

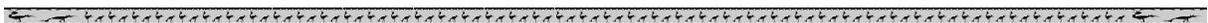


Nambour Community Centre Inc.

Annual General Meeting

Tuesday 13th October 2009

Nambour Community Centre Inc.
2 Shearer St, Nambour
Ph: 54414724
www.nambourcc.org





NAMBOUR COMMUNITY CENTRE

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**Nambour Community Centre Inc.
Annual General Meeting 13 October 2009**

Kindly chaired by Di Riddell

AGENDA

- 5:30 to 6:30 — Shared community meal
- 6:30 — The Annual General Meeting

- Chair Welcomes
- Apologies
- Chair outlines AGM theme financially sustainable organisations and communities & introduces guest speaker
- 6:45 Guest speaker Ingrid Burkett, Social Innovations Manager with Foresters Community Finance
- 7:15 Guest speaker Q & A's
- 7:30 Adoption of the previous Annual General Meeting minutes
- Previous AGM correspondence
- Business arising from the previous minutes
- Reports, management committee
 - * Chairperson — Thelma
 - * Treasurer — Peter, includes appointment of Auditor
- Reports, staff
 - * Coordinator—Mark
 - * Good Beginnings Coordinator— Belinda
 - * Cultural Connections & General Community Development — Naomi

- Endorsement of new 2009—10 memberships
- Elections of 2010 management committee
 - * Vacating of all office bearer's position
 - * Introduction of temporary chair person for election of office bearer's
 - * Election of Office Bearers
- Chair introduces 2010 Office Bearers, includes Chairperson welcomes incoming committee members for coming year
- Presentations by Chair person to,
 - * Previous management committee members
 - * Current Volunteers
 - * Guest Speaker & AGM chair
- Close — Di

**Please stay and catch up with old friends
and take the opportunity to make new ones**

About Nambour Community Centre

Nambour Community Centre is an independent incorporated association. Nambour Community Centre is a place for the community to come together. We provide support and resources in response to the needs of people living in our local area.

Our approach to our work

Our work is inspired by a vision in which people experience healthy relationships and create sustainable communities that are safe and just.

We believe that the best way to build community is by working together.

The values that underpin our work are;

- Involvement
- Reconciliation
- Cultural Diversity
- Belonging
- Partnerships
- Pro-activity
- Knowledge, Education & Training
- Sustainability
- Responsiveness
- Transparency and Accountability
- Social Justice

Our History

In 1980 Gail Perry had a vision and dream of a place where people from all walks of life could come together, share and participate in their own health, education and lifestyle. Gail's vision was about bridging the gap between the new age, spiritualism and regular mainstream society.

The Meeting Place began as a grass roots, self- help centre that all people could utilise. 23 Howard Street Nambour was the first home of the Meeting Place. These premises are currently used by the Sunshine Coast Environment Council.

The Meeting Place's founding committee members were;

Margaret Edwards, Dorothy McMullen, Eileen Nettleton, Kate Roberts, Gwen Clarke, Gail Perry, Alan Smith, Jack Smith and Marjorie Smith (treasurer)

The Meeting Place was involved in many and varied activities. It brought together many people to engage in activities and form 'communities of interest' around many varied topics. During the early days many 'movements' were also initiated by members of the Meeting place. Some of these activities included;

- Movement for Peace (Des Ritchie)
- Campaign against Nuclear Power (Ivan Guy)
- Constructive Strategic Planning for the Sunshine Coast – a concept now widely adopted for land usage (Barbara Camplin)
- Maleny Folk Festival
- L.E.T.S. (now Letshine Nambour)
- Lifeline Services
- The Man of Trees (saving threatened species)
- The Rainbow Alliance
- Permaculture
- Nambour Recycling depot (before the council had their own facilities)

In 1988 The Meeting Place moved to new larger premise at Coronation Avenue, Nambour. This move came about partly through the allocation of funds from the state government in response to the increasing demands being placed on the Meeting Place. The Meeting Place responded by providing support for young people of Nambour, ethnic communities, disadvantaged people, young mothers and other groups whose needs were not met by mainstream services.

All sorts of community activity took place with the larger space including yoga, massage, meditation, relaxation classes, multicultural dinners, educational classes and the development of community resources.

This period of change and growth meant that over time the Meeting Place shifted its focus away from 'alternative' ways of living and began to place more emphasis on family and personal relationships. Some activities that occurred during this period included;

- The first Health & Lifestyle Expo
- Women's Health Expo
- DOVES program
- Happy as Punch Street theatre
- publication of Secta (an informative community magazine)

Also during this period funding was received for several part – time workers spanning areas such as Women's Health, Child abuse prevention, Men's Health (SMERI – Suncoast Male Emotion Resource Initiative), Domestic Violence Prevention and Community Development and Administration.

In 1996 the management of the Meeting Place Community Centre, as it was known then, took steps to raise funds for a new user- friendly premise in which the work could continue, grow and develop. In 1998, a name change took place with the Nambour Community Centre Inc coming into being as well as a shift into a new purpose building at the current location of 2 Shearer Street, Nambour.

The committee members to be appointed at the first AGM held at the Nambour Community Centre the on the 3rd November 1999 were; Evvalyn Vanderpoel (chairperson), Pam Lenthall (vice chairperson), Donna Justo (treasurer), Judy Pidcock (secretary), Coleen Giles, Steven Jarvis, Francis Banks, Ross Felmingham, Peter Cooper, Vanessa Betts & Marjorie Smith

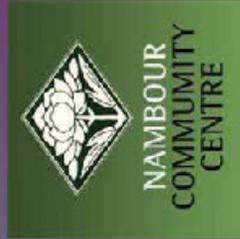
In November 2008 the Nambour Community Centre celebrated the 10 year anniversary of the Shearer Street building.

Our area of work

The catchment area for the Nambour Community Centre (NCC) includes Palmwoods, Woombye, Kenilworth, Yandina, Mapleton, Eumundi and Nambour. Nambour is generally acknowledged to be the service centre for these outlying communities. At the last census the combined population for these townships was just under 20,000 people.



Strategic Plan 2009-14



Nambour Community Centre is a place for the community to come together. We provide support and resources in response to the needs of people living in our local area.

about this document

This document sets out the strategic direction for the Nambour Community Centre for the coming five years. The plan was developed at a workshop held with the staff and management committee of the Centre in April 2009.

DESCRIBING OUR FUTURE

This text describes how we will be operating in the future and why. The goals and overall strategic direction shown below, flow from this.

The Nambour Community Centre will continue to be a place where people come together — a community hub.

We will actively target service providers to use the Centre where we know this is what our participants want. For example, the Centre might be used to provide job training, to teach literacy skills, to assist people with mental health issues, or to run classes on cooking or on how to grow your own food. The key point is that we will be responsive, tailoring our services to our participants and changing as our community changes.

Community development will also continue to be part of our approach, where we work at a broader

level, to help prevent problems in the first place.

Our service itself will become more of a "one stop shop" as far as we are able. Again, this is because it is best for our participants.

Our participant mix is also changing. We expect to be assisting more people in crisis, particularly young people and young parents. We will need to be creative in finding new ways to help this participant group. For example, we could bring social workers to the Centre, link more closely with support networks, make the referrals and so on.

Families and other groups however will continue to use the Centre. Our work with these groups will be primarily support, focusing on prevention and early intervention.

We will need to work cooperatively with other community organisations in our area, sometimes acting as a catalyst to bring these groups together

to address issues affecting us all.

We will have a strong relationship with our funding bodies. This will be important in increasing resources and income for the Centre and developing new programs as needed. The Centre itself will also generate more of its own income, through room hire and other initiatives.

Internally, we must measure what we are doing and demonstrate that we are achieving results. This could be done through action research methodologies, possibly with the assistance of students.

We are committed to providing an enjoyable and inclusive work environment for all staff and volunteers at the Centre.

The existence of the Centre and our work will be well known in the community, as we promote our service.

Our Values

- > Involvement
- > Reconciliation
- > Cultural Diversity
- > Belonging
- > Partnerships
- > Pro-activity
- > Knowledge, Education & Training
- > Sustainability
- > Responsiveness
- > Transparency and Accountability
- > Social Justice

Strategic Intent

Our focus is on facilitating the use of the Centre — in a proactive way — so that the services provided respond to community needs.

Our Goals

What we have to do really well ...

- > Respond — by developing programs that change as community needs change
 - > Advocate — to government about funding and improving our systems
 - > Generate — more income for the centre and others in the community
 - > Link — with other community groups
 - > Develop — our people and make this a great place to work
 - > Capture — the evidence about our impact and report on this
- Progress against these goals will be reported to the management committee on a regular basis.

Nambour Community Centre Management Committee 2008 / 09

Thelma McDougall, Chairperson

EENurse, BA Social Science, BA Social Work. Thelma joined the committee in 2006 and moved into the chair role in 2007. Her involvement with Nambour Community Centre started in 2004 when she did her 3rd year placement while studying social work at UQ.

Thelma comes with a 20 year nursing background, hospital based trained, working in the Victoria and Queensland health systems. Thelma's passion is working with children, she ran a church based children's program for 10 years, which provided children aged 6 - 17 years with basic life and outdoor survival skills. Thelma is a rural girl who embraced community development principles into her life time practice framework. Thelma's latest personal project is to create a local family based business of free range eggs. Thelma works as a Social Worker at the local hospital in the social work department in maternity/ paediatric services. Thelma's work interests are working with families and children.

Narelle Poulsen, Vice Chairperson

BSW, BHMS(Ed), MAASW. Joined the committee in 2002 & moved into the Vice Chair role in 2007. Narelle started her working life as a physical education teacher, then moved onto an outdoor education instructor/ adventure based learning facilitator. She began studying social work in 1999. Since then she has worked as a social worker for The Smith Family & Integrated Family & Youth Service with the Young Parents Support Program. Narelle is currently a social worker on the intake team at Child & Youth Mental Health Service.

Peter Baxter, Treasurer

BBus (Hons), MCom, PhD, JP (Qual). Peter joined the committee in 2009 in the role of Treasurer. Peter is also President of the Unity College (Caloundra) Parents & Friends Association. Peter is currently the Accounting Program Leader in the Faculty of Business at the University of the Sunshine Coast. He has previously lectured in accounting at Central Queensland University (Mackay) and the University of Southern Queensland (USQ).

Maryanne O'Flynn, Secretary

EEN. Maryanne joined the committee in 2007 and moved into the secretary role in 2008. Maryanne has 23 years experience nursing as an EEN in both the private and public sector. Currently she is studying BA Comm. She is a committee member with a range of kids care group, mainly focusing on children with cancer. Recently she has been a group leader with the Mapleton kids club.

Corin Kelly, member

Corin joined the committee in 2008. Corin has a health science and publishing background with extensive experience in clinical practice as a Naturopath. Corin is currently editor of a national, public-access health information service.

Gay Lyell, member

MSW MAASW (acc) MCouns MACA (Clinical) BSocSc BHlthSc (Nursing), Cert IV A&WPT Cert IV Disability. Gay joined the committee in 2008 after completing a student placement with the Nambour Community Centre. Gay has over 19 years experience in the human service industry having worked in the disability youth work and foster care sectors. Gay also has over 35 years experience in nursing mainly in paediatrics midwifery and child health. Gay currently operates CC CC Consultancy a private clinic which provides counselling, professional supervision, training and consultancy. Gay also works part time as a psychotherapist for LDS Family Services a marker for the Australian Institute of Professional Counsellors and a lecturer for Quest College. Gay is also a registered Family Dispute Resolution Practitioner.

Former Management committee members during 2008 / 09

Nerissa Rohan

Nambour Community Centre & Nambour Good Beginnings Volunteers, Students & Staff throughout 2008 / 09

Nambour Community Centre

Elizabeth "Beth" Phillipson - Roe
Robert Brown
Lisa Dale
Mayuree Mitchell
Leesa Goeldner
Martin Newman
Charlotte Maria Brown Trudeau
Aaron Rui
Sujini Damodaran
Megan Ogle
Jolene Ogle

Maila Acuna
Smadar Menashe
Rachel Donavon
Nathan Owens

Michell Kerley Student
Chris Langlasse Student
Anne Thompson Student
Miranda Davis Student
Jason Costoulas Student
David Gray Student

Nambour Good Beginnings

Natalie Webster
Janet Sweatman
Jennifer Childs
Lyn Boyle
Pepita Cross
Pamela Harle
Bob Hastwell
Lisa Johnson
Narelle Lees
Gemma Parlett
Robin Simonelli
Nicolette Sealy

Nambour Good Beginnings

Louise Bowden
Heidi Evett
Georgia Fraser
Catherine Hamer
Skeet Hansen (Juanita)
Laila Hastwell
Nancy Jakeman
Rebecca Jones
Karen Newburn
Sharone Peacock
Victor Sealy
Felicity Turner
Pat Touwslager
Helen Staines

Staff Members

Anna Peters	Nambour Good Beginnings Family Support Worker
Belinda Irvin	Nambour Good Beginnings Coordinator
Donna Holdom	Office Manager
Megan Ogle	Cleaner
Natasha Mclardie	Financial Administrator
Petra Strong	Nambour Good Beginnings Administration
Naomi Wiley	Multicultural Community Development Worker & General Community Development Worker
Theresa Seiuli	Front desk
Mark Wischnat	Coordinator & General Community Development Worker

Former Staff Members during 2008 / 09

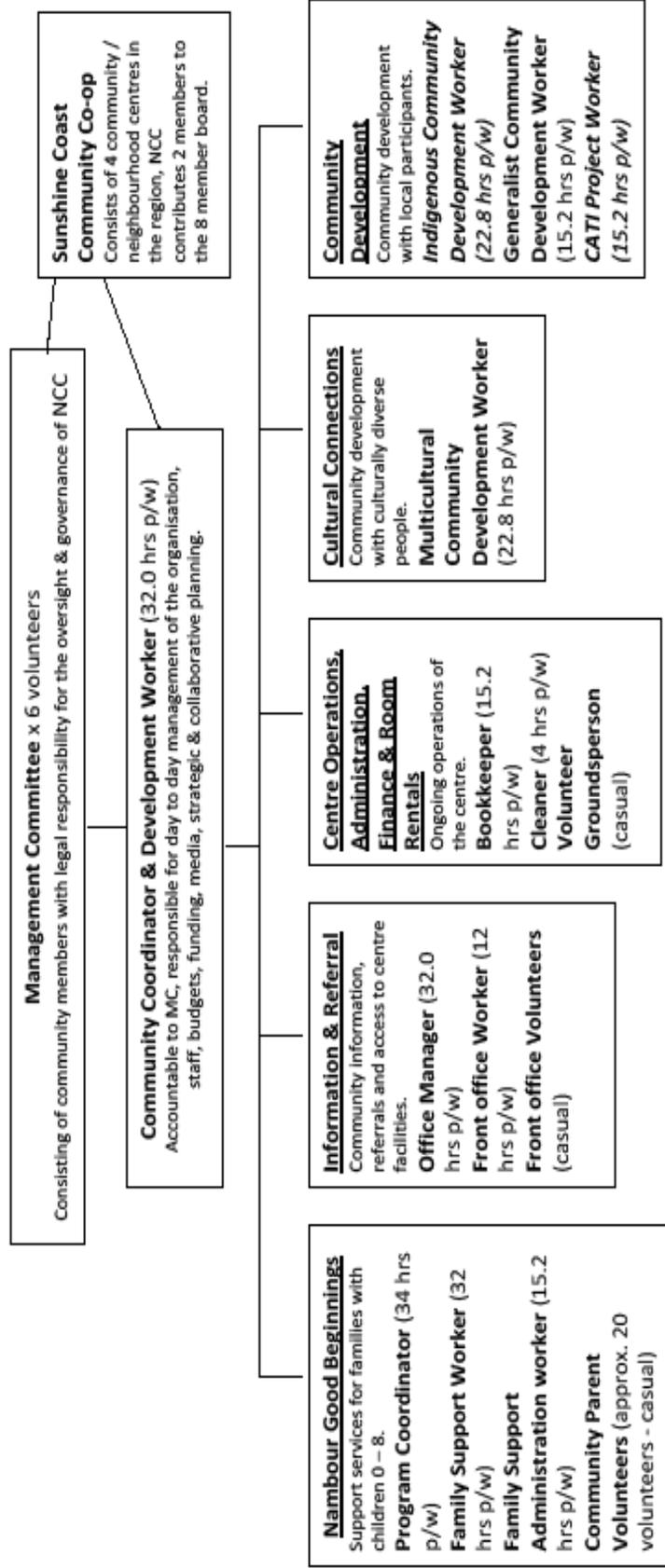
Neville Blackman	Indigenous Community Development Worker
Leah Copedo	Project Worker on the Culturally Appropriate Tenancy Information on Sunshine Coast



NAMBOUR COMMUNITY CENTRE INC.

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Building Community by Working Together



Current recurrent funding contributors: Dept of Communities (Community Support, Early Intervention, GB state)
Current non recurrent funding contributors: Multicultural Affairs Queensland (Cultural Connection), FACSIA (REACH, last amended Sept 2009)
programs in italics are short term projects that are non recurrent

Chairperson's Report to the Annual General Meeting
Nambour Community Centre Inc
12 October, 2009

In the role of chairperson at Nambour Community Centre, I would like to take the opportunity to firstly express my appreciation to our community members, paid and unpaid who invest many hours of committed work to Nambour Community Centre. A big thank you to our coordinator Mark Wischnat, staff, volunteers and members of the management committee, who I have not named because I would not like to miss any one out, for their dedication to our community centre.

In preparation for the AGM this week, I stopped to reflect on 2009 at the Nambour Community Centre. It always gives me a deep appreciation of the challenges which can at times bring frustration. It is with pride when I read the staff reports to learn about the many projects managed by our very competent staff. When I have the opportunity to visit our centre I am always greeted with genuine warmth and friendliness by our front office workers. I have enjoyed working with members of the management committee, in an environment where we can all feel free to openly discuss any issues that arise. Well done everyone.

Nambour community centre said goodbye to our previous treasurer, Nerissa who needed to trim back her work load, I would like to thank Nerissa for her hours of service and professional advice. Nerissa's dedication, community spirit and good will does not go unnoticed, Nerissa actively sourced our new and current treasurer Peter Baxter who comes with many years of accounting experience. I would like to thank Peter for coming on board, his friendly open approach adds to the team of volunteers.

Strategic planning day took place on March 28th, workers and management committee members were guided by Fiona Guthrie to reflect on our centre's history, current position, such as financial, operational, staffing and strategies being used to reach community needs. Community centre participants were invited to complete a survey; the data collected from the survey was used in the stakeholders' analysis on the day. We went on to discuss the external and internal forces that direct our mode of practice and Fiona facilitated a lively SWAT analysis discussion, to draw out our future vision and goals. In this session a draft strategic plan for 2009 – 2014 evolved and the final document was adopted in August 2009. This day was complemented by a delicious lunch including a birthday cake.

Nambour Community Centre stands for: "a centre that provides a place for the community to come together. We provide support, resources and respond to the needs of the people living in our local area". Anyone who has been associated with Nambour Community Centre will know this statement reflects our core business.

One monstrous theme / challenge in 2009 has been around the Queensland Industrial Relations Commission decision to increase the Qld state SACs award wage levels. The possibility of wage increase for all NGO workers has been drawn out and some what disappointing following the initial budget response from the Department of Communities. The recent announcement around supplementary funding, which amounts to a very small financial increase, will not be sufficient to enable many organisations to pass on the appropriate wage increases to their staff. Pay equality issues are currently being discussed at our management committee meetings. With NCC's history of lobbying and advocating, I believe its time for all NGO's to join collectively and voice our concerns to our major funding body.

The staff reports indicate the high level of community work that our centre generates and the accolades go to a committed team,

I look forward to 2010, building future friendships and partnerships with our local community.

["Vision without action is a dream. Action without vision is simply passing the time. Action with Vision is making a positive difference."](#) Joel Barker

I wish every one associated with NCC a Merry Christmas and a happy and safe New Year.

Kind regards,
Thelma McDougall
Chairperson
NCC, 2009

**Nambour Community Centre Inc.
Treasurer's Report to the
Annual General Meeting
13 October 2009**

To the members of the Nambour Community Centre Inc

I joined the NCC Management Committee as Treasurer in early 2009 and have greatly enjoyed working with Mark Wischnat and the other members of the Committee. Natasha McLardie was also appointed as NCC's new Financial Administrator early in 2009. I would like to express a huge thankyou to Natasha for all of her hard work during the year, particularly with finalising the financial records for the end-of-year audit.

Several months ago, the Management Committee voted to appoint Love and Partners at Maroochydore as the new auditor for the NCC. The main reason for this was to streamline the audit process as the previous auditor used a mainly manual system. Furthermore, Love and Partners are familiar with the computerised accounting system used at NCC. Both Natasha and myself were very satisfied with the efficiency and level of professionalism demonstrated by the Love and Partners staff during the end-of-year audit.

The attached audited financial statements highlight a number of issues about the financial performance and position of the NCC for the 2008/2009 financial year:

- There was a net loss of \$65,097, whereas in 2007/2008 there was a net profit of \$862. The major factors contributing to this were:
 - Decrease in grant income of approx. \$34,000: This resulted from certain grant money being received in the 2007/2008, while the money was spent in 2008/2009.
 - Decrease in Room Rental income of approx. \$19,000: The NCC lost one of its long-term tenants during the year.
 - Increase in Provision for Leave of approx. \$15,000: This was due to the provision for annual leave in the previous year being understated and no provision for long service leave recognised previously.

The Working Capital Ratio (WCR) for the current year was 3.6:1. This ratio is calculated by dividing current assets by current liabilities and indicates the NCC's ability to fund its short-term debt. Therefore, the NCC is in a relatively strong financial position.

Therefore, I would like to propose the following two motions for the AGM:

That the Nambour Community Centre adopt the 2008/2009 audited financial statements.

That the Nambour Community Centre appoint Love and Partners as its auditor for the 2009/2010 financial year.

Yours sincerely

Peter

Peter Baxter *BBus (Hons), MCom, PhD, JP(Qual)*

Coordinator's Report

It's a week and a bit out from our AGM and as I sit here writing my bit for the annual report the scope of work that this organisation delivers has just expanded a touch further. A woman from a neighbouring house has just come into the centre and asked "Do you have a man here who could help me turn my lawnmower off, I can't seem to get it to stop". Putting aside the male reference, our handy student Chris was nearby and he was up to the task.

Most likely Chris's placement work plan didn't have "gaining a greater understanding of community development practices in cultivating participants lawn" as one of his placement objectives. Likewise the centres service agreements with its funding bodies don't include the output item - "number of support activities with small gardening machinery". And luckily these sorts of enquiries are not the everyday, as we might eventually get a visit from the lawnmower maintenance shop around the corner. But for me it is another instance that brings forth the issue of 'what does this community centre consider it's business'.

Fortunately the centres strategic plan which was developed earlier this year and the processes around its development forced us to define what is our business. So it lists specific goals and processes that set the direction for the organisation. However looking at the language within the strategic plan, much of it revolves around the centre's activities being "responsive, tailoring our services to our participants and changing as our community changes....respond to the needs of the people". So by its very nature the business of the community centre would be expected to change and evolve in order to meet those needs and aspirations.

As an organisation with quite a few accountability requirements - to its members, its community, its funding supporters and its staff & volunteers, we need to continually check that we are responding appropriately and doing the business that we have planned to do, whatever that business may be at that point in time.

So for me the 2008 / 09 year has been a year of further building systems and cultures that enable the centre to check that we are responding and developing some ways to evidence and communicate our responses. As an example of this, regular readers might notice that this Annual Report has a slightly different feel to previous reports as we have tried to blend some output numbers with some outcome stories and give readers a broader sense of the scope of the centre, its people and its activities.

Of course it is not just the aspirations of community groups and individuals that continue to evolve for Community Based Organisations. Changes in government, funding agency policy and preferences, the broader economic cycle and all the rest add to the changes that we all face. Recent changes to the industrial relations landscape will provide the centre and all other small to medium sized organisations in the industry with some really interesting challenges over the short and medium term.

As mentioned above, one of the highlights of this year has been the development of a new strategic plan for the organisation, the process began in February 2009 and officially finished in August when we agreed on the wording for the final draft. So while our minds have been focused on the goals and direction of the new strategic plan, technically the work of this last year has been guided by the previous strategic plan so I'm going to report to that version, keeping in mind that the individual program reports will contain additional details that I'll try not to touch on here.

Goal 1: To develop and deliver programs which address the needs of the community using an action research process.

o Further development of systems to capture the activities of NCC, in particular the direct programs that NCC delivers and the community usage of NCC facilities.

- o Two year extension of the funding received from Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA) – Family Support section which resources the Nambour Good Beginnings program.
- o New three year service agreement entered into with Multicultural Affairs Queensland (Department of Communities) to continue the Cultural Connections program.
- o Conclusion of the FACSIA Local Answers funding that contributed towards the Nambour Good Beginning Kenilworth work and the 12 month Gambling Community Benefit Fund contribution to the Indigenous Awareness & Community Development program. The Nambour Good Beginnings work continues at Kenilworth however the Indigenous Awareness & Community Development program is currently on hold while suitable funding support is sought.
- o The Nambour Good Beginnings work was externally evaluated with some very positive results, the full evaluation report is available on our website
- o A small project called Culturally Appropriate Tenancy Information on the Sunshine Coast (CATI) was delivered very ably by Leah Copedo over a 5 – 6 month period. This project provided tenancy information and linkages with the international student population on the Sunshine Coast and was carried out in collaboration with the TASSQ team at the Sunshine Coast Housing Company. The evaluation document from this project is also available on our website as well as a link to the wonderful video resource that was developed by some of the projects participants.

Goal 2: To provide educational and training opportunities that empowers and builds the capacity of individuals and groups

- o Organisationally demonstrated by work with students (including for the first time two year 10 work experience students) on placements
- o NCC hosted another 'back to work' participant for 4 months.
- o Also ongoing training of front office and Good Beginnings volunteers
- o NCC representative actively involved in the Sunshine Coast Skills Development Network planning process
- o Contributed to cost of human service workers training activity delivered by Sunshine Coast Community Cooperative member organisation.
- o We have encouraged a number of individuals and groups to delivery their educational activities at Nambour Community Centre.
- o At a program level a variety of empowering opportunities were provided for individuals & groups; AAA (Aware, Assertive & Alive), P5 program (Participatory Program Promoting Pleasurable Parenting), Building Better Communities course, several life skill workshops which were delivered through the mechanism of the Sunshine Coast Community Cooperative, Frugal home & Simply Living on Little.

Goal 3: To sustain a vibrant, dynamic, quality community organization

- o Development of NCC Strategic plan for 2009 – 2014 directly involving management committee and staff as well as receiving input from community centre members.
- o Community access of the centre during the last twelve months in terms of room rentals has been consistent, rental of office space has been disrupted from Jan 2009 when long term tenants vacated.
- o NCC contribution to Pay Equity campaign included senior policy meeting & local lobbying in collaboration with LEAC & SCFN. Also NCC submission noted in Qld Industrial Relations Commission report
- o Team building / physical challenge event in lead up to strategic planning day
- o Appreciation exercise conducted with staff and centre volunteers
- o Ongoing development of procedure & policy to further build the organisations memory, as well as contribute to the organisations full compliance with the Department of Communities Standards for Community Services by 2011.
- o Completed the Standards for Community Services self assessment process in early 2009.

Goal 4: To establish a regional community development entity that works cooperatively with: Maroochy Neighbourhood Centre, Caloundra Community Centre and the Hinterland Community Development Association of Caloundra.

During this period the Sunshine Coast Community Cooperative (SCCC) entered a new phase as the SCOTS project and the accompanying worker concluded. Highlights of the year included;

- o SCCC briefing sessions with a number of Community Based Organisations, the Sunshine Coast Regional Council and regional Department of Communities representatives.
- o The ongoing worker & organisational support that the SCCC brings to the 4 member organisations.
- o Several workshops were delivered that were born directly out of the SCCC relationships and mechanism.
- o The development and refinement of the “Building Capacity at the Edges” project.
- o Some learning's around the capacity and capability of the SCCC and the need to dovetail it's work closely with it's member organisations.
- o Joint submission to Preview of Auditor General report 2, Results of performance management systems audits of funding to Non—Government organisations.

Front Desk Overview

NCC Statistics

Centre visitors
17,024
(Up 9% from previous year)

Male 4,124
Female 12,900

Volunteer Program

5 new volunteers
Leesa Goldner (On-site cleaner)
Martin Newman (Asst. Gardener)
Sujini Damodaran (Frontline)
Charlotte Brown (Asst. Gardener)

Resources

Currently we have 155 Pamphlets & brochures available on community information.

Major Information & Referral Issues

Unemployment
Accommodation
Social Isolation
Personal Support
Financial Advice



Development of 4 new volunteer roles
Lisa Dale (Sponsorship & Promotion)
Sujini Damodaran (Financial assistant)
Beth Phillipson-Roe (Resources/Library)
Robert Brown (Senior Gardener/Maintenance)



Volunteer & outreach activities

Back to Nambour festival
AGM 2008
Nambour Moonlight markets

Information and Referral

Information enquires 569
Referrals 156

Volunteer activities/workshops

Volunteer pamper day
8 volunteers attended and participated in the "pampering".
Lisa attended the "Engage me" workshop run by Volunteering QLD

Room Rentals

Price increase as of the 30th April 2009

Current tenants 77

Room usage 2,414 hrs

Development of new NCC Website

Visitors 773
Views 1,714
New room rental bookings via the website 5



Networking /Linking

Co-development of 2 outreach programs to be based at NCC, Outreach Suncoast Community Legal Service & Community Access point program with Legal Aid QLD

NCC Newsletter

Revamp of the NCC newsletter in a new format that comes out quarterly and is primarily distributed electronically. At last count 234 organisations & community members received.

Operational Activities

Through the Neighbourhood Centre Infrastructure upgrade program (Dept of Communities) centre has recently had footpaths extended for better access, a new kitchen unit installed in staff room and a duress system for staff safety. Also new paint work in outside open area. Additionally we now have two extra car parks beside the open area thanks to the efforts of our 3 hard working volunteer gardeners.

NAMBOUR COMMUNITY CENTRE
Nambour Community News
Aug 2008
What's Happening in Nambour?
Nambour Parks Project

Our Vision
NCC's activities are inspired by a vision in which people experience healthy relationships and create sustainable communities that are safe and just. NCC works with community members (individuals, families or groups) to assist in establishing or strengthening their sources of support and collaboration within the community.

What: The proposed upgrade of the central parks networks along the Petrie Creek corridor through Nambour.
Aim: The landscape master plan will deliver part of council's Hub of the hinterland urban revitalisation program by providing a framework for the detail design and construction or refurbishment of linked and quality parklands, themed grounds, recreational and educational facilities, and visual amenity through the town centre. In addition to protecting and enhancing these areas' environmental and habitat values.

What next: Submissions on community input were received up to the 17th July. Council will now collect the community feedback and develop a draft master plan that reflects the collective community input. A public workshop will be held by Council to discuss the draft plan, which will then be finalised and displayed for final public comment. A date for this has not yet been set. Council suggests that because this is such a large project, parkland elements will be provided in a staged construction program over future years, subject to funding.

SEND THE NEWS
Group Manager: 0-2
Finance & Grant Reporting: 0-2
Admin: 0-2
Public Relations: 0-2
Marketing: 0-2
Volunteer: 0-2
Nambour: 0-2
Suncoast: 0-2
Sunshine Coast: 0-2
Legal Services: 0-2
Nambour: 0-2

This aerial map shows the current study area from Quila Park to the junction of Spangell Avenue and Carter Road. This map will be extended later to include the showgrounds, Cradle Park and other open space of Nambour. Council will link with a number of regional network of parks and recreational trails.

For more information visit the Sunshine Coast Regional Council Website
www.sunshinecoast.qld.gov.au or phone 1300 907 272

Nambour Good Beginnings Family Support Program

Staff Training
 Community Development
 Narrative Therapy
 Tasmanian Conference
 Drug, Alcohol & Intellectual Disability Training
 Access Data Base
 Kids Skills
 Developing a professional practice of framework
 Understanding subpoenas



DATA

84 new client referrals during 08 / 09. An increase of 53% from the previous year.

NGB Programs

3 x Family support programs
 1. Intensive Family Support
 2. Volunteer community Parents
 3. Supervised Play-groups

A snapshot

64 Clients
 50 Families with Intensive family support
 26 Volunteer Community Parents
 545 FSW Home visits
 813 VCP Home visits
 43 Training sessions



Common issues
 Working with families that have children with Autism, Aspergers, ADHD & Developmental delay.
 Families with multiple stresses eg DV/finance/disability/housing
 Social isolation
 Family/Relationships
 Multiple births

Playgroups "PLAYTIME" & Kenilworth Park
 72 sessions
 37 Families attended
 578 participating Adults. An increase of 14% from previous year.
 828 participating Children. An increase of 21% from previous year.

Volunteer Community Parents
 26 Volunteers
 19 Volunteers linked to families
 813 VCP Home visits
 3252 Hours of volunteer family contact

Parenting Courses
 10 AAA sessions
 54 x attended
 6 P5 Parenting sessions
 34 x attended
 1 Understanding Autism, Aspergers & ADHD
 9 x attended



New Volunteer Community Parents

3 New VCP Trained
 10 sessions
 30 hours



Awareness Training
 Dental health
 Child Health-Nutritionist
 Self Care
 First Aid
 Fire safety
 Multicultural

Playgroup Highlights

Activities include:
 Teddy bears picnic
 Farm visit
 3 x Sausage sizzles
 Local fire brigade
 Library visit
 Dress up day
 Taste of Japan
 Xmas breakup party

Volunteer Training Workshops

Self esteem & communication, 9 attended
 3 x Planning Meetings, 30 attended
 2 x Autism/Aspergers & ADHD workshop, 9 attended
 10 x Aware, Assertive & Alive workshop sessions
 40 attended
 First Aid & CPR Training, 16 attended
 Anxiety info, 8 attended
 QUINN info, 11 attended



Organisations Supported

Nambour Good Beginnings is linked to 53 non-government and government agencies
 Held x4 Advisory group meetings with 48 people in total attending.

Nambour Good Beginnings - Coordinator's Report

Volunteer Family Support

Volunteer Community Parents continue to underpin the success we have in the community. Our program acknowledges the selfless contribution of some incredible people who give freely of their time to support parents locally. Our program continues to work with families compromised by isolation and adversity. As the media continues to inform us, we are negotiating social changes that are unprecedented in history and the needs of families are complex and as diverse as the individuals that inhabit our region.

Nambour Good Beginnings Annual Self-evaluation report for FaHCSIA estimates the volunteers have contributed 3,252 hours in this past year. The value of our volunteers is beyond measure sufficed to say that without their dedication our program would be significantly compromised. Our volunteers visit families on average for 2 to 3 hours weekly. This vital link offers emotional and social support for many families who experience limited opportunities to engage in their community. A high level of satisfaction is generally reported both from families and the volunteers themselves. There continues to be a noticeable reduction in stress within the families because of this volunteer support.

Volunteer Training and Recruitment

The program has retained many volunteers this year and are fortunate to add three more fully trained one's; currently we have 19 linked volunteers with 7 in transition due to health, family circumstance or extended education commitments. Many of these transition volunteers are keen to reconnect with families in the New Year.

The annual Christmas Lunch will be held on the 3rd of December this year. This is our way of thanking our volunteers and jointly celebrating the efforts of a job well done.

Families

Demographic representation of referred clients - Self, Child Health and Social Work Department at Nambour General Hospital has been our major source of referrals this year. We have received 84 new referrals in this reporting period. Through our collaborative working arrangements we have also noted a significant increase of referrals to other Sunshine Coast services.

Supported Playgroups

Tuesday morning our *Good Beginnings* supported playgroup 'Playtime' operates from the playroom of the Community Centre. This playgroup provides an opportunity for families linked to the program to socialise with other parents and for the children to engage in healthy outdoor activities.

The Kenilworth Parent Group operates from the Kenilworth Park every second Friday. This group attracts an increasing number of families and is the only social interaction some of these isolated families participate in. Over the last year these two services combined, have had the pleasure of working with 578 parents in total, and 828 children in total. For reference purposes, these totals are based on each participant at each session equalling 1 occasion.

On behalf of Nambour Good Beginnings and the organisation as a whole, a big thank you to Sharone for her volunteer work with the Nambour playgroup throughout the year.

Parent Education

A number of parent sessions were conducted during the year including AAA & P5.

Kenilworth Community Early Parenting Project

Nambour Good Beginnings continues to provide support in the Kenilworth region via the Kenilworth Early Parenting Project which up until May 2009 was funded by Local Answers Round 2. This parent group meets on a fortnightly cycle at the Kenilworth park and engages in a range of activities that includes, regular toy and clothes swaps, food preparation, sharing of excess farm produce, general parenting and personal support, opportunities for guest speakers as well as a social forum. Many of the activities of the group are peer driven.

Earlier this year this project was externally evaluated with some really exciting outcomes noted, refer to the NCC website for a copy of this report.

The Good Beginnings Advisory Group

This Group is Nambour Good Beginnings main sector development contribution. The group continues to meet quarterly and provides supportive networking opportunities. The meetings are well attended and feedback indicates that this group provides vital information on referral pathways between services. The group facilitates lively discussions and offers opportunities for guest speaker agencies to present more comprehensive information about services provided. Good Beginnings also contribute to other services on the Coast.

Thank-you

In closing I would like to acknowledge the funding provided by both State and Federal Government to enable us to contribute to the well being of children and their families on the Sunshine Coast.

Also Anna, Petra and I would like to again thank the volunteers within our program and more generally the staff and volunteers at the Community Centre for their dedication, expertise and good nature. There have been some new faces, new roles and many challenging moments but still there always remains a real and palpable sense of camaraderie at the Nambour Community Centre.

Good Beginnings staff remains indebted to the efforts of our management committee for the ongoing support they provide to the successful operations here at the Nambour Community Centre.

The development of mutually supportive relationships underpins much of our work here at Good Beginnings. When reflecting on the relationships that have developed over the last year I feel secure in saying that everyone involved here at the Community Centre has contributed enormously to the success of our program and also to a stronger sense of community.

Belinda Irvin
Coordinator
Nambour *Good Beginnings*

Cultural Connections

Access to Interpreters Working Group

4 teleconferences
2 case studies
Promotion of issues
Direct Advocacy with DEEDI, MAQ and Corrective Services
Language services policy development



CAMS Network

3 teleconferences
3 day network gathering
Presented on CD work
Advocacy groups developed
Advocacy to MAQ

CALD Education and Training Providers Network

4 meetings
9 participants
15 members
Training in multilingual resources
Sunshine Coast ESL timetable & brochure

Sunshine Coast Multicultural Network

12 planning meetings
2 focus groups
Project plan
1 Inaugural meeting
31 participants
45 members



457 Visa Issues

1 forum attended
2 case studies for Senate Inquiry
2 community members trained in resources



Reference Group

3 meetings
12 members
Group dissolved to form Sunshine Coast Multicultural Network

Information and Referral

108 referrals
Top 3 issues
Social Isolation 42%
Education/Training 14%
Family/Relationships 11%

Outreach Activities

5 outreach activities
3 @ Nambour TAFE
1 @ Mooloolaba TAFE
Harmony Day
1 @ Nambour High
Harmony Day
180 people reached

Getting Out There

21 students
19 hours of contact
12 parents
3 teachers
3 sports and recreation organizations
A come and try event

Learner Driver Permit Course

9 people
18 hrs of training
7 people successfully obtained learner's permit
Advocacy to Qld Trans



Building a Better Community Course

17 people
20 hours
Sidney Myer Fund sponsored

Becoming an Interpreter Information Session

19 people
3 hours
NAATI collaboration

Cultural Awareness Training

7 people
10 hours
Skills Development
Network sponsored

CALD Family Support Research

3 family support programs interviewed
Report produced
Co-facilitated the P5 parenting program

Organizational Cultural Awareness Sessions

2 organizations
4 hours
12 people

Cultural Groups Supported

Taste of Japan, Thai Culture Group, Srikanth Indonesia, Sunshine Coast Indian Association, Mother Languages Group, Greek Association of the Sunshine Coast, Fiji Suncoast Club, Florence Teillet (Theatre), Aussie Slang and Culture, Muslim Association Sunshine Coast, Japan Language Group, FESTURI – a multicultural celebration



Organizations Supported

Family Planning Sunshine Coast, Sunshine Coast Family Network, Link – In, Nambour High School Nurses, Bowl Screen QLD, Nambour Nursing Home, Sunshine 60's and Better, Sunshine Coast Division of General Practice, Community Visitors Scheme, Sunshine Coast Regional Council, Integration QLD

Cultural Connections

What a great year! This period has seen the Cultural Connections Program come into focus with stronger networks and partnerships and more participation in systemic advocacy. Our strong base in the community has been maintained by providing support to culturally diverse community groups and through the ever popular “Building a Better Community” training. Here are some highlights...

A new perspective for the program.....

The past year has seen the systemic advocacy arm of the Cultural Connections program flourishing. This development has occurred through participating actively in the *Queensland Accessing Interpreters Working Group*. As you may be aware, this group collectively succeeded in getting the Queensland government to provide fee free interpreters to all its funded non-government organizations. Nambour Community Centre contributed to this advocacy process through providing case studies and by supporting the position paper which was presented to the Premier. Not being able to use interpreters has been a huge barrier for people who have English as a second language when accessing Nambour Community Centre and all other NGO's in the region and in Queensland. Now thanks to this successful advocacy process, this barrier is being addressed!



Collaboration in the English and Literacy Sector

Another positive development in the Sunshine Coast region has been the establishment of a CALD Education and Training Providers Network. Education and training is one of the key issues culturally diverse people face and it is the second most frequent kind of referral I provide. Accessing the correct education and training can be difficult for migrants, because of the complex eligibility requirements for each program. The network has addressed this issue by; creating a brochure and timetable of all ESL and literacy classes in the region; by referring ineligible students to other alternatives; by promoting the full range of options to students and most importantly by working together and planning collaboratively, rather than “competing” for students. The network has also enabled its members to provide and share training across each others organizations, in on-line multilingual resources and educational tools.

Community Development

Indigenous Cultural Heritage Tours

3 full day tours were run
32 people attended
Increased awareness of local indigenous sites and history
\$4100 dollars funding from Q150

Promotional Activities

Back to Nambour Stall
60 people reached

Positive Ageing Expo
15 people reached

Welcome to Nambour

3 welcome dinners
115 people attended

SOS

12 meetings
7 members
1 loan repaid
1 loan distributed
1 family adopted for Christmas
Monthly lucky draw

Coffee Capers

Weekly meetings
16 meetings
4 core members
Group decided to finish

Community Initiatives Participated in

Sustainability Hub – Nambour
Q2 Consultation
Sunshine Coast Community Co-op
Research subject for Community Development PhD
Delivered guest lecture on CD at the University of QLD
QCROSS social policy forum



Wednesday Friends

Weekly meetings
50 meetings
5 core members



Community Groups Supported

Bottomless Cup of Coffee
Yandina Community Centre
Solutions Adult Learning Centre
Kandanga Community group

Informal Counseling

6 x 1 hr sessions

Networks Attended

2 x Sunshine Coast Interagency Breakfast
8 x Sunshine Coast Housing Network
2 x SCRC "homeless" forums & planning sessions
2 x mental health working group

Professional Development

Community Habitat Training
CCFSN Conference
Social Enterprise Training
Building Community Centred Economies Conference
Alan Twelvetrees Community Development workshop

Living Skills workshops

Frugal Home workshop delivered by Rhonda from Maleny NC
Simply Living on Little session delivered by Annette from Caloundra CC.

Financial auspice

During this period NCC financially auspiced the following groups;
Sunshine Coast NAIDOC Committee
Sunshine Coast Playback Theatre Company
Ole Improvised theatre



Community Development

“A place to belong” would be the motto of the community development undertaken in the 08/09 period. Whilst the Nambour Community Centre facilities continue to be in high demand from a wide range of self run groups, this year we have focused on developing groups and connections for people who have not yet found a ‘place’ in our community and indeed in our “Community Centre.” This has been a period of reaching out to connect more people with each other.



The Meeting Place

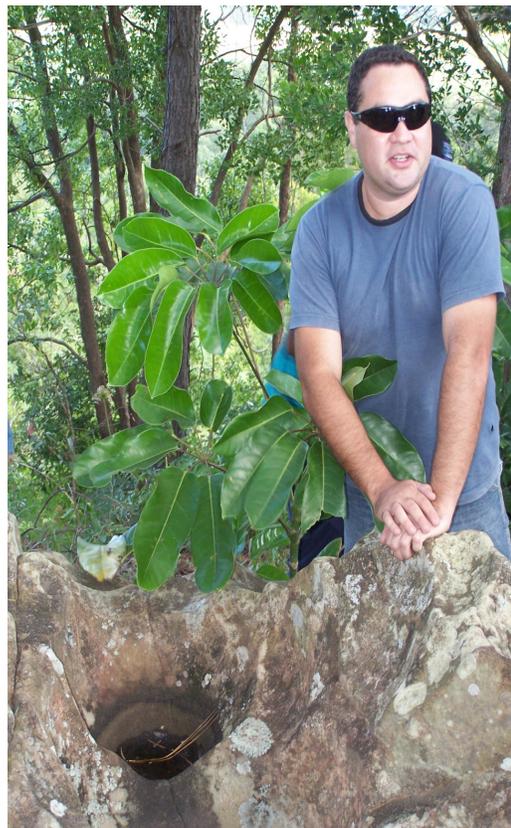
A catch cry often heard between the walls of the community centre has been...“There is nothing to do at night in Nambour except go to the pub!” Now on the first Friday of every month Nambour Community Centre holds a community meal where people can bring their own acoustic instrument and play together. Five people, Maila Acuna, Aaron Rui, Sujini Damodaran, Michelle Kerley and Anne Thompson were instrumental in developing what is now a regular event in the local community calendar. Some great talents have emerged with Pak Untung Waluyo and Lawrence Seiuli inspiring us to sing-along to their extensive catalogue of songs.

Aboriginal Cultural Heritage Tours

Imagine driving along the road you drive every day, looking at trees and mountains that you know well and are part of the place you call home. Now take this same journey with a local traditional owner, who tells you some of the stories, history and settlement history of this land. This is the transformative power of the Aboriginal Cultural Heritage Tours. Brent Miller and Neville Blackman educated us by taking 32 people to places of Aboriginal cultural significance and telling us the stories of these places. One participant expressed the value of this experience: “This tour brought home the significance and awareness of Aboriginal culture and the importance of respecting and honouring the heritage and the land.”

Wednesday Friends

“I am new in the area and want to meet people” or “I don’t get out much” had been common inquiries in 2008 and from this humble beginning, a social work student, John Hockley, decided to bring people together to form a group: “Wednesday Friends.” It got off to a very slow start, but it has evolved into a small group that meets weekly to enjoy “shooting the breeze” together. This simple act of getting together, is very significant for its members; As one group member commented “we have been stuck between four walls.” Group members also enjoy the casual format: “I hate craft, bowls and bridge, I just want to sit down and have a good chat.”



Thanks to the following people for their work and support of the organisation throughout the year

Carolyn, Fiona, Anna, Michael & Howard and all the staff of Caloundra Community Centre, Hinterland Community Development Association of Caloundra and Maroochy Neighbourhood Centres for their Sunshine Coast Community Cooperative work and support

Evv for filling in on the front desk at NCC on a couple occasions

Michael for filling in all over the place with his handyman work

Laufoli for his physical challenge activities

Maria Tenant for her eval & great input

Fiona Guthrie for the strat plan work

Jeff from zeppelin computer for his ongoing work

Jeff Poulsen for his database work

Tory for the fresh painting

Thanks to the funding agencies that supported us through this year, particularly the following reps - Jenny, Debby, Roger, Tamara, Sinta & Alexandra

Thanks also to Rhonda from Maleny Neighbourhood Centre & Annette from Caloundra Community Centre

Also Jude, Caitlin & Shae from University of the Sunshine Coast

Everyone who helped out at the Back to Nambour Festival

Denise from the Smith Family



Some NCC volunteers , students and staff - October 2009.

Nambour Community Centre inc members list

New Members

Maria Tenant
Tenants Union of Qld
Sunshine Coast School of
Photography
Christine Bennett

Jolene Ogle
Sujini Damodaran
Pat Toowslager
Healthy Lifestyles Naturally
Kenisha McAnally

Unicorn Healing
Bryon Fisk
Christopher Langlasse
Fast, Slow Food
Untung Waluyo

Current Members 08/09

Kirstian McFarlane
Gay Lyell
Best of Health
Lisa Dale
Jan Tickle
Robert Brown
Jason Costoulas
Mark Wischnat
Nambour Christian Church
Leesa Fae Goeldner
Coral Bergqvist
Lets - Nambour
TOPIC
Beryl Swan
Carolyn Meyer

Evv Vanderpoel
Maroochy Neighbourhood
Centre
Caloundra Community Cen-
tre
Centacare/Scope
Rob & Maya Carter
Adam Cashmore
Thelma McDougall
Subud Sunshine Coast
Sunshine Coast Regional
Housing
Belinda Irvin
Howard Buckley
Di Matthews
Amber Alley

Tina Lathouras
Maryanne O'Flynn
Bernadine Barnes
Sandra Black
Narelle Poulsen
Nerissa Rohan
Leone Smith
Therese Babcock
Lawrence & Theresa Seiuli
Michael & Donna Holdom
Naomi Wiley
Peter Wellington
Sunshine C.F Social
Michell Forster
Anna Peters



Some members of NCC management committee and staff
at the March 2009 Strategic Planning day



Nambour Community Fiesta
 2.00 to 7.30, Wednesday 26 November 08
 Nambour Community Centre,
 2 Shearer St, Nambour

*Fun, Fire, Food, Family...
 ...it will be Fantastic!*

- Playback Theatre & community storytelling "honouring neighbourhood hero's"
- Circus Workshop
- Nambour & Sunshine Coast historical slide show
- Sessions & Workshops from a variety of local community groups
- Children's Clown & Magician
- African Drumming Workshop
- Children's Crafts & Face painting
- Master of Ceremony, Rainee Skinner
- The celebrations culminates with a Community meal from 6:30 to 7:30pm that includes random prizes & fire breathing!

We look forward to celebrating with you!

Wednesday friends



The Nambour Community Centre is providing the opportunity for people in our community to meet and make new friends .
 We will be meeting every Wednesday over a cup of coffee, just to chat and enjoy each others company.

- When: Every Wednesday between 10am and 12pm
- Cost: gold coin donation
- Who : Everyone

Nambour Community Centre, 2 Shearer Street, Nambour

Enquires please phone 54414724

The Frugal Home



Would you like some options around money when living on a low income. Do you want to switch from being a spender to becoming a Conserver? Do you want to learn and share how you can live sustainably in an economic downturn

A half day workshop developed to support local people to live on a low income during the current economic downturn. The workshop is run in a friendly atmosphere so you can give discuss and share sustainable living ideas. Topics include ways to reduce household costs by saving money on your dollars at the supermarket, tips on cleaning and maintenance, cleaners including making your own washing powder, saving on energy, saving on debt & budgeting,
[go to http://down-to-earth.blogspot.com/](http://down-to-earth.blogspot.com/)

Thursday 9.30a.m. to 12:00 pm, followed by lunch at Nambour Community Centre, 2 Shearer Street, Nambour. Workshop, lunch will be provided & child minding is also available. Book or email reception.ncc@flexinet.net.au to book a place.
 Nambour Community Centre
 Nambour Community Centre

Workshop is delivered by the Maleny Neighbourhood Centre and has been developed in partnership with Nambour Community Centre.



Learn to manage YOUR money



FREE course
 Brought to you by The Smith Family and Nambour Community Centre

- We will show you how to:
- ✓ Set personal and financial goals
 - ✓ Prepare a spreadsheet to plan for all household bills
 - ✓ Understand superannuation
 - ✓ Manage your debt
 - ✓ Access and understand your credit file
 - ✓ Understand your financial rights and responsibilities

At the end of the course, you will receive:

- ✓ A Certificate of Participation
- ✓ A calculator & folder to help you organise your savings plan
- ✓ The option to obtain a Certificate I in Financial Services (for a small cost of \$60 payable to the Registered Training Organisation)

A facilitator with nationally accredited training qualifications will deliver each session. The course consists of 2 x 4 hour sessions.

When: Monday 17th and Monday 24th August - from 9.00 to 1:00
 Where: Nambour Community Centre, corner James & Shearer streets, Nambour
 Morning tea and lunch will be provided.

To book a place or find out more: phone 5441 4724 or come into Nambour Community Centre.

The Smith Family's vision is for a more caring and cohesive Australian community. Our mission is to unlock opportunities for disadvantaged families to participate more fully in society. To do this we work together with caring organisations to address the root causes of disadvantage.



BUILDING A BETTER COMMUNITY

A short course that explores what ordinary people can do in their own communities to create the kind of place that they want to live in ...



confidence ... skills ... connections ...

ABOUT THE TRAINING ... The course provides 20 hours of free training, in August and September 2009 in Nambour. Participants will:

- Get a clearer vision for what they want their community to be
- Discover ways to solve problems and create community solutions
- Develop skills for overcoming obstacles to building community.

THE TRAINERS ... Howard Buckley has worked for over 20 years with various youth & community organisations. He was also the social planner with Caboolture Shire Council for 5 years. He has lived in Maleny for 18 years and is passionate about community development, being in the great outdoors, his family and his dogs. He currently is Manager of a youth service in Deception Bay. Naomi Wiley is multicultural community worker, who is currently based at Nambour Community Centre. She is passionate about people getting involved in their communities, fun, laughter and food.

TO FIND OUT MORE
 Information Session
 Thursday 30th of July, 10am - 11am
 Nambour Community Centre
 2 Shearer St, Nambour
 RSVP: Naomi Wiley 5441 4724

August - September 2009

The course is put on by "Cultural Connections" Nambour Community Centre, in partnership with Community Praxis Co-op with the support of a grant from the Sidney Myer Fund

Interested in gaining accreditation as an Interpreter or translator ?



An information session on interpreting and translating accreditation will be held at Nambour Community Centre, 2 Shearer St, Nambour.

- ◆ Jim Duncan from NAATI (National Accreditation Authority for Translators and Interpreters Ltd.) will discuss and answer questions on the following:
 1. What is NAATI
 2. How to gain accreditation or recognition
 3. Working as an interpreter/translator
- ◆ Wednesday the 8th of April: 10:30— 12:00. Followed by lunch.
- ◆ To register your interest in attending please call: Nambour Community Centre 5441 4724
- ◆ For more information about NAATI visit: www.naati.com.au

P5 Pleasurable Parenting Programme

Are you a parent who is

- Experiencing frustration, guilt or anger?
- Feeling out of control or unable to cope?
- Seeking support or a chance to be heard?

Then this course may be for you !

is a participatory programme promoting pleasurable parenting. It is a week, structured programme that encourages parents to make their own decisions



The aim of the programme is to make parenting enjoyable. It will help you to explore the issues of parenting in a way that allows you to make informed and responsible decisions and become a confident parent.

All Fridays from 20th 1st May (Good Friday)

The course will be facilitated by **Anna Peters** a family support worker and **Naomi Wiley** a multicultural worker; both from the Nambour Community Centre

The Nambour Community Centre
2 Shearer Street Nambour
9am-12pm

Book early to avoid missing out

Phone the Nambour Community Centre

The Meeting Place



Friday 1st May
5.30 to 7.30 pm

FREE CURRY NIGHT



ACOUSTIC MUSIC

AT THE
NAMBOUR COMMUNITY CENTRE
2 SHEARER STREET, NAMBOUR

Nambour Community Centre welcomes you to share the first Friday of every month with your neighbours.

Phone: 07 54414724 Fax: 07 54760734
website: www.nambourcc.org

Gold Coin donation appreciated



Children's Playground



Bring your own acoustic instrument



This is an alcohol free event



Food for Thought: Eating well and Sustainably



Food for Thought is a half day workshop that will provide some options around eating well to enhance your wellbeing. Areas that will be discussed include;

- ◆ Eating sustainably & in an environmentally friendly way
- ◆ Places to purchase local food
- ◆ Ways to preparing food to maintain it's nutritional value
- ◆ Foods that are good value nutritiously and cost wise
- ◆ Planning a tasty weekly menu that is based around local, sustainable and budget conscious food choices.

This is a FREE workshop that is open to anyone who has an interest. Lunch will be provided, so for catering purposes, please phone to book your attendance.

- Maleny - Wednesday 23 September, 9.00a.m. to 1:00pm @ Maleny Neighbourhood Centre, 10 Bunya Street, Maleny Phone 54999345
- Nambour - Friday 25 September 9.00a.m. to 1:00pm @ Nambour Community Centre, 2 Shearer Street, Nambour, p 5441 4724
- Caloundra - Tuesday 29 September, 9.00a.m. to 12:30pm @ Caloundra Community Centre, 78 Buderim Street, Currumbundi, p 5491 4511
- Mooloolah - Wednesday 7 October, 9.00a.m. to 1:00pm @ Mooloolah Valley Community Centre, 43 Bray Rd , Mooloolah, p 5494 7822
- Landsborough - Thursday 8 October, 9.00a.m. to 1:00pm @ Morris House Neighbourhood Centre, 478 Old Landsborough Rd , Landsborough, p 5494 1255

The Food for Thought workshop is delivered by students from the School of Health & Sport Sciences, Faculty of Science, Health & Education Centre, USC



NAMBOUR COMMUNITY CENTRE INC

ANNUAL GENERAL MEETING

Held on Friday 5th November, 2008

At Nambour Community Centre, 2 Shearer Street, Nambour

Meeting opened: 6.40pm

2. **Present:** As per attendance book
3. **Apologies:** As per attendance book
4. **AGM Chair Welcome**

Peter Clark (AGM Chair) welcomed everyone to the Annual General Meeting, in particular Peter Wellington, MP, member for Nicklin, and guest speaker Jim Willis. Also acknowledged was Lyn Harris (United Synergies), Caroline Nolan (Caloundra Community Centre), Michael Henning from (Maroochy Neighbourhood Centre) and Jo Dunstan (Scope/Centacare).

The AGM was declared open by Peter Clark, and apologies were read out by Maryanne O'Flynn.

AGM Presentations: AGM Theme: Volunteers, Past, Present & Future

Guest speaker Jim Willis who has been involved with Global Care for many years, shared some of his volunteer experiences. Jim's most current personal experience was in Asia, stationed at an English church assisting the children there. He felt he got more out of the experience than the children got.

He reminded us to continue to value and acknowledge our volunteers. Don't let them feel used or abused. He sees volunteering satisfaction, as being part of something bigger.

Petra Strong from Good Beginnings spoke on behalf of one of their volunteers, Karen Newburn.

Karen has been volunteering for the Good Beginnings program since 2003. She emphasized how volunteering for her has been an equal exchange of experiences for her and the families.

Her volunteering has involved, building firm and strong relationships, and making friends. It has also highlighted the need to have boundaries and knowing when to withdraw when professional and personal lines cross.

Karen has enjoyed her volunteering experience and intends to continue.

Jolene Ogle, Megan Ogle and Shamma Seiuli, presented statistics and awareness raising information on volunteering in the future.

Will there be a decrease in volunteers in the future. Do we need to focus on our young people to make them more aware of what volunteering is and how it can benefit them and their community. Lets expose young people to volunteering in a positive way and bust the old traditional myths that continue to deter them from participating. The presenters also showed us a short filmed interview of 5 young people aged between 20 and 28. They were asked questions to find out what they knew and felt about volunteering. The answers gained were interesting and gave us a lot to think about in relation to volunteering in the future.

5. Minutes of Previous AGM:

Minutes for the 2007 meeting were tabled by Peter Clark. It was then *Moved*, Nerissa Rohan, *Seconded*. Narelle Poulsen, that the minutes be accepted as a true

Business Arising from Previous Minutes:

There were no matters outstanding from the previous minutes.

Previous Correspondence:

There were no items of inward correspondence.

6. Reports:

Chairperson: Vice Chairperson, Narelle Poulsen spoke on behalf of Thelma McDougall regarding the Chairperson's report, with the following highlights: The NCC has had significant human resource changes and 2008 has proven to be a year of consolidation. New staff has included Petra Strong(Nambour Good Beginnings), Neville Blackman (Indigenous Community Development) and Mark Wischnat (Coordinator).The management committee welcomes Nerissa Rohan (Treasurer), Maryanne O'Flynn and Gay Lyall.

The NCC received 12 months of funding through the Gambling Benefit fund to resource an Indigenous Community Development worker. This has provided and continues to provide some great opportunities for future work to occur in this area.

The NCC also received a one year extension for the Kenilworth outreach program and the Good Beginnings REACH program, both funded by FACHSIA. The Cultural Connection program also received notification that it has received an extension of it's funding through Multicultural Affairs Queensland through to June 2009.

The NCC continues to play an active role in the Sunshine Coast Community Co-operative. There has been much work occurring around it's governance, collaboratively working practices, branding, strategic planning and the beginnings of engagement with other community based, government and corporate organizations.

Lastly, we celebrate the NCC's 10th Anniversary on the 26th November. A series of afternoon and evening activities are planned. *Moved*, Narelle Poulsen, *Seconded*, Nerissa Rohan, that the Chairperson's report be accepted. *Carried*.

Treasurer's Report:

Nerissa's main topics were the changing from Quick Books to Myob accounting systems, reporting, budgets, refunding existing programs, signing cheques, job costing, new grants, new people, new programs, future directions and more reporting and more budgets. Well done to all staff who have worked so hard on all the funding applications and program reports that have resulted in this really sound financial position.

There is an absence of Audited Financial Reports in this AGM report. This is not ideal, but Nerissa assured members that this is not a problem. Ray has completed most of the audit and has approved the financial statement verbally, but time has run short and the formal statements are not quite prepared for submission. The full reports will be completed shortly and will be available for discussion at the next committee meeting on the 8th December 2008. *Moved*, Narelle Poulsen, *Seconded*, Tina Lathouras, that the Treasurer's Report be accepted. *Carried*.

Appointment of Auditor

At the 8th September 2008 Committee it was decided that we were happy to employ Ray Kingston as our auditor again this year. Ray has a strong relationship with NCC and we are keen to continue this positive relationship. Ray now works for Bentley, Shrapnel & Stephens.

Moved Nerissa Rohan, *Seconded* Maryanne O'Flynn, that Auditors, Bentley, Shrapnel & Stephens be appointed as the official Auditors for the next financial year 2008/09. *Carried*.

Reports:

Coordinators' Report

Mark Wischnat delivered his report and the highlights were as follows:

Extended funding and new funding

Work with placement students, first time year 10 work experience students and membership with the Sunshine Coast Skills Development Network.

Development of new organizational policies & procedures.

Physical organizational work & maintenance

This year has witnessed significant activity occurring within the Sunshine Coast Community Cooperative. Further work on the governance and protocols of the organization have been undertaken. A strategic plan has been developed and organizational logo and bi lines have been created. Successful workshops have been held with other small to medium community based organizations and representatives of the Sunshine Coast Regional Council.

A new strategic plan for the organization in the near future.

Maintaining current organizational resourcing in the funding environment which favours short term and extended funding options rather than recurrent, ongoing and longer term options.

Developing new community partnerships and exploring possible linkages.

Thankyou to the staff, partners of the staff, volunteers and committee for their work and support over the year.

Good Beginnings Coordinator's Report

Belinda Irvin read her report highlighting the resilience and determination of people committed to the well being of families and the wider community of our region.

Extended FAHCSIA funding until 30th June 2009

The volunteer family support program continues to work with families compromised by isolation and adversity. The volunteers have contributed 3,268 hours in this past year. A high level of satisfaction is generally reported both from families and the volunteers themselves.

We have five newly trained volunteers for 2007/2008 and at the time of reporting there are two trainees engaged in a new and improvised training strategy. We have 14 linked volunteers at the time of reporting.

Our activities this year have Also included: Intensive family support, Parent groups (Parenting course & Communication skills), and Play group & Parent group in Kenilworth.

The Good Beginning's Advisory group continues to meet quarterly and provides supportive networking opportunities. The meetings are well attended and feedback indicates that this group provides vital information on referral pathways between services.

Thankyou to the hardworking and supportive staff of Good Beginnings, Petra Strong and Anna Peters. We are also indebted to the efforts of our management committee for the ongoing support they provide to the successful operations here at The Nambour Community Centre.

Indigenous Community Development Workers' Report:

Neville Blackman spoke to his report highlighting:

This role was developed to help address community members needs and issues

The role is funded by the Gambling Benefit Fund after a successful submission written by Michell Forster and Naomi Wiley. The role is funded for a year due to be completed in April 09.

The events and projects undertaken by Neville in this role have included: Scope domestic violence month where our role was to ensure murri participation and assist with the Traditional welcome. Sorry Day on the 26th May 2008. We hosted a breakfast which was attended by 30 people, and the speakers included, Uncle Anthony Beezley, Michell Forster, Kerryn Mulrone and Janet Thomas.

Indigenous Community Development worker and Link up Social Emotional and Well Being Counsellor Launch on the 18th June 2008. This launch symbolized a clean fresh start at The Nambour Community Centre for Michell and myself and a chance for all attendees to cleanse themselves in the aromatic smoke of eucalyptus and lemon myrtle leaves.

Other activities have included: NAIDOC 2008, Murri stylin up @ the Nambour Library, Indigenous Awareness & Education Program, Dept Youth Justice cultural support plan, Dept Child Safety Cultural support plan, Keeping community strong (Sunshine Coast Services Directory) and The Petrie Creek Improvement strategy.

With the creation of this role the Murri community knows that there is an advocate here ready to listen to their issues and concerns and help address them where we can.

A special mention to Brent Miller (Traditional custodian) our Murri volunteer for his help and support.

Tina Lathouras asked "will the Indigenous program³⁰ be refunded nest year"?

Mark replied that the indigenous program received one off, twelve months worth of funding through the Gambling Community Benefit Fund, which will expire April 2009. Currently this role represents the only Indigenous Community Development worker on the coast and from the response and enquiries directed to the role, there is clearly a community desire for this role to continue beyond this time frame. Nambour Community Centre will be exploring options around this role continuing in the near future.

All reports were moved and seconded together

Moved, Nerissa Rohan *Seconded*, Tina Lathouras, that all reports be adopted.
Carried.

10. Endorsement of Financial Members:

Memberships for 2007/008 were endorsed as per membership registrations.
Moved, Donna Holdom and *Seconded*, Michael Henning, that all financial members be endorsed. *Carried unanimously.*

11. Election of Office Bearers:

Peter Clark announced all positions of Management Committee be declared vacant. Nominations were then called for the incoming Committee, nominated as follows:

Chairperson: Thelma McDougall, *Nominated*, Maryanne O'Flynn, *Seconded*, Nerissa Rohan.

Vice-chairperson: Narelle Poulsen, *nominated*, Maryanne O'Flynn, *seconded*, Nerissa Rohan.

Secretary: Maryanne O'Flynn, *Nominated* Thelma McDougall, *Seconded*, Nerissa Rohan.

Treasurer: Nerissa Rohan *Nominated* Narelle Poulsen, *Seconded*, Gay Lyell

General Committee members as follows: Gay Lyell, *Nominated* Thelma McDougall, *Seconded*, Nerissa Rohan. Corin Kelly, *Nominated* Maryanne O'Flynn, *Seconded*, Mark Wischnat. *Carried by all present.*

13. Presentations:

Donna Holdom and Narelle Poulsen presented all past and present Good Beginnings and Nambour Community Centre volunteers with certificates and gifts. Mark Wischnat presented Peter Clark and our guest speaker, Jim Willis with gifts.

Peter Clark declared the meeting closed at 7.50pm and all were invited to stay on for a chat.