card Bendigo Bank	\$895.00	\$974.41
Tanderra - Bendigo cheque account	\$768.78	\$0.00
Tanderra - Cash Card Bendigo Bank	\$207.76	\$2,294.52
Total Cash at Bank	\$504,208.39	\$462,397.16
Cash on Hand	\$425.70	\$862.80
Debtors	\$1,623.52	\$1,382.00
<b>Total Current Assets</b>	<b>\$506,257.61</b>	<b>\$464,641.96</b>
<b>NON CURRENT ASSETS</b>		
Buildings at Cost	\$743,094.34	\$743,094.34
Buildings Accumulated Depreciation	-\$342,436.00	-\$336,121.00
Freehold Land - Raymond Road	\$821,000.00	\$700,000.00
Office Furniture & Equipment	\$161,795.65	\$180,062.89
Furniture & Equipment Accumulated Depreciation	-\$159,872.59	-\$165,369.73
<b>Total Non Current Assets</b>	<b>\$1,223,581.40</b>	<b>\$1,121,666.50</b>
<b>TOTAL ASSETS</b>	<b>\$1,729,839.01</b>	<b>\$1,586,308.46</b>
<b>CURRENT LIABILITIES</b>		
Grants in Advance	\$30,897.63	\$31,013.53
GST Liabilities	\$3,720.17	\$2,536.65
Holding Deposits	\$15,740.00	\$15,620.00
Leave Provisions	\$85,160.00	\$61,554.51
PAYG Payable	\$4,654.00	\$4,826.00
Provisions Other	\$90,000.00	\$0.00
Trade Creditors / Accruals	\$40,068.13	\$0.00
Unexpended Funds	\$56,299.93	\$258,388.06
<b>Total Current Liabilities</b>	<b>\$326,539.86</b>	<b>\$373,938.75</b>
<b>NET ASSETS</b>	<b>\$1,403,299.15</b>	<b>\$1,212,369.71</b>
<b>EQUITY</b>		
Asset Revaluation - Land	\$821,000.00	\$700,000.00
Current Earnings	\$69,929.44	-\$8,921.19
Retained Earnings	\$512,369.71	\$521,290.90
<b>TOTAL EQUITY</b>	<b>\$1,403,299.15</b>	<b>\$1,212,369.71</b>

## SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED

## STATEMENT OF CASH FLOW 30 JUNE 2017

	2017	2016
<b>Cash Flow From Operating Activities</b>		
Cash Flow from Operating Activities	-\$91,817	-\$79,108
Cash Flow from Investing Activities	\$12,628	\$11,555
Cash Flow from Financing Activities	\$121,000	-\$35
<b>Increase / Decrease in Cash for the Period</b>	<b>\$41,811</b>	<b>-\$67,588</b>
<b>Cash at Beginning of Financial Period</b>	<b>\$462,397</b>	<b>\$529,985</b>
<b>Cash at End of Financial Period</b>	<b>\$504,208</b>	<b>\$462,397</b>

## SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED

Notes to and forming part of the accounts. For the year ended 30 June 2017

### NOTE 1. Statement of Significant Accounting Policies

The financial report is a special purpose financial report that has been prepared for the use by the members of the Co-operative in order to satisfy the reporting requirements of the Corporations Act 2001 and in accordance with Australian Accounting Standards.

The financial report covers Springwood Neighbourhood Centre Co-operative Limited as an individual entity.

The following is a summary of the material accounting policies adopted by the directors who have determined that such policies are appropriate to meet the needs of the members in the preparation of the financial report. The accounting policies have been consistently applied unless otherwise stated.

#### A) Basis of preparation

The financial report has been prepared on an accruals basis and is based on historical cost and does not take into account changing money values or, except where stated, current valuations of non-current assets for which the fair value basis of accounting has been applied.

#### B) Accounting Policies

##### a) Plant and Equipment

Each class of property, plant and equipment is carried at cost less, where applicable any accumulated depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employed and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

All other assets acquired during the year have been expensed at the date of purchase.

##### b) Depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the asset to the Co-operative commencing from the time the asset is held ready for use.

The asset residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

##### c) Employee benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements have been measured at the amount expected to be paid when the liability is settled. The Board of Management has determined that these amounts are adequate.

##### d) Provisions

Provisions are recognised when Springwood Neighbourhood Centre Co-operative Limited has a legal or constructive obligation for which it is probable that the outflow of economic benefit will result and that the outflow can be measured reliably. The Board of Management has determined that these outflows are adequate.

##### e) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks or financial institutions, short term highly liquid investments and bank overdrafts.

##### f) Revenue

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial asset.

Revenue from the rendering of service is recognised upon the delivery of the service to the customers and is measured at fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed.

##### g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

## SPRINGWOOD NEIGHBOURHOOD CENTRE CO-OPERATIVE LIMITED

### Statement by Members of the Board of Management For the year ended 30 June 2017

In the opinion of the Board of Management the Statement of Financial Position, Statement of Financial Performance and Notes to the financial Statements:

1. Give a true and fair view of the financial position of Springwood Neighbourhood Centre Co-operative Limited as at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board and Corporations regulations.
2. Establishment of all accruals is justified, and
3. A full and complete set of financial records has been maintained, and
4. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board of Management by:

  
\_\_\_\_\_  
Director

  
\_\_\_\_\_  
Director

Dated this 5<sup>TH</sup> day of October 2017.

# VOLUNTEERS



SNCC could not provide the multitude of services to the community without the ongoing support of our wonderful volunteers.

## Thanking SNCC Volunteers

SNCC opened its doors to the community in February 1978. This significant achievement only came about through dedicated people volunteering their time and skills for several months during 1976-1977. They realised their mission of having a Centre that the local community could use for diverse groups and activities. SNCC is also established as being a key source of useful community information that is easily accessed by everyone. Just two years later in 1981, SNCC had 180 volunteers donating 36,000 hours of community support in various ways. An outstanding collective gift in time and work. SNCC continues to be sustained for the community by the community through its volunteers. This is why SNCC is passionate about volunteering. We recognise the essential role volunteers play in delivering effective local services.

Today, SNCC volunteers are actively involved in activities that enhance community connections and resilience. These include social support which connects people through music, art, leisure or health activities, community events and fundraisers and education programs such as help with laptops, tablets and smart phones. Volunteers also assist with data capture and inputting, office administration, centre promotion, providing information, advocacy, referrals and distributing emergency food relief.



“

*I volunteer with CVS because giving joy to others is what makes the world go round.*

**Sam**

*My wife tells me I seem a happier person since volunteering at SNCC. I thoroughly enjoy putting my hands to anything that may be required.*

**Phil**

*I like volunteering as I love to help and meet people.*

**Carol**

*I enjoy volunteering at the Centre and find it most rewarding.*

**Noreen**



## Training sessions attended by SNCC volunteers this financial year include:

- Avoiding Burn Out
- Overview of Centre procedures, including Friday computer tuition
- Holistic Approaches to Mental Health
- Art and Dementia
- Accidental Counsellor by NVS
- Safety in Clients Homes
- Mindfulness
- First Aid by NVS
- Talking Through Grief & Loss
- Mental Health First Aid
- Anxiety & Depression In Older People by NVS
- Client Management Database
- General awareness on community organisation and SNCC services. Also The Linker Network
- Aged Care & VHV Service
- Aged Care & CVS Service
- My Aged Care website & links
- Overview of Community Development & Timebanking Services



## Volunteering Training and National Standards

SNCC continues to support and integrate the National Standards for Volunteer Involvement. The eight categories of standards are:

- Leadership and management
- Commitment to volunteer involvement
- Volunteer roles
- Recruitment and selection
- Support and development
- Workplace safety and wellbeing
- Volunteer recognition
- Quality management and continuous improvement

## Volunteer Thank You Event

In December 2016, SNCC staff prepared a delicious Christmas lunch to which all our volunteers were invited. Highlights at this special event, arranged once again by staff member Jo Newton, were the fun activities and trivia quiz. It was an enjoyable opportunity to mingle, catch up and even make new friends.

### INTERESTED IN VOLUNTEERING?

In which service areas would you like to work? Who would you like to help? How much time can you commit? Do you want to use the skills you already have, or learn new ones? – **TALK TO US.**

## Our Volunteers

### Current Board Members

Keith	Dowling
Tracy	Kane-White
Allen John	Laird
Sharon	Payne
Cherie	Brandon
Richard	Engel
Shae	Foenander

### Former Board Members (In 2016/2017 Year)

Alan	Crooks
Colin	Berryman
Tracey	Willow
Jane	Ley

### Neighbourhood Centre

Frances	Banyard	
Juliet	Berry	(partial year)
Kay	Briggs	
Kristie	Buchanan	Student
Jan	Campbell	(partial year)
Carol	Carroll	
Sally	Gersbach	Student
Jeanette	Hansen	
Peter	Hartman	
Ann	Ludbrooke	
Estelle	MacIntosh	(partial year)
Danielle	Marshall	
Noreen	Mason	
Phil	Mullens	
Russell	Searle	
Alyssa	Smith	
Gillian	Taylor-Reynolds	
Antonia	Torcasio	(Nova work experience)



### Community Visitors Scheme

Lyndall	Ayres
Anne	Cawley
John	Cawley
Antoni	Cornado-Cornet
Alfonso	De Hombre
Margaret	Emmanuel
Sam	Fischer
Vicki	Glew
Jill	Hogwood
Joshua	Hood
Chris	Hughes
Jenny	Hughes
Marion	Hughes
Wendy	Lenthen
Noreen	Mason
Sheryl	Orgias
Emily	Quirk
Julia	Reason
Calleen	Theologou
Lynette	White



### Social Group Facilitation

Renata	Bros	Tai Chi Instructor
Kathy	Driscoll	Puppetry
Anne	Fell	FUNctional Fitness Instructor
Nicole	Giezekamp	Community Choir
Elizabeth	Godleman	Yoga & Relaxation
Jody	Haeden	Fitness Instructor
Jennie	Hall	Vision Impaired Persons
Mark	Hand	Acoustic Club
Valda	Hickey	Open Door
Chris	Hughes	Social Cards & Games
Christeen	Hull	Art Social Group
Cheryl	Hyde	Open Door
Wendy	Lenthen	Craft for Kids
Simon	Lenthen	Poetry & Writing
Laurette	Lideros	Computer Tutor
Rachel	Merton	Exercise at Ellison
Ellissa	Nolan	Pilates
Zita	Olalia	Fitness Instructor (partial year)
Sheryl	Orgias	Community Choir
Gillian	Powell	Fitness
Alyssa	Smith	Artscope
Heather	Smith	Community Choir
Joanne	Smith	Pilates
Kath	Thorburn	Fitness
Melanie	van Kessel	Art facilitation

### Talking Gazette

Patricia	Allen	
Geraldine	Cook	
Alastair	Fyfe	
Sheila	Fyfe	
Colin	Hyndes	
Jenny	Hyndes	
Pamela	Lammin	
Mick	McGillion	
Sherilyn	Page	
Janette	Parry	
Jacqueline	Shimeld	
Dianne	Thorpe	
Noeleen	Udall	Co-ordinator

### Tanderra

Josiah	Bamfer	Yard Maintenance
Deb	McDowell	Yard Maintenance
Tim	Quinn Smyth	Yard Maintenance
Colin	Williams	Yard Maintenance

### Volunteer Home Visitors

Sally	Butler
Carol	Carroll
Peter	Crowe
Marlene	Doublesin
Ann	Finlayson
Robin	Green
Jennifer	Hall
Olga	Hamilton
Valda	Hickey
Melissa	Hill
Peter	Huber
Chris	Hughes
Dorothy	Huolohan
Cheryl	Hyde
Laura	Jones
Alison	Korbula
Suzanne	Langford
Estelle	Macintosh
Evelyn	Macquire
Karen	McDonald
Igor	Mercier
David	Rees
Jane	Ruehmkorff
Agnes	Ryan
Judith	Sanbrook
Emma	Steel
Phiona	Stone
Kay	Taylor
Noeleen	Udall
Howard	Wilson
Adelaide	







## Springwood Neighbourhood Centre Co-operative Ltd

Ground Floor, Blue Mountains Theatre and Community Hub  
104-108 Macquarie Road, Springwood NSW 2777  
PO Box 220 Springwood NSW 2777

Phone +61 2 47513033  
Email: [reception@sncc.org.au](mailto:reception@sncc.org.au)

[facebook.com/SpringwoodNeighbourhoodCentre](https://facebook.com/SpringwoodNeighbourhoodCentre)  
[www.sncc.org.au](http://www.sncc.org.au)

ABN 46 838 912 486

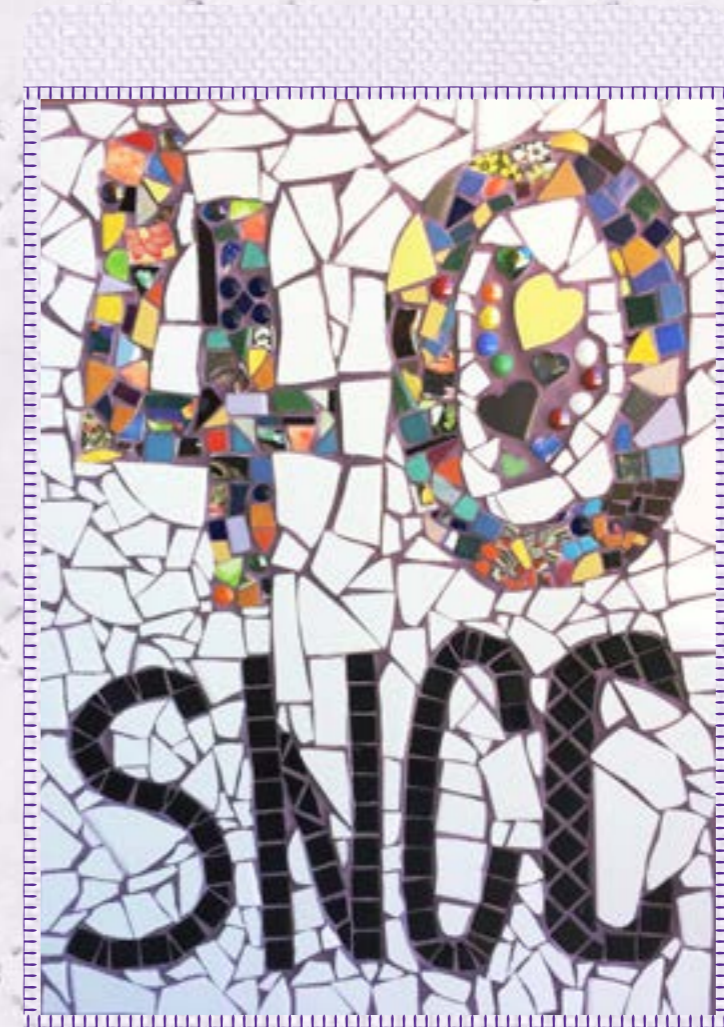
### In the Beginning

As early as 1976 a dream was born. Joy Crick saw wonderful potential in the old Council offices within the Civic Centre Complex which had been empty for over a year. A crucial public meeting was called by Joy on 8 March 1977, committee members inspired by Joy Crick and Thelma Murphy mounted a wide-spread campaign so when the submission for funding was made to the Department of Youth and Community Services in December 1977, it was for a Springwood Neighbourhood Centre.

On February 1978 the Centre opened its doors to the community and the Centre officially opened on 5 August 1978 by Hon Rex Jackson, Minister for Youth and Community Services.



Design and Artwork  
Amanda O'Bryan @ Creative Queen Bees  
Content and Editing  
Lesley Lewis @SNCC  
Toni Quigley @SNCC



Made by the grateful community members and facilitated by Wendy Lenthén at SNCC's Open Day held on 17 September 2017. Presented to SNCC to mark its 40th year celebrations.



Springwood Neighbourhood  
Centre Co-operative Ltd