



Annual Report Contents

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AGENDA

Nambour Community Centre Inc. Annual General Meeting 25th October 2010 chaired by Peter Baxter

- 5:30 to 6:30 — Shared community meal
- 6:30 — The Annual General Meeting
- Chair Welcomes everyone
- Apologies
- Chair outlines AGM theme - Keeping your passion for community action alive in an environment of risk management & introduces guest speaker
- 6:45 First guest speaker, Lisa Rowe
- 7:00 Second guest speaker, Jenny York
- 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 – Belinda
 - * Cultural Connections & General Community Development —Naomi
- Endorsement of new 2010 — 11 memberships
- Elections of 2011 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 2011 Office Bearers, includes chairperson welcoming committee members for coming year
- Presentations by Chair person to,
 - * Previous management committee members
 - * Current Volunteers
 - * Guest Speakers & AGM chair
- Close — Peter

**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 and aspirations 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 founding members of The Meeting Place 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 a wide variety of activities and groups. It brought together many people to engage in activities and form 'communities of interest' around a range of 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.

Sadly in the same month Gail Perry passed away. We hope to honour her work and commitment to the community by naming a room at The Nambour Community Centre after her. This will ensure her memory lives on.

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 2009 / 10

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 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 passions 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).

Lisa Dale, Secretary

Lisa joined the committee as a member at the 2009 AGM and moved into the role of secretary in June. Lisa's experiences include student union work, tertiary studies in law and teaching and volunteer roles with NCC and other community organisations.

Maryanne O'Flynn, member

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.

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 CCCC Consultancy a private clinic which provides counselling, professional supervision, training and consultancy. Gay also works part time as a psychotherapist and a lecturer.

Leigh Rohan, member

BA. Dip Ed. Leigh has a varied range of experiences that includes literacy teaching and volunteering, a Maroochy Shire local councillor and 20 years as owner of a local business. Leigh has been and is still active in a number of community groups on the Sunshine Coast. She joined the committee in Dec 2009.

Former Management committee members during 2009 / 10

Corin Kelly

Nambour Community Centre & Nambour Good Beginnings Volunteers, Students & Staff throughout 2009 / 10

Volunteers

Elizabeth "Beth" Phillipson - Roe	Maila Acuna	
Robert Brown	Smadar Menashe	
Lisa Dale	Michael Holdom	
Leesa Goeldner		
Martin Newman	Karen Stagg	Student
Charlotte Maria Brown Trudeau	Severine Littee	Student
Aaron Rui	Kim Callanan	Student
Sujini Damodaran	Jayne Harries	Student
Megan Ogle		
Jolene Ogle		
Cassandra Kenitz		

Nambour Good Beginnings Volunteers

Janet Sweatman	Louise Bowden
Lyn Boyle	Heidi Evett
Pamela Harle	Georgia Fraser
Bob Hastwell	Catherine Hamer
Lisa Johnson	Skeet Hansen (Juanita)
Narelle Lees	Laila Hastwell
Robin Simonelli	Nancy Jakeman
Felicity Turner	Karen Newburn
Pat Touwslager	Sharone Peacock
	Helen Staines

Staff Members

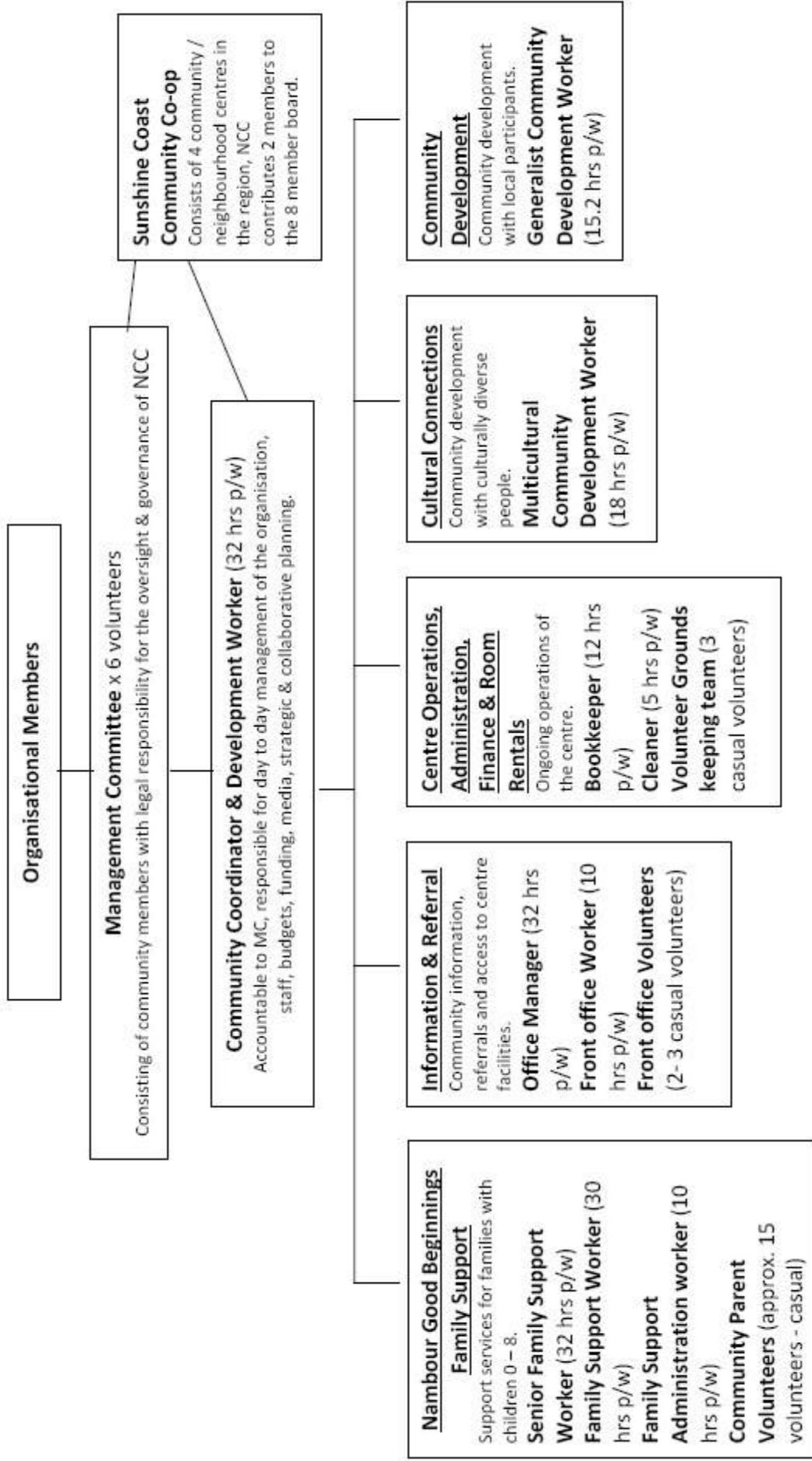
Anna Peters	Nambour Good Beginnings Family Support Worker
Belinda Irvin	Nambour Good Beginnings Senior Family Support Worker
Donna Holdom	Office Manager
Jolene Ogle	Cleaner
Natasha Mclardie	Financial Administrator
Petra Strong	Nambour Good Beginnings Administration
Naomi Wiley	Multicultural Community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



NAMBOUR COMMUNITY CENTRE INC.

Building Community by Working Together

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Current recurrent funding contributors: Dept of Communities (Community Support, Early Intervention, GB state)

Current non recurrent funding contributors: Multicultural Affairs Queensland (Cultural Connection), Department of Families, Housing, Community Services & Indigenous Affairs (Nambour Good Beginnings), Sunshine Coast Regional Council (Community Development) last amended Sept 2010

Chairperson's Report to the Annual General Meeting

Nambour Community Centre Inc

25th October, 2010

I would like to take this opportunity to thank my outgoing team members, Peter, Gay, Leigh, Narelle, Maryanne and Lisa. Their diverse experience and contribution has been greatly appreciated. I can proudly state that each member demonstrates true community spirit, genuine warmth, patience and passion in assisting the community centre to continue to follow its strategic direction, care about its people and work from the bottom up to link with community.

This past year I have visited the centre more frequently in office hours and I would like to commend all the staff on their open sincere welcome. I have experienced first hand the staff's efficiency when I became one of NCC's after hour's tenants. Our friendly front office workers, Donna and Theresa were most welcoming; their streamlined process and personal approach is refreshing in an age of automated directed and prompting systems that we are exposed to in our everyday interactions.

Last year, NCC room rentals declined which generated lengthy discussions and creative ideas to address the financial short fall. NCC attended 'getting off the funding treadmill' and discussed options to independently generate income to supplement its community projects and workers wages. Out of this situation the centre has emerged with increased rentals and under the guidance of coordinator Mark Wischnat, revised the room rental policy, booking system and introduced the option of "wet hire" that offered a catering service, room set-up and cleaning. This package aimed at providing convenience to those groups who are time poor.

Another topic of discussion and action at NCC committee meetings this last year has been increasing the promotion and communication of NCC. In response NCC turned to electronic media and developed a graphic news letter which is circulated around the community. The management committee also went electronic to reduce paper waste and has now gone electronic with staff reports and committee minutes with documents being viewed at meetings via data projector.

Other matters discussed included staff salary and conditions within the context of changing award rates for some segments of the human service industry and the varied supplementary funding levels that state government contributed to some funded organisations.

I would encourage each of you to read the program reports prepared for this years AGM, they provide valuable insight into NCC's core business and community projects, they show NCC is a hub in Nambour. This concept was complimented with the co location of the KEIHS program which focuses on early intervention in homelessness expanding their services on the Sunshine Coast to include Nambour.

Our very own community member and coordinator of 7 years, Tina Lathouras, recently co authored a book entitled, 'Community Development Practice'. In the chapter that Tina contributed to, she highlights community development methodology and practice principles and draws on examples from NCC. When future students and CD workers read this book, The Nambour Community Centre connection with community will remain a central focus, and grounded in their minds.

Community connection is everyone's business; this is why you made the effort to attend tonight's AGM. I have spoken to many community members and the common theme of conversation is around, return to basics, connect with the land, connect with people and build interpersonal relationships that are culturally in tune. Our hearts all beat without us thinking about it, but our hearts warm and glow, which give us true meaning when you really connect with people's spirits.

A warm greeting to our next management committee as they continue to address 2011 challenges whatever they may bring.

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

Kind regards,
Thelma McDougall
Chairperson
NCC, 2010

Treasurer's Report to the
Annual General Meeting
25 October 2010

To the members of the Nambour Community Centre Inc. This has been my second year as Treasurer and I have really enjoyed working with Mark Wischnat and the other members of the Management Committee during the year. I would like to express my appreciation to Natasha McLardie who is the Centre's Financial Administrator. Natasha has worked extremely hard during the year and has made my job all the more easier.

The attached audited financial statements present the Centre's financial performance and position for the year ended 30 June 2010. I would like to highlight the following issues from the statements:

The net loss for the year was \$50,183 which compares to a net loss of \$65,097 in the previous financial year. Several factors contributed to this result including:

- * An increase in room rental revenue of approximately \$3,000.
- * A decrease in printing and stationery expenses of approximately \$4,000.
- * A decrease in telephone expenses of approximately \$3,400. This has resulted largely from a change to pre-paid mobile phones
- * A decrease in repairs and maintenance expenses of approximately \$7,000.
- * A loss on disposal of assets of approximately \$33,000. This loss resulted from adjustments made to remove small value assets from the asset register.

The Working Capital Ratio for the year was 3.4:1 and indicates the Centre's ability to fund its short-term debt. While the ratio has decreased slightly from the previous year, the Centre is still in a relatively strong financial position with over three times current asset coverage for current liabilities.

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

That the Nambour Community Centre adopt the audited financial statements for the year ended 30 June 2010.

Yours sincerely

Peter

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

Coordinator's Report

Looking back on 2010 and in many ways it has been a fairly standard year as it has featured the usual blend of new ways mixed with the previous ways from prior years. Most of you have probably already arrived at this point but I'm just understanding that this is the fundamental theme of the workplace that is Nambour Community Centre. In fact I'd imagine that it would also be the common theme of most enjoyable workplaces the world over.

The best work that we do is rarely a brand new idea that through a fluke just works 100%, more likely it is a continuation of learning's and practice from previous work that has some amendments to it that enable it to work even better. This sounds kind'a simple but in reality change of any sort can be off putting for some people, so I feel really fortunate to be the coordinator at NCC where the staff and committee are bold enough to try new things and are able to back that up with a high degree of skill and experience which means that we end up with meaningful change.

And thinking about it more broadly it needs to be this way as a fundamental feature of an effective community organisation is behaving in the way that changes with its community. I believe that in 2010 we have achieved this as many of the years highlights share this commonality, they have been built and expanded on existing practice after giving thought to how things could be done differently.

Below are selected highlights for the past year ordered according to NCC's current strategic goals

Capture – the evidence about our impact and report on this

- * The development of a combined operational reporting framework that involves all NCC programs reporting to the management committee against the organisations strategic goals.
- * External evaluation of the Nambour based Nambour Good Beginnings family support program services.
- * Continual refining of the reporting systems that are used to capture the outputs from NCC work.
- * Purchase, installation and upgrade of a server and network system that means that all NCC workstations share one central data storage location

Respond – by developing programs that change as community needs change

- * Provided a transitional office and other support to Ozenam house service throughout December and January as they reduced their direct short term men's accommodation program on the Sunshine Coast.
- * Development of new groups and activities
 - ◇ Talk to Friends (in partnership with Solutions Adult Learning)
 - ◇ Back to Basic cooking group
 - ◇ Monthly Cooking group
- * Expansion of computer room to include more up to date equipment, now providing free computer and internet access.
- * Recent new groups that are volunteer driven; music lessons, employment and training information service and one on one computer tutoring.
- * Expanded the focus group concepts that seek community ideas around the local community to include door knocking sessions.

Link – with other community groups

- * Development of Resource Market as an ongoing quarterly event to provide local human service providers an additional opportunity to meet, share and discuss.
- * Co location of Keys to Early Intervention into Homelessness Service (KEIHS) at NCC in mid 2010.
- * Financial auspice of 2010 Sunshine Coast NAIDOC event.
- * Support for the development of a local Circular Arts project that was successful in receiving funding to work with young people around HIP HOP.
- * Provided a stall at the Nambour Alive and Back to Nambour events.
- * NCC had the pleasure of hosting for the first time the annual SCOPE Quilting handover event
- * Participating in the range of regional activities organised through the Sunshine Coast Community Cooperative, Community Crawl, Social Enterprise workshops on the Sunshine Coast and the 2010 Multicultural Excellence Awards

Develop – our people and make this a great place to work

- * Recruitment and training of a new batch of Nambour Good Beginnings family support volunteers
- * 4 more students participated in placement opportunities at NCC and delivered some great work
- * Held a staff session facilitated by external consultant around the benefits and details of participating in salary sacrifice arrangements, which in turn lead to the development of the document that outlined the “Above Award Entitlements of Working at NCC”.

Advocate – to government about funding and improving our systems

- * Provided several submissions to State and Federal bodies around the Pay Equity issue.
- * Contributions made to Department of Communities about most efficient Interpreter & Access process.
- * Dept of Communities, Multicultural Affairs Queensland regional consultation.

Generate – more income for the centre and others in the community

- * Several staff participated in professional development activities that has a financially sustainable focus, eg “Getting off the Funding Treadmill”, “Economic Community Development” and “Social Return on Investment”, which built on previous work that had occurred in this area, including having Ingrid Burkett, from Foresters Community Finance as the guest speaker at 2009 AGM. Following on from this a number of internal exercises took place that identified organisational assets. This has in turn lead to an enterprising approach being incorporated into several NCC activities including the monthly Welcome group, Using Interpreters Effectively training and piloting an expanded “wet hire” service as an add on to the existing “dry hire” room rental service.
- * Complimenting this strategic goal, was a series of “savings” initiatives that lead to significant reductions in the usage of electricity, centre materials and purchasing.

In closing I'd like to mention some thank you's to specific people who have made my role of coordinator easier and more fun in 2010.

Thank you to those organisations that we have worked closely with over the year to develop program and activities, especially Amanda and Karen from KEIHS and Toni, Louise and Julian from Suncoast Community Legal service.

The NCC management committee have again been a good source of guidance and a quality sounding board for some of the ideas that we have asked them to think about.

Big thank you to our Sunshine Coast Community Cooperative colleagues at Maroochy, Caloundra and HCDAC, especially Fiona, Carolyn and Michael. I think 2010 was a (another) breakthrough year for the Cooperative and I feel that together we have learned and delivered some great work.

Thanks to the volunteers who have made a large contribution to the organisations activities, particularly Leesa, Robert, Charlotte, Martin, Beth Michael, Sharone and all the Nambour Good Beginnings volunteers.

Special thanks to the great students who have spent some time with us this year - Jayne, Karen Kim & Severine. Also I should thank Sharon and more recently Karen for joining us at the centre, you have both been very positive additions to this place.

And of course the wonderful staff that we are fortunate to have at NCC, Anna, Belinda, Donna, Jo, Naomi, Natasha, Petra, Theresa.

Mark Wischnat

Coordinator

Front Desk Annual Overview

NCC Visitors

Centre visitors
17,036

Male 4,938
Female 12,098

NCC Website

Visitors (up to March 10),
3,201

Page views 09/10
11,261

Wet Hire service



The centre has delivered this service to 7 different organisations with 3 of those organisations requesting repeat orders.

Resource Market

3 Resource Markets have been run this year with 36 local organisations & services, and a total of 55 people attending. Guest speakers were from: SC Community Legal, The Shack, Centrelink, Council Cabs, Dept of Communities (Rent Connect) & Salvation army.



Volunteers

Gardening

Robert, Charlotte and Martin are our hard working volunteer gardeners who have transformed our centre gardens.

Building Maintenance

Michael our volunteer handyman has plastered and painted his way through the centre.

Cleaning Assistant

Leesa our volunteer cleaner has done a wonderful job in keeping the centre clean and presentable.

Resources

Beth keeps us up to date with the many existing & new resources.

Frontline Assistant

Katie has just joined our merry band and is due to commence frontline training



Room Rentals

Current Tenants 97

Room usage
4,028.5 hrs

Information & Referrals

Information enquires
387
Referrals
242

Free Computer Assistance

Since initially commencing this program in September 2010, we have had 2 people attend the centre for assistance with basic computer skills

Free Computer Access

We have had 25 community members access our computers this year. Initially this has been a service that has had a slow start but is now generating activity on a regular basis

Major Information & Referral Issues

Personal Support
Social Isolation
Family support
Legal & Financial advice

Operational Activities

Upgrade and safe external access of the children's resource area

Networking /Linking

Co- development of outreach programs based at NCC,
Outreach Suncoast Community Legal Service
Community Access point program with Legal Aid QLD and
KEIHS - Early Intervention in Homelessness Service

NCC Newsletter

Our Newsletter is developed quarterly and is primarily distributed electronically. Currently 269 organisations & community members receive a copy.



Front Desk Report

Program Volunteers

We are lucky to have three new volunteers who have brought their expertise, knowledge and experience to the centre, with an aim to assist community members.

David Barnes has considerable experience on both the client and worker sides of the employment and training field. He will be providing free, independent and unbiased information and support around employment and training choices. These sessions will be conducted on a one on one basis through appointments and will be free of charge.

Karen Law is a skilled and passionate music teacher who approached the centre offering her time to community members who would like to sing or play a musical instrument. Karen provides lessons for beginners, those who just want to brush up on existing skills and those who are already quite competent. Karen is already creating an interest with other community organisations who now have another resource to offer their clients.



Maureen Hungerford has been very generous in putting her hand up to deliver one on one computer assistance once a week at the centre. Community members can now not only have free access to the computers, but also book in for free assistance as well. Maureen offers one on one sessions with an aim to help people increase their confidence and skills in using a computer. Lessons range from beginners to those who would like to build on existing skills.

Resource Market

The centre has hosted 3 resource markets this year which have been met with a lot of enthusiasm and interest from local organisations and services. The aim of the markets is to network with each other and update and exchange resources. By doing this we can effectively define information and referrals that are passed onto community members. We have guest speakers who are invited to speak about their services. Guest speakers are sourced as a result of trends, issues and needs within the community or present a new service to the area. Activities are run during the market to prompt learning more about each other and to create a relaxed and informal environment.

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Co-Development of Outreach Programs

The centre continues to support and assist outreach programs based at the NCC. Legal Aid have provided our staff with an internal training workshop around resources and forms available to the public. NCC is a community access point for this organisation.

Suncoast community Legal service continue to offer free legal advice at the centre on Thursday nights, this wonderful service is about to celebrate it's first anniversary at NCC. Shortly this services will expand and provide appointments during the day on Tuesdays

KEIHS Early Intervention in Homelessness commenced with us this year. Pictured are Karen & Mark cutting the ribbon at the official launch of the Nambour service .



Nambour Good Beginnings Family Support Program

Staff Training

'Making a difference'.
'SEEDS'
Family law
Framework of Practice
Attachment workshop
Mindfulness-stress management



Organisational supports

Nambour Good Beginning is linked with 53 non-government & government agencies

NGB Services

1. Intensive Family Support
2. Volunteer Community Parent Support
3. Nambour Playgroup
4. Parenting/communication courses
5. Parent Group @ Kenilworth NGB Advisory Group

A snapshot

59 New client referrals 09/10
57 Client families
21 Volunteer Community Parents
558 FSW home visits
952 VCP home visits
49 training sessions



Common Issues

Working with families that have a child with ASD, Aspergers, ADHD, & Developmental delays. Families experiencing multiple stresses eg DV, housing, financial stresses, Social isolation & Multiple births.



Volunteer Community Parents

21 Volunteer
19 VCP's linked to families
952 VCP home visits
3808 Hours of volunteer family contact

Awareness Training

Understanding ASD & ADHD
Self care
Parenting issues
Revisiting P5
Fostering Healthy Sexual Development & Self Protection Skills in Young People



Volunteer Training Workshops

Guest speakers - QuIHNN
Understanding Individual Differences
LEAC
Smith Family 'Let's Read'
Centacare



Parenting Courses

1 x AAA course
6 participants
2 x PET courses
14 participants
3 x P5 courses
35 participants
2 x FPQ sessions
19 participants

Nambour Playgroups Highlights include:

67 sessions 09/10, including Library visit, Farm visit, Teddy Bear's Picnic, Craftmania-face painting, Swimming pool visit, x 6 Family BBQ's.

Nambour Good Beginnings - Senior Family Support Worker Report

How have we contributed to our local Community during 2010?

The Good Beginnings team this year has been operating in their usual dedicated manner. We emerged from an evaluation last year (2009) of the Kenilworth program with many insights of how our special family support service benefits the community. With the numerous positive feedback contributions and suggestions of how things could be better from families in Kenilworth we continued to apply a reflective critique of what works and why it works in order to inform the continuation of our service in Nambour and the out lying areas including Kenilworth.

With this previous evaluation in mind we recently decided to apply the Most Significant Change Methodology with the local Nambour program also. Utilising the extensive experience of Maria Tennant we have now gathered clients stories and have emerged with considerable knowledge around our program and how its many facets benefit families locally. Whilst the evaluation process is still in progress it appears we can be justifiably proud of our contribution to supporting clients in gaining healthy family relationships and improved outcomes for children in our region. It appears the skilful mix of differing aspects of our service and the collaborative development of client directed goals have emerged as being our major strengths in the Family Support Program, especially by honouring the individual family and developing specific strategies to enable small incremental successes. The programs successes are achieved by many contributing factors.

Volunteer Family Support

The numbers of linked Volunteers has fluctuated during this year. We have had some of our longer serving VCPs retire from our program. Whilst this is always a significant loss to us, as we get to develop very strong relationships with our volunteers, it is always rewarding for us to know that they are moving into differing aspects of their lives. New stories and experiences for them and us.

The program conducted a recruitment and training program during the second half of this year. We are about to welcome 5 new members to our family of Community Parents. The process of developing links to our participating families and our new volunteers is underway as this report is being written. As we have acknowledged in times past, our volunteers contribute to the success of our support program in so many ways that often defy quantification or description.

Our annual Christmas Lunch will be held on the 25 November 2010 and is considered a very significant social event for our volunteers and is our way of thanking them for their efforts to the Good Beginnings program and to the families they support.

Nambour Playgroup and Kenilworth Parent Group

Playgroup has once again proven to be a significant and essential event in the lives of our families. The recent evaluation has identified the important role that socialising outside the family home contributes to a parents wellbeing.

Group Work.

Our recent evaluation also highlighted that participation in group training has made significant changes and improvements in family relationships without exception. Improved communication and parenting strategies have been isolated by our families as welcomed interventions.

Advisory Group

Good Beginnings continues to provide an opportunity for family focussed service providers across the coast to network, mutually support one another and promote access and referral pathways to other services. This network enables us to be aware of other supporting agencies that we utilise in better outcomes for our families. The Advisory Group has attracted new members this year and operates on a quarterly basis.

The Team.

Our numbers are small but clearly effective.

Belinda—provides the senior family support worker role, intake and assessment, VCP and Communication training, facilitates the Kenilworth parent group and general administration of the program.

Anna—provides family support work, facilitates the Nambour playgroup and P5 parent training. This role is expanding into developing other group work activities.

Petra— provides administration support, assists with data collation and completes funding body reports.

Thank-you

It is acknowledged by the Good Beginnings team that none of this valuable work would be possible without the funding provided by both State and Federal Government. Further to this the contribution of the staff here at the Nambour Community Centre, from the front office staff, the dedication of our finance officer and to Mark our coordinator and the Management Committee who all allow and enable us to get on with the business of supporting local families to the extent we do. We all thank you for **all** that you do

In closing I would like to share an inspiring comment made by Maria Tennant at the time of our review of the evaluation outcomes when she stated that ***'the clients of Nambour Good Beginnings are In Good Hands'***. I was particularly comforted and reassured by this statement as it can often feel like the hill is too steep or the issues too complex and to hear an objective outsider notice your good work can re-inspire and remind you of why you are in the community doing what we do.

Belinda Irvin
Senior Family Support Worker
Nambour *Good Beginnings*

Cultural Connections

Access to Interpreters Working Group

4 Teleconferences
Promotion of processes locally
Advocacy to Dept communities for access code system



CAMS Network

3 teleconferences
2 x 3 day network gathering
Presented on "Making your network work"
Presentation on CAMS case study collection

CALD Education and Training Providers Network

4 meetings
11 active members
23 Listed members
Training in employment support services
Sunshine Coast ESL timetable & brochure

Sunshine Coast Multicultural Network

5 meetings
18 active members
57 listed members
Guest speakers - IWSS, Italian School Committee, CALD-Community Members



Education Queensland ESL Policy Review

Letters to Premier and Minister
Support and contribution CAMS position paper
Participation in EQ consultation



Awareness of Services Working Group

10 meetings
8 active members
19 listed members
Resources developed, Ethnic group contact list, Arrivals booklet, Ethnic grocery stores list, Multilingual brochure

Information and Referral

104 referrals
Top 3 issues
Education/Training 28%
Social Isolation 16%
Employment 13%
Other 43%

Media Coverage

Kids on the Coast - Cross cultural parenting
Sunshine Valley News— Zonta international women's day.
SC Daily & local Multicultural Excellence Awards

Getting Out There

28 hours of contact
9 organizing students
6 student organized lunch time sessions with 25 - 40 participants

Talk to Friends ESL conversation class - with Solutions adult learning
Weekly class of 3hrs
Average 8 participants



New migrants from Nambour TAFE community centre visit

20 people
1 use interpreter
4 hrs session

Using Interpreters Effectively Training

12 Participants
4 hours
2 trainers
1 interpreter
NAATI collaboration

Advocacy and Consultation Contributions

Multicultural Policy Review, Department of Communities Multicultural Action Plan, National 457 Visa Enquiry, Local Labour Agreement for International Fishermen, DV Legislation Review, QCOSS policy consultations, Local International student issues, QLD health physical activity program

Cultural Groups Supported

Taste of Japan, Sunshine Coast Indian Association, Greek Association of the Sunshine Coast, Florence Teillet (Theatre), Muslim Association Sunshine Coast, FESTURI – a multicultural celebration, Euroz Club, Indonesian Christian Fellowship, Siang Ngrol, Circular Arts, Tokelauan Group, Sudanese Association QLD, Jewish Association



Organizations Supported

Sunshine 60's & Better, Sunshine Coast Libraries, Sunshine Coast Council, Centacare, SCOPE, Family Planning, Nambour Good Beginnings, Sunshine Coast TAFE, Maroochy Neighbourhood Centre, DSQ Local area co-ordinators, USC Nursing program, Relationships Australia, DSQ general, Caloundra Community Centre, Buderim Australia Day Committee

Cultural Connections

The year of the networks! This year, a lot of great work was achieved by the networks that the program is working with. My learning this year has been how to meet the challenge of getting groups to think well together in order to act effectively together. The feel good story of the year is that the idea and vision of Chris Langlasse (former student) and Leah Copedo (former project worker), has grown wings and their HIP HOP project obtained funding and they are now running (independent of the community centre) a great program that fosters cultural inclusiveness within schools, through HIP HOP - Congratulations Leah and Chris!

Sunshine Coast Multicultural Network

The Awareness of Services working group has been very productive. They made a mind map to analyse what resources are available, the reality of how culturally diverse people access resources and the barriers and catalysts for this. From this then stemmed a lot of work pulling together and updating relevant information and contact lists which can be used by workers and community members. We also connected with Ethnic grocery stores and bilingual GP's. A multilingual brochure welcoming people to the Sunshine Coast is being produced and next year we begin our outreach!



Advocacy Alive

This year, the Queensland Multicultural Policy was reviewed and all the CAMS multicultural community workers contributed to this process. Originally the Sunshine Coast was not going to be consulted, but through our advocacy, a policy consultation session was held here. Nambour Community Centre also wrote a submission for the consultation highlighting issues of Racism, Employment Opportunities and ESL education in the school system. We also supported submissions from CAMS network, Ethnic Communities Council Queensland and the Youth Affairs Network. The new policy has not been released, but we are hoping that it will demand more accountability from each government department to be more culturally responsive in service delivery and funding programs.

Community Development

Cooking Group

3 sessions held
Monthly group
6 to 12 participants



Events

Back to Nambour Stall
Nambour Markets
Stall
Launch of new Nambour Town Centre Stall—"Nambour Alive"

Wednesday Friends

Weekly meetings
50 meetings
8 core members
Attendance between 2 and 12 people
Outings to RSL, BBQ in Park, Ginger Factory



Building a Better Community Course
18 hours training
10 participants

Getting off the funding treadmill activities with staff and management committee



Financial auspice support

During this period NCC financially auspiced the following groups;
Sunshine Coast NAIDOC Committee
Circle Arts HIP HOP project development

Meeting Place Community Dinner

Monthly Dinner
11 welcome dinners
10 -30 people attend each dinner
Self financed through donations and soft drink sales

SOS

12 meetings
6 members
2 loans repaid
3 loans distributed
1 family adopted for Christmas
Monthly lucky draw

Community Initiatives Participated in

CIS consultation
DSQ Consultation
Sunshine Coast Community Co-op
Delivered guest lecture on CD at the University of Sunshine Coast
QCOSS social policy forum

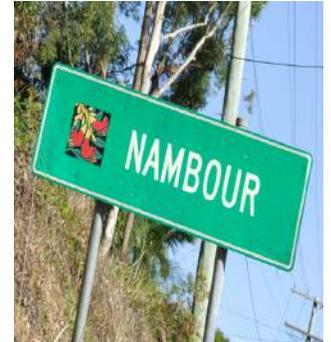


Networks Attended

Sunshine Coast Housing Network
Sunshine Coast Indigenous Network Group
Family Law Pathway group

Listening in Nambour

3 focus group and 7 door knocking sessions, 60 plus participants engaged in conversations and shared their thoughts on Nambour and the community in general. Listening in Nambour report produced and officially launched at at Celebration of Community Spirit event, along with fence paintings and Tina's book chapter.



Community Groups Supported & Hosted

Bella Graduates
Nambour Christian Church
Cooroy Family Support
Gympie Centreplace
George Street NC

Community Development



The Cooking Group

Since its inception in April, this group has grown rapidly and is being enjoyed immensely by its members. The cooking is led each month by one of the members, who offers to share their culinary skills and knowledge with the group. Each member contributes by bringing one ingredient necessary for the recipe and getting hands on in the kitchen. We have enjoyed, Sesmani's Sambal, Leanne's Middle Eastern Feast, Kuzu's Japanese Hot Pot, Jessie's Indian Curry and Astrid's Indonesian Chicken Soup. Sharing the meal together leads to great conversation and enthusiasm for food. Group members share hard to find ingredients and home grown produce. The group have reflected that this group is all about building friendships, learning together, gaining confidence and of course enjoying food!

Wednesday Friends

From its inception in 2008 Wednesday Friends has become an established group with regular members. The group now has monthly outings. They see themselves as a place where people, who may be stuck at home and looking to meet other people can come and be accepted as they are.



Listening in Nambour

During April and May NCC hosted 3 focus groups & conducted 7 door knocking sessions during which over 60 community members gave their opinions and thoughts around a variety of aspects relating to Nambour & its community. Overall very positive comments were expressed about Nambour and its community, especially in relation to its friendly simplicity, peacefulness, central location and almost country feel. Activities like the wonderful range of sporting opportunities for kids and families and the Moonlight Markets also received much praise. There was some community aspiration around a general community art space & affordable family activities. Fortunately two great initiatives have recently happened in this space with the opening of the Sunshine Coast Arts Industry Precinct (SCAIP) and the launch of Nambour Originals in Quota park. Through the ongoing efforts of our volunteer CD worker Cassandra NCC is further researching some of the youth centred comments that were discussed. A big thanks to those people who participated in these conversations & also Severine & Karen who helped organise and orchestrate much of this work.

My name is Karen and I work for Keys to Early Intervention in Homelessness Service (KEIHS) which has been based at the Nambour Community Centre since June this year. The purpose of KEIHS is to assist people indentified as being at risk of homelessness to maintain their independent accommodation by providing qualified twelve week case management support, referral, information and advocacy. KEIHS works with people to address the immediate issues which are leading to homelessness, minimise exposure to situations of greater risk and to develop positive links within their community and support networks.

Keys to Early Intervention in Homelessness Service (KEIHS) has had a very interesting, challenging, and rewarding year, both with the work we are doing with the people in our communities and also with the expansion of the existing KEIHS service.

With the expansion of KEIHS, I have had the opportunity to transfer from the Maroochydore Service Centre to the Nambour Service Centre, which is located in the Nambour Community Centre. I have been busy settling in and setting up the new service centre, familiarising myself with the Nambour community and services available in this region.

The official opening of the Nambour Service Centre was held on the 27th July'10 with Peter Wellington, MP member for Nicklin in attendance. The opening was really well attended and supported by the local and surrounding communities and agencies, providing an opportunity to network and connect as a wider community.

The staff at the Nambour Community Centre have been very supportive and inclusive of myself and of KEIHS. I have begun to develop good relationships with the staff and other program coordinators and would like to take this opportunity to thank everyone for making me feel welcome and part of their team. In addition, I would like to thank all the staff at Maroochy Neighbourhood Centre Inc for looking after me and supporting me over the last three years.

Our work with people in the communities we service remain to be challenging and diverse as they face the enormous barriers that continue to place their tenancies at risk. According to the Australian Bureau of Statistics, over the last few decades, one-parent families have increased and are considered to be at a higher risk of disadvantage, for example: income (fixed income such as Centrelink benefits) housing, employment and social participation, placing them at greater risk of housing stress.

I have received a number of referrals for one parent families from Anna, Family Support Worker with the Good Beginnings Program. Anna and I have been supporting these families by providing dual case management support to address the issues placing them at risk of homelessness. In addition, KEIHS also sees the Nambour Good Beginnings Program as a natural referral pathway for clients needing practical and or emotional support around parenting related issues; this can happen while in case management or when exiting from case management to extend support periods for families.

An example of dual case management between KEIHS and the Nambour Good Beginnings Program is demonstrated in the following case study:

Sally is a single mother who is raising five young children. Sally was referred by the Nambour Good Beginnings Program to assist Sally to sustain her tenancy after becoming behind in her rent.

KEIHS entered into a dual case management agreement with the Good beginnings Program. During the period of case management KEIHS and Good Beginnings had regular meetings to monitor the progress of this family and to continually define our involvement/role with the family to be careful not to duplicate service.

KEIHS conducted a comprehensive assessment and identified that Sally and her family were at risk of homelessness and experiencing housing stress due to the breakdown of her relationship, financial hardship (dependant on Centrelink benefits), stress and emotional health issues. In addition, Sally and her family are living and currently paying high rent for an old rental property that is in need of urgent repairs and maintenance which Sally believes is an unsafe and unhealthy environment for her family.

Sally identified that her primary goal for case management with KEIHS was assistance to sustain and stabilise her housing and support to do a housing application to the Housing and Homelessness Service Qld based on her current living conditions.

KEIHS assisted Sally to stabilise her tenancy by using brokerage monies to pay rent arrears and by setting up Centrepay for future rental payments. KEIHS also assisted Sally with her housing application which was successful and Sally is now listed as being in high need of housing assistance.

In addition, KEIHS worked with Sally to address her financial situation; this was achieved by making a referral to financial counselling along with assistance for Sally to access the Home Energy Emergency Assistance Scheme (HEAS), this was also very successful and provided a large payment towards her electricity account.

Sally is now looking forward to exploring employment/training opportunities. Together we are researching any financial aid that maybe available to Sally to assist her in achieving this goal. This will enable Sally to enhance the future stability and life choices for herself and her family. KEIHS will exit Sally from case management knowing that Sally has achieved her goals and that she will continue to receive support from the Nambour Good Beginnings Program.

**This is a case study only. All identifying information has been removed to maintain the confidentiality of the client*

Karen Banks
KEIHS Support Worker
Nambour Service Centre



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

Students at Nambour High year 9 art class & Kate Dickson for their wonderful painting.
And also the students of the Sunshine Coast Intensive English unit for their great art work. Also a big art thank you to Leesa and Ralph for their lovely pieces.
John from Auscraft Signs, Nambour for his ongoing generous contribution
Michael for his handyman work throughout the whole centre
Maria Tenant for her evaluation & positive input
Jeff from zeppelin computer for his ongoing work
Michael for his contribution to the Kenilworth BBQ's
Thanks to the funding agencies that supported us through this year, particularly the following contacts - Jenny, Helen, Julie, Andrea & Alexandra
Everyone who helped out at the Back to Nambour and Nambour Alive festival with special mention to Lisa for her efforts.
Denise for her budgeting workshop
All the partners and family of the staff for those occasions when they have given their own time and their support to the activities of NCC.



NCC volunteers and staff lunches, its all about the food!

Nambour Community Centre inc members list

New Members

Sarah Carreras
Vanessa McLeod
Oasis Retirement Resort
Kendra Vaderi

Alison Smith
Coral Cummings
Rhonda Armstrong

Ted Peterson
Trudy Reif
Leigh Rowan

Current Members

Gay Lyell
Jane Alloway
Robert Brown
Mark Wischnat
Nambour Christian Church
Leesa Goeldner
Lets - Nambour
Gary Franks
Link Family Scheme

Evv Vanderpoel
Thelma McDougall
Subud Sunshine Coast
Belinda Irvin
Maria Tennant
Anna Peters
Natasha McLardie
Petra Strong

Tina Lathouras
Maryanne O'Flynn
Narelle Poulsen
Theresa Seiuli
Michael & Donna Holdom
Naomi Wiley
Charlotte Brown Trudea
TOPIC

Selection of pictures from people and activities at & around NCC in 2010



Celebration of Community Spirit



Friday 24th September 2010—10am to 12 noon
 Nambour Community Centre—Cnr James & Shearer Street Nambour
 Please RSVP by 10th September for catering purposes: 5442 4724

- The unveiling of local art works from community members and Nambour High.
- Launch of the "Listening to Nambour" project report.
- The local launch of the new book "Community Development Practice: Stories, Method & Meaning". Our previous coordinator and community development worker, Tina Lathouras has written a chapter which features the work of the Nambour Community Centre and the Sunshine Coast Community Co-operative. Experienced community development practitioner and Community Development lecturer from the Sunshine Coast, Jenny Blagdon, will help us with the launch of the book.
- This will be followed by a shared lunch. Please let us know if you are unable to attend.

Cooking Group @ Nambour Community Centre



Come along, chat and enjoy a cuppa!

Every Wednesday
 10am to 12pm at
 Nambour Community Centre, 2 Shearer Street
 Incoming Group Outing - 'Picnic at the Park'
 Wednesday 23rd of June

Everyone is welcome
 Gold donors

THE COMMUNITY CENTRE CRAWL

Tour community centres across the Sunshine Coast and Hinterland, meet volunteers to share ideas, resources, stories and food!



Glasshouse Mountains Neighbourhood Centre, Maleny Neighbourhood Centre & Landsborough Neighbourhood Centre



Monday 30th August
 9am—4pm
 RSVP: 23rd August
 Phone: 5499 9345



Maroochy Neighbourhood Centre, Nambour Community Centre & Pomona Community House



Tuesday 7th September
 9am—4pm
 RSVP: 31st August
 Phone: 5441 4724



Mooloolah Valley Community Centre, Caloundra Community Centre & Beerwah and District Youth and Community Centre



Tuesday 14th September
 9am—4pm
 RSVP: 7th September
 Phone: 5499 9345

Get in early, limited spaces available!
 This is a free event. Morning tea, lunch and afternoon tea will be provided on each trip. Please bring with you a bottle of water, comfortable clothing and jacket.

The pick up locations are:
 Mooloolah Valley Community Centre, Maleny Community Centre, Beerwah and Districts Youth and Community Centre and the Forest Glen BP Station (Chevalum Road).
 The Community Centre Crawl is hosted by the Sunshine Coast Community Co-operative.



Wednesday Friends



Resource Market



Attention all local agencies and services!

The Nambour Community Centre Inc invites you to the 3rd Resource Market of the year. Come along and chat with fellow workers, exchange resources and update information & referrals.

Our guest speakers will be:

- Jacqueline Martin (Rent Connect)
- Narelle Zigenbine (Early Intervention to homelessness program Salvation Army)

To be held on Monday the 13th September, 2010.
 1:30pm—3:30pm
 at

The Nambour Community Centre Inc.
 c/nr of James and Shearer Street, Nambour.

Hope to see you there!

DON'T FORGET TO BRING YOUR BROCHURES/PHAMPL
 Afternoon tea provided

RSVP please for catering purposes: 5441 4724

The Art of Composting

@ Nambour Community Centre



Join Robert Brown from our Gardening team for a relaxed discussion about the art of composting. Learn how to make beautiful compost, have a go of our compost bin and enjoy a lovely morning tea!

Tuesday 13th July, 9:30 - 10:30
Nambour Community Centre,
2 Shearer St

Everyone is welcome.
RSVP: 5441 4724

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 !

P5 is a participatory programme promoting pleasurable parenting. It is a 6 week, structured program 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.

When : All Fridays from 20th March - 1st May except 6th

na Peters
Wiley a
lambour

ng

911

The Meeting Place



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

A Meal, Music & More....

AT THE
NAMBOUR COMMUNITY CENTRE
2 SHEARER STREET, NAMBOUR

5:30 - 7:30

July - Friday 2nd - Games Night
August - Friday 6th
September - Friday 3rd



NAMBOUR COMMUNITY CENTRE INC

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



Talk 2 Friends.....



- ◆ Meet people and make new friends
- ◆ Practice your spoken English
- ◆ Have Fun!
- ◆ Child-minding and Morning Tea provided

Fridays 9am-11:30am
Nambour Community Centre
2 Shearer St, Nambour

Please call Linda: 5476 2511

This group is open to all adults from a culturally diverse background who would like to learn or improve their English. It is run by a qualified TESOL teacher from Solutions Adult Learning Centre and a Community worker from Nambour Community Centre.

Multicultural Affairs Queensland, Department of Communities supports this program.

Talk 2 Friends.....

NAMBOUR COMMUNITY CENTRE INC
ANNUAL GENERAL MEETING

Held on 13th October, 2009

At Nambour Community Centre, 2 Shearer Street, Nambour

Meeting opened: 6.55pm

2. Present: As per attendance book

3. Apologies: As per attendance book

4. AGM Chair Welcome

Di Riddell (AGM Chair) declared the annual general meeting open and welcomed everyone.

Di gave a brief summary of the history of the Nambour Community Centre and a background of our funding.

Ingrid Burkett (our guest speaker) was introduced with a summary of her achievements and qualifications.

AGM Theme: Sustainability

Guest Speaker: Ingrid Burkett, Social Innovations Manager with Foresters Community Finance

Ingrid spoke about “Financing civil society”. How current economic environments are forcing small organizations to reconsider ways to manage their income and financial independence.

Some of the pressures that organizations are feeling relate to:

Global economic policies

Movement of funding bodies to project funding rather than funding that enables general community & organizational building

Competitive environment (looking at new ways of raising funds)

Pressure to increase efficiencies

Amalgamation of services

An increasing focus on measurable outputs

Ingrid then outlined opportunities that may be open to community based organizations in light of the above pressures.

Know who we are, who we want to be, why we exist and be prepared. Changing current attitudes. Create innovative governance.

Responding to impact. Internal/external evaluation, telling stories, learn to use new technology and define why it's good to have community centre's around.

Strengthen the financial well being of an organization by exploring how to work differently with funding bodies.

Balancing income sources. Looking at where our earned income comes from. Blend and diversify income sources.

Power of relationships. Connecting with other organizations. Within a federation of small organizations, try to maintain independence. Explore other sectors and develop relationships politically and within the corporate arena. Encourage these sectors to become champions for small organizations.

It's not all about us. Whose wealth are we growing? Defining that growing wealth is to enable our poorest constituents.

Ingrid then asked for questions

Q1: (Mark Wischnat) How do we measure or evaluate stories?

A: Most significant change methodology. People help in the construction of measurement and im-

fact through the emotion of story telling.

Additional comment (Peta Jervios) about the power of story telling when it documents change, example recounted from an experience in a former role

Q2: (Toni Wills) How do we blend and diversify funding?

A: It's not just about funding but also about control. If we can't have income we can't become independent.

Q3: (Evv Vanderpoel) How do we change our perception of funding bodies. Currently we feel owned by them. How can we work differently with them?

A: This would be a role for governance of the organization. This is where strategic things happen. Reinvigorate governance planning structures.

5. Minutes of Previous AGM:

Minutes for the 2008 meeting were tabled by Di Riddell. It was then *Moved*, Mark Wischnat, *Seconded*, Theresa Seuli that the minutes be accepted as a true record of the previous AGM – *carried by all*.

Business Arising from Previous Minutes:

There were no matters outstanding from the previous minutes.

Previous Correspondence:

There were no items of previous correspondence.

6. Reports:

Chairperson: Vice Chairperson, Narelle Poulsen spoke on behalf of Thelma McDougall regarding the Chairperson's report, with the following highlights:

A big thank you to our coordinator Mark Wischnat, staff, volunteers and members of the management committee.

A farewell to Nerissa Rohan (Treasurer) and many thanks for her hours of service and professional advice. A welcome to our current treasurer for coming on board and bringing with him many years of accounting experience.

Our 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 and current position, such as financial, operational, staffing and strategies been used to reach community needs. In this session a draft strategic plan for 2009-2014 evolved and the final document was adopted in August 2009.

A big 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 increases for all NGO workers has been drawn out and somewhat 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 organizations 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.

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

Moved, Peter Baxter, *Seconded*, Belinda Irvin, that the Chairperson's report be accepted. *Carried by all*.

Treasurer's Report:

Peter stated how he has greatly enjoyed working with Mark and the other members of the committee and expressed a huge thank you to Natasha McLardie (Finance administrator) for all her hard work during the year. Peter highlighted a number of

issues about the financial performance and position of the NCC for the 2008/2009 financial year, and concluded that the NCC is in a relatively strong financial position.

Moved, Narelle Poulsen, *Seconded*, Donna Holdom, that the Treasurer's Report be accepted. *Carried by all*.

Appointment of Auditor

Treasurer continued,

Several months ago, the management committee voted to appoint Love & 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. Further more, Love & Partners are familiar with the computerized accounting system used at NCC. Both Natasha and I were very satisfied with the efficiency and level of professionalism demonstrated by the Love & Partners staff during the end- of- year audit.

Moved Narelle Poulsen, *Seconded* Donna Holdom, that Auditors, Love & Partners be appointed as the official Auditors for the next financial year 2009/10. *Carried by all*.

Reports:

Coordinators' Report

Mark Wischnat delivered his report and talked briefly around a couple of matters;

Firstly a huge thank you to all the Staff, volunteers, students, management committee and general community participants that contribute to this place. It feels to me like we have had a pretty good run in 2008 / 2009. While luck might be a small factor it's really the contributions from all these people that make that happen.

Secondly, just like last AGM, once again I'm delighted to be here tonight to talk to you as an employee and as a representative of NCC.

Thirdly he referenced a quote from 'Dialogical Community Development: with depth, solidarity and hospitality' (2009) Peter Westoby and Gerard Dowling

"... we should imagine a healthy society as one not without problems, but rather as [one] aware of its problems, learning to live creatively and imaginatively with them, and engaging them socially"

For me this has resonance not just for the work we do but also organisationally. The reality of it is that at the organisational level we are going to be effected by a whole lot of stuff, much of which will be way outside our circle of influence, but by learning to live creatively and imaginatively with this I'm certain we will be able to manage and thrive with all the challenges.

Good Beginnings Coordinator's Report

Belinda Irvin delivered her report and the highlights were as follows:

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.

Kenilworth Community Early Parenting Project. Good Beginnings continues to provide support in the Kenilworth region via the Kenilworth Early Parenting Project which up until May 09 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.

Volunteer Family Support. Our program continues to work with families compromised by isolation and adversity. Good Beginnings Annual Self-evaluation report for FaHCSIA estimates the volunteers have contributed 3,252 hours in the past year. A high level of satisfaction is generally reported both from families and the volunteers themselves.

Currently we have 19 linked volunteers with 7 in transition due to health.

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.

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

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.

Cultural Connections Report:

Naomi Wiley delivered her report highlighting:

The Cultural connections Program comes into focus this year with stronger networks and partnerships and more participation in systemic advocacy.

Queensland Accessing Interpreters Working group. This group succeeded in getting the Queensland government to provide fee free interpreters to all its funded non-government organizations. Not being able to use interpreters has been a huge barrier for people who have English as a second language.

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 also enabled its members to provide and share training across each others organizations, in on-line multilingual resources and educational tools.

Community Development Report:

Naomi Wiley delivered her report highlighting:

"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 our 'Community Centre'. This has been a period of reaching out to connect more people with each other.

The Meeting Place. 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

Aboriginal Cultural Heritage Tours. "This tour brought home the significance and awareness of Aboriginal culture and the importance of respecting and honouring the heritage and the land".

Brent Miller and Neville Blackman educated us by taking 32 people to places of Aboriginal cultural significance and telling us stories of these places.

Wednesday Friends. A group of people getting together to enjoy each others company, enjoy a coffee

and a chat.

All reports were moved and seconded together

Moved, Petra Strong *Seconded*, Evv Vanderpoel, that all reports be adopted. *Carried by all*.

10. Endorsement of Financial Members:

Memberships for 2008/09 were endorsed as per membership registrations. *Moved*, Lisa Dale and *Seconded*, Belinda Irvin, that all financial members be endorsed. *Carried by all*.

11. Election of Office Bearers:

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

Chairperson: Thelma McDougall, *Nominated*, Narelle Poulsen, *Seconded*, Gay Lyell.

Vice-chairperson: Narelle Poulsen, *Nominated*, Gay Lyell, *seconded*, Maryanne O'Flynn.

Secretary: Maryanne O'Flynn, *Nominated* Corin Kelly, *Seconded*, Thelma McDougall.

Treasurer: Peter Baxter, *Nominated* Maryanne O'Flynn, *Seconded*, Corin Kelly

General Committee members as follows:

Gay Lyell, *Nominated* Narelle Poulsen, *Seconded*, Thelma McDougall.

Corin Kelly, *Nominated* Maryanne O'Flynn, *Seconded*, Gay Lyell.

Lisa Dale, *Nominated*, Chris Langlasse, *Seconded*, Sujini Damodaran.

Carried by all.

13. Presentations:

Narelle Poulsen handed out certificates & presents to all those Good Beginnings and Nambour Community Centre volunteers who were present on the night.

Previous management committee received a gift and flowers as an appreciation for a job well done.

Di Riddell and Ingrid Burkett also received gifts from Narelle as an appreciation of their time and professionalism.

Di Riddell declared the meeting closed at 8.26pm and all were invited to stay on for a chat.



Nambour Community Centre Inc.

Annual General Meeting

Monday 25th October 2010

