

# Nambour Community Centre

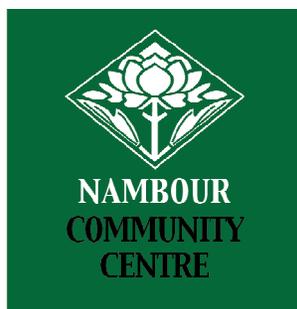
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*2015 Annual Report*



Building Community by Working Together





## 2015 Annual Report Contents

<b>AGENDA</b>	<b>4</b>
<b>ABOUT NAMBOUR COMMUNITY CENTRE</b>	<b>5</b>
OUR APPROACH TO OUR WORK	5
OUR HISTORY	5
OUR AREA OF WORK	6
<b>NAMBOUR COMMUNITY CENTRE STRATEGIC PLAN</b>	<b>7</b>
<b>NAMBOUR COMMUNITY CENTRE MANAGEMENT COMMITTEE 2014 / 15</b>	<b>9</b>
<b>NCC &amp; THRIVING FAMILIES VOLUNTEERS, STUDENTS &amp; STAFF</b>	<b>11</b>
VOLUNTEERS	11
STAFF MEMBERS	11
<i>Staff Members who departed during this year</i>	11
STUDENTS 2014/15	11
<b>CHAIRPERSON'S REPORT</b>	<b>13</b>
<b>TREASURER'S REPORT</b>	<b>14</b>
<b>COORDINATOR'S REPORT</b>	<b>15</b>
<b>INFORMATION, REFERRAL &amp; CENTRE ACCESS</b>	<b>18</b>
<b>THRIVING FAMILIES FAMILY SUPPORT PROGRAM</b>	<b>22</b>
<b>CULTURAL CONNECTION (CAMS) SUNSHINE COAST</b>	<b>26</b>
<b>COMMUNITY DEVELOPMENT</b>	<b>30</b>
STUDENT UNIT	32
MEETING PLACE DINNER	34
<b>SETTLEMENT PROGRAM</b>	<b>35</b>
<b>KEYS TO EARLY INTERVENTION IN HOMELESSNESS SERVICE</b>	<b>38</b>
<b>THANK YOU</b>	<b>39</b>
<b>NAMBOUR COMMUNITY CENTRE INC MEMBERS LIST</b>	<b>40</b>
<b>2014 MINUTES</b>	<b>43</b>
<b>FINANCIAL STATEMENTS</b>	<b>44</b>

# Agenda

Annual General Meeting of The Nambour Community Centre Inc.

Monday 12<sup>th</sup> October, 2015, from 5:30

## Theme: Reporting to our members - playfully, artfully, heartfully and mindfully

- 5:30, arrive, sign in, meet and enjoy a pre meeting drink
- 5:40, meal commences
  
- 6:00, the Annual General meeting commences
  - Chairperson of Nambour Community Centre welcomes everyone, introduces committee and Indigenous acknowledgement
  - Chair introduces theme Overview of evening's program including about the Strategic Plan process and what we are attempting to do e.g. both report to the attitudes, and add to the plan tonight (Narelle & Jenny briefly recounting development of plan)
- Apologies noted, adoption of the previous AGM minutes, AGM correspondence & Business Arising from the previous minutes
- 6:10, Reports from management committee and staff (max 5 minutes each)
  - Chairperson — Narelle
  - Treasurer — Chris, includes appointment of Auditor for coming year
  - Coordinator—Mark
  - Thriving Families Team
  - General Community Development – Jenny, Ana & Rachel
  - Cultural Connections - Shine
  - Settlement Program – Linda
  - Student Unit – Jenny & students
- 6:50, Motion to amend Constitution proposed (Tina and Karis)
- 7:00, break for dessert
  
- 7:10, Chairperson welcomes everyone back and Organisational activity commences - What's missing from the Strategic Plan (Narelle, Lyndall, Tina & Karis).
- 7:45, Chairperson begins business of the AGM
  - Chairperson hands over to guest chair (Barb Robinson) for the selection part of the meeting
  - Endorsement of new 2015 — 16 memberships
  - Vacating of all office bearer's position & Elections of 2016 management committee
  - Guest chair introduces 2016 Office Bearers, includes NCC chairperson welcoming committee members for coming year
- 8:00, Presentations by NCC Chairperson to,
  - Previous years management committee members
  - Current Volunteers
  - Guest chair
- 8:20, Chair - Close

## About Nambour Community Centre

Nambour Community Centre is an independent social purpose 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.

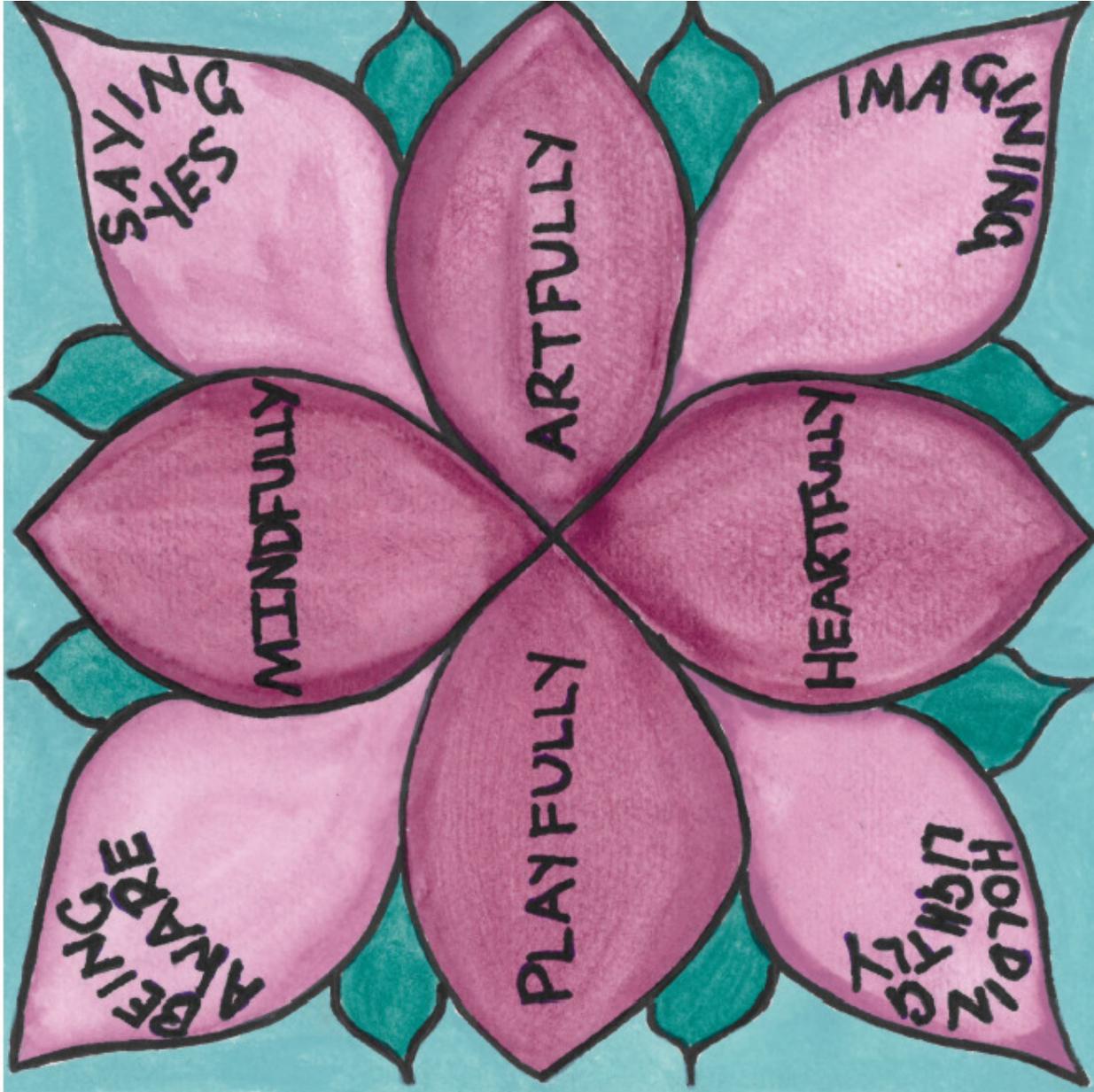
The committee members to be appointed at the first AGM held at the Nambour Community Centre on the 3rd November 1999 were;

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 Community Centre celebrated the 10 year anniversary of the opening of the Shearer Street building; sadly this coincided with Gail Perry passing away. As fate would have it the 10<sup>th</sup> anniversary celebration activities were held on the same day as Gail's funeral which meant that some people were able to travel from the funeral to the celebrations.

## **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.



**THE STRATEGIC PLAN**

1. Gently cut or tear off the strategic plan.
2. Carefully lift the tip of **IMAGINING**, **HOLDING it LIGHTLY** between your thumb and pointing finger.
3. Move slowly until the tip of **IMAGINING** joins the tip of **BEING AWARE**. (Take care not to go over the edge at this early stage!)
4. Notice something has begun to **EMERGE**. Take care not to rush ahead. Be curious and comfortable in not knowing.
5. Gently and firmly use your **HANDS to CREATE** a crease at the base of the triangle.
6. Unfold the triangle.
7. **BREATHE IN, BREATHE OUT.**
8. **SLOWLY**, in any direction, beginning with **MINDFULLY**, read or speak each word twice (remember to **BREATHE**). Notice how you are **FEELING** inside as you work.
9. Gently lift the tip of **HOLDING LIGHTLY** between your thumb and pointing finger.
10. Move slowly until the tip of **HOLDING LIGHTLY** joins the tip of **SAYING YES**.
11. Notice something more has **EMERGED**. Gently and firmly use your **HANDS to CREATE** a crease at the base of the triangle.
12. **UNFOLD** the work.
13. Turn the work over.
14. **STARTING ANYWHERE, FOLLOW IT EVERYWHERE, IMAGINING ARTFULLY, HEARTFULLY, MINDFULLY** and **PLAYFULLY** what is possible.
15. Take one corner at a time and move gently and firmly from the edge to the center. Take your time. The **WORK** cannot be rushed.
16. **REST & REFLECT** awhile, noticing what is emerging.
17. Turn the work over. Notice again what has emerged.
18. With your thumb and pointing finger move each point, in any order, **ARTFULLY, PLAYFULLY, MINDFULLY, HEARTFULLY** from the edge to the center.



## **Nambour Community Centre Management Committee 2014 / 15**

**Narelle Poulsen**, Chairperson (BSW, BHMS(Ed), MAASW)

Narelle has been on the committee of Nambour Community Centre since 2002, joining while working as a social worker facilitating a young parents support group based at the centre. 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, continuing to work with young people and families on the Sunshine Coast since then. Narelle is currently a mental health social worker 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.

**Lawrence Seiuli**, Ordinary member

Lawrence Seiuli joined the committee in 2013. He is happily married husband with two teenagers. Lawrence is a public speaker, counselor, performs Wedding ceremonies and is active in the Community. He speaks Samoan fluently and has travelled to many countries running conferences equipping people and young ones to get the most out of life. He runs marriage seminars, men's group and family groups. He also serves on the Management committee of 'The Shack' community centre here in Nambour. He loves rugby and of course he supports the NZ All Blacks.

**Lyndall Hulme**, Ordinary member

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 currently active in her local community of Mapleton, particularly the local library, painting group and more recently the local gym.

**Tina Lathouras**, Ordinary member (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.

**Karis Ross**, Ordinary member (MA-Art Therapy MSW(Q))

Karis is a social worker and art therapist. She has a varied background which includes working as a jillaroo, a Registered Nurse, an activist and community development worker. She has much multi-cultural experience, having grown up in PNG, and travelled in Asia and Central America. Karis has lived on the Sunshine Coast for 10 years, 8 of those in Nambour where she continues to live with her teenaged son and several rescued animals. She currently works at the University of the Sunshine Coast as a research assistant (in Social Work) and with homeless and marginalised people at The Shack Community Centre in Nambour. She has had extensive experience as an Art Therapist and continues to enjoy using art to communicate. Her hobbies are reading, poetry, listening to music and playing guitar.

**Luke Westwick**, Ordinary member (B.Soc.Wk)

Luke joined the committee in 2015. He previously enjoyed being a student on placement with NCC learning more about community in a supportive environment. Some of his passions include community development, social justice, more sustainable ways of living and improving the out of home care system for young people in foster care. He is originally from the great state of Victoria but it was too cold so he left and joined the armed forces for 6 years, with a few 'sunny' overseas deployments. He then saw the light and had a career change wanting to be a social worker and support young people. Luke currently works as a social worker in the foster care sector on the Sunshine Coast and North Brisbane region.

Luke says that it has been exciting to see Nambour rejuvenating over the past few years and he believes in being a contributing member in my local community. Other passions include spending time with my family, keeping healthy, supporting the mighty AFL Geelong cats (my hometown), 4x4ing/ exploring and taking my beagle and kelpie-x out on adventures.

**Members who left the committee during the year**

**Smadar Menashe**, Ordinary member

## **NCC & Thriving Families Volunteers, Students & Staff**

### **Volunteers**

Tina Lathouras	David Probert	Karis Ross
Lynnette Conder	Narelle Poulsen	Luke Westwick
Megan Ogle	Nerissa Rohan	Tony Bryant
Maureen Hungerford	Chris Gillham	Catherine Steer
Ryan Clift	Lawrence Seiuli	Suzanna Colville
Jolene Ogle	Lyndall Hulme	Lee Chapman
Sue Loughran	Martin Newman	Jan Warne
Deborah Christina	Barb Robinson	

### **Thriving Families Volunteers**

Janet Sweetman	Amy Donnelly	Sheree Perry
Helen Stains	Nancy Jakeman	Toncie Wells
Roz Wruck	Nina McElhone	Chris Birtles
Norma Hawkins	Kahlia Johnson	Angela Chippett
Karen Newburn	Karen McCarthy	Phillip Raven
Sheree Mitchell	Toby Smith	Tania Hassan
Jessica Egginton	Jacqui Burns	Lisa Klien

### **Staff Members**

Cheryl Crane	Financial Administrator
Donna Holdom	Office Manager
Linda Dennis	Settlement Program worker
Mark Wischnat	Coordinator
Megan Wilson	Back fill staff/Cleaner
David Probert	Back fill staff
Shine-Soyoung Jang	Multicultural Community Development Worker
	General Community Development Worker
Theresa Seiuli	Office Key Worker
Séverine Littée	Meeting Place Dinner Coordinator
Jenny Blagdon	General Community Development Worker
Alison McNaughtan	Thriving Families - Coordinator
Anna Peters	Thriving Families - Family Support Worker
Kaila White	Thriving Families – Family Support Worker
Carey Shaw	Thriving Families – Family Support Worker

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

Naomi Wiley	Anna Greenfield	Samantha Robertson
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### **Students 2014/15**

<b>Semester 2 2014</b>	<b>Semester 1 2015</b>	<b>Semester 2 2015</b>
Babitha John	Dean Kelly	Matt Van der Lugt
Monisha Scaria	Jessica Millwood	Suky Oliver
Angela Quinn	Lovely Prince	Emma Kill
Amelia Field	Siju Pathinanchichim Tom	Toncie Wells
Julie Frogner	Amelia Sealey	Sanju Rajeev



## Chairperson's Report

In my report last year, I mentioned the significant challenges our centre were facing in context of changes within the whole community services sector over the last few years. Across Queensland, we have seen many local place-based organisations amalgamating with larger agencies to more successfully attract government funding or even just to survive. Recently, Mark and one of our committee members, Karis have been on a road trip to visit two of these larger centres to gather concrete data for ourselves regarding benefits and drawbacks of these significant changes. The Sunshine Coast Cooperative, of which NCC is a member is also exploring the possibilities of more complete collaboration.

Fortunately for NCC, there has been no sense of urgency as 2015 has brought significant relief, in the form of renewed and extended funding agreements of some of existing NCC programs. For the first time in many years, we have been so excited to be able to recruit two new permanent positions and one of our staff had their work hours extended to full time. We welcome Kaila and Carey to the Thriving Families program (formerly NGB) and Shine back to the General Community Development and Multicultural Development Worker role on a permanent basis.

In mentioning individuals, I'd also like to warmly welcome new committee members, Karis Ross and Luke Westwick who joined since the last AGM. We also sadly farewelled Smadar Menashe during the year and our secretary, Nerissa Rohan has taken a year's leave of absence.

2015 has been a year to refresh the community development underpinnings of each of NCC's programs as will no doubt be described further in the program reports. Even our constitution has been reviewed for its relevance and later in tonight's proceedings, we intend to move relevant changes.

In conclusion, the committee would like to thank Mark and all the centre staff for their foresight, passion and commitment to the centre throughout 2015 in recognition of the "above and beyond" they put into their work.

Narelle Poulsen

Chairperson

## Treasurer's Report

12th October, 2015

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 particularly challenging year for her.

This year has been a good year financially. We have been very strict with budgets once again, putting 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 30th June 2015.

I would like to highlight the following from the financial statements: the net accounting profit for the year was \$22,561 compared to \$76,186 last year a decrease of \$53,625.

Factors contributing to this result were:

Government grants were up by \$23,164, but we had an increase in room rentals of around \$10,000 on last year.

Our expenses were once again significantly higher than last year being due primarily to an increase in wages.

The Centre's Working Capital (Current Ratio) is 7.93:1, a significant increase on last year. This places the Centre in an excellent financial position having almost 8 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 have 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 June 30th 2015.

Yours Sincerely

Christopher Gillham.

## Coordinator's Report

This time last year it would be fair to say that there was a reasonable amount of change swirling around, but I guess you could equally say that this is an ever present reality for all social purpose organisations and more broadly community groups, individuals, families and businesses in the 21<sup>st</sup> century. Perhaps because the community centre was part way through a new strategic plan this change felt to me that it was a little more affecting. Sitting at the three quarter point of 2015 there is still ongoing change but for a variety of reasons it almost feels to me, dare I say it, "more comfortable".

At the surface level some of the factors that contribute to this include that the community centre has been fortunate to be looked upon favourably over this past year with some of its funding proposals. This in turn has enabled us to increase our activities specifically with families and migrants who have recently settled in the region. It has also given us opportunity to bring some new people into the organisation and provide some employment certainty for others.

At a deeper level it feels like the strategic plan that has been worked on for the last 12 – 16 months has now provided new opportunities for us to learn and move into change with a shared purpose and intent.

Running alongside our own organisational experiment with change is the continued emergence of a new identity for Nambour, one that has creativity and confidence at its core. As a locally based social purpose organisation we certainly feel buoyed by this new mood and over the last year have been more intentional to connect with it.

So for this years report I'm going to have a shot at looking back at the year through the lens of our newly minted un/strategic plan as the work that has gone into it has certainly flavoured how I have gone about my role of coordinator since our 2014 annual report.

Out of the 4 attitudes and 4 practices that form the structure of the plan the practice of "Saying Yes" has been the one that I have felt the most this past 12 months. While I have always tended to lean towards "yes" as the quality of people who work, volunteer and access the organisation mean their ideas are quality to begin with, so letting the "baker bake their bread" is often the wisest response.

However over this past year the "Yes's" have been more thoughtful and a maybe required a little bit of bravery that is composed of some uncomfortableness mixed with excitement. These intentional "yes's" have involved stepping into new and unknown spaces.

For example this year we have engaged more deliberately with the mainstream media. Previously I have considered the media a bit of a distraction and even with a little bit of caution but when opportunities arose this year to engage with media people and develop some relationships I have chosen to participate fully. This has lead to greater "exposure" for some of our activities as well as the building of trust between us and some journalists. And while this kind of media activity doesn't on its own constitute 'the work' it does provide additional opportunity for connecting so it is one element of the work that I'm keen to explore further in the coming year.

Saying "Yes" to proposed activities and people that at first thought seem to be on the fringe of our range of activities has also lead to us being involved in activities that we historically may have been just on the fringes off, for example the Nambour Together event, the Meet the Candidates hosting event and the planned hosting of the Open Forum Mosque event early in the year. Additionally the playful presentation to the Department of Communities NGO Forum and the current un/strategic plan process itself are a deliberate step taken by this organisation into a different future.

Which brings me to some acknowledgement for this year.

Special mention to Rachel and Jenny for all the thought, heart and hard work they invested in facilitating our un/strategic plan process and the development of our strat plan document. I feel it's a unique and inspired piece of work that will help us all travel on a community inspired path.

The thank you's for this piece of work also extends to all the community members who participated and guided this process. So to those people who gave us some time for a conversation on their door step or joined in with the dancing and drawing activities at the centre we really do appreciate your contribution in bringing us to this point.

Personally I'd like to thank Robbie for the ideas that she has sparked off and helped ignite, some of them have lead to work and connections that will continue into 2016.

While it was a temporary arrangement for most of last year, Naomi's departure for new opportunities became formal in December 2014. We have collectively said lots about her contribution to the organisation over her many years of work but I think it's necessary to formally acknowledge it in our annual report as well, so big thank you to Naomi, reminders of her work live on at the community centre in many of our continuing groups and activities.

As is often a theme of my contribution to the annual report I'd like to restate our thanks to the volunteers, both regular and occasional who provide not just their passion and energy into the organisation but also help us stay open and connected. As a social purpose group volunteers are critical to opening community connections and increasing the organisations awareness.

During the middle part of 2015, we had the fortune to have Ana joining us on a temporary basis to do some community development work with us, big thank you to her for stepping across from the Hinterland Community Development Association and sharing her skills with us. Thanks also to Lisa and Indri at Caloundra Community Centre for making this arrangement work so seamlessly. Also big thanks to Ana and her husband for the wonderful original song they performed at one of our strategic plan sessions.

While I'm on the subject of other organisations I'd like to again thank our Sunshine Coast Community Cooperation colleagues at Caloundra Community Centre and Maroochy Neighbourhood Centre who are always available for bouncing ideas off and provide sage advice.

Thanks to the Nambour Community Centre committee who I feel continue to provide the organisation with the right blend of mindful and heartfelt leadership. As a group they provide stability without being closed to new ideas and approaches.

Lastly thanks to all my colleagues at NCC, it's a joy to do the everyday work with you all and a real experience to do the non everyday work that we are learning to do together more and more.

Mark wischnat, coordinator.



## Information, Referral & Centre Access

“We sometimes think poverty is only being hungry, naked and homeless. The poverty of being unwanted, unloved and uncared for is the greatest poverty. We must start in our own home to remedy this kind of poverty” – Mother Teresa

As the frontline of the centre, our job and our passion is to build community and foster social inclusion and connection in all we do; mindfully, heartfully, artfully and playfully.

### Mindfully



Being aware of community needs, questioning how we can assist people and improve our service, as well as plan, create and think critically about our experiences are all part of developing social inclusion here at the Nambour Community Centre.

Throughout the year we collect data and engage in conversations with community members to find out how we can be more mindful about our work and how best we can offer assistance when needed.

Collected data helps us to become aware of emerging community needs and desires, as well as gain a sense of the changing reality for community members so that we can respond in real time and create plans for the future.

This year, we have welcomed 9830 community members to the centre, had 6817 visitors to our website and 14,499 page views.

At the front desk, with the help of dedicated volunteers and front line workers, we have assisted 138 community members with information enquiries, the most common enquiries being about our resources at the

centre and computer assistance.

There have also been 183 unassisted referrals and 101 assisted referrals with the main issues being legal, counselling, the centre’s resources, housing and accommodation needs and access to external services.

Our computer room continues to see a lot of activity with 410 community members accessing the computers this year.

Room rentals not only provide an income for the centre (helps us to keep the lights on) but also provides a safe, affordable and accessible place for people to meet. We currently manage 64 tenants and combined with staff bookings, our rooms have been accessed for a total of 6,666.5 hours this year.

Our bi monthly newsletter, which is primarily distributed electronically, is currently received by 289 organisations and community members. Those who can’t receive it electronically, are sent a hard copy on request or they are available at the centre. The newsletter continues to be a very useful tool in explaining all that we do and provide at the centre.

Building relationships to build and strengthen community. We have facilitated two resource markets this year with a total of 18 people and 15 organisations. The aim of the markets were to raise awareness of local and surrounding support organisations, update and learn about services available, and network and liaise to enable us all to assist community members with effective, relevant and current information.

Co-development of outreach programs based at the centre who deliver much needed services to the community. Suncoast Community Legal service, the community access point program with Legal Aid QLD, KEIHS, early intervention into homelessness service and SCOPE, domestic violence counselling & support service.



This year we ran an Easter raffle to raise funds to assist The Shack in restocking their pantry. We were delighted to be able to donate \$163.00.

## **Heartfully & Mindfully**

At the heart of our work is a passion to strive for genuine care for not only community members but for the staff and volunteers working within NCC.

For the frontline workers, being heartfelt means creating a nurturing, welcoming and caring environment for everyone.

This year, our volunteer program has continued to focus on working with our dedicated volunteers to ensure they are passionate, caring, compassionate and hopeful in all they do.

For example, volunteer training assistant Dave has changed his role to include training frontline volunteers, as well as planning and updating the volunteer program so it remains reciprocal and benefits both the volunteer and the centre.

We believe volunteers are the lifeblood of all we do at the frontline and that all volunteers deserve to feel needed, useful and engaged with the work they carry out.

Dave also joins forces with Maureen to run the computer assistance program, Maureen and David have completed 230 computer assisted appointments this year and David has conducted a Facebook session for 11 community members.

Maureen has also committed to becoming the resource volunteer; another vitally important role for the centre. Her main focus will be updating, restocking and maintaining the centre's 215 resources currently available for community members.

Our personal document supporter, Lynnette, assists community members with filling in forms, writing letters and developing resumes. Lynnette's assistance and work in this program has answered a long awaited need in the community.

Sue, our financial counsellor, has held 72 appointments this year and has helped community members with budgeting finance, savings plans, managing bills and assisting with options for managing debts and creditors.

## Artfully

When Winston Churchill was asked to cut art funding in favour of funding the war effort he simply replied, "Then what are we fighting for?"

Being artful allows us to imagine, create and express ourselves.

Suzanna's music group enjoy singing, dancing and playing musical instruments. On average, four people have been attending the group on a weekly basis with participants given the opportunity to develop their musical potential or simply share their love of music.

Lynette has also volunteered as the centre's promotions volunteer and has delivered great work in the areas of public relations and external communications, as well as ideas and perspective on the development of new activities and resources.

Catherine and Carol have brought their skills to the centre to facilitate a craft group that allows community members to sew, knit and create art works together in a shared social environment.

Tony facilitated The Sunshine Coast Multimedia Group where people learnt through sharing ideas and techniques. Between four and 15 people enjoyed the group, with some of the topics covered including, how to get better photos when using digital cameras, how to upload to the internet and how to use photos on social media.

Falun Gong is an ancient Chinese exercise and meditation practice that lee conducts at the centre. It is a powerful and holistic way to enhance participants' health and wellbeing. An average of 4 community members have been attending this group each week.

Megan and Jolene continue to be our event volunteers who can be called upon for extra hands when available. We rely on their fresh artful approach when organising events.

## Playfully



"We don't stop playing because we grow old. We grow old because we stop playing" – George Bernard Shaw.

Life is about balance, delight and finding humour, joy and curiosity; work should be no different. On the frontline we ensure we "hold things lightly" and embrace "creative disruption" by enjoying activities and celebrations throughout the year.

This year, staff and volunteers have celebrated Easter, Melbourne Cup Day, a visit from Santa, plus many more shared meals, laughs and birthdays.

**Heartfully, mindfully, artfully and playfully** this would describe our two wonderful gardeners Martin and Ryan. Creating and making, mindful of centre requirements and safety, perseverance and persistence, care and courage and improvisation and flexibility. Thank you for working emergently with our ever changing community centre.

## A Special Thank You

I would like to take this moment to thank all of our volunteers who have not only given 760 hours of their valuable time to the centre this year, but have also embraced their work with passion, commitment, pride, purpose and love.

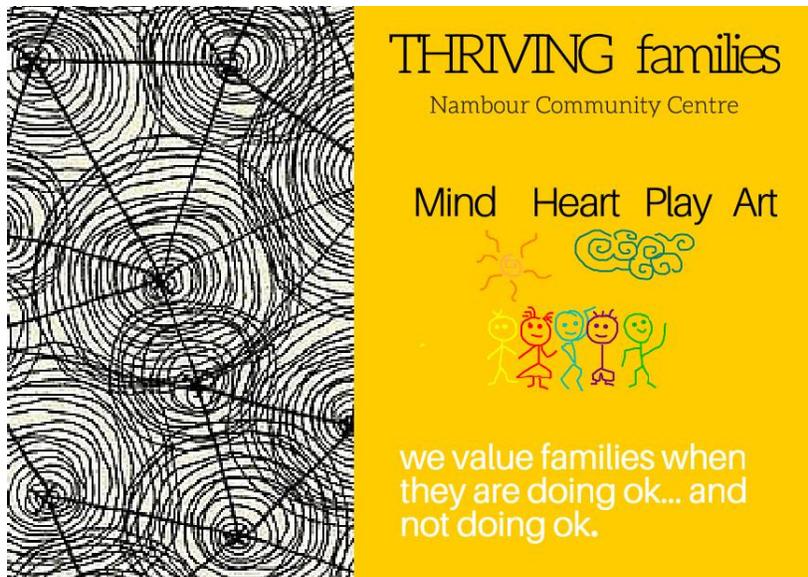
A lot of what the centre achieves is with thanks to the hard work of every volunteer who so kindly donates their time, skills and presence to help make NCC and the wider community a better place to live and work.

We would also like to say farewell to Karen Law (music) and thank her for all the skill and experience she has passed on to our music-loving community members.

Donna Holdom



## Thriving Families Family Support Program



At Thriving Families we are working cooperatively to build connections, increase capacity, ignite choice & honour uniqueness within families right here in our local community.

### What we do

- Community Playgroups
- Young Parents (teen-23yrs)
- Pop up Play & Art in the Park
- Parenting Education
- Parents Talk—Q & A's for Parents
- Centre & Home based family support
- Community Parents Home Visiting
- Family Friendly Events & Gatherings
- Volunteer & Peer-to-Peer opportunities.



## How we work

We are attempting to work in a way that positions community & meaning making at the heart of change—in doing so we recognise that change looks different for everyone.

- We learn about ways of ‘doing’ family together with families.
- We challenge stereotypes, norms, stigmas & labels.
- We support Parents in their role as parents.
- We recognise that families know best about families

Practising from a feminist framework, we are working towards dismantling social structures & cultures that position parents & children in unequal & vulnerable situations. “

*A Feminist is anyone who recognises the full equality & full humanity for Women & Men” Gloria Steinem.*

Thriving Families applies relational & developmental practices. Privileging connections, holding spaces & loitering with intent is a significant way to work with families. It is innovative, sustainable & meaningful with a strong evidence base in changed based literature.

We believe strongly that strong long term structural, cultural & social change occurs through the relationships & social connections that often develop within these communal spaces.

There is something about the way we are listening that has changed! We are listening for something else besides the ‘trouble’ or just the ‘parenting role’. Because we are always looking for multiple access points & sites of connection, we have noticed that we have begun to listen differently.

We are about getting to know families through the telling of their own stories, privileging the voice of the family—acknowledging that within current social & political structures, families are often ‘told’ but rarely asked.

We see peer-to-peer or family-to-family as a future direction.

We want to see families in the driver seat as agents of change in their own lives.



## Why we do this work...

As Social Change workers we are attempting to reflect on how our work as employees, citizens & community workers meets the needs & broader challenges inherent in the context in which we live.

*(Jan Fook, Social Worker, 2002.)*

We recognise that tension often exists between evidence based approaches & social realities, but that is where we believe the real art of community, developmental work, agency & connection comes into its own. *"If you build the social connection & you look after one & other, you notice things about each other, when people need support we are already connected rather than getting to the point where it becomes crisis"* TF team member.



## What we'd like you to know!

What does reciprocity look like for us?

We appreciate the reciprocity in every engagement—meaning families always have something to bring to each other and us, even when they are not doing so well.

What does connection look like to us?

We are attempting to provide multiple pathways for families to connect with us & each other—meaning we recognise that one size does not fit all. We respect the choices of families knowing when & how they want to connect.

What does a referral look like to us?

We privilege consent—meaning we are committed to relationships base on trust. Therefore our engagement & referral must be consensual.

What is family?

Families are all shapes & sizes. Family can be a friend, can be inter-generational, can be diverse & not always recognisable. Family can be fluid & ever changing. Families are people who are connected. Families are about personal choice. Family is about us.

## What is family? Family are your people!

### About us...

We work cooperatively to build connections, increase capacity, ignite choice and honour uniqueness within families right here in your local community.

### How we work...

- \*We learn about ways of 'doing' family together.
- \*We challenge stereotypes, norms, stigmas and labels.
- \*We support parents in their role as parents.
- \*We recognise that families know best about families.

### What we do...

Parenting Education  
Family support  
Community Parents  
Community Playgroups  
Young Parents (teen-23)  
Host family friendly events & gatherings.  
Pop-up Play in the park  
Information & Resources  
Volunteer peer-to-peer

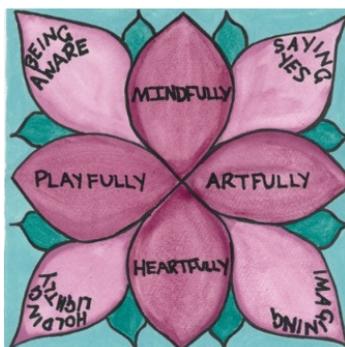
### **BUZZ, LIKE or VISIT us**

**5476 4933 or 0421 880494**

Thriving Families  
Nambour Community Centre  
2 Shearer St, Nambour, Qld



## Cultural Connection (CAMS) Sunshine Coast



It has been more than two years since I became a part of Nambour Community Centre (NCC). During the time, I have changed my role from a student to backfilling staff to part-time worker. This is my second AGM report and I am so grateful for the opportunity to work and live Heartfully, Playfully, Artfully and Mindfully within this organisation. Among so many activities and programs I have worked with people for the past year, these are the highlights of my work as a CAMS Worker.

**Multicultural Living Libraries (Mindfully, Playfully, Artfully, Heartfully)** – Multicultural Living Library started last year in November with six guest speakers from diverse cultural backgrounds. Instead of reading a book about a certain culture, living library provided an opportunity to hear first hand experiences of migrants living in Australia, followed by general discussion and Q&A with participants. By sharing stories of personal and cultural experiences, participants were able to see the speakers from CALD backgrounds beyond their physical appearances and to build genuine connections as human beings. It also highlighted resilience and strengths of migrants, as well as difficulties and barriers they were going through. In 2015, three guest speakers from Finland, China and Pakistan were invited to share their stories as a part of the Harmony Day event and received positive feedback, including *'I admired the immigrants' courage in sharing their journeys and found it interesting that their stories could be quite different and that they were open in expressing those'*. With the positive feedback we have received, Linda applied for a grant, which was successful to organise eight 'Global' (formerly known as Multicultural) Living Library sessions to increase awareness and understanding of cultural diversity of people on the Sunshine Coast. The sessions will be held in October and November at six library venues, Maleny Neighbourhood Centre and Nambour Community Centre with four guest speakers at each session.

**Migrant Business Acceleration Program (MBAp) (Heartfully, Playfully, Mindfully)** – with the success of the Economic Participation Grants Program in 2014, QA Public Relations and NCC organised a 2-day workshop for migrants who want to start a small business in Australia. A number of business mentors volunteered their time and energy to support participants. Participants attend educational presentations to increase understanding of Australia's business systems on Day 1. On Day 2 individual participant presented their business ideas and received constructive feedback and practical advice. It was a great opportunity for participants to increase their understanding and capacity to start a business in Australia and build networks with successful business mentors. Later, two male participants and Mark were interviewed by the Profile magazine and shared their stories of living in Australia as a migrant.

**Harmony Day 2015/2016 (Mindfully, Artfully, Heartfully, Playfully)** – as a part of the Sunshine Coast (SC) Multicultural Network, NCC joined the organising process of the Harmony Day at Nambour Civic Centre. The day started with a Colourfest film (collection of short films about migrant experiences in Australia) screening as an annual event, followed by the Multicultural Living Library. Karis Ross organised the Nauru Art Exhibition and it

was very powerful to witness some of the experiences of refugees and asylum seekers. It was a great opportunity to raise awareness about cultural diversity in our society through art, music and story-telling.

To establish the Harmony Day as a key multicultural celebration event on the Sunshine Coast, NCC applied for a Major Grant from the SC Council to organise the Harmony Day 2016 on behalf of the SC Multicultural Network. If the application is successful, there will be a 2-day celebration in March 2016, including a multicultural festival (food & entertainment), Colourfest film screening and Global Living Library, to celebrate Harmony Day.

**Sharing food and celebrating cultural diversity in Australia (Mindfully, Heartfully, Playfully, Artfully)** – food is a great source of bringing people together, especially when they can taste delicious dishes from all over the world at one place, here at NCC. Among so many cups of tea and nice pieces of cakes I have shared with people, two meals are particularly memorable as they were focused on celebrating cultural diversity on the Sunshine Coast and building connections with people.

- Australia Day Lunch – as a part of Australia Day events, Linda and I invited people from diverse backgrounds to have a shared lunch. People brought a plate of food from their home countries and some people wore traditional costumes.
- Multicultural Dinner at the Meeting Place Dinner – in conjunction with the monthly dinner, Linda and I organised a multicultural dinner with Severine to celebrate Multicultural Week. More than 80 people from 21 countries came with a plate of food to share and they enjoyed the food and beautiful songs, sang by a family from Tonga. It was a great opportunity to meet people and a reminder for me what I LOVE about working with people in the community.

**Multicultural Excellence Awards (MEA) 2014/2015 (Artfully, Heartfully)** – MEA is a great opportunity to acknowledge migrants' contribution to the SC and highlight their involvement in our community. In 2014, Ferre de Deyne, winner of the Hall of Fame in 2012, hosted the event at his place 'Big Kart Track' and Marina de Jager, winner of the Youth category in 2013, was a MC for the night. A number of media covered stories of 'successful' migrants in SC and praised their courage and contribution. In 2015, Dimi Limnatis, winner of the Hall of Fame in 2014, will host the event in conjunction with the Ocean Street festival in November. It will be a day to celebrate multicultural communities and people on the SC with multicultural entertainment, food and various cultures.

#### **Multicultural Women's Group (Mindfully, Artfully, Playfully)**

- **Nambour Women's Group**– there were a lot of changes for this group as the number of people attending dropped gradually from last year. I was aware of the change and started to ask how things could be done differently. I had to let go of some old 'habits' of approaching the previous group members and try different strategies to revive the group while being open to failures and learning opportunities. It made me feel vulnerable sometimes, but I had to remind myself that I have to hold it lightly so people can participate with willingness to contribute and have ownership of the group.
- **Multicultural Groups in Maroochydore area** – the need for a new group for migrants in Maroochydore keep arising from various sources, including TAFE Maroochydore, SC Libraries and Settlement Worker. Ongoing conversation with relevant people is in progress to identify and link with people who would like to form a new group.

**Migration Clinic (Mindfully, Heartfully)** – legal support around bringing family members to Australia or maintaining/changing a visa condition was an ongoing need I have witnessed in working with migrants. To respond to the need, Mark, Linda and I had an initial meeting with the Suncoast Community Legal Service early this year and as a result 'Migration Clinic' started in April and is running independently with three volunteer

migration lawyers. A number of people accessed this service and received appropriate legal support, information and referrals.

**Working in partnership with other organisations (Playfully, Mindfully, Heartfully)** – I was aware of the need for connection with other organisations, but was not sure how much I could do within my backfilling role capacity. Due to the funding changes and uncertainty for the future of the role, I had to hold back some ideas to link with others. In late 2015 I was successful in gaining the position on a permanent basis, and slowly started to approach other organisations and build purposeful relationships with them. These include TAFE Nambour and Maroochydore, Diversicare, Carers QLD, Volunteering SC, Red Cross, SC Council, SC Library, MDA, DSS, PCYC and more. Especially Maleny Neighbourhood Centre and Caloundra Community Centre became valuable partners in working with CALD communities: Maleny Neighbourhood Centre will host one of the Global Living Library sessions and Caloundra Community Centre is a partner organisation for a Global Picnic Day in November to celebrate the end of year 2015.

**Intensive English Unite (IEU) (Mindfully, Heartfully)** – in working with IEU, Linda and I became a good team to support the schools, teachers, students and families. We maintained our relationships with Lynette and teachers and especially worked closely with Bronwyn (English as an Additional Language Teacher) in assisting families from CALD backgrounds. The website (MIELC) NCC is hosting is alive from July 2015.

#### **Supporting Ethnic groups and advocacy (Mindfully, Heartfully)**

- **Sunshine Coast Multicultural Network** – coordinated the network meetings and sent regular emails with information re multicultural events, activities, workshops and celebrations
- **Supporting Multicultural Groups and individuals** – maintain close relationships with the Buddies (Refugee Support Group), Chinese Church, SC Finnish Friends Support, Alliance Francaise, Festuri, and more
- **Advocacy** – joined teleconferences with Access to Interpreters Working Group and QCOSS, participated consultation forum re Multicultural Recognition bill 2015

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.





## Community Development

### Community Development with Attitude



Community Development is all about working with what's emerging, with the relationships, the living processes that are taking shape in the world. Much of the work in the Community Development role over the last year focused on giving birth to our "Un-strategic Plan" – also known as our "Vital Experiment".

Over the year, together with the Semester 2 2014 (Bibitha, Monisha, Millie, Julie and Angela) and Semester 1 2015 (Lovely, Siju, Jessica and Amelia) cohorts of students, and joined for a time by gifted CD practitioner Ana Greenfield, we worked closely with Rachel Welch, facilitator, performer and story teller extraordinaire, and many wonderful community members to create a community engagement process that clarified our vision and our intentions.

We began by crafting a question intended to spark conversations about how we might work in the future.

After months of such conversations, including a children's play party, door knocking, street walking, and impossible pie making in the kitchen, we spent time harvesting what had been shared with us. Then working with our Board we began to give shape to what had emerged. First we created an eight page document, that outlined our journey to date, then we condensed this document to a two pager including, our Theory of Change, and this was transformed into a chatterbox - a playful, artful representation of the essence of the Un-plan that provides an interactive game that includes instructions in how to fold the chatterbox and provides the chance to play it with another person.

Having received the Board's sign off the entire staff and Board spent a morning exploring how to bring the Un-plan to life.

With the help of the Semester 2 2015 students (Toncie, Suky, Sanju, Matt and Emma) we have continued to work on this. Most recently we have been using this expressive change process in our weekly whole of staff Inscaping sessions. This enables us to share how we are experiencing our work and living our organisational purpose.

As community development practitioners the year long process of developing the Un-plan was about attempting to embody what was emerging – our Playful, Artful, Heartful and Mindful Attitudes along with our four related Practices – Holding Lightly, Imagining, Being Aware and saying Yes . In doing so we drew on creative Methodologies and explored Sensibilities (abilities to perceive, receive and respond) to further support our Attitudes and Practices. There were both ultimately included in our Un-plan.

The groups and projects we support at the centre, those that have been going for some time (such as Wednesday Friends) and those that have started more recently (such as Living Well with Chronic Illness and the Backyard Produce Group), have been wonderful opportunities to further develop both our understanding and embodiment of our Attitudes and Practices – opening ourselves and participants up to creative, fun, thoughtful and emergent ways of being together. This was true too of events like the playground planting morning and the Mad Hatters Tea Party. We purposefully and consciously worked to encourage creativity and to connect us to each other and the Living World.

We also took some of our emerging thinking out into other forums – presenting at the Innovate Conference in Brisbane and at the Department of Communities Regional Research Forum (by way of us wheeling a laden tea trolley, dressed up, singing and reading from *The Little Prince*).

And we kept our Attitudes and Practices at the fore when hosting gatherings at the centre, including a community development morning to welcome students and connect them with local practitioners and two conversations around Developmental Evaluation.

It was wonderful to have the student’s support – they brought their curiosity and enthusiasm and were keen to learn alongside us, participating in everything from the dressing up, to the door knocking, the organising and the post reflections and of course the many “parties” and “conversations”.

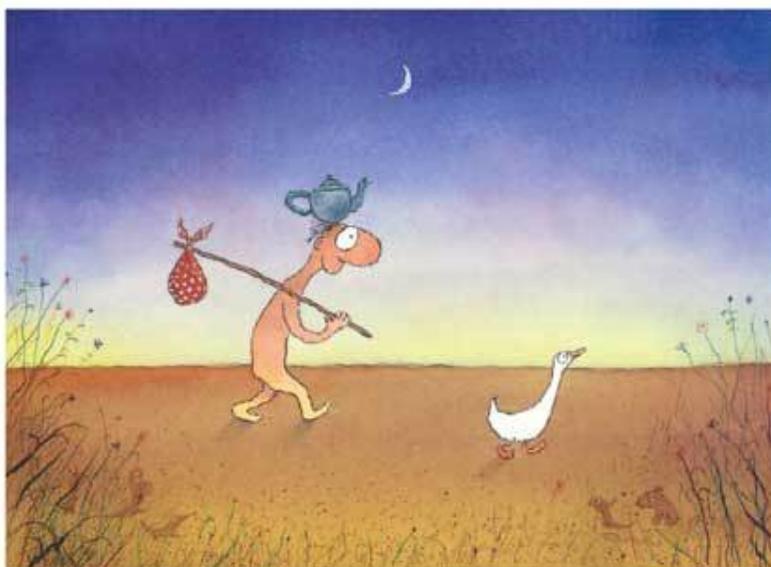
Their willingness to give things a go and to hold lightly led to some great work around increasing awareness of the issues faced by the LGBTQI community and, most recently, inhabiting and animating our outdoor space.

There were plenty of challenges – we were trying new things, thinking in new ways and asking others to join with us. We were frequently sitting in the not knowing and often on the point of giving up – and then new inspiration would arrive – by way of a new idea, a new person, or sensing into things in a different way.

We were eternally grateful for Mark’s encouragement and the Board’s support.

And most importantly for the people we worked alongside, for their participation and encouragement, and for the many cups of tea and the food we shared on so many different occasions – doing it together helped – a lot.

Artwork courtesy of Michael Leunig, whose Holy Fool archetype, guided our work throughout the year.



## Student Unit

As always it's been a privilege to host students over the year, they bring fresh ideas, wonderful energy and plenty of enthusiasm. This year it's been all about embodying and bringing to life our Attitudes and Practices and it's been great to see what the students have come up with and to watch their willingness to give things a go.

We've had a number of students over the 12 months. In the second semester 2014 four USC social work students and one medical student joined us. In Semester 1 2015 we hosted four USC social work students, along with an Open University Community Services student, and in this Semester, Semester 2 2015, we have five USC social work students with us.

Over the last 12 months eight social work students, six from USC and two from CQU, who have been undertaking their placements with Terri Waller and SevGen, have joined in on group supervision and a number of projects.

The students have worked across our programs as well as playing a significant role in the development of our Un-strategic Plan (even being as brave as to dress up on several occasions and wander the streets of Nambour). With the focus being on learning they've been encouraged to consider their own projects and follow their own interests and inspirations. They have been supported in attending professional development opportunities where ever possible and to host them as well. At present this includes preparing for a CD gathering of local practitioners where the students will share what they have learned on placement.

Over the year the students have visited other centres, including Pine Rivers earlier this year, and participated in some of their projects – most recently door knocking as part of a community asset mapping project in Glasshouse alongside Hinterland Community Development workers.

The Unit has been deeply appreciative of the help and support of the Field Education Team at USC. Various members of the team have visited over the year and each of them has been responsive and flexible. The team has walked alongside students as they've grappled with the many challenges faced when undertaking placement - such as combining paid work with placement hours, caring for children, ill health and financial hardship. They have also supported the Field Educator when she's been unsure or needed guidance. It's always a pleasure to have the team visit.

In the next while the intention is to conduct research into how the Student Unit is functioning and to consider what else might be possible, and to ensure the potential learning opportunity for both students and the centre is maximised.

When asked to summarise their time as part of the Student Unit some of the current students (Matt, Toncie, Suky and Rose) offered the following:

"The keys for me have been the opportunity to connect with people in other agencies and the chance to experience a number of different people's practice."

"My learning has been particularly about working in an emergent way especially between the two agencies – SevGen and NCC. As much as anything though, the placement has been an opportunity to learn more about myself."

"Saying 'Yes' has brought me enormous opportunities and generated lots of energy, as well as helping me learn a lot about myself. It's also meant that I've been actively participating in what's happening at the centre and further afield, and in doing so I've been able to encourage others to get involved."

“The student unit has gelled well; we are supportive of each other and open with each other. We’ve been learning to share with each other and work through stuff together.”

“The willingness and openness of the staff and community members to support and help students with their learning has been great.”

“One of the challenges has been to understand what a Student Unit is and what is expected of us. This has been a bit cloudy and it would be good for there to be more clarity around this for future students.”

“I would have liked to see us sharing more group tasks/projects - essentially manufactured opportunities where we can work together. I’ve learned a lot working emergently but it would have been good to feel I was more authorised to do things.”

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

- Cooking group
- Craft group
- Music group
- Sunshine Coast Multimedia group
- Wednesday Friends group
- Writers group
- Falun Gong meditation



## Meeting Place Dinner

During 2014-2015 the dinner has been slowly coming to a steady numbers of comers. After having a steady number of 40 dinner friends, I asked myself what would signify that the dinners are successful. Is it the number of people that attend (like the large crowd of around 80) or the people that come every month (also called the regulars)? What made the dinner feel 'awesome'? Is it the people chatting in small groups or the loud vibe of a large group of people talking?

As I asked myself those questions one night, one person came up to me and asked me why I was in deep thought. I asked this person these questions and I was told that they were very good questions because both scenarios make the dinners successful in his point of view. Large crowds are good because it means that we have reached more people and therefore have shared more food and stories; whereas small groups makes it easier to have conversations and develop friendships.

This is what makes the Meeting Place Dinners so enjoyable. The flexibility to share meals with either size of groups, the way the 'regulars' welcome and converse with new comers, the ability to adhere and improvise on sitting arrangements during big groups, and most of all the contribution from everyone to help out. Thus, regardless the size of the group, or the number of people, I usually come home after each first Friday of the month, feeling that the dinner was great and there is always something positive from it.

The food that is shared each month is amazing. This year we have had quite a few "bring a plate" themes. While talking with a lovely gentleman one night, he told me "Severine, you want a Champagne life on a Beer income". This quote means a lot about the dinner as I believe a lot of people get their "Champagne" dinner on a "Beer" income. So often we are told that the food is great and much better than what you pay at a restaurant.

This year's overview: In February, we started the dinners with a Vietnamese theme cooked by Thuy. The April dinner was pushed back a week due to the usual dinner falling on Good Friday. During the May dinner, the attendance dropped down to 20 (which I was very surprised and appreciative as we had a massive storm and flash floods). In July, we had a French theme dinner and got a nice donation from Queens Street Meat. In September, the Dinner teamed up with Linda and Shine for Multicultural Week and attracted a group of 80 (we also had games, and singing organised by Linda).

A big thank you goes to everyone that come to the dinner and contributes with the setting up, cooking; bringing a plate of food; cleaning, telling jokes and sharing the stories and those who help look after my baby. I would especially like to thank the men that are quite often early each month to help me out. We have Brian setting up the tables from mid afternoon; Ralph helping in the Kitchen; and Markus helping with cooking, sometimes the running around and even once brought a little wine to enjoy.

Séverine Littée



## Settlement Program

### Mind

There have been numerous opportunities for myself and clients to open our mind, learn and grow in wisdom.

### Workshops

From October 2014 I have organised the following workshops

- Starting Your Own Business - a Belgian owner of a local tourist attraction and a Bangladeshi owner of a local restaurant shared their experiences. Some people attended a 2 day "follow on" course at the Sunshine Coast University organised by Nambour Community Centre's Multicultural Worker.
- How to run a market stall, facilitated by Sunshine Coast Council at Nambour TAFE.
- Preparing a resume, how to find work, interview preparation, services/agencies that can assist in finding work. Presented by The Multicultural Development Association - MDA).
- Indigenous Culture - facilitated by Goombucker Creations
- How to reduce your power bill - facilitated by MDA at Nambour TAFE.
- Cancer awareness and health workshop that coincide with Australia's Biggest Morning Tea. This workshop was facilitated by Breast Screen Queensland, a Cancer Council Qld, Champion and a local Iranian Doctor.
- Swimming – learning new skills and feel more confident in the water at Nambour Primary School Pool – facilitated by a local swimming teacher
- Australian Slang – facilitated by a TESOL teacher

Clients received accurate, relevant information from presenters. Some clients have gained knowledge and skills to navigate and access support services. They have increased their confidence and independence to solve problems as they arise. The information sessions have increased client's networks.

Two events were organised at Nambour Library to develop insight about different customs, cultural stereotypes, food, religion, health and family structure.

- November 2014 a multicultural living library where 6 people shared their stories (45 people attended).
- Harmony Day March 2015 a global classroom. Members of Wednesday Friends, Talk to Friends and the local home-school community attended and took part in cultural awareness raising activities. (Approximately 50 people attended)

At both events we become more aware of cultural diversity, wondered at the mystery of cultural differences and appreciated that we are more similar than we are different.

The Sunshine Coast Multicultural Services Directory was published in July 2015. It provides a broad range of contact information for newly arrived migrants. The resource booklet aims to increase migrants' awareness of government services and community groups so they can settle into the local community as quickly and easily as possible. I would like to thank Lynnette Conder for her support in the completion of this booklet.

### Heart

People share their burdens with me through case management. I have helped 50 clients. Clients typically are women from Indonesia, Philippines, Japan, China, Thailand and Viet Nam who have Australian partners. I have worked with several refugees. I listen, provide information, advice and practical support and refer clients to services (eg counselling services, SCOPE/CentaCare, registered migration agents, Suncoast Community Legal Service). Most referrals to the Settlement Grant Program are by word of mouth.

### **Clients approached me about:**

- **Relationships** - dealing with relationship breakdown, domestic/family violence, intergenerational conflict and parenting challenges.
- **Migration/visas** - applications to sponsor relatives to come to Australia have been unsuccessful. I hear client's pain as they yearn for freedom for loved ones. How to apply for Australian citizenship. I am always honoured to be invited to citizenship ceremonies.
- **Employment** - struggling to find work (paid or voluntary), obtaining relevant work experience. Some clients have obtained paid work and/or began volunteering.
- **Education** - Getting overseas qualifications recognised, enrolling in the Australian Migrant English classes at TAFE or further training.
- **Significant life changing events** - the arrival of a baby, marriages and losing loved ones.
- **Being accepted into Australian society and taking part in community activities** – overcoming social isolation, disconnection and depression. Some clients are seeking balance – honouring (the language, customs, and traditions of their home country) but also committing to Australian values, cultural and social norms. The Talk 2 Friends English conversation class helps clients find connection and increase their social networks.
- **Social Security/Centrelink, referral to emergency relief organisations.** Some clients have older partners and need income security to meet the challenge of their partner's deteriorating health and/or their child's education needs.
- **Housing** - discovering their legal rights with regard to tenancy
- **Learning to drive** - increasing mobility, independence and social connectedness
- **Health** - gaining awareness of the range of services available at hospitals and community health centres and how Medicare subsidises health care costs through various schemes. Some clients from refugee backgrounds share their grief about being unable to return home

### **Thankfulness**

I am always humbled at how thankful people are at being in Australia. Many clients count the many blessings we have in Australia (eg our health and welfare systems) and notice the beauty of the Sunshine Coast.

### **Play and Art**

I have attended and/or organised events to celebrate local events with people from different cultures.

- Attended Chinese New Year and Harvest Celebrations with the local Chinese Community at a Chinese Christian Church
- Attended a meal to celebrate Ramadan with members of the Muslim community
- Shared a meal with the Buddies Refugee Support Group, Learn English Program participants and host families.
- Festuri Multicultural Festival at Caloundra
- Harmony Day picnic at Cotton Tree Park with students studying English at TAFE
- Australia Day multicultural lunch at Nambour Community Centre (60 people)
- Multicultural Dinner to celebrate Cultural Diversity Week at Nambour Community Centre (80 people attended)
- Worked with the Sunshine Coast Multicultural Network members eg representatives from local council, Centrelink, TAFE, Diversicare and Carers Queensland to organise a Harmony Day screening of Colour Fest films, multicultural food and Living Library
- Watching short films with students from the Intensive English Program (Queensland Education) in Nambour.
- Going on a bus trip to the Ration Shed with the Caloundra Community Centre multicultural group
- Hearing some Tongan ladies sing
- Learning a Pakistani dance
- Dressing in a Sari and learning Indian dancing

Typically these events have involved food. In a relaxed and informal environment it has been great to see people with limited or no family support networks build meaningful social connections. These events have increased trust, respect and understanding between existing and future clients, service providers and myself.

I have enjoyed watching clients give other newcomers information on how to access available services and supports, and offer to help them orientate into Australian life (eg introduce them to members of ethno specific organisations such as the Aussie Indo Sunshine Coast community, Filipino Community Council of Queensland). There is no substitute for personal experience and recommendations from people migrant clients know and trust.

I believe that connecting with people at these events leads to fostering strong, inclusive communities and equips me to provide advice on policy and program development and promote issues on behalf of clients.



## **Keys to Early Intervention in Homelessness Service**

It was with great privilege that I was employed into the Lions in Place, Keys to Early Intervention in Homelessness (KEIHS) role ten months ago. Working out of Nambour Community Centre has been vital to the KEIHS program being a safe place for people to access. It has also been necessary for me and the work I do, to be surrounded by the vast knowledge, experiences, creativity and support of the people here at the centre. Working here has enriched my life's journey both professionally and personally and has allowed many wonderful things to transpire for a lot of the people I work with.

The role of KEIHS is to provide support to people, who for various reasons, ie: at risk of homelessness. At first, someone may come to the community centre just to see KEIHS in regard to a risk to their housing situation. Often this can eventuate into something much larger and meaningful through the interaction with the community, such as gaining a sense of social inclusion, a support network, or just simply someone to hear their extraordinary story.

I am particularly grateful for the opportunity to witness glimpses of everyone's stories who access KEIHS, and how they continue to fight despite the complexities and hardships regularly faced as a result of unjust systems. While the role is often challenging and chaotic, it is the stories that inspire me and show us where we, society as a whole must do better, and that the journey of healing often begins with a community response.

It is important that people that I or others at the centre work alongside are to be seen more than another number in the system, acknowledging all wisdoms, strengths and struggles. In the case of KEIHS, it is also about recognising the inherent right of every human being to have access to safe, stable housing and encouraging a 'whatever it takes' approach to have this right respected.

I very much look forward to the ongoing partnership between KEIHS and Nambour Community Centre as I believe in its ability to continue making important changes and to continue growing in the spirit of community.

**Courtney**

**Nambour KEIHS worker**

## Thank you

- University of the Sunshine Coast – Gerard, Carey, Sonia, Robyn and Doug
- Peppi & Elise for their input with the MBAP's
- Massive thank you to Rachel for all her innovate work with the organisation over the last year. You have shown us a path that leads in multiple exciting and unknown directions.
- Our funding supporters liaisons;
  - Coral, Michelle, Carmel and Steve from the Community Services Funding and Support Team, North Coast Region, Department of Communities, Child Safety and Disabilities.
  - Kim and Kelli from Multicultural Affairs Queensland
  - Helen and Annette from Families and Communities Branch - Queensland State Office, Department of Social Services
  
- Craig at the Department of Communities Regional Property Asset team
- Courtney, Talia, Shelly, Deb and the rest of the team from Lions Inplace and KEIHS
- Alex, Julian and Louise from Suncoast Community Legal Service
- The lovely Avryl from Centacare / SCOPE
- Bryce from Anglicare for his input and involvement in the place
- Lisa from Lifestyle Solutions for her energy and fun.

Current recurrent funding contributors to Nambour Community Centre are:

- Queensland Department of Communities, Multicultural Affairs Queensland
- Commonwealth Department of Social Services
- University of the Sunshine Coast
- Sunshine Coast Council, through the Community Partnership Program

Supported by



**Australian Government**  
**Department of Social Services**



## **Nambour Community Centre Inc members list**

### **Current Members**

Amrita Rauber  
Anna Peters  
Brian Blatt  
Cheryl Crane  
Chris Gillham  
Donna Holdom  
Evv Vanderpoel (H)  
Jolene Ogle  
Julie Allen  
Monisha Scaria  
Nerissa Rohan

Lawrence Seiuli  
Lynnette Conder  
Linda Dennis  
Lyndall Hulme  
Mark Wischnat  
Megan Wilson  
Narelle Poulson  
Barb Robinson  
Adam Cashmore Brooke  
Bibitha John  
Karis Ross

Ralph Hemensley  
Smadar Menashe  
Theresa Seiuli  
Tina Lathouras  
Leesa Fae Goeldner  
Pamela Oxley  
Michael Phillip Poltock  
Joedee Morel  
Robbie Murray  
Shine Jang  
Luke Westwick

### **New Members**

Adolf Kluger  
Ian Darby  
Rick Horwell

Palethorpe Glenn  
Elli Hentunen  
Sunshine Coast Finnish Friends  
Support

Laurel Savory

You are invited to meet the candidates that will contest the upcoming 31<sup>st</sup> January state election and represent the Nicklin electorate.

**Nambour Meet the Candidates Forum:  
make your vote an informed vote**



Everyone is welcome to attend. Audience members will have the opportunity to question candidates on their opinions and their policies. The forum will be facilitated by local residents

Participating candidates will be;

- Peter Wellington, MP Independent Member
- Julie Doolan, The Greens candidate
- Justin Raethel, Australian Labour Party Candidate
- Matt Trace, Liberal National Party of Queensland candidate

DATE: Thursday 22nd January 2015  
 VENUE: CWA Hall, 10 Short Street, Nambour  
 TIME: 6.45 for 7pm start

This forum is hosted by the Nambour Community Centre, for more info phone 5441 4724 or check out nambourcc.org



Nambour Community Centre

# Cooking Group

This group runs on the first Monday of the month (excluding public holidays)  
 All members get a chance to do the cooking.  
 If you're a new attendee just bring along \$6.00 to cover ingredients and join in  
 Group runs from 9am-12pm



**No bookings required**

**Held at Nambour Community Centre**  
 2 Shearer Street,  
 Nambour QLD 4560

Phone: (07) 5441-2724  
 E-mail: reception@nambourcc.org  
 Website: www.nambourcc.org

*Yandina Lions Park*

# POP UP PLAY IN THE PARK

EVERY WEDNESDAY  
 EVERY  
 SUP  
 NA  
 FOR

# 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

# 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 finances.

Areas that she can provide information and assistance with include:

- Budgeting and Saving
- Managing your bills
- Options for managing your debts and creditors

To make an appointment, phone or call in to the Nambour Community Centre, cnr James & Shearer St, Nambour phone 5441 4724 [www.nambourcc.org](http://www.nambourcc.org)



# 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

# backyard produce group



Come and share your home grown produce tips with others.

Relax and learn from each other over a cuppa.

Feel free to bring seeds and examples of any backyard and home produce.

3<sup>rd</sup> Mon of the month  
1pm until 2pm (ish)

Where: open area at Nambour Community Centre Cnr James and Shearer St Nambour

Different monthly topics

if something else comes up we can discuss it too.

Mon 18 May – Poultry  
Mon 15 June - Bees  
Mon 20 July – Brew your own – ginger beer/kefir/kombucha

For more info call Ana or Mark on 5441 4724 at Nambour Community Centre



# FERAL FRIDAYS

## @ Quota

LET THE KIDS GO FERAL IN THE PARK  
FREE EVENT - ALL WELCOME - JUST ROCK UP  
4 - 6PM - SECOND FRIDAY OF EVERY MONTH

BALLS & SAUSAGE SIZZLE  
PROUDLY SUPPLIED BY  
THRIVING FAMILIES NAMBOUR COMMUNITY CENTRE

## Global Living Libraries (Understanding Cultural Diversity) Everyone has a story.



Instead of reading a book or watching a TV program about different countries and cultures, Global Living Libraries provide an opportunity to meet 'living books', people from different cultural backgrounds who live on the Sunshine Coast, and to listen to their stories.

In each session, participants will have a chance to meet and have a conversation with 4 guest speakers from diverse cultural backgrounds and develop greater awareness and understanding of diversity in the community.

Date	Time	Venue
Thursday 8 October	2:00 - 4:30pm	Cookson Library - Garden Room
Wednesday 14 October	1:00 - 3:30pm	Bearwah Library - Meeting Room
Wednesday 21 October	9:30am - 12:00noon	Nambour Library - Upstairs
Thursday 29 October	9:30am - 12:00noon	Colouredine Library - Events Area
Friday 6 November	10:30am - 1:00pm	Maroochydore Library - Meeting Room
Tuesday 10 November	1:00 - 3:30pm	Kawana Library - Meeting Room
Friday 20 November	9:30am - 12:00noon	Mulway Neighbourhood Centre
Thursday 26 November	Shared lunch 12-1pm	Nambour Community Centre (Bring a plate, if you want to!)

For more information, please contact Shine Jang at Nambour Community Centre on 5441 4724 or [mcw@nambourcc.org](mailto:mcw@nambourcc.org)

Free Event, everyone welcome!



This project has been proudly supported by Sunshine Coast Council's grants program.

## Nambour Women's Group



- What we do as a group
- Meet people and build friendship
  - Share diverse life experiences and stories
  - Inspire and support each other!
  - Be seen as who we are
  - Have fun together!

Meeting every Monday 10:00-12:00  
Nambour Community Centre (2 Shearer Street)

Contact Shine for more information  
5441 4724 or [mcw@nambourcc.org](mailto:mcw@nambourcc.org)



## 2014 Minutes

## Financial Statements