

# Nambour Community Centre

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*2014 Annual Report*



Building Community by Working Together





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# Agenda

Nambour Community Centre Inc. Annual General Meeting  
Monday 13th October, 2014

Guest Chair: Adolf Kluger

**Theme: Exploring the question,  
“What would it take to polish Nambour so it shines?”**

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

5.45 – Meal

6:00pm —The Annual General Meeting commences

Guest chair Welcome and introduction

- Chair outlines AGM theme
- Apologies noted
- Adoption of the previous AGM minutes
- Previous AGM correspondence
- Business arising from the previous minutes
- Endorsement of new 2014 / 15 memberships

Reports from management committee and staff

- Chairperson- Narelle
- Treasurer - Chris, includes appointment of Auditor Reports, staff
- Coordinator - Mark
- Information, Referral & Centre Access - Donna
- Nambour Good Beginnings - Ali
- Cultural Connections- Shine
- Settlement Program - Linda

6.30 – Dessert

6.45

Chair introduces theme facilitators Jenny Blagdon and Rachael Welsh.

Elections of 2013 management committee

Vacating of all office bearer’s position

Guest chair as temporary chair person for election of office bearer’s

Election of Office Bearers

Guest Chair introduces 2014 / 15 Office Bearers. NCC chairperson welcomes committee members for the coming year.

Presentations by NCC Chair person to,

Previous year’s management committee members

Current Volunteers

Guest AGM chair and theme Facilitators

Close — Guest chair to declare the meeting closed.

## 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 premises 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 premises 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;

Evalyn 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.



# Strategic Plan 2009-14

## 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 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.

# Nambour Community Centre Management Committee 2013 / 14

## **Narelle Poulsen, 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.

## **Nerissa Rohan, Secretary**

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 NCC 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.

## **Lawrence Seiuli**

Lawrence Seiuli is happily married to wife Theresa for 18 years, they have two young teenagers. Lawrence is a public speaker, runs marriage seminars, men's group, family groups, prays for people and serves on the Shack Management Committee. Lawrence is a family man, and loves to see people achieve their purpose in life.

## **Lyndall Hulme**

Lyndall joined the NCC committee last year after finishing up a long career in the community sector, having worked with NGO's, government departments and peak bodies. Lyndall is also active in her local community of Mapleton, particularly the local library and painting group.

**Leslie Le Gallez**

Leslie joined the committee in 2013. Leslie is a qualified social worker and long term resident of the greater Nambour area.

**Tina Lathouras**

B.Soc.Wk [Hons]; Grad Cert Com Dev; PhD

Tina joined the committee to fill a vacancy in February 2014. Tina works at the University of the Sunshine Coast as a Lecturer in Social Work and teaches courses in Community Development and Critical Social Policy Analysis. Her main role on the committee has been to support processes for strategic planning and human resource management, through working parties or sub-committees. Tina also represents NCC on the SC Coalition of Community Boards, a network of committee members who exist to support the viability of small community organisations in a fast-changing social service sector. Tina is a keen quilter, and very proud of the fact that earlier this year she moved up to the 30km group of her bicycle riding club.

## **NCC & Nambour Good Beginnings Volunteers, Students & Staff**

### **Volunteers**

Tina Lathouras	Elizabeth Phillipson-Roe	Joseph Mansour
Lynette Conder	Debbie Mountain	Salini Sreejith
Jan Warne	Megan Wilson	Julie Busby
Maureen Hungerford	Jolene Ogle	Tony Bryant
Ryan Clift	David Probert	Catherine Steer
Alysha Field	Karen Law	Terri Bates
Sue Loughran	Martin Newman	Julie Allen
Colleen Jain	Endah Lestari	Debra Christina
Kaye Butler		

### **Nambour Good Beginnings Volunteers**

Jenny Hill	Karen Newburn	Janine Ziems
Robert & Laila Hastwell	Roz Wruck	Lisa Klein
Norma Hawken	Janet Sweatman	Laura Paine
Lyn Boyle	Helen Staines	Jess Egginton
Nancy Jakeman	Pat Touwslager	Tania Hassan
Toby Smith	Christine Hughes	Jacqui Burns

### **Staff Members**

Alison McNaughtan	Nambour Good Beginnings Coordinator
Anna Peters	Nambour Good Beginnings Family Support Worker
Samantha Robertson	Nambour Good Beginnings Family Support Worker
Cheryl Crane	Financial Administrator
Donna Holdom	Office Manager
Shine-Soyoung Jang	Multicultural Community Development Worker
Linda Dennis	Settlement Program worker
Mark Wischnat	Coordinator
Megan Wilson	(Back fill staff) Cleaner
Naomi Wiley	Multicultural Community Development Worker
	General Community Development Worker
Theresa Seiuli	Office Key Worker
S��verine Litt��e	Meeting Place Dinner Coordinator
Jenny Blagdon	General Community Development Worker

### **Staff Members who departed during this year**

Petra Strong & Belinda Irvin

### **Students 2014**

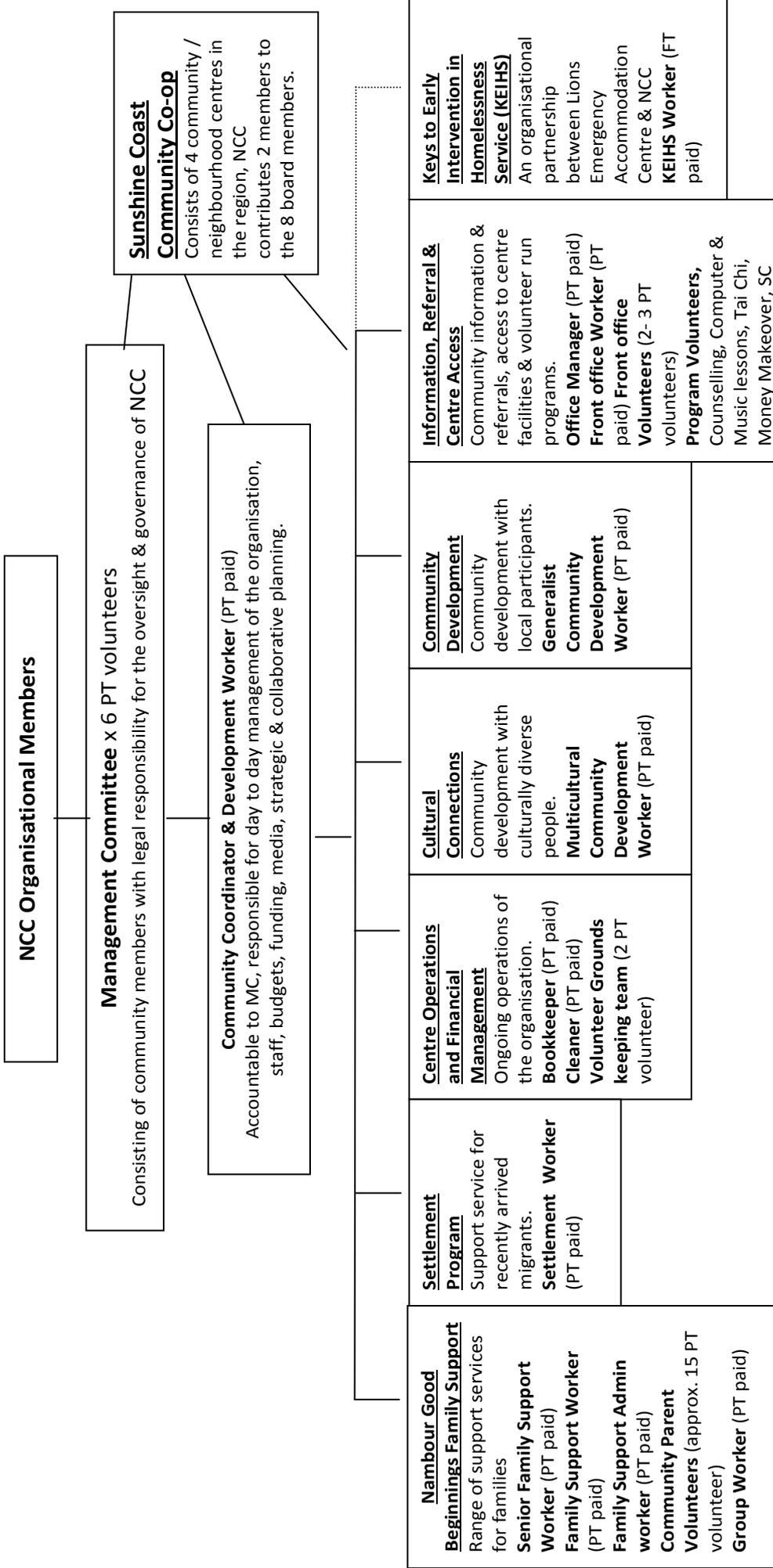
Bibitha John	Lisa Wilkins	Che Pukeroa
Monisha Scaria	Sabita Bigati Karki	Samantha Robertson
Angela Quinn	Amelia Field	Julie Frogner
Page Coyne (Work Experience)	Maddie Grabie (Work Experience)	



# NAMBOUR COMMUNITY CENTRE INC.

Building Community by Working Together

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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

Our centre, like most other small to medium community organisations, has been facing significant challenges over the last few years in context of broader changes within the whole community services sector. Government funding for some programs has been cut, preference is being given to larger organisations and there are greater expectations of demonstrating outcomes for any funding received. Many local place-based organisations have been forced to amalgamate with larger agencies just to survive.

In response to these pressures and in anticipation of possible further changes, NCC has been proactive and creative in its response, finding ways to market the centre and increase room rentals.

In October 2013, Kitchen Carnivale was first presented to the committee as a proposal for the mutual benefit of migrant and refugee women through providing employment opportunities with income and for the centre as an extra direct income stream from room hire making use of underutilised weekend timeframes. This developed into NCC's first social enterprise; authentic cooking experiences - classes and stories hosted by migrant Australians from Bangladesh, Iran, Israel, Mauritius, Philippines, Sri Lanka, Thailand, Vietnam. There was a well-attended thankyou lunch organised by the members in August 2014 in recognition of all the support received. The cooking classes have continued throughout 2014 and are ongoing; bookings being made through a website maintained by NCC staff. We particularly want to thank Naomi, Paula, Ellen, Evv, Julie, Donna and Cheryl for all of their support of this program

Community requests for rental of NCC rooms for private functions were noted and the committee developed a policy in response to an option to increase room rentals income

Conversations between the centre and University of SC resulted in the Uni agreeing to resource the operation of a student unit where up to 4 students on placement are supported by a NCC based field education worker to ensure the placement experience is beneficial to both students and the host organisation. On your arrival tonight you may have noticed the student unit portable office in the carpark, affectionately known as "The Donger" by the committee when first discussing it.

Staff and committee members from the Centre continue to collaborate with numerous other local organisations, in particular, the four neighbourhood centres/associations that make up the Sunshine Coast Community Cooperative.

Collaborations between 6 local, place-based organisations have built upon the existing family support program model to develop the SC Family Alliance - Local Families proposal, to position the centres to potentially attract upcoming funding.

3 of our committee members continue to be members of the Sunshine Coast Coalition of Community Boards. This body was successful in receiving a significant grant from the Qld Community Foundation to foster strategic collaborations within communities. NCC will be the venue for a Community Change Makers lunch as part of the National Change Makers Festival

2014 has also been a year of significant staff/committee changes:

At the AGM last year, we lost our long time chairperson Thelma and committee member Gay, I recognised the need to take on more responsibility. During 2014 however we have also seen the return of previous NCC coordinator, Tina Lathouras, Leslie Strath and a new member, Lawrence Seuli - husband to Theresa. We have been so thankful for our ongoing committee members - treasurer, Chris Gillham, secretary, Nerissa Rohan and committee member, Smadar Menashe and Lyndall Hulme.

Belinda Irvin, our family support worker for Good Beginnings retired and we were sad to say goodbye to both Belinda and Petra Strong but fortunate then to engage Ali McNaughton as the new coordinator.

Naomi Wiley has left a large hole while currently being on long-service leave for 6 months and we anticipate her return in 2015

The Centre was successful in receiving funding for the Settlement Grants program to provide information and support for new migrants, settled here permanently in the last 5 years and we welcomed a new worker, Linda Dennis.

In conclusion, the committee would like to thank Mark and all the centre staff for their foresight, passion and commitment to the centre throughout 2014 in recognition of the "above and beyond" they put into their work

We look forward to participating together in the NCC strategic planning process, already commenced, to be completed towards the end of 2014 as the centre works on ways to "polish Nambour to make it shine"

Narelle Poulsen

Chairperson

## Treasurer's Report

13<sup>th</sup> October 2014.

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

The attached audited financial reports presented reflect the Centre's financial performance and position for the year ending 30<sup>th</sup> June 2014.

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

The net accounting profit for the year was \$76,186 compared to \$53,129 last year an increase of \$23,057.

Factors contributing to this result were:

- Government grants were up by \$95,184, room rental income dropped for a third consecutive year by around \$1,000.
- Our expenses were significantly higher than last year being due primarily to an increase in wages.
- The Centre's Working Capital (Current Ratio) is 3.49:1, a significant increase on last year. This places the Centre in an excellent financial position having almost three and a half 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 the 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 30<sup>th</sup> June 2014.

Yours Sincerely

Christopher Gillham.

## Coordinator's Report

A weekly snapshot –

.....looks like our internet connection is down .....could actually be my computer, its frozen a few times.....Suncoast daily newspaper reporter on the phone, they are wondering if the men's group can be at the centre at 3 this afternoon for a photo (it is now 1:15pm).....Hello its Jessica from PCYC we are wondering if you can support the children by contributing a donation ..... compared to last year the auditor costs increased by 23% .....they need a documented separate insurance coverage before we can proceed ..... We can't finish the submission because the budget template has some of its cells password locked, email says they are placing an updated version on their website tomorrow ..... It's definitely the computer, we will need to replace it ..... Qbuild have arrived they are talking about repainting the internal building ..... we are setting up a reference group and are keen for a representative ..... acquittal was due last Thursday..... we are conducting a survey that will provide a critical evidence base for the sector's policy development .....He is after a copy of our risk management procedure before the booking can be confirmed ....There is a women on the phone who is interested in running a group on a volunteer basis .....

Cue the harps, sunshine and the sweet perfume of roses

When compliance, technology, risk management, insurance, bureaucratic and industry requirements start to erode the spirit of the work at Nambour Community Centre it is music to our ears to have volunteers and other local contributors reenergise this spirit and help us all see the real picture.

Local, energised, connection – it doesn't get any better.

On this note I'd like to say thanks for the fantastic contributions made to NCC by all the volunteers listed on page 10, plus anyone we have temporarily missed mentioning. These contributions genuinely give NCC an essence that adds significantly to its social purpose.

This past year has seen the most significant staff changes occur at NCC in quite a while. Three long term staff departed or have gone on extended leave. Firstly Belinda, the long term NGB senior worker made the move down south to explore her love for all things Melbourne. This move initiated a revision of the roles within NGB and this inturn lead to a restructure which saw long time administrative support worker Petra move on. And then Naomi, who has worked in the dual role of Multicultural Community Development worker and General Community Development worker for long enough that she was entitled to long service leave decided to have a an extended period of leave.

Coupled with departure of long serving chairperson Thelma at the end of last year, I would like to say I'm personally very appreciative of the contribution that Belinda and Petra have made over the years to the centre

We have been super fortunate to be able to welcome firstly Shine, then Ali and then Jenny to move into these roles. As an extra bonus we were also able to retain one of the wonderful students from first semester (Sam) who on a contract basis has been doing some work with NGB.

This brings me onto a big thanks to all the centres staff, I won't list them all as you can see who they are in the rest of this report, but I will mention the behind the scenes people like Cheryl, (finance maestro), Ryan and now Megan who do a great job keeping this place clean.

Highlights for the year include

- The organisations first foray into an external social enterprise venture with Kitchen Carnivale, it has proven to be a great learning experience that has given us all a fuller appreciation of successful commercial businesses. We are very thankful for all the contributions that have been provided by a wide range of people to support this initiative.
- The development of a student unit concept that involves a partnership with University of the Sunshine Coast, big thanks to Gerard and Doug for their involvement in this. And Lisa from Caloundra Community Centre who we worked together with around this work. Also thanks to the students that have had their placement with us this year, we appreciate your patience and understanding us as we collectively learnt new ways for the student unit concept to function.
- The redevelopment of the children’s playground area – big thanks to Craig from Dept of Communities Regional Property Asset team for his help with arranging the levelling, retaining wall and installation of new softfall.
- The development of a combined funding application between a number of the coasts neighbourhood and community centres - North Short Community Centre, Pomona Community House, Manly Neighbourhood Centre, Maroochy Neighbourhood Centre and Caloundra Community Centre. At the time of writing we are not sure of the outcome from this work but there has nonetheless been some genuine benefits that have come to light by going through this process. Certainly it feels like we have developed a multi organisational process that can be called upon for future opportunities. Moreover the application development process forced us to better elaborate on the strengths and advantages that are part of the operations of each of our community and neighbourhood centres.
- A full year of the Sunshine Coast Settlement program and the great work of Linda and all the participants and other parties who have contributed to it.
- The current strategic planning process is currently taking shape and providing to be a really interesting process, really looking forward to its direction

To finish I like to simply list the two funniest moments that come to mind when I reflect on this years work

Earlier on the year I was at the front desk when a young women popped her head in the door and said “just checking what time are the wiggles starting?”, turned out the Wiggle were at the Civic Centre and there was a venue mix up.

Other memorable moment was getting into a discussion with a community group about the process for “booking” access to the wheelchair accessible toilet for two specific time period on a twice weekly basis.

Cheerio

Mark Wischnat,



# Information, Referral & Centre Access

## Assisted Referrals

We have had a total of 121 assisted referrals

Main issues:

Housing, emergency relief, legal, social isolation, & finance

## Operational Activities

There has been a lot of work going on in the children's area this year.

We now have a new soft fall surface in the playground and a block retaining wall with improved drainage from the top properties



## Our Website

David our communications volunteer 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 5,830 visits and 14,269 site views.

[www.nambourcc.org](http://www.nambourcc.org)

## Resources

Now we have more resources on display thanks to our new brochure holders

Currently there are 209 Brochures available for Information & Referral



## Unassisted Referrals

We have had a total of 160 unassisted referrals

Main issues: Legal, local information, housing, counselling & other diverse issues.

## Room Rentals

Currently we have 51 tenants with 16 new tenants accessing the centre for the first time this year. We have had one social booking.

Tenants and staff have utilised our rooms for 6,228 hours.

## Community Library

We currently have 669 books in our library

## Book Exchange

We currently have 6 members

## Free Computer Access

We have recorded 483 occasions where community members have accessed the computers this year. The computer room is now seeing activity on a regular basis

## Information Inquires

We have had a total of 186 information inquires.

Main issues: Computer assistance, NCC resources, family support & finances

## Centre Access

11,042 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)

## NCC Bulletin

Our bi-monthly bulletin, which is primarily distributed electronically, is currently received by 315 organisations & Community members.



Julie (Frontline volunteer)

## 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.

We are constantly on the lookout for new organisations or newly introduced community services and invite them 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 23 organisations and 31 workers participate in the markets this year.

## Our Volunteers – Task, Role & Event Volunteers

Our Volunteers, what would we do without them. This year our volunteers have contributed 1,227 hours 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 Deb 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 Wednesdays, but is also training to be a Frontline assistant, helping us with community member enquiries, room rentals and administration tasks.

**Promotions Volunteer**, Lynette has delivered some really useful work for the centre around its public relations and external communication. Given that prior to Lynette taking on this role this type of work was undertaken 'on the run' it's been wonderful for us to have someone dedicated to invest the time and diligence towards this part of the organisation. Lynette has also provided a valuable sounding board and perspective for the development of new activities and resources.

**Communications Volunteer**, David is responsible for monitoring and maintaining our website and Facebook page. He also makes sure that our bi-monthly bulletin is constructed, updated and completed on time.

**Event Volunteers**, Jolene & Megan are called upon to assist with NCC events. One example is the AGM preparation and assistance on the night.

## Farewell

Farewell to two great volunteers this year, Ryan (Gardening volunteer) & Julie (frontline volunteer). We wish you all the best in your future endeavours.

Martin Newman, our Volunteer gardener.



## Our Volunteers – Program 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. They do a wonderful job and we continue to receive a lot of positive feedback from community members.

### Computer Assistance

Maureen and David are our two volunteer computer assistants who work on Tuesdays Wednesdays and Thursdays 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 250 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.

### Financial Counsellor

Sue our volunteer financial counsellor has been kept busy with appointments this year. She has assisted 103 community members with budgeting advice, developing saving plans, managing bills and assisting with options for managing debts and creditors.



### Sunshine Coast Multimedia

Tony Bryant is the volunteer and facilitator of this group.

This group is for people to learn by sharing ideas and techniques. Some of the topics covered are: learning how to get better photos from your digital camera, upload photos and videos to the internet and using photos in a blog or on social media.

The group numbers have ranged between 4 to 20 people each week.



### Nicklin awards



Congratulations to our volunteers (Maureen Hungerford, David Probert & Sue Loughran) for receiving the 2014 Nicklin award for their assistance to community members.

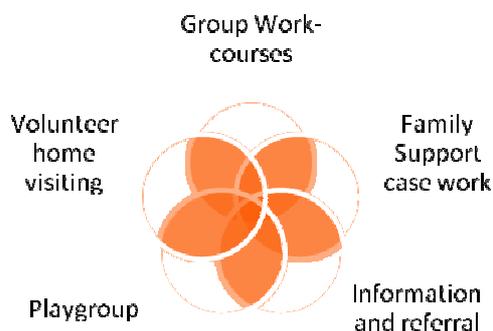
# Nambour Good Beginnings Family Support Program

Supporting Parents in the most important job in the world....PARENTING!

Nambour Good Beginnings (GB) believe that healthy parent child relationships are essential for the well-being of children, families and communities. We have been busy supporting families and parenting in 2013-2014 in so many ways!

Good Beginnings has supported 96 families and 165 children in a variety of ways over the last over the last 12 months. This is what we have been busy doing:

- Intensive family support (in-home)
- Volunteer family Support (in-home)
- Playtime Playgroup
- Parent Drop IN Morning
- Bringing Up Great Kids Parenting Course.
- Music2Grow classes
- Back to Basics Cooking Group
- Boundaries Parenting Group
- Kenilworth Parenting Circle
- First Aid for Parents course x 2
- Motherhood Out Loud
- Dr Bob talks to parents (topics have included: Understanding Children's Behaviour, 2 Greatest Secrets of Parenting, Parenting without Power & Positive Ways to communicate with your children).
- Good Beginnings Advisory Group.



It seems that in many instances we have come back to Nambour Community Centre's roots of developmental work! As a new staff member I have been very curious about where it is we came from at NCC. It seems that right from the beginnings of this organisation we have been interested and directly involved in prevention and early intervention within the sphere of Child Protection. At Nambour Good Beginnings we believe that the very best ways to protect children is to support their parents and families. This is our core business. Over the last 12 months we have been directly involved in a range of activities that do just that.

## Queensland Child Protection Commission of Inquiry – The Carmody Report.

2013-14 has seen some fundamental reform in the area of child protection in Queensland. As a member of the Sunshine Coast Community Cooperative we were involved in developing a discussion paper which outlined the model of work Good Beginnings and other community and neighbourhood Centres have developed to support families struggles escalating with an aim of connecting to families early and in a non-stigmatising informal way that supports the development of natural helping networks and wrap around supports. It was through our response to the Carmody Inquiry's findings that we began to build on our natural connections with other Neighbourhood Centres and formed the Sunshine Coast Family Alliance. It is under this banner that we have

been involved in the Tender process for Intensive Family Support funding through the Child and Family Reforms in Queensland.

Good Beginnings has also retendered for Federal Funding through the Australian Government Department of Social Services. Both of these funding submissions are in the pipeline as this report is written, but we will know of the outcome within weeks of the AGM.

**The Good Beginnings Advisory Group** is a function of our work that assists us to care for families more holistically. We have been working towards extending the participation on this network to not just Community sector representation but Education and Health sectors also. The aim of the network is to support families across these sectors to receive the appropriate and adequate supports that each individual family may require. Good Beginnings has also been working closely with Caloundra Community Centre with a strategy to regional the functions of this network.

We have a team of dedicated **Volunteer Community Parents** that is 14 Strong. 4 new Community Parents have joined the team in the last few months. Volunteer Community Parents are champions, they connect with families in their homes, at the park, accompany families to appointments, offer a helping hand in times of stress and struggle, but most importantly their brief of this role is to “be with”. This is a very powerful role indeed.

As a Good Beginnings staff team we have been connecting with families through our two groups that run each week, **Playtime** on Tuesdays and **Parent Drop In morning on a Thursday**.



We have continued to outreach to **Kenilworth** with the **Parenting circle** being held fortnightly in the park. We have been supporting families in their homes with often complex family struggles, offering support to strengthen Parent Child relationships, build on social connectedness in a way that develops and builds confidence esteem and reliance. We have also been working closely with the Department of Child Safety to support families that are currently in the child protection system whether that is through reunification processes or supporting the family’s efforts to build parental capacity. Good Beginnings has also been working to build strong referral pathways for families that have quite diverse needs. We have been working to connect a range of supports for Young Parents in Nambour.

Good Beginnings offers a range of parenting Education options for families. This year we facilitated a **“Bringing Up Great Kids”** course in partnership with Uniting Care Community, Thank you to Sabine Schroeder for her fabulous facilitation skills. We have also hosted a **Boundaries course** and a **“Back to basics”** cooking course.



In mid 2014 we introduced our **“Parenting Talks” series**. Parent Talks is a once monthly information session/workshop that is relevant to parenting and families. Since this began we have had a range of sessions. We would like to say a big thank you to Dr Bob Jacobs from The Parenting Centre for his ongoing support of Nambour Good Beginnings and the Parenting Talks initiative; he has lead conversations on the range of topics (listed above). We have offered **First Aid for Parents**

**and Volunteer courses** twice over the last 12 months with a great turn out each time to skill up on child specific first aid knowledge. Thank you to Judy from Assist First Aid.



We have also offered 3 sessions on **Music and Play**. These classes were lead by Verna form Music2Grow. Thank you again Verna for offering families the opportunity to have so much fun and learn so much about the positives of music for children’s physical emotional and neurological development.

**At the Centre:**

We have been very fortunate to have the Department of Communities fund the upgrade of our playground.



**Motherhood Out Loud** took on the myths of motherhood in 2013, offering women an opportunity to explore the depth of feeling that comes with the experience. It offered a creative exploration of how motherhood affects our relationships & friendships, our sense of self & our self-esteem. Coming together for comfort, reassurance & confirmation that motherhood is the toughest job in the world, but can also be the most rewarding. We created pieces of art that aim to build awareness and value motherhood.



The support from Students throughout the year enhances everything that we do here at GB. We would like to thank Sam, Lisa and Julie specifically for your unique gifts and contributions you have made to the program as well as family members.

**What would it take to polish Nambour so it shines?**

Good Beginnings has worked closely with staff and students supporting an afternoon Play Party. We were super keen to find out from parents and children, what we could do more of, that would make their town and families that live here shine.



## **CAMS Sunshine Coast**

It's been six months since I have been backfilling Naomi's position as a CAMS worker. I am very grateful with the opportunity to work with such a great team, as when I was on my placement, I hoped to work with these wonderful guys one day. And the day has come and I am enjoying every minute of my NCC experiences 😊

During the last six months, my focus was more of keeping Naomi's work in good shape, rather than trying new things. I was impressed with how much work Naomi has done; she was amazing for looking after all different activities. I was fortunate to work very closely with Linda and we were working together collaboratively in many activities, including:

### **Cultural Briefing – Intercultural Dialogue**

After Linda's workshop for migrants about parenting in Australia, I invited three guest speakers from different cultural backgrounds. Ali, co-ordinator for Nambour Good Beginings, from Australia; Theresa, receptionist for Nambour Community Centre, from Samoa, and Indri, receptionist for Caloundra Community Centre, from Indonesia. We formed three small circles with each guest speaker with 10 participants and spent 20 minutes to share their experiences of parenting in Australia. The guest speakers moved to other circles after each 20 minute session, so all participants had an opportunity to listen to different experiences. People expressed their positive experiences by saying they 'learned the variety of views on parenting in different countries' and 'how to balance the different cultural ways of parenting styles in different environment'.

### **Sunshine Coast Cabinet Meeting**

NCC was invited to the Sunshine Coast Community Cabinet Meeting held in June 2014. Three members from the Sunshine Coast Multicultural Employment & Advocacy group joined the meeting with Hon. Glem Elmes, the Minister of the Aboriginal and Torres Strait Island and Multicultural Affairs, and his team, with support from me and Linda Dennis, settlement worker at NCC. The members presented their concerns around the issue of unemployment for migrants and barriers they are facing in finding a job, including recognition of certification from their home countries, and experiences of discrimination. The group asked for support doing a survey for employees and resuming the paid work placement experiences for migrants. After the meeting I sent a thank you letter on behalf of the group members, and received a reply letter from Hon. Glen Elmes. The group members agreed that it was a good opportunity to promote the group and its activities.

### **Multicultural Women's Groups**

Maroochydore Women's Group was working well with support from a volunteer, Maria Park until early this year. However, due to reduced numbers of participants for the group, the group is not meeting since March. On the other hand, Nambour Women's Group was started again in May 2014 with a request from a community member who was looking for some activities for herself. The group was operating with 2-4 regular members, and met for an hour for 7 times. The aims for the group was diverse, including socialising with other women in Nambour and supporting each other, sharing information about migration, health, employment and tasting food from different cultures. The women felt connected through developing friendships and learning about different cultures. Also a new craft group started as a result of a request from a woman in the group.

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.

**Information & Referral**

Topics themes:  
Legal, Domestic Violence, Employment, Cultural and General information

**Intensive English Unit**

Ongoing relationships with Lynette and teachers, as well as parents and students from CALD backgrounds, auspice funding for developing a website for parents and students with information relating to school activities, government support, social support, and more.

**Economic Participation Grants**

Successful with \$20,000 grants for developing business panels to support CALD Businesses, project started to get underway.

**Harmony Day**

80 people attended for colourfest film festival at Cotton Tree Park, working in collaboration with Diversicare, Settlement program, TAFE, Carers QLD, Suncare and Better Life Vision.



**Craft Group**

2-4 active members with support from a volunteer, Catherine. Members are working on different activities, including knitting, sewing, crochet and toy making.

**Networks and Advocacy**

**Sunshine Coast Multicultural Network** – 4 meetings, 11-22 participants, 74 active members, send emails with multicultural information to 194 people – multicultural events, training/workshop, job vacant, and networking information.  
**Sunshine Coast Multicultural Employment and Advocacy Group** – 12 active members, meeting fortnightly to work on advocate activities for migrants who are unemployed and under-employed and looking for a job  
**CAMS Network** – Queenslanders Accessing Interpreters Working Group – joined the teleconference, information sharing through regular email exchange

**Multicultural Excellence Awards 2014**

USC PR Students and Students on placement at NCC and CCC – presenting night on 23<sup>rd</sup> October at the Big Kart Track.

**Support for multicultural groups**

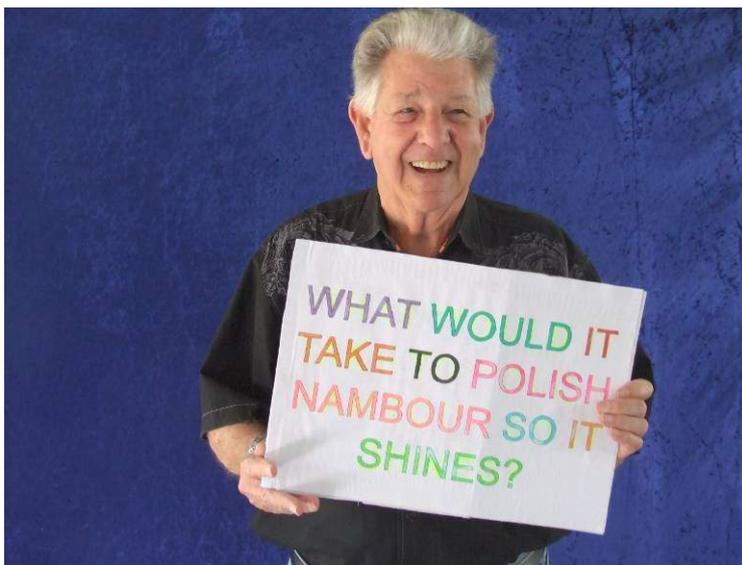
Aussie.Indo  
Sunshine Coast, We Care  
Multicultural Association Inc.,  
Festuri, Buddies,  
Sunshine Coast Welsh Society,  
Filipino Community Council of Queensland Inc.,  
TAFE, Italian School Committee



**Festuri 2014**

Held a stall with 3 community members, opened the space for them to trial run their business ideas, including massage, clothes alteration, and jewellery making.

## Community Development



NCC is in the process of reviewing its strategic plan (it is five years since the last plan was drawn up) and community development efforts in the later part of the year have focused on engaging the community in the development of this plan. The community development worker and students, together with Rachel Welsh, Adam Cashmore-Brooke performance artist, Tony Bryant videographer and Laurie photographer have developed face to face and online opportunities for local people to creatively explore the question “What would it take to polish Nambour so it shines?”. One such opportunity was a play party with local children and their parents and caregivers. The team have also been out and about

meeting with people on the streets, in their businesses and in their homes and talking to community groups. The answers thus far have been illuminating and the feedback received will ultimately help shape how NCC best contributes to and participates in the Nambour community over the coming years.

Another focus has been on evaluation. As seems to be common among community agencies the world over we often struggle to tell the stories of our successes and even more so those of our failures. We’ve been considering how to go about growing evaluative thinking amongst staff and volunteers and how to develop evaluative processes that help us better understand, report on and grow the work we do.

With the support of inclusion and diversity, an essential aspect of community development, we have been working to host a Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) training day. We’re hoping this day will contribute to further awareness in our community, and among community agencies, as well as open the door to transferring this awareness into collaborative and inclusive practice.



## Student Unit

Students have always played an invaluable role in the life of the centre and for the first time this year NCC has hosted a Student Unit for the University of the Sunshine Coast. This has enabled groups of students to work with an onsite supervisor who supports them to link the theory they have been learning at university to what they are learning in practise. In total eight social work students have contributed to and learned from the wide variety of experiences on offer through the centre, including participating in and facilitating groups and programs and taking part in community development activities. In semester two the USC students were joined by a medical student, prompting a great opportunity to explore community wellbeing. Some students also had the chance to participate in a series of workshops with Rachel Welsh, story teller and creative play worker – a great chance to explore using story and creativity in the work of community development. After feedback from students in the first student unit USC provided a demountable office (aka The Donga) for the students' use and this has provided a wonderful space from which to learn and engage.



## Current Community led groups that have link with Nambour Community Centre

- Cooking group
- Craft group
- Music group
- Sunshine Coast Multimedia group
- Men's group
- Wednesday Friends group
- Writers group

## Meeting Place Dinner – Séverine Littée



Having been part of the dinners for many years, it was with great pleasure that I accepted the position this year. At first I was a little worried because “Naomi’s shoes” looked a bit big to fill. It was a bit of a worry when we only had a small number of attendances in the early part of the year. I began to worry if my shoes weren’t good enough, but after reflection and supervision, I put my shoes on and embraced the challenge.

Challenges! Yes, they come in all shapes and forms. However, with the support of NCC staff we have conquered them. I guess, my passion (and yes I will say it) and love for the dinners have helped me through those challenges to the point that even being pregnant does not stop me from wanting to be here.

In the past few months I was asked how long the dinners have been going for and where it started. I honestly had no idea! So I researched a little. The dinners started in 2009 and were called the “Nambour Welcome Group”. The purpose, as per the project plan, was to “Assist new migrants to the community to get to know Nambour, meet new people and assist them to find information and connections essential to settling well in the community”. The project soon changed its name to the current Meeting Place Dinners.

The dinners have expanded its targeted group to all community members. However, the information sharing, connections and assistance to settling in Nambour is still happening. Many people have heard about the dinners by word of mouth, or “because their friends told them how great it is”. Often you will hear conversations about businesses or groups that others could go to/join, and the community Centre is always a point of reference. We often get positive feedback from new comers and how they wished they had known about the dinners sooner.

Ok let’s get to business. The year 2014! This year we have had a fluctuation of attendance with numbers varying from 30 to 80 people. The dinners have been a mixture of “Bring a Plate” and themes. We have had: a Pasta theme in March (cooked by Markus), an Iranian theme in April (Cooked by Saba and Ali), we welcomed the kitchen Carnivale ladies in June (contributing to our biggest attendance of the year), the August dinner was a “happy Long Service Leave for Naomi” (cooked by Markus, Tania, Endah and Pamela). We have received \$802.75 in donations which has contributed to the purchase of groceries for the dinners.

I would like to thank everyone that has contributed to the dinners. Especially a big thank you to Brian, who has been at the Community Centre every month around 3.00pm to set up the tables. Everyone has been contributing to the dinners, by cooking, doing dishes (especially the group of men), packing up etc. I would also like to personally thank everyone who have been making sure that the ‘baby bump’ and myself are well looked after. I’m looking forward to seeing what the next year brings.



# Settlement Program

I began working at the Nambour Community Centre in Sept 2013 as a Migrant Settlement Worker.

## Workshops

From September, 2013 to September, 2014 I have organised 16 workshops and have had 235 people attend these workshops. These have included:

- 3 swimming sessions for migrant women at Nambour Primary School Pool,
- A love and marriage workshop, facilitated by Avril from SCOPE (covering domestic violence and healthy relationships),
- Two workshops were held at Nambour Library as part of Harmony Day Celebrations. These workshops were on Driving in Australia facilitated by an accredited driving trainer (from an ATSI background) and Migration in Australia led by a Registered Migration Agent.
- 3 workshops were held at Nambour Tafe :
  - Volunteering, facilitated by Volunteering Sunshine Coast,
  - Australian Workplace Culture facilitated by Cross Cultural Competence Trainer,
  - Employment: Rights and Responsibilities facilitated by Sunshine Coast Community Legal Service.
- Ali McNaughton from Good Beginnings and I facilitated a workshop on Happy Families. This workshop was followed by an intercultural dialogue where speakers from Australia, Samoa and Indonesia shared their experience about parenting in Australia.
- The Multicultural Worker and I also ran a workshop on culture shock and homesickness.
- Two finance workshops were facilitated by Sue Loughran from Money Makeover. One of these was held at Nambour Community Centre and the other at Solutions 4 Learning.
- Three workshops were held at Nambour Community Centre facilitated by The Team Leader at Salvation Army Employment Plus, A local small business owner and the Multicultural Services Officer at Centrelink.



## Case Management

I have helped 50 clients through the Settlement Grant Program. Clients are typically married to Australian males and were born in Thailand, Indonesia, Philippines, China, Japan and Vietnam. Three clients are refugees. Most of my clients are female and some have children.

## Information and Referral

Information has been provided on employment, driving in Australia, Education pathways and English classes, family and relationships, health, housing, Centrelink and Social Security, migration and legal services. I have made 398 referrals, 285 of those were unassisted and 113 assisted.

Approximately a quarter of incoming referrals were from family and friends. There is no substitute for personal experience and recommendations from people who potential clients know and trust. The local Adult Migrant English Program has referred a large number of clients.

Clients have been referred to organisations that can provide information and support such as community organisations, TAFE, job network providers, AMEP, Centrelink and ethno specific organisations. Clients were also referred to migration agents, legal, medical and counselling professionals (including domestic violence and support services.)

## Community Coordination.

47 meetings have been attended or organised.

Meetings with mainstream organisations have built community connectedness through providing advice on policy and program development, advocacy, sharing information and promotion of issues on behalf of clients. Existing networks and referral pathways have been expanded and enhanced.

Meetings attended or organised with

- AMEP
- Domestic and Family Violence Organisations (SCOPE, Sunshine Sanctuary, SunnyKids, Najadah)
- Sunshine Coast Housing and Homelessness Network, Lions Emergency Accommodation
- Sunshine Coast Multicultural Network
- Resource Markets
- Centrelink/Job Service Agencies
- Sunshine Coast Multicultural Employment and Advocacy Group
- Sunshine Coast Council – Sunshine Coast Libraries
- Queensland Department of Transport and Main Roads
- Queensland Health
- Suncoast Community Legal Service
- Sunshine Coast Registered Migration Agents
- Ethno Specific Organisations – Chinese Christian Church, Aussie Indo Sunshine Coast Community, Filipino Community Council of Queensland

## Highlights

- Attending 3 citizenship ceremonies with clients
- 10 clients got paid work. One refugee client obtained a 6 month paid work placement with ANZ bank. Two clients obtained extra hours at work and 3 ladies began volunteering.
- Clients undertook further training eg in aged care, child services, English classes, and barista and bar work training.
- One client passed the written road rules driving test
- 3 clients have been assisted in finding a new rental property and moving house
- Being invited to ethno specific community events eg national festivals
- Clients attending the monthly community dinner at Nambour Community Centre and also linking in with other community programs.
- Working with other like minded people to promote cultural diversity eg festuri, the outdoor film night on harmony day at cotton tree park, harmony day at the library including tai chi demonstration and cooking demonstration, attending Community Cabinet, playing AFL and cricket with children from multicultural backgrounds at Nambour School
- Organising multicultural lunches for clients and students who attend Friday conversation class (Talk 2 Friends) - and watching friendships develop



## Keys to Early Intervention in Homelessness Service

Hello everyone. I'm happy to say that I am now compiling my 2nd KEIHS Nambour AGM report and am still really enjoying my work, and the positive collaboration I have with the wonderful supportive staff and outstanding programs that exist at the Nambour Community Centre.

It has been another busy year for KEIHS Nambour. Case management positions have been at full capacity throughout the year, and a steady flow of information, advocacy and referral services have also been consistently provided. Some common trends that have been impacting on people's tenancies are loss of jobs, cuts to casual employment, work-cover issues, debt, lack of budgeting skills, lack of affordable housing and relationship breakdowns. I'd like to present a case study that highlights some work that has been completed at the Nambour office during 2014 (personal details have been omitted).

### Case Study

Ellen is in her 60s and became homeless after a relationship breakdown. She stayed with friends and relatives for a period, but when these relationships also fell apart, Ellen became homeless again. She came into case management with a new tenancy after a period in crisis housing. At the time of entry, Ellen had been recently diagnosed with cancer and needed an operation and chemotherapy. On the surface of case management, the key issues and goals were around health support and about setting up a new tenancy, but some of the less visible issues impacting on Ellen's capacity to sustain her housing included depression, anger and difficulty relating to other people.

### Planning and Actions:

- KEIHS helped set up the tenancy, purchased a washing machine and supported Ellen to make her unit into a home
- KEIHS supported Ellen to attend various health appointments and to manage her chemotherapy
- KEIHS provided some food support whilst Ellen was requiring expensive medication
- The informal focus of case management became Ellen's interactions with others. She was very lonely and socially isolated, but was often very aggressive in the way she interacted with others. Time was spent building relationship with Ellen, exploring Ellen's behavior and the impacts it had for her and what types of relationships she wanted in her life. Ellen resultingly began practicing other styles of interaction.
- KEIHS supported Ellen to purchase a small dog. Ellen had her heart set on getting a pet before she even moved into her property, and had already got approval for a pet. KEIHS thought it might alleviate some loneliness and help her to focus on the positive. KEIHS took her to get her much wanted little dog.

### Key Outcomes Achieved:

- The dog transformed Ellen's life and demeanor. She became much gentler in her communication style and began to enjoy life again. Ellen said she had hope for the future.
- Ellen reformed some important family relationships and even developed some new relationships in the complex she lived in. This was aided by her sociable, friendly little dog.
- Ellen's tenancy was sustained, although she continued to struggle with the cost of medication.
- Ellen started to take some responsibility for her own goals and organized to get herself to a Financial Counselling appointment.
- Ellen recognised her own need for health support and linked herself with support from the Cancer Foundation.

I would like to extend a warm thank you to the NCC management committee, and to the fantastic staff and dedicated coordinator of the NCC who make my role at KEIHS truly a great place to work.

**Melinda Thompson – KEIHS Support Worker, Nambour**

## Thank you's

- University of the Sunshine Coast – Gerard, Natalie, Tina, Carey and Doug
- Pam for her work on the upcoming settlement directory and additional documents
- KC supporters
  - Tony, Laurie and Lara for their photo work.
  - Julie, Paula, Evv, Peppi
  - Cheryl and Donna
  - The many other people who have contributed in a variety of different ways
  - Naomi for all her “outside work” hours efforts
- Peppi for his input and support and response to occasional random questions
- Bart's First Business (BFB) – donations of ladder and round table
- Michael for work with the new brochure displays
- Sandy Howard Donation of table & chairs
- Peter Wellington and his team for their support throughout the year.
- Our funding supporters liaisons – Anna, Michelle, Steve, Annette, Ati and Jenny from our funding bodies – Queensland Department of Communities, including Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, Commonwealth Department of Social Services and the Sunshine Coast Council.
- All those local businesses that have contributed food to the community dinner over the last 12 months.
- Renaes Pantry, The Lane Palmwoods.
- Festuri (Di)

# Nambour Community Centre Inc members list

## Current Members

Anna Peters  
Brian Blatt  
Cheryl Crane  
Chris Gillham  
Donna Holdom  
Evy Vanderpoel  
Hyunjung Park  
Jolene Ogle

Karen Marshal  
Linda Dennis  
Lyndall Hulme  
Mark Wischnat  
Megan Ogle  
Narelle Poulson  
Narissa Rohan  
Severine Littee

Smdar Menashe  
Theresa Seiuli  
Tina Lathouras  
Leesa Fae Goeldner  
Thelma M<sup>c</sup>Dougall  
Allen Bell  
Ralph Hemensley

## New Members

Adam Cashmore Brook  
Christina Saulo  
Joedee Morel  
Robbie Murray

Julie Allen  
Leigh Barham  
Ma Victoria Tampos-Reid  
Amrita Rauber

Sindu Pauly  
Pamela Oxley  
Michael Philip Poltock

**Happy Families**  
Free information session for migrants



Friday 16<sup>th</sup> May  
9.15 - 10.30am

Nambour Community Centre  
Corner of James and Shearer St

Facilitator: Ali McNaughtan, Good Beginnings, Family Support Program  
(Nambour Community Centre)

Topics covered include:

- Family roles and structures
- Family care and support
- Keeping your identity and family traditions
- Family life across 2 cultures
- Common issues in all families (food, study, clothes, music, tech behaviour)
- Parenting styles

Bring a friend. Grandparents welcome. Morning tea

To register or for information phone Linda Dennis, Migrant Sett  
5441 4660 or email [suncoastsett@smail.com](mailto:suncoastsett@smail.com)



The settlement Program is funded by the Australian Government, Department of Social Services under the

**Are you interested in ....  
Photography, Video, Audio  
or Community Media ?**

If you're interested in getting together with other people to:

- Learn about Photography and Multimedia
- Find out how to make a short video
- Upload photos and videos to the Internet
- Use photos in a Blog or on Social Media
- Swap ideas & brainstorm new ones
- All levels welcome – Beginner to Expert

We would love to meet you to discuss your interests  
Meetings are at 6.30pm each Wednesday evening in  
Nambour Community Centre,  
2 Shearer Street, Nambour

Or you can phone 5441 4724,  
and us on Facebook  
email to [suncoastsett@smail.com](mailto:suncoastsett@smail.com)

Nambour Community Centre Inc

**Facebook Group Sessions**

Confused about the difference between your Timeline and your News Feed, or just want to know what a Poke means?

The Nambour Community Centre is running 2 group workshops to help community members who would like to start using Facebook to communicate with family and friends.



The Where and when...

Dates: August 13th & 20th  
Time: 11:30am-1:30pm

Bookings essential as there are a limited number of spaces available. Tea and coffee provided.

Nambour Community Centre Inc

Cor James and Shearer Street,  
PO Box 1042, Nambour Q. 4560

Phone: 5441 4724  
Email: [suncoastsett@smail.com](mailto:suncoastsett@smail.com)  
Website: [www.nambourcc.com.au](http://www.nambourcc.com.au)

**Are you looking for positive ways  
to communicate with your kids?**

Nambour Good Beginnings is excited to have Dr Bob Jacobs from The Parenting Centre present a **FREE workshops** to families in the Nambour and surrounding areas. Dr Bob is an inspirational speaker and has proven to offer a numbers of parents an alternative or different approach to traditional Parenting. He is also the author of "Perfect Parents, Perfect Children: Changing the World by Celebrating our Perfection".

Nambour Good Beginnings supports healthy parent and child relationships and offers a range of supports that promote positive parenting and deliver a range of support for parents.

WAYS TO COMMUNICATE WITH

**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

**Craft Group**

Do you want to learn how to use a sewing machine?

This group teaches skills including:

- ❖ Dressmaking
- ❖ Repairing
- ❖ Pattern Cutting
- ❖ Knitting
- ❖ Crochet
- ❖ Hand Sewing
- ❖ Embroidery

Please come along and make your own masterpiece. Material provided.

When: Every Monday

**2013 Sunshine Coast  
Multicultural  
Excellence  
Awards**



Nominations close  
4th of October!

MULTICULTURAL EXCELLENCE AWARDS  
*Impacts that make a difference in 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](http://www.scc-cooperative.org) or the facebook page [www.facebook.com/meawards](http://www.facebook.com/meawards)

Major Sponsors



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

## Bringing Up Great Kids

A parenting program for building good relationships with children

Bringing Up Great Kids (B.U.G.K.) - developed by the Australian Child

This course requires a 5 week commitment from participants and covers

- Reflective parenting, focusing on building parent-child connections
- Positive communication patterns that promote calm & respectful family interactions
- Facilitating the development of children's positive self-identity
- Teaching Mindfulness skills.

The course is aimed at parents who have children under the age of 10.

When:	Mondays
	May 19, 26, and June 2, 9, 23 2014
Where:	Nambour Community Centre, Nambour
Time:	10:00am - 1:00pm (Please arrive 9:45)
Ph:	(07) 5441 4724 (Booking is essential)
Cost:	Free

Morning tea will be provided. Unfortunately we have no capacity for child-minding. If you require further information or to register, please call **UnitingCare** between 8.30am and 4.30pm Monday to Friday on 5403 2650. Only registered participants will be accepted into the course.

The B.U.G.K. Program has been developed by the Australian Childhood Foundation with the support of the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.



## 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

Between 5.30pm—8.00pm

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



## Resource Market



### Attention All Local Agencies & Services!

The Nambour Community Centre Inc invites you to our second Resource Market for 2014. Come along and chat with fellow workers, exchange resources, update information & referrals and have fun.

Our guest speakers will be:

**Wild Knobel (SORT)** SORT Recycling Ltd is a new social enterprise based in Maroochydore and Nambour who test and set up PCs & laptops to Microsoft business program standards, and make them available to children, young people, low-income families, seniors & community agencies across the Sunshine Coast.

**Boyfield (Headspace)** Headspace Maroochydore is a free, confidential service for youth aged between 12 to 25 who are going through a crisis.

To be held on Tuesday the 29th July, 2014  
1:00pm—3:00pm

## FINANCIAL COUNSELLOR

### "HAVING FINANCIAL DIFFICULTIES"

An experienced volunteer of the Nambour Community Centre is available each week on Mondays (Tuesdays during school holidays) between 9 and 2pm to provide one on one information about budgeting and supporting you to manage your financial difficulties.

Areas that she can provide information on include:

- Budgeting and Saving
- Managing your bills
- Options for managing your debt

To make an appointment, phone or call our Community Centre, cnr James & Shearer Street, Nambour  
phone 5441 4724  
www.nambourcc.org

## 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.



Nambour Community Centre  
Cnr James & Shearer, Nambour  
Call in and join the group or  
call 5441 4724 for information  
www.nambourcc.org



## 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.....

# 2013 Minutes

**NAMBOUR COMMUNITY CENTRE INC**  
**ANNUAL GENERAL MEETING**  
**Held on 30th September, 2013**  
**At Nambour Community Centre, 2 Shearer St, Nambour**

**Meeting Opened:** 6.05pm

**Present:** As per attendance book

**Apologies:** As per attendance book    **Moved:** Donna Holdom                      **Seconded:** Chris Gillham

**AGM Theme:** Food, the ultimate community builder

**AGM Chair Welcome:** (Guest AGM Chair – Jolene Ogle)

Jolene welcomed everyone to the Nambour Community Centre AGM for 2013. Jo introduced the theme for this year and found it relevant and almost essential to the smooth flow and ambience of all types of groups and meetings. As the current President of the student Guild at the Sunshine coast University, she has found that board meetings seem more productive and inclusive when there is a sharing of food involved.

**Guest Speaker:** (Ben Sirl from Renae's Pantry, The Lane at Palmwoods "food, community and how we can solve all the world's problems")

Ben outlined the food and community journey that he and his partner have been on over the last few years. He talked about mindful consumption and some of the possibilities that it can provide to local communities and their residents by helping them build meaningful connections and sustainable business ventures.

Currently Ben and his partner are directing their energy to Renae's Pantry / The Lane at Palmwoods which has been a success in a number of unexpected ways. It attracts very large numbers of people for the food but Ben suspects that it is the sense of community that really pulls in the people. Ben went on to talk about some of the future plans for the Lane.

Ben concluded by taking a couple questions and receiving very warm applause. Ben also gained a lot of interest from attendees about visiting The Lane and participating in the experience.

**Minutes of previous AGM:**

Minutes for the 2012 meeting were tabled by Jolene. It was moved: Gaye Lyell and Seconded: Thelma Mc Dougall, 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 stated that she was not re-nominating for a position on the committee this year. She felt that change is refreshing, it provides new opportunities, renews energy, and recruits new sets of skill to value add to the committee. Thelma thanked the out going committee members for their commitment and assistance to NCC throughout the year and also thanked staff and volunteers for their warmth and friendship.

**Moved:** Naomi Wiley                      **Seconded:** Narelle Poulsen                      carried by all

## **Treasurer**

Chris thanked Cheryl Crane (Financial Administrator) for her dedication to the role during this year.

Chris reported that the centre sits in a good financial position.

Chris highlighted 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) in the previous year.

Our expenses were significantly lower on last year being due to the back pay requirements being accounted for in 2012, this brought about a reduction in salary and, associated costs for staff.

## **Appointment of Auditor**

Chris moved that the auditors, Initiative Chartered Accountants/Business Advisors, continue to be appointed as the official auditors for the next financial year 2013/2014.

**Moved:** Thelma McDougall

**Seconded:** Narelle Poulsen

Carried by all

## **Coordinator Report (Mark Wischnat)**

Mark thanked Jolene and Ben for their contributions to the AGM through their roles of Chair and Guest speaker.

Mark also stated that this year's 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.

He also thanked all participants who contributed time and energy at the centre throughout 2012/2013. Public places to share food, stories and support are crucial to our society and your contribution to them enables them to continue.

## **Nambour Good Beginnings**

### **Senior Family Support Worker Report (Belinda Irvin)**

Belinda and her team continue to keep their focus on maintaining healthy relationships with their clients, the staff at the centre and the complex network of the wider community. The data collated, is a reflection of a well nourished level of productivity from the Good Beginnings program.

Belinda gave a very big thank you to the wonderful volunteers for their dedication and the free time they give in supporting the families. We really appreciate the good work they do. Belinda also thanked Anna and Petra for their work in keeping the wheels running smoothly within the program.

## **Cultural Connections &.Community Development Report (Naomi Wiley)**

Naomi found the Multi cultural Womens group, cultural briefings and the Getting out there programs were the key highlights this year. She was also very happy about the centre receiving the Settlement grant which will provide individual support for migrants in the region. She thanked the students, community members and volunteers for all their work and assistance throughout the year.

## **Information & Referral, Centre Access (Donna Holdom)**

Donna outlined the areas of work that the information and referral program administers and maintains. She highlighted the effectiveness of the Resource markets and the amount of community members accessing the computer room. She thanked the volunteers for their ongoing input and commitment towards the smooth running of the centre and providing assistance and skills to community members.

She thanked Theresa for all her hard work and ongoing support through the year.

**All Staff reports:** **Moved:** Melinda Thompson

**Seconded:** Thelma McDougall

### **Endorsement of Financial Members**

Memberships for 2013/2014 were read out and were endorsed as per membership registration.

**Moved:** Donna Holdom      **Seconded:** Belinda Irvin      Carried by all

### **Election of Office Bearers**

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

**Chairperson:** Narelle Poulsen **Nominated** Naomi Wiley, **Seconded** Cheryl Crane

**Secretary:** Nerissa Rohan **Nominated** Mark Wischnat, **Seconded** Naomi Wiley

**Treasurer:** Chris Gillman **Nominated** Naomi Wiley **Seconded** Cheryl Crane

#### **General Committee Member**

**Smadar Menashe** **Nominated** Mark Wischnat **Seconded** Donna Holdom

**Lyndall Hulme** **Nominated** Cheryl Crane **Seconded** Donna Holdom

**Lawrence Seiuli** **Nominated** Donna Holdom **Seconded** Mark Wischnat

**Leslie Le Gallez** **Nominated** Mark Wischnat **Seconded** Donna Holdom

Carried by all

### **Presentations:**

Narelle Poulsen assisted by Belinda Irvin, 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. Narelle thanked Thelma for her generous 8 year contribution to the Nambour Community centre

Guest Speaker, Ben and Jolene AGM chair, received a gift in appreciation of their time and warm contribution.

Belinda presented Mark with a gift to acknowledge his completion of 5 years at the centre.

Jolene then declared the meeting closed at 7.57pm and invited everyone to stay on for a chat.

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Narelle Poulsen Chairperson - Dated