



2013 Annual Report



Building Community by Working Together





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Agenda

Nambour Community Centre Inc. Annual General Meeting Monday 30th September, 2013

Guest chair, Jolene Ogle - USC Student Guild President
Guest Speaker, Ben Sirl - from Renae's Pantry
at The Lane in Palmwoods

Theme: Food, the ultimate community builder

5:30 — Sign in, meet, chat and enjoy a pre meeting drink

6:00pm Entrée—The Annual General Meeting commences

Chair Welcomes everyone

- * Apologies noted
- * Chair outlines AGM theme
- * Adoption of the previous AGM minutes
- * Previous AGM correspondence
- * Business arising from the previous minutes

Reports from management committee and staff

- * Chairperson- Thelma
- * Treasurer - Chris, includes appointment of Auditor Reports, staff
- * Coordinator - Mark
- * Information, Referral & Centre Access - Donna
- * Nambour Good Beginnings - Belinda
- * Cultural Connections & General Community Development- Naomi
- * Settlement Program - Linda
- * Keys to Early Intervention in Homelessness Service (KEIHS) - Melinda

6.30 Dinner

Chair introduces guest speaker, Ben Sirl - Food, community and how we can solve all the world's problems. Includes opportunity for discussion

7.45 Dessert

Endorsement of new 2013 — 14 memberships

Elections of 2013 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 2013 Office Bearers, includes NCC chairperson welcoming committee members for coming year

Presentations by NCC Chair person to,

Previous years management committee members

Current Volunteers

Guest Speaker & guest AGM chair

Close — Chair

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 in 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 built 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 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 2012 / 13

Thelma McDougall, Chairperson

EE Nurse, BA Social Science, BA Social Work. Thelma joined the committee in 2006 and moved into the chair role in 2007. Her involvement with the 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. Has been on the committee of Nambour Community Centre for 10 yrs, first joining in 2002 while working as a social worker facilitating a young parents support group based at the centre. She moved into the Vice Chair role in 2007. Narelle started her working life as a physical education teacher, then worked as an outdoor education instructor/ adventure based learning facilitator. She changed careers to social work in 1999 and has worked as a social worker with young people and families on the Sunshine Coast for the last 13 yrs. Narelle is currently a social worker and therapist at Child & Youth Mental Health Service, combining both careers in the area of adventure based therapy wherever possible. Narelle is a keen kayaker and rock climber.

Chris Gillham, Treasurer

BBus/Com, MBus (management)

Chris has been the organisations treasurer since 2010/11.

Gay Lyell, Secretary

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.

Nerissa Rohan, Member

Joined the committee in 2007 as Treasurer until 2009 and resumed as a general member in 2010. Nerissa started her working life as a support worker and admin assistant (combined role) at a small special school in Adelaide. She continued to work in blended service/financial admin positions at Supported Workshop, Special School, Women's Shelter, Youth Shelter, Homeless Refuge and then a Disability Support Service. Nerissa has continued to study part-time and has 8 Tafe diplomas relating to Business and Financial admin, Quality and WH&S Audit, Disability, Advocacy and Mental Health. Nerissa is currently employed in the private sector as a National Finance Manager and is studying towards a double degree at USQ. Nerissa is a passionate V8 Supercars fan.

Smadar Menashe, Member

BSW, has been on the committee since 2012.

Smadar's involvement with the Nambour Community Centre started in 2007, helping with the first attempt to establish a Multicultural Network on the Sunshine Coast. Since then she has been an active member of Sunshine Coast Multicultural Network Development and Coordination Team and member of the working groups up until 2011. Since arriving in Australia 10 years ago other volunteering work that Smadar has been involved in includes being a presenter in Noosa Community Radio, Teaching Hebrew, involvement in FESTURI - The multicultural Festival, and working as a Support volunteer at Katie Rose Cottage - Community Hospice in Doonan. As a private practitioner, Smadar works in both the public and private health sectors helping the aged, organising information days and lectures about Dementia and giving emotional support to aged people. Previous to moving to Australia Smadar was a kibbutz member in Israel for 22 years, as well as working as a Social Worker. Smadar's hobbies are pottery and baking cakes.

Nambour Community Centre & Nambour Good Beginnings Volunteers, Students & Staff

Volunteers

Terri Bates	Elizabeth Phillipson-Roe
Barbara Diggle	Sue Findlay
Kim Michelle	Megan Wilson
Maureen Hungerford	Jolene Ogle
Ayomi Kankanamge	David Probert
Alysha Field	Karen Law
Sue Loughran	Martin Newman
Violet Maloney	Endah Lestari
Ryan Clift	Joseph Mansour
Sarah Stenberg	Kim Michelle
Tony Bryant	
Yvonne McMillan	
Maria Park	

Nambour Good Beginnings Volunteers

Jenny Hill	Karen Newburn
Robert & Laila Hastwell	Roz Wruck
Norma Hawken	Janet Sweatman
Nancy Jakeman	Helen Staines
Lyn Boyle	Pat Touwslager
Toby Smith	Christine Hughes
Tania Hassan	Laura Paine

Students

Jomit Kuruvila	Ellen Kaluat
Ravena Ingham	Shine - SoYoungJang
Lena Coia	Janie Warrum
Annie Hindmarsh	Penelope Long
	Emiline (Work experience)

Staff Members

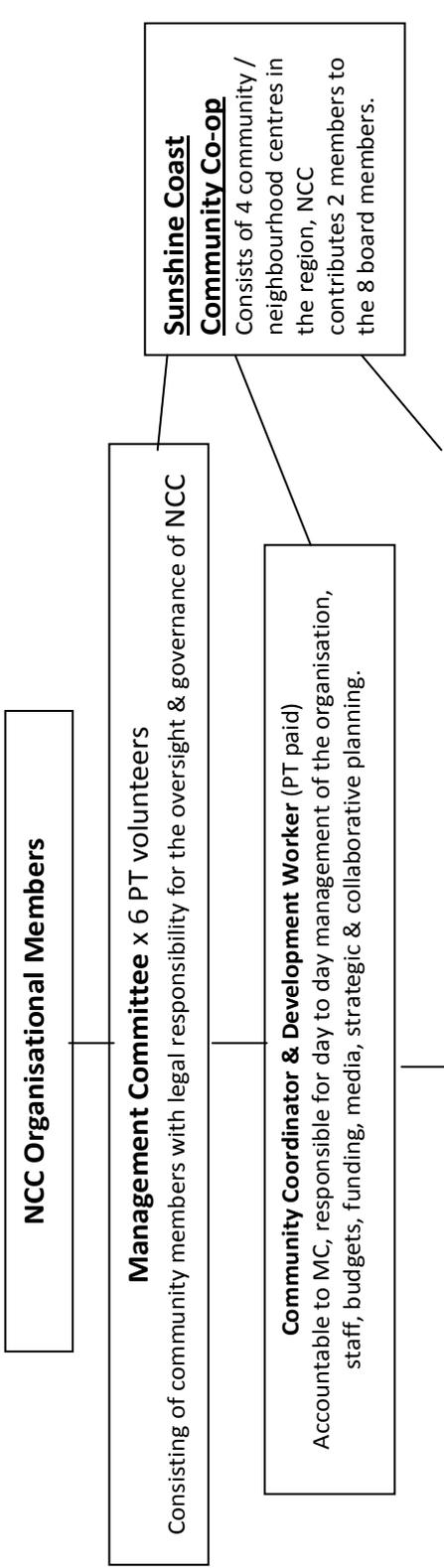
Alison McNaughtan	NGB Group and Project worker
Anna Peters	Nambour Good Beginnings Family Support Worker
Belinda Irvin	Nambour Good Beginnings Senior Family Support Worker
Cheryl Crane	Financial Administrator
Donna Holdom	Office Manager
Ian Titmarsh	NGB -Talk Your Walk group (April - June 2013)
Linda Dennis	Settlement Program worker
Mark Wischnat	Coordinator
Megan Wilson	(Back fill staff)
Naomi Wiley	Multicultural Community Development Worker
	General Community Development Worker
Petra Strong	Nambour Good Beginnings Administration
Ryan Clift	Cleaner (commenced in role June 2013)
Severine Litte	(Back fill staff)
Theresa Seiuli	Office Key Worker



NAMBOUR COMMUNITY CENTRE INC.

Building Community by Working Together

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Nambour, Queensland 4560
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www.nambourc.c.org
reception.ncc@flexinet.com.au



NCC Organizational Members

Management Committee x 6 PT volunteers
Consisting of community members with legal responsibility for the oversight & governance of NCC

Community Coordinator & Development Worker (PT paid)
Accountable to MC, responsible for day to day management of the organisation, staff, budgets, funding, media, strategic & collaborative planning.

Sunshine Coast Community Co-op
Consists of 4 community / neighbourhood centres in the region, NCC contributes 2 members to the 8 board members.

<p>Nambour Good Beginnings Family Support Range of support services for families Senior Family Support Worker (PT paid) Family Support Worker (PT paid) Family Support Admin worker (PT paid) Community Parent Volunteers (approx. 15 PT volunteer) Group Worker (PT paid)</p>	<p>Settlement Program Support service for recently arrived migrants. Settlement Worker (PT paid)</p>	<p>Centre Operations and Financial Management Ongoing operations of the organisation. Bookkeeper (PT paid) Cleaner (PT paid) Volunteer Grounds keeping team (2 PT volunteer)</p>	<p>Cultural Connections Community development with culturally diverse people. Multicultural Community Development Worker (PT paid)</p>	<p>Community Development Community development with local participants. Generalist Community Development Worker (PT paid)</p>	<p>Information, Referral & Centre Access Community information & referrals, access to centre facilities & volunteer run programs. Office Manager (PT paid) Front office Worker (PT paid) Volunteers (2-3 PT volunteers) Program Volunteers, Counselling, Computer & Music lessons, Tai Chi, Money Makeover, SC Multimedia Group (7 PT volunteers)</p>	<p>Keys to Early Intervention in Homelessness Service (KEIHS) An organisational partnership between Lions Emergency Accommodation Centre & NCC KEIHS Worker (FT paid)</p>
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Current recurrent funding contributors: Dept of Communities (Community Support & Family Support). Current non recurrent funding contributors: Multicultural Affairs Queensland (Cultural Connection), Department of Families, Housing, Community Services & Indigenous Affairs (Nambour Good Beginnings), Sunshine Coast Council & Department of Immigration & Citizenship (last amended Sept 2013)

Chairperson's Report to the Annual General Meeting
Nambour Community Centre Inc

30th September 2013

I would like to say a warm welcome to each and every one of you who have taken the time to attend, Nambour Community Centres AGM.

The centre continues to provide many programs for the community, please take the time to read this annual report for all the details.

I would like to say a big thank you to the outgoing committee for 2013; I have appreciated your contribution to the governance of the centre. I understand life pressures have made it difficult to have 100 percent attendance to the committee meetings. However with the implementation of electronic communication channels, the committee avoided too many management delays.

I noticed the other day the Jacaranda trees have started to flower. For many students past and present they get a sinking feeling, exams are around the corner. For me, the purple flower signifies a close of another year and our AGM is just around the corner. It is a time to reflect, celebrate, and contemplate past and future plans.

The AGM theme, food for thought caught my attention. Like all food, the raw ingredients need to be prepared ahead of time to mature the flavours. Committee leadership is like a chef, you blend ideas, plans, and finances, to produce a meal / decision to be remembered. On this note, I have made the decision not to re-elect for management committee, and as I vacate the Chair person position, and say goodbye , I know with confidence, that the new committee will be able to meet the challenges with amazing ability. Change is refreshing, it provides new opportunities, renews energy, and recruits new sets of skills to value add to the committee.

My association with the centre started as a student, which led to an invitation to join the management committee. I have learnt so much and I believe I have added to the centre in many ways. I have seen many changes, programs come and go in my time, but there is one aspect that is constant: relationships. I have enjoyed getting to know staff and volunteers, thank you for your warmth and friendship.

As I met with Mark this week, to complete my chairperson tasks I was reminded each and every one of us can be replaced when you apply the community development framework, Nambour Community Centre takes on a life of its own, its heart beat is the people who visit or participate.

The outgoing committee 2013 includes:
Christopher, Gay, Narelle, Smadar, Nerissa and Thelma

I now declare all positions vacant, and wish the new committee the very best.

Kind regards,
Thelma McDougall

Chairperson

Treasurer's Report to the
Annual General Meeting
30th September 2013.

To the members of the Nambour Community Centre.

I would firstly, like to thank Cheryl, the Centre's financial administrator for her dedication to the role during this year.

This year has been a good year financially. We have been very strict with budgets this year.

This and other factors (discussed below), has put us in a good financial position.

The attached audited financial reports presented reflect the Centre's financial performance and position for the year ending 30th June 2013.

I would like to highlight the following from the financial statements:

The net accounting profit for the year was \$53,129 compared to a net accounting loss of (\$43,699) last year.

Factors contributing to this result were:

Government grants were up by \$19,774, room rental income dropped for a second consecutive year by around \$4,000.

Also on the positive side our expenses were significantly lower on last year being due to the backpay requirements being accounted for in 2012, this brought about a reduction in salary and associated costs for staff.

The Centre's Working Capital (Current Ratio) is 2.01:1, a significant increase on last year. This places the Centre in an excellent financial position having a little more than 2 times current asset coverage over current liabilities. It means the Centre has the ability to fund its short-term debt liability.

The future will still be challenging but I know we have a great team employed at Nambour community Centre who work together extremely well in achieving positive outcomes for the community.

I would like to propose the following motion for the AGM: That the Nambour Community Centre adopt the audited financial statements for the year ending 30th June 2013.

Yours Sincerely

Christopher Gillham.

Coordinator's Report

As is regularly the case I'm again struggling with trying to get something meaningful down on paper for this annual report. It's the usual challenge of how to get something relatively concise and appropriate to summarise a years worth of work while at the same time acknowledging all the contributors that have made it happen. So for inspiration I checked out some of the previous AGM themes. Interestingly over the last 5 years the themes have been;

- Volunteers, (2008)
- Financial sustainability, (2009)
- Keeping the passion alive in an environment of risk (2010)
- Celebrating groups (2011)
- Change - all things change and we change with them, (2012)

Looking at the wider landscape I think it's fair to say that these past themes would largely represent the main areas of focus for the majority of small to medium community based organisations across Australia. So this year's theme of Food may initially seem a little out of place given food is a global theme rather than one particular to the greater Nambour area or the life of a community based organisation. After all food is what every human on earth has in common.

On the other hand you cannot get more local and more community than food. It's one of only a small number of subjects that uniquely represents both a foundational human need as well as a highly specific subject that has numerous cultural construction woven around it that ties in strongly with local identities.

One of the other human 'macro' themes that can be both local and global is fear and working to overcome it. And as I look out the office window it's clear that parts of Nambour are also experiencing this. Its currently magpie breeding season which means it's also magpie swooping season and there is some territorial behaviour going on right next to the Nambour Community Centre carpark along the Collins street walkway. So locals walking along the footpath are displaying a variety of magpie deterrent strategies that so far include;

- Open umbrellas
- Swinging a dog lead overhead like a lasso
- Using a small branch with a plastic shopping bag tied to the end of it
- Running through the danger zone, mainly practiced by children
- Riding bikes really fast, mainly practiced by adults
- Two medium branches swung in unison overhead
- Hands on head as you walk
- One really large branch held overhead like you're the national flag carrier at the Olympics
- Walking backwards and visually keeping an eye out for the bomber magpie.
- Walking in a close huddle with your friends, giggling and talking loudly, mainly practiced by teenagers.
- Walking and swinging a purse overhead while hunching head down in shoulders.

So from the dozen or so people that have walked (or ran or rode) past while I have been talking on the phone or chatting with colleagues it's clear that people can get resourceful and creative when confronted with adversity. Similarly when it comes to food we often choose to invest creativity and resourcefulness into it for a whole lot of reasons that go beyond the basic human global need for sustenance.

So to with the work that occurs at the community centre. We can do the basic need response which on some occasions is appropriate but its much more satisfying to offer something that has some thought and creativity and research to support it.

Like previous years work, this years outcomes at the community centre are a combination of many ingredients provided by a range of volunteers, students, management committee, motivated local people, funding bodies and staff. A whole range of people contribute to the offerings that are provided and I'll try to recognise as many of them that I can recall, as individually they make the role I play at NCC so fulfilling.

Firstly the various 'outreach' services that happen here should be acknowledged for what they bring to the Nambour community, so thanks to Suncoast Community Legal service, SCOPE, Centacare and PIP (RIP).

The wonderful KEIHS program is really a step beyond 'outreach' so it doesn't really fit here but its needs to go somewhere so big thanks to Shelley, Talia and Melinda and Lions Emergency Accommodation Centre for their constant marvellous work.

Somewhat similarly the Talk to Friends group (facilitated by Solutions Adult learning with Linda) continues to offer weekly conversational English and so much more.

And then there are the specific activities that are driven by a collective of wonderful volunteers, personal counselling from Terri, Music group with Karen, computer assistance from Maureen and David, Wu Tao with Kim which finished up this year to be replaced with Tai Chi by Sarah and Money Makeover with Sue

The NCC management committee have again brought a steady hand, guidance and a place to discuss the future.

Again a big thank you to our Sunshine Coast Community Cooperative colleagues at Caloundra Community Centre, HCDAC and Maroochy Neighbourhood Centre, especially Holly, Carolyn and Michael and the respective management committees who continue to support the work and vision of the cooperative.

Peppi and the USC Public Relations students for their pivotal work on the Sunshine Coast Multicultural Excellence Awards.

All the volunteers who collectively do so many diverse things here at NCC that goes a long way to providing the energy and inspiration that powers the community centre. On this subject we were very sad to see long term volunteer Barb move on earlier this year, congratulations on the full time paid role Barb.

Also special thanks to the great students who have spent some time with us this past year – Annie, Lena, Penny, Janie, Jomit, Ellen and Shine. They bring out the best in us and hopefully we go some way towards helping them develop their best. I'd also acknowledge the support we receive from USC with Gerard, Christine and Tina for the placement of students with us.

Thanks to Tina and Jo for their fun applied theatre work as well as all the participants that made this such a successful workshop.

Many thanks to the wonderful staff that deliver regularly at NCC, Ali, Anna, Belinda, Cheryl, Donna, Linda, Melinda, Naomi, Petra, Ryan and Theresa as well as Severine and Megan for helping us out when we are short staffed.

And lastly thanks to all the participants who did stuff at the Nambour Community Centre throughout 2012 / 13. Public places to share food, stories and support are a crucial to our society and your contribution to them enables them to continue.

Cheerio
Mark Wischnat,

Staff & partners dressed up for the 2013 Spring Xmas celebration - theme 1980s personality



Information, Referral & Centre Access Overview



www.nambourcc.org

Our website is about to change in design in the very near future.

David our computer assistant has put a lot of work into making the site user friendly and appealing. Our Website continues to increase in site activity. This year we have had 15,857 visits and 25,564 site views.



Resources

209 Brochures available for Information & Referral

Information

Inquires

229

Operational Activities

It 's all about maintenance this year. The centre is having all areas that have declined in condition, Rectified, cleaned or improved



Free Computer Access

We have recorded 607 occasions where community members have accessed the computers this year. The computer room is now seeing activity on a regular basis



Main information

Inquiry areas

NCC resources
Local information
& Finance

Assisted

Referrals

128

Unassisted

Referrals

181

Room Rentals

Currently we have 109 tenants with 17 new tenants accessing the centre for the first time this year. Tenants and staff have utilised our rooms for 4,957.5 hours.



Main Referral Areas

Legal assistance
Family Support
Housing/
Homelessness

Community Library

We currently have 669 books in our library

Book Exchange

We currently have 6 members

Centre Access

12,714

Community members have accessed our Centre this year

Networking/Linking

Co development of outreach programs based at NCC
Suncoast Community Legal Service
Community Access point program with Legal Aid QLD
KEIHS, Early Intervention in Homelessness Service
Domestic Violence counselling & support service (SCOPE) and
Centacare Counselling Services

NCC Bulletin

In early 2013 we switched from a quarterly newsletter to a bi-monthly bulletin which is primarily distributed electronically. Currently 298 organisations & Community members receive a copy.



Megan Ogle
Event volunteer

Information, Referral & Centre Access

Resource Markets

The Nambour Community Centre aims to provide information and referrals to help all members of the community. The resource market was created to assist local agencies and organisations by providing an outlet to encourage networking, information exchange and ongoing service updates. Some examples of those updates are, new services, events, programs, activities and general happenings in our community. The general theme of knowing what's in your own back yard, can only be beneficial in assisting community members.

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. We are constantly on the look out for new organisations or newly introduced community services. We invite a representative as a guest speaker, to provide information to participants at the market.

Participants find the informal market setting presents a relaxed environment and feel that the guest speakers were informative.

It's not all about business, there is also an opportunity to have fun while networking by participating in the organised activities. These activities are a fun way of learning about what other organisations do or provide.

We have had a total of 32 organisations and 79 workers participate in the markets this year.



Our Volunteers

Our Volunteers, what would we do without them. This year our volunteers have contributed 1,365 hours (equivalent to 227 days) of voluntary assistance at the centre. The Centre would like to thank you, for all that you have done, and continue to do.

Gardening Martin and Ryan our hard working volunteer gardeners are doing a brilliant job in caring for, and maintaining our grounds.

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

Front Office Assistant David not only works as a computer assistant on Fridays, but is also training to be our Front desk assistant, helping us with community member enquiries, room rentals and administration tasks.

Farewell

Farewell to two great frontline volunteers, Barb & Ayomi. Thankyou also to Kim who held Wu Tao classes at the centre. We wish you all the best in your future endeavours.



Barb, Maureen & Ryan attend the Volunteer appreciation day run by Sunshine Coast Volunteering.



Our Volunteers

Our Program volunteers offer specific assistance to community members. These programs have been developed through identified community needs and aspirations. The information is gathered through collated centre statistics complimented with individual requests. Currently we have 8 program volunteers. They do a wonderful job and we continue to receive a lot of positive feedback from community members.

Program Volunteers

Computer assistance

Maureen and David are our two volunteer computer assistants who work on Tuesdays and Fridays each week. They provide one on one assistance to community members who would love to learn all about computers or brush up on existing skills. These sessions have become very popular and David and Maureen have completed 294 sessions this year.

Maureen & David



Counselling

Terri our hard working counselling volunteer has been kept busy with appointments. We are lucky to have Terri, who brings her expertise, knowledge and experience to the centre. Terri has completed 31 counselling sessions this year.



Music



Karen Law is a skilled and passionate music teacher who continues to offer her time to community members who would like to sing or play a musical instrument. Karen provides lessons within a group environment for beginners or for those who just want to brush up on existing skills. Karen's group continues to grow with new people joining the group on a regular basis. Between 4-10 people attend the group on a weekly basis.



Community Media

Tony Bryant is the volunteer and facilitator of this new group.

This group is for people to learn and share ideas and techniques to tell stories through photography, video etc.

Tony says, that with modern technology it's relatively easy to learn the basics of telling a visual story.

The group numbers have ranged between 12 to 25 people.



Tai Chi

Sarah has joined our volunteer team this year and provides Tai Chi sessions free of charge to community members.

Her classes help participants to relieve stress and harmonize mind, body and soul. This program is relatively new, but numbers are already increasing.

Admin Mentor

Barb has assisted 17 community members this year. Tasks have included typing letters, helping to develop resumes and assistance in filling in forms.

Since June this service has been put on hold until we find a replacement for Barb who has been able to secure full time work.

Money Makeover



Sue our volunteer Financial Advisor has been kept busy with appointments this year. She has assisted 148 community members with budgeting advise, developing saving plans, managing bills and assisting with options for managing debts and creditors.

Nambour Good Beginnings Family Support Program

Staff Training & networking

'Healthy Early Years'
 'SEEDS' network
 Advisory group
 Child protection workshop
 Mental Health Forum
 Family Planning QLD
 Legislative changes to family law
 Mental Health Training day
 Working with traumatized children
 Brisbane conference
 Measuring soft outcomes workshop



NGB Services

1. Intensive Family Support
2. Volunteer Community Parent Support (VCP)
3. Nambour Playgroup
4. Parenting & communication courses
5. Parent Group @ Kenilworth
6. NGB Advisory Group

A snapshot

44 New client referrals during 2012/13
 54 exited clients during the year
 33 FSW existing client families
 308 FSW home visits
 20 Kenilworth Parent group sessions
 37 participants
 NGB is linked with 47 government & non government agencies.



Common Issues :

Some of the common themes that our families experience are stresses relating to Housing, Financial difficulties, DV, Social isolation, multiple births, family members with disabilities and developmental delays



Volunteer Community Parents

19 Volunteers
 10 VCP's linked to families
 276 VCP home visits
 828 Hours of volunteer family support contact provided



Volunteer Training Workshops

2 VCP training workshops with 8 new VCP participants.
 11 VCP's exited due to other commitments, finding employment or relocating from the area.
 There were 5 VCP information, networking and social gatherings with 33 attendees



Parenting Courses

1x P5 course(7 sessions)
 7 participants
 3xAAA communication(14)
 25 participants
 1x Grief & Loss(1)
 6 participants
 1xBoundaries(3)
 10 participants
 Men's group (7)
 9 participants
 Starting Strong(9)
 5 participants
 Journaling (5)
 4 participants
 1x Co-dependency(1)
 5 participants

Nambour 'Playtime'

Playgroups:

Highlights Include:

31 sessions at Quota Park
 12 participants throughout year



Nambour Good Beginnings - Senior Family Support Worker Report

Standing beside one another and looking in the same direction.

As I am once again positioned to glance back briefly at what has been our experience over the past year I am drawn to conclude that whilst things are again less than clear we have maintained the ethos of 'being with' the self and the other and collaborating to develop a focus on the most effective direction for the good of the 'all'. We continue to keep our focus on maintaining 'healthy' relationships with our clients, the staff at the Community Centre and in the complex network of the wider community.

As you will note the data collated still indicates a well nourished level of productivity from the Good Beginning Program. There is no need for me to replicate these statistics. Suffice to say that at the end of each working day and week I think we can safely celebrate a job well done.

The client base has certainly changed and referrals from the Child Health and Hospital are almost non-existent these days. We can only remain curious about these changes and know that it is simply transiting another cycle.

Volunteer Family Support

Our Volunteers continue to provide the additional support to our families and remain a valuable part of the Good Beginnings family. The bi-monthly volunteer group meetings are well attended and enjoyed by all who participate.

Kenilworth Parent Group and Nambour Playgroup

The Kenilworth parent group continues to flourish. We have increasing numbers of women joining in the gatherings. Many women now bring craft activities and appear to come from the coast as well as surrounding areas. The Home Schooling community have reappeared and join our discussion groups frequently.

The local Nambour Playgroup remains very limited in numbers. We do hope to increase this early next year with a different level of promotion and negotiation with Child Health.

Group Work.

The AAA group has been quite successful again with very positive feedback from participants. We are in the final two weeks of the second round of training for this year. Other group activities have also generated some solid outcomes for the participants.

Advisory Group

The Advisory Group continues to operate on a quarterly basis. We have clearly lost a significant number of participants with several regular groups and organisations disappearing or their resources being rationalised. For those still able to attend it continues to provide a valuable networking opportunity and the ongoing provision of peer support.

The Team.

This year again there has been no changes to the line up here in the back office. Belinda, Anna and Petra continue to keep the wheels running smoothly and we have adapted well to our relocated office. Its cool and quiet.

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

Anna—provides family support work, facilitates the Nambour playgroup and P5 parent training.

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

This year, like each one preceding, we again wish to thank committee members and staff of the NCC for your ongoing support and dedication to the overall functioning of the centre.

Belinda Irvin
Senior Family Support Worker
Nambour *Good Beginnings*





CAMS Sunshine Coast

Multicultural Women's Groups

In partnership with SCOPE, we engaged with women through Nambour and Mooloolaba TAFE AMEP programs and two groups were formed. The Mooloolaba Women's Group, which met 12 times for 2hrs and had 15 members and the Nambour Women's Group which met 7 times for 3 hrs and had 13 participants. Whilst both groups aimed to increase social connection, their aims and activities were very different. The Mooloolaba group was very pro-active. Some of their activities included a visit to a strawberry farm and regular key guest speakers around their areas of concern. These included, a family lawyer, a migration agent and an employment support person. At the end of 2012, almost all the group members transitioned into other things, such as further study and full time work. Maria Park, who was a social work student with the group has been volunteering to establish a Women's group in Maroochydore, at Cotton Tree park, with the remaining members left and between 2 and 6 participants fortnightly. Outcomes for the participants include; increased support networks; access to timely and relevant information including – employment opportunities, kindergarten programs, employment assistance, Centrelink benefits, migration information; and access to mainstream community agencies including Domestic Violence counselling, employment support, and migration agents.

People seeking Asylum living in home stay on the Sunshine Coast

In mid 2012, people seeking asylum, who had been released from mandatory detention, began living on the Sunshine Coast, as part of a home stay strategy from the Federal Government. In collaboration with key members of the Sunshine Coast Multicultural Network, the CAMS program was proactively involved in engaging with these new members to our community. Initially this involved connecting with; the Australian Home Stay Network, Red Cross, Asylum Seekers and Home Stay Families. Our responses included presenting at orientation days about existing community English classes and Community Centres and supporting asylum seekers to access these. This was very successful with 75% of the first group and 100% of the second group accessing these classes. In addition to this we held a welcome afternoon tea for asylum seekers and their host families and arranged for network members to meet a group of asylum seekers upon arrival to facilitate connections between us, the asylum seekers and their host families. The people seeking asylum faced a range of issues and challenges and whilst we were not able to address these, we were as a network constantly informing Red Cross of these issues. Yvonne McMillan, a volunteer, also contacted 77 employers to search for job vacancies for both asylum seekers and migrants. Almost all the asylum seekers left the region to find work in other places and the federal government altered and then suspended the home stay program. The Sunshine Coast Multicultural Network was able to respond quickly and pro-actively in a rapidly changing policy environment.

Settlement Grants Program

Sunshine Coast Multicultural Network continued to advocate for a Settlement Grants Program in the region, this included letters to Hon. Alex Somlay and Minister for Immigration and Citizenship. Network delegates including myself, met with Hon Alex Somlay and Senator Claire Moore, to raise need for settlement support in the region. With the support of the members of the Sunshine Coast Multicultural Network, NCC was eventually successful in securing a Settlement Grants Program for the region.



CAMS Sunshine Coast

The CAMS program undertakes a variety of work with the aim of building a dynamic and inclusive community on the Sunshine Coast. The work ranges from specific programs and projects, supporting ethnic community groups, developing groups, facilitating networks, delivering training and participating in systemic advocacy

Employer Engagement Project

Yvonne McMillan

77 employers contacted- Mining , Harvest and Agriculture, Hospitality & other . Very few opportunities for employment. Challenges & barriers for migrants documented.

AMEP Tafe Visit

17 participants

4 services presented

Outcomes: Knowledge of the services at NCC , Knowledge of activities of NCC, Confidence in using the services of NCC Feeling connected with NCC

Cultural Briefings

Janie Warrum

8 Cultural Briefings Held in partnership with Diversicare and Sunshine Coast Libraries.

Japan - Kawana

Phillipines – Caloundra

Vietnam – Nambour

China - Maleny

Indonesia - Cooroy

Sri Lanka – Maroochydore

Germany—Coolum

Chile - Noosa

10 presenters

129 attendees in total

Increased pride in culture and feelings of community connection; Increased Cross Cultural Connections; Increased Knowledge and cultural awareness.

Getting Out There

Penelope Long

In partnership with North Coast Intensive English Unit, and Australian Sports Commission 8 professionally coached soccer and 7 professionally coached AFL sessions were conducted with 45 migrant students. Two parent information sessions were held, reaching 18 parents. Outcomes: Children have; begun playing sport with their peers during lunch time; learnt new skills; improved their skills; expressed an interest in joining sporting clubs. 3 children have now accessed sporting clubs in their area. 3 parents have accessed the talk to friends.

Multicultural Excellence Awards

USC PR Students

For the third year running the awards were a brilliant success with 98 nominations and 150 people attending the awards ceremony.

Telling Lives

\$8,600 received for Teena Saulo to make a film about the lives of migrant women

Sunshine Coast Multicultural Gathering

20 members.

10 gatherings

With 6 –12 people

Botanic Gardens

Bladder & Bowel

Health

Seniors Expo

Grafting Demo

Carers Qld

Centrelink

Christmas Party



Working with Interpreters Training

3 x 3hr sessions

51 participants

Including SCOPE, LIONS, EPIC, Dept Housing, SCILS, Ozcare, Solutions 4 Learning, & USC

Networks and Advocacy

Sunshine Coast Multicultural Network - 8 meetings -13 - 20 participants. 40 active members. Collaborative work including Harmony Day Colourfest Film Festival 120 attendees; Swimming and Water Safety Program, 16 participants, Support for Cultural Briefings Program; Advocacy for a Settlement Grants Program, Safety presentation for asylum seeker 22

CALD Education and Training Network -8 active members—ESL classes brochure
CAMS Network - Queenslanders Accessing Interpreters - contributed to and sponsored publication “Still a Matter of Interpretation”

Community Development



Self Run Groups

Wednesday Friends is a social group, where people talk with one another and make connections. They meet weekly with between 6-14 people attending.

Nambour Multicultural Cooking Group is about friendship, learning and cooking. They have met every month with between 6 and 12 members.

Craft Group

Two community members have been working hard to begin to establish a weekly craft group, focused on knitting and crochet. They are starting small with between 2 and 5 participants. Their focus is on inclusion, hospitality, learning from one another and of course creativity.

Meeting Place Community Dinner (pictured)

11 Community Dinners have been held over the year. On average 50 people attended with the largest dinner, having 80 members, with a total yearly attendance of approx 620 people. Donations of \$786.65 were received and this has been used to purchase the ingredients for the meals. Community members have volunteered their love of cooking and culture to get together and cook for others. Themes have included; Indian, Indonesian, Food of Love, Curries, Middle Eastern and French. The dinner has transitioned to being a combination of people cooking and people bringing a plate of food to share, thereby sharing the workload of cooking, more fairly. A massive thank you to everyone who has given to this dinner, through cooking, donating food, washing up, setting up, decorating and playing music. It is truly a shared experience. People have also used the gathering to share news events and occasions such as; community events, community services, fundraisers, birthdays, graduations, farewells and welcomes. Thank you everyone!

AGM report – Settlement Worker

I started work in this position on the 9th September 2013. The settlement program is funded by the Australian Government, Department of Immigration and Citizenship. My role is to provide free, confidential information and help for permanent residents who have arrived in Australia in the last 5 years as refugees or humanitarian entrants or family stream migrants.

Settlement services include: - information, referral, and support on housing, health, social security /Centrelink, education, English classes, employment, transport, relationship support, family violence, legal, migration referral, face to face casework and group information sessions.

I am employed for 33 hours a week until the end of June 2014.

A summary of the last 3 weeks

Casework – I have met with one client twice, and several people have approached me regarding visa applications and employment based issues.

Referrals/information –in relation to health and driving

Networking

Meetings held with organisations providing services to people from CALD backgrounds

- * TAFE, Mooloolaba, (Adult Migrant English Program)
- * Intensive English Language Program (based at Nambour High School – but helping students throughout the Sunshine Coast improve their English so they can participate more fully in education opportunities)
- * Caloundra Community Centre – coordinator and family support worker
- * Maroochydore Neighbourhood Centre – coordinator
- * Nambour Community Centre – short presentation to staff outlining my role

Informal meetings with potential multicultural clients

End of term break up with Level 3 TAFE students at volunteer's house

Attended Multicultural Women's Group at Cotton Tree

Additional information

Brochure and launch invite

Have drafted, with much help from social work students, Naomi Wiley and Mark Wischnat

- * a settlement program brochure
- * a launch invitation for the program on 4th Oct from 4-5pm.

Training

- * Attended a Settlement Program Training Day, in Brisbane on 2nd Sept
- * Attended a refugee and immigration legal service training session on 26th Sept

Challenges to date

Eligibility requirements for the Settlement Program do not align with other eligibility requirements for TAFE English classes. The Sunshine Coast is classified as a metropolitan area for the settlement program but as a regional area for TAFE English classes.

Several people, particularly those on temporary visas or dependents of skilled migrants are ineligible for the settlement program but can attend TAFE.

Data collection. Finding the most appropriate way to collect information about ineligible clients so we can advocate for change in the future.

Exclusion We do not wish to exclude people from multicultural backgrounds from obtaining information and help but we do need to meet our contractual requirements. So far, it is unclear how we can best manage this without raising false expectations.

Highlights to date

I have been made very welcome by staff and volunteers here. The work environment is accepting, friendly and open to new ideas. I am extremely happy to be here and looking forward to working collaboratively to assist in meeting needs identified by the local community.

Hi everyone, it is my absolute pleasure to state that KEIHS has been operating from the Nambour Community Centre for the past three years. It has been a great experience to be a part of a Community Centre that strives to assist community members to establish and strengthen their formal and informal sources of support, to experience healthy relationships and to create sustainable communities that evolve to meet current needs.

KEIHS Nambour Service centre clients continue to benefit from the services, programs and groups that the Nambour Community Centre provides, such as Multicultural Programs, Family Support Programs, Legal Services, free Counselling and financial counselling, just to name a few.

KEIHS works with people presenting with diverse and challenging needs that places them at risk of losing their housing. A large percentage of people we work with face enormous barriers that place their tenancies at risk, particularly in relation to the day to day expenses of running a household and raising children, changes to parenting payments, job losses, high rental costs and relationship breakdowns. With the continuing increases in the cost of living and the lack of sustainable employment on the Sunshine Coast, we are seeing a number of individuals and families who have in the past, never accessed support services within their communities. KEIHS have been providing information and supported referrals to emergency relief agencies for financial assistance with rent arrears, utility accounts and car registrations etc.

We also provide intensive case management support to individuals and families needing support to get on track with their tenancies. KEIHS is holistic, regularly working collaboratively with other services on the coast and at the Nambour Community Centre to ensure that care is wrapped around families and individuals, thereby ensuring that all risks to their housing are addressed and they can 'hit the ground running'. KEIHS is a strength based, client centred program where we help clients identify their own goals, work with them to help them achieve those goals and empower them to make positive changes their lives.

Our Nambour service has seen some changes in staff this year. Previously I had the opportunity to work for KEIHS Caboolture for 14months, and was transferred to the community centre in January this year. I have felt both welcomed and supported by all NCC staff and have really enjoyed being part of this vibrant community. Previous worker Vera began working in the transition housing program for Lions Emergency Accommodation Centre and continues to have strong links in the Nambour community.

I would like to take this opportunity to thank all my work colleagues and associates for their wonderful support during 2013, and I am excited for the new collaborative opportunities the future will bring.

Melinda Thompson
KEIHS Support Worker
Nambour Service Centre

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

Jeff from zeppelin computer for his ongoing work.

Gary Wrigley for donating a beautiful Aboriginal painting.

Thanks also to the wonderful organisations that we have working organisational agreements with;

- * Shelley, Talia and Amanda from KEIHS
- * Julian and Louise from Suncoast Community Legal Service
- * Avryl, Siobhan and Brian from Centacare
- * Heather at Good Beginnings Australia
- * Barbara, Gary & Lisa from Lifestyle Solutions

All our colleagues in the Sunshine Coast Community Cooperative, Caloundra CC, Maroochy NC and HCDCA.

The majority of the activities of Nambour Community Centre are resourced and supported by Queensland Department of Communities, Sunshine Coast Council, Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs and Multicultural Affairs Queensland and Department of Immigration and Citizenship.

Particular thanks to the liaison people in these departments Michelle and Brian at the Qld Dept of Communities, Susie at FACSHIA, and Ati, Adam and Wayne at Multicultural Affairs Queensland and Anna and Carolyn at DIAC.

Also special thanks to Charmaine, Steve and Patricia at the regional Department of Communities for their support and contribution towards the **“Understanding the Value of Community; A student evaluation project of 12 local groups report”**.

And finally a big thanks to all the partners and family of staff, for those occasions when they have given their own time and their support to the activities of NCC beyond their designated roles.



Nambour Community Centre Inc members list

New Members

Luke Westwick
Matthew Noble
Jean Paula Dalton

Lyndall Hulme
Julie Ann Page
Seena Riturulsiti

Ellen Kaluat
Selah Consultants

Current Members

Gay Lyell
Mark Wischnat
Jolene Ogle
Maroochy Neighbourhood
Centre
Gary Franks
Christine Bennett
Megan Ogle
Lois Quinn
Mark Wischnat

Evv Vanderpoel
Thelma McDougall
Subud Sunshine Coast
Belinda Irvin
Anna Peters
Brian Blatt
Leesa Fae Goeldner
Cheryl Crane
Barb Diggle
Ralph Hemensley

Tina Lathouras
Narelle Poulsen
Theresa & Lawrence Seiuli
Michael & Donna Holdom
Naomi Wiley
Nerissa Rohan
Smadar Menashe
Brett Young
Belinda Irvin



Look at that Food- a selection of spreads from the Community Diners



NAMBOUR COMMUNITY CENTRE INC
ANNUAL GENREAL MEETING
Held on 29th October, 2012
At Nambour Community Centre, 2 Shearer St, Nambour

Meeting Opened: 6.55pm

Present: As per attendance book

Apologies: As per attendance book **Moved:** Donna Holdom

Seconded: Theresa Sieuli

AGM Chair Welcome: (Guest AGM Chair – Mark Wall)

Mark welcomed everyone to The Nambour Community Centre AGM for 2012.

Mark told a story of recent fishing a weekend away with some of the participants from the Nambour men's shed group and being aware that change is ongoing and happens when we are least aware of it. It not only happens in our professional lives but also in our personal lives. Change can be a problem, but it can also bring many opportunities. Everywhere we look changes are taking place in varying degrees. Everything changes, nothing stays the same. The key to adapting to change is how we perceive it.

AGM Theme: 'All things change and we change with them'.

Guest facilitator: (Jenny Blagdon)

Jenny introduced participants to a game called Barnga. This game was an effective tool in highlighting how rules, that we all get used to, can change through manipulation or by natural means. It challenged our skills in adaptability, flexibility and reasoning. This activity also highlighted the importance for clear communication with all involved when instigating change. Jenny also spoke about how change can be negative but that the focus needs to be positive to enable us all to adapt.

To illustrate these points she referred to an Eddie Obeng Business Educator – Ted talk on Smart Failure Eddie describes how someone or something has changed the rules about how our world works. Everything has flipped and we now have a completely new set of rules in operation. Because we're not seeing this, we are spending our time responding rationally to a world we understand and recognize but that no longer exists. This means that things no longer make sense, even though they still look the same.

We are not noticing the change, all that we are noticing is the acceleration. We're not noticing that we have doubled the population in 40 years, we have put half of the people in cities and we have connected them all up, and you can be sitting anywhere in the world now and have a major impact everywhere.

What's happened is that we have changed the scale, the speed and the density of interaction. This is what is no longer the same.

Eddie also describes how we have changed the rules in such a way that our world has become turbulent, therefore it is the rules of turbulence that we now must play by. In a turbulent world we need to be constantly learning but our pace of learning has not kept up with the pace of change. To remedy this we have to stay creative. This requires us to support what he calls "smart failure"- this is the failure that comes from trying something new, something that's never been done before. In our new world we need to support and promote much more of this kind of behavior, and we need to do it together.

Minutes of previous AGM:

Minutes for the 2011 meeting were tabled by Mark. It was **moved:** Mark Wall and **Seconded:** Donna Holdom, that the minutes be accepted as a true record of the previous AGM – carried by all.

Business Arising from previous AGM

There were no matters outstanding from the previous minutes.

Previous AGM Correspondence

There were no items of previous correspondence.

Reports:

Chairperson: Thelma expressed how she felt that the centre emanates a warm cooperative feeling and it's because of this environment that the NCC is resilient and adapts well to change. Change has been the only constant this year at the NCC. Political policy changes and budget restraints are impacting on non-government and government organizations alike. Here at NCC we are managing these challenges proactively.

Thelma thanked the out going committee members for their commitment and assistance to NCC throughout the year.

Moved: Cheryl Crane

Seconded: Mark Wischnat

carried by all

Treasurer (Report delivered by Narelle Poulsen in Chris Gillham's absence)

Chris thanked Cheryl Crane (Financial Administrator) for her dedication to the role during this year. Chris reported that it has without a doubt been a very challenging year financially for the centre with funding cuts and a significant increase in expenses.

Chris highlighted the following from the financial statements: The net loss for the year was (\$43,699) compared to a net profit of \$37,477 in the previous year.

Factors contributing to this result were: Government grants were down by \$13,000 along with a slight decrease in room rental income.

On the positive side our investment account had a significant increase in interest earned, up by a little over \$7,000.

Our expenses were significantly higher on last year being due to the back pay requirements, salary increases and associated costs for staff.

Appointment of Auditor

Narelle moved that the auditors, Initiative Chartered Accountants/Business Advisors, continue to be appointed as the official auditors for the next financial year 2012/2013.

Moved: Narelle Poulsen

Seconded: Theresa Sieuli

Carried by all

Coordinator Report (Mark Wischnat)

Mark thanked Mark and Jenny for their contributions to the AGM through their roles of Chair and theme facilitator.

Mark also thanked the committee and staff for their support in personal down time during his family health matter this year.

Nambour Good Beginnings

Family Support Worker Report (Anna Peters)

I found it a bit of a coincidence that the theme for this year's AGM was 'change'. Looking back I have realized that this year has produced the most changes that Good Beginnings has been through for a while.

It's been a bit of a different year this year, not bad but it did have a few challenges. More to do with our work environment than with the families. It all started with a reduction in work hours and then we needed to reduce our office space to half what we had with the same number of staff. Regardless of these challenges, we banded together, and showed adaptability to circumstances without compromising the support we give to the families.

I would like to give a very big thank you to our wonderful volunteers for the dedication and the free time they give supporting the families. We really appreciate the good work they do.

For me personally, I have always felt honored to work with families. Someone once said to me that for a good relationship you need to work on a strong foundation first, just like a house needs a strong

foundation so that it can withstand the elements. I believe a happy, healthy family is the foundation for a child's good beginning.

Cultural Connections & Community Development Report (Naomi Wiley)

Naomi gave an overview of the year and noted that whilst this year she had to reduce her workload this led to the positive outcome of refocusing on Community Development as the core of her work. With this in mind three new groups were developed in 2012. In partnership with SCOPE the program focused on a "Healthy Relationships Project" which led to the development of two women's groups, one in Mooloolaba and one in Nambour. The other group is a senior's multicultural group. This year also built on the "Working with Interpreters Effectively Training" which since its inception in 2010 has trained 185 community sector workers and students. Naomi thanked everyone participating in the groups for their enthusiasm, involvement and commitment.

Information & Referral, Centre Access (Donna Holdom)

Donna introduced the information & Referral program that has been in development for the last 18 months. This program has only been possible due to the valuable contribution of our volunteers in delivering services and assistance to community members. As is common in delivering new services, a token amount of bravery was required to get these services up and running. The outcome has been very positive and the number of community members accessing these services continues to increase. Donna also stated that the Resource Markets are becoming popular with a steady increase in local organizations participating. The aim of these markets is to define referrals and information passed to community members.

Donna thanked Theresa for all her support, assistance and contributions this year.

All Staff reports: **Moved:** Donna Holdom **Seconded:** Mark Wall

Endorsement of Financial Members

Memberships for 2012/2013 were read out and were endorsed as per membership registration.

Moved: Theresa Seiuli **Seconded:** Gaye Lyell Carried by all

Election of Office Bearers

Mark declared all positions of Management Committee be declared vacant. Nominations were then called for the incoming committee:

Chairperson: Thelma McDougall **Nominated** Nerissa Rohan, **Seconded** Naomi Wiley

Vice Chair: Narelle Poulsen **Nominated** Donna Holdom, **Seconded** Cheryl Crane

Secretary: Gaye Lyell **Nominated** Nerissa Rohan, **Seconded** Thelma McDougall

Treasurer: Chris Gillman **Nominated** Mark Wischnat, **Seconded** Theresa Seiuli

Minutes Secretary: Nerissa Rohan **Nominated** Naomi Wiley **Seconded** Thelma McDougall

General Committee Member Smadar Menashe **Nominated** Donna Holdom **Seconded** Mark Wischnat Carried by all

Presentations:

Thelma McDougall assisted by Theresa Seiuli, handed out certificates to all the Nambour Community Centre volunteers present on the night.

Previous Management committee received a gift as an appreciation for a job well done.

Guest facilitator, Jenny and Mark (AGM chair) received a gift in appreciation of their time and warm contribution.

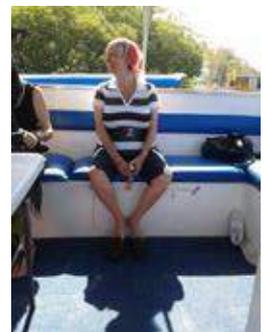
Mark then declared the meeting closed at 8.30pm and invited everyone to stay on for a chat.

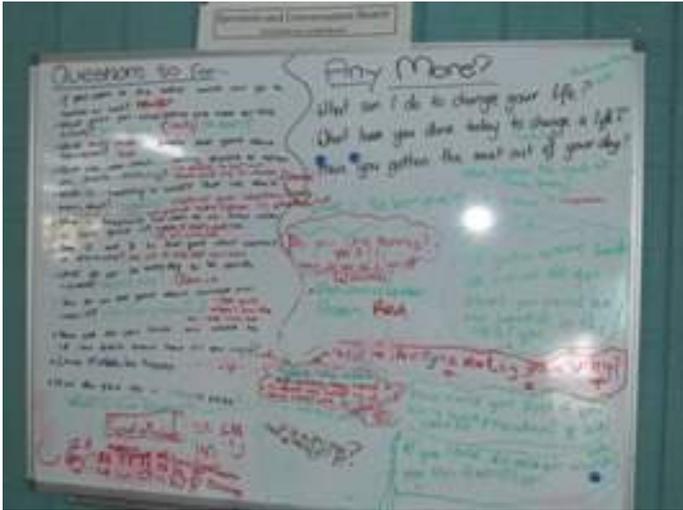


The '10 year anniversary' cake to celebrate 10 years of generous giving by the quilters who through SCOPE have handed over hundreds of lovely handcrafted items to Sunshine Coast refuge organisations.



Students, volunteers and staff participating in Show Your Colours—Footy Colours Day fundraising event





A snapshot of some of the guests at the 2012 Multicultural Excellence Awards organised by the Sunshine Coast Community Cooperative, University of the Sunshine Coast Public Relations students and local supporters and sponsors.



Talk Your Way Fathers & Grandfather's Group

A conversation group open to all
Father's, Male Carers & Grandfather's

A facilitated conversation group to;

- Discuss your expectations and concerns
- Share ideas and experiences
- Learn from your peers
- Deepen your understanding

**Beginning Wednesday 8th May & then
weekly through to 26th June
from 6:00 - 8:00pm
at the Nambour Community Centre**

This is a free group

For more information phone or call in to the
Nambour Community Centre
cnr James & Shearer St, Nambour
phone 5441 4724
www.nambourcc.org



Free Personal Counselling

Nambour Community Centre is pleased to be able to provide face to face counselling sessions with a professionally qualified and experienced counsellor. This service will provide general counselling which can include areas such as grief and loss, life changes, etc. This service is unable to provide counselling in specialist areas such as working with children.



Seeing a counsellor gives you the chance to talk about challenges with someone who can provide a caring and safe environment in which to explore your options. Seeking help from a counsellor is not a sign of weakness or an admission of failure. It's actually the opposite. It's a sign that you have the strength and good sense to get support.



Music Group



Nambour Community Centre is pleased to be able to offer a free **Music Group** to interested people. Come to learn and enjoy music in a group with a skilled and passionate music teacher.

It is a fun learning experience!!
All are welcome

**IT HAPPENS EVERY FRIDAY
Between 10am—12 noon**

Call in & join the group or call 5441 4724 for information.



Wednesday Friends



Come along, chat and enjoy a cuppa!

Every Wednesday
10am to 12pm at

Nambour Community Centre, 2 Shearer Street

Upcoming Group Outing - 'Picnic at the Park'
Wednesday 23rd of June

Everyone is welcome
Gold donation.

For more information contact 5441-4724

2013 Sunshine Coast Multicultural Excellence Awards



Nominations close
4th of October!

MULTICULTURAL EXCELLENCE AWARDS
Impprints that make a difference on the Sunshine Coast

Friday the 18th of October

7pm at the stunning Arnica Waterfront Restaurant.

Do you know someone born overseas, and now a resident of the Sunshine Coast making a difference in their local communities?

Give them the attention and tribute they deserve and nominate them for one of the Multicultural Excellence Awards.

This year there are five different categories for the awards.

Economic - Social - Ecological - Youth - Hall of Fame

To find out more, and to nominate please visit our website
www.scc-cooperative.org or the facebook page www.facebook.com/meawards

Major Sponsors



Tickets are limited - Book now at Arnica
Waterfront Restaurant
14-16 Duporth Ave, Marchoydoore
Ph: 07 5479 6575

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 - 8:30
February, Friday 1st
Bring a plate

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



Boundaries in Parenting

When to say yes...
When to say no

Nambour Good Beginnings is offering a short course on understanding and setting boundaries. These two sessions will focus on attaining a healthy and happy relationship with yourself, family and loved ones.



These groups will be facilitated by Anna Peters, family support worker.

WHEN: Thursday 21st March 2013 &
Thursday 28th March 2013

TIME: 9.30 - 12.30

morning tea provided

WHERE: Nambour Community Centre
cnr of James and Shearer Street
Nambour

COST IS FREE!!!

Book early to avoid missing out
Phone Nambour Community
Centre on 5441 4734 to book



Resource Market



Attention All Local Agencies & Services!

The Nambour Community Centre Inc invites you to our First Resource Market for 2013
Come along and chat with fellow workers, exchange resources, update information & referrals and have fun with the activities.

Our guest speakers will be:

Sue Loughran (Money Makeover) Sue has been operating this volunteer service out of the centre for the last 8 months. She offers advice on budgeting and saving, and provides options for managing debts and creditors.

Megan Clark (GIVIT) Givit is a web based charity which facilitates the donation of essential items to those in need. In order for us to do this we invite charities and community service providers to register with GIVIT and tell us, item by item, what's needed and why its needed—we then get the word out via our website to attract donations of good quality essential items or funds to purchase them.

To be held on Tuesday

MONEY MAKEOVER

"Having financial difficulties?"



Make an appointment with our experienced volunteer at the Nambour Community Centre. She is available on Mondays between 9am and 2pm and can provide confidential, one on one information about your finances.

Areas that she can provide information and assistance with include:

- . Budgeting and saving
- . Managing your bills
- . Options for managing your debts and creditors

Talk 2 Friends.....



- ♦ Meet people and make new friends
- ♦ Practice your spoken English
- ♦ Have Fun!
- ♦ 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.

Talk 2 Friends.....



NAMBOUR
COMMUNITY
CENTRE

What's on, Where and When

Feb 2013



For details of the regular groups and activities happening at NCC check inside, for new stuff coming up see below

Register your Interest - Upcoming Parent Course - *Alive*.
Want to share your skills & passions and make a community contribution in 2013.
Are you interested in sharing some of the skills you have with other people in the community?
Program volunteers

This facility...
entertaining...
course...
likely...
weekdays...
mornings...
be...
we will...
final...
Phone



NAMBOUR COMMUNITY CENTRE'S GOOD BEGINNINGS FAMILY SUPPORT PROGRAM IS OFFERING

STARTING STRONG PARENTING CIRCLE

Starting Strong is offered to expectant mothers & mums with babies under 12mths. Starting Strong parenting Circle aims to provide parents with a range of opportunities to enhance their relationship with their baby. This gathering is about creation and growth, mother creating new life and future community. The sessions are about exploring and sharing experiences, learning together with your baby and build social networks with others in a fun and safe environment.

Monday mornings from 9.30-11.30 starting in late April
This program has proven to be very popular in other areas so please book early.

WHERE: Nambour Community Centre
2 Shearer Street Nambour
WHEN: Mondays for 8 weeks
TIME: 9.30ish until 11.30ish.
COST: FREE
To book or get more info or phone Good Beginnings

Free iPad information Sessions

Did you know that your iPad can be used as an organiser, communicator and an entertainment device?
Would you like to gain confidence and knowledge in using your iPad? Or just want some questions answered?



What is "Pinch to Zoom"???

The Nambour Community Centre will be hosting two iPad information sessions to be held on the 8th and 29th August between 9am - 12pm

Be quick classes of 10 only. Reserve a place by calling
Nambour Community Centre
2 Shearer Street (corner James and Shearer)
Nambour Phone: 5441 - 4724



How do I use the App Store??

Australian Government
Department of Immigration and Citizenship

HARMONY DAY

21 MARCH

www.harmony.gov.au people our business

Colourfest

FREE Multicultural Film Festival

Birch Carroll & Coyle Cinemas Maroochydore (Sunshine Plaza)
Thursday 21st March 2013 11:30-12:30pm
Morning tea from 10:30am
Bookings essential:
<http://scharmony.eventbrite.com.au>

FREE COMPUTER ASSISTANCE

- ONE ON ONE ASSISTANCE
- FROM BEGINNERS TO THOSE WHO WOULD LIKE TO INCREASE THEIR EXISTING SKILLS

Hourly bookings available
EVERY TUESDAY & FRIDAY BETWEEN
9AM - 3.00PM

AT THE NAMBOUR COMMUNITY CENTRE
2 SHEARER STREET

Understanding the value of community

You're invited to attend a special Breakfast Forum that will share the results of a 3 month evaluation of 12 local community groups & services

- How the evidence is gathered to determine "what works" and what doesn't work at the grass roots level with local community
- The real life difference that participants identify they obtain from these groups
- Share in the participants personal and community outcomes
- Discuss how monitoring and evaluation can occur in complex "community hub" organisations

Date: Thursday 30th May 2013
Time: Breakfast 8:00am, Forum 8:30am to 10:00am
Where: Nambour Community Centre
Corner of James & Shearer Streets, Nambour

- The following programs are being evaluated by 5 University of the Sunshine Coast students
- Aware Assertive Alive - parenting communication course
 - Cultural Briefings - information and awareness of other cultures
 - Getting Out There - new arrival student connections
 - Music Group - social music group
 - Parenting sessions - short parenting courses
 - Maleny Shared Lunch
 - Starting Strong - new parent group
 - Talk to Friends - Improving English language socially
 - Watching Her Weight - social group
 - Welcome Group Dinner - local community dinner
 - Class House Mountains Women's Social Group
 - Money Makeover - financial advice

R.S.V.P. by 26th April 2013 to ach00@student.usc.edu.au or (07) 5441 4724

