

KARIONG NEIGHBOURHOOD CENTRE INC. ANNUAL REPORT 2019



Mt. Penang Gardens

VISION

FRIENDLY, CARING,
SAFE AND
CONNECTED
COMMUNITIES.



OUR VALUES



- *Continuous Improvement*– KNC is committed to ongoing reviews and advancement of Staff and every aspect of its business.



- *Reliable & Safe*– KNC aims to provide an environment that is comfortable, protected and assured for all stakeholders.



- *Community Leadership*– KNC offers its communities– knowledge, assistance and direction.



- *High Quality Services*– KNC aims to achieve success with every accreditation and measurement standard.

BOARD MEMBERS



RON THOMSEN
President &
Treasurer



GAIL RANSLEY
Secretary



LAUREN TALBOT
Ordinary Member



DENNIS TAYLOR
Ordinary Member



MARGUERITE LOWE
Ordinary Member



KIM RANSOM
Ordinary Member



TONI SKINNER
Ordinary Member



Ron Thomsen
Board President &
Treasurer

The year under review was very challenging and resulted in strong commitments and hard work. I thank the Department of Communities and Justice for their funding and ongoing support of our work at KNC.

The relatively new Board, from October, 2018, has had a myriad of problems including:

- Post the Annual General Meeting, Board Member departures in Hilary Van Haren and Steve Booth early after the AGM year. Recently Rose Quigley-Bird has resigned after a number of valued years of service. I extend my sincere thanks to the departing volunteer Board members for their commitments and assistances.
- Concerns about the OOSH licence relative to the existing premises,
- Working at OOSH capacity and the need to find expanded accommodation to meet OOSH growth needs,
- Staff losses, especially at Management levels for our Manager, in Fiona Simpson, who has been absent since late November last year. Fiona has now left us for personal reasons.
- A restructure of the OOSH has resulted in Jacqui Pearson assuming control of the Service and reporting directly to the Board.
- We contracted Shayne Silvers as a Temporary General Manager, from 1/7/19, after a good responded search, and now have been appointed as General Manager.

What has happened in response to these events, and there has been so much achieved, the KNC Business has considerably changed and, we think, has been enhanced:

- Your Board has recruited new Board Directors with good skills in Toni Skinner, Principal at our Kariong Public School, Dennis Taylor as CEO of Meals on Wheels Central Coast. (MoWCC), and Margo Lowe, who has a business as Adam Lowe Earthmoving at Somersby. We currently have 7 Board members with a blend of skills and experience.
- In the long term absence of Fiona, the Manager role was accommodated by everyone stepping up, Board and Management, to cover the position vacancy. Thank you to everyone, and a great team effort!

- Specifically, a collegiate relationship was formed between Meals on Wheels Central Coast Limited (MoWCC) , where Dennis Taylor provided his Management expertise and support one day a week, and One Direct Advisory, a MOWCC Advisory Company covered the main administration role, to replace the Manager.

This period of substantial change, necessitated in reviews on how KNC operated , and changes were implemented which resulted in:

- Our previous years loss of \$199k ,of which some \$60k was operational, was converted to a surplus of \$44k, which is an excellent financial turnaround.
- An executive restructure with the loss of one OOSH Supervisor. The result is the OOSH now being solely controlled by one Supervisor, and, with the General Manager of the Centre, both reporting directly to the Board.
- Reviews of premises options for the provision of OOSH expansion plans, and with considerable discussions with Central Coast Council, Department of Education and alternative premises providers in Kariong,
- All Policies were brought up to date, and
- The OOSH service was inspected independently, and achieved a great accreditation result, which was excellent for a relatively new Management team.
- In terms of Grants, we joined with Meals on Wheels Central Coast for a grant to buy a co shared bus, which unfortunately was unsuccessful, but was a very worthwhile collegiate effort.

Our community relationships continue to improve , and your Board's Strategy is to strengthen relationships with stakeholders, like the Kariong Progress Association, Central Coast Council, Local politicians and Kariong Public School, who have all been of benefit, and we appreciate the support.

We have worked on building collegiate associations as we recognise that being relatively small we need other supports, which we have achieved through MOWCC. Besides working together with MOWCC for grant support we now offer Kariong families, in severe need, access to free frozen meals, through a MOWCC freezer and meal replenishment, which is available every weekday.

Despite being without our Manager until 1/7/19, we have not lost any Community program, and have expanded the program provided by Miss Lynn for little big school, and funded the continuation of the Wonderful Women's Program.

Indeed, we have expanded our programs with the grant funded free Aboriginal Creative Arts and Community Ceramics courses, and they have proved a very successful good Community addition. This is an area we wish to expand.

In this change environment, and with key management losses, maintaining staff morale and positive attitudes has been a test for the Board, who has been regular attendees to the Centre. I am pleased to say, with discussions with individual staff members that there is a clear attitude going forward to a positive culture, and to be part of a team trying to do their best for the OOSH families and the advancing the Community accessing our programs.

Thank you to our small number of key volunteers who are consistently relied upon to provide support. Your help is very much appreciated.

I would like to thank our OOSH Management team leader, Jacqui Person, in particular, and her support team, for not only achieving the Department of Education accreditation review, but also for team rebuilding and delivering a good service to the OOSH Parents. Well done and I extend the Board's appreciation.

Welcome to Shayne Silvers, who has an extensive experience at Coast Shelter, where she was Chief Operating Officer, and handled a very large number of Community Programs.

To our Board, a sincere thank you as it has been a very testing year. I have been impressed at your staying power as volunteer Directors for being there through a range of problems and concerns. I have appreciated your questioning and advice on some difficult circumstances. The end result is that we are in a much better place from when we first accepted Board roles at KNC.

The Board fully understands the responsibilities of Governance and the importance of a good business culture. They are committed to ongoing Board Governance training. This year a Director undertook a formal Governance training and another attended the Better Boards Conference in Brisbane.

Strategically, we are on track to expand our OOSH capacity, and we have done some initial investigations on expanding both our Community services and OOSH into the hinterland areas.

On the Financial side, we have achieved a good turnaround, basically from reviewing every aspect of our business, like looking at the economics of daily Vacation Care costs, reducing operating costs, and from the full impact of the increased OOSH fees, from October 2018, which had not been reviewed in three years.

Firstly, thank you to our Finance Officer, Gay Peters, who has taken on changes in Board reporting of the Finances and a cleaning up of past accounting, practices, with good attention. Together with Bookkeeper Kurt Melville and Jacqui Pearson, our OOSH Administrator, there has been a considerable improvement to collecting OOSH fees in advance, in terms of our Policy, with a concomitant improvement in reduced OOSH outstanding Debtors - an historical poor management problem at KNC.

Our surplus for the year to 30/6/19 was \$44,160 in comparison with a loss of \$199,975 the previous year. The 30/6/19 result was after unplanned expenditure in a contractor, for support to cover the replacement for the Manager being absent and legal costs. All other expenses were relatively well contained.

Total revenue amounted to \$835,938 , of which the OOSH Business was a substantial contributor. Our surplus of \$44,160 represents a return on total revenue of 5.28% which is low for a Not for profit but higher than most Community Centres on the Central Coast .

The KNC Balance Sheet shows total assets of \$333,120 and this is after writing off a substantial amount of leasehold improvements last year. Of the total assets, we have the entire amount in current assets, showing a very liquid financial position. It will be noted that this amount more than covers current liabilities of \$72, 112, indicating a good working capital and strong liquidity position.

Our provisioning and staff entitlements are well covered.

The net assets, or equity position, as at 30/6/19, show an increase in net assets from \$197,601 over the year to \$241,762 as at 30/6/19.

After three months results to 31/9/19, KNC is on track to achieve an increased surplus this year, and easily beyond this last year's surplus result.

I suggest that KNC has a healthy financial position, and is able to meet financial commitments as a going concern.

Our financial accounts have been audited by Richard Collins, and the report is unqualified.

We remain committed to deliver our best efforts to the Kariang Community, and all KNC Stakeholders, and I am confident going forward, we have a great team, strategies and financial position to progress and build to meet our Community needs.

Ron Thomsen
Board President & Treasurer

Kariong Neighbourhood Centre

Summary 2019



36,516

COMMUNITY
MEMBERS SERVED



22,887

OOSH
ATTENDANCES



4,626

INFORMATION AND
REFERRALS GIVEN



4,068

PRIVATE HIRERS



13

VOLUNTEERS



20

EMPLOYEES



6,822

COMMUNITY MEMBERS
ATTENDING GROUPS AND
WORKSHOPS



20

UNIQUE SERVICES/GROUPS
COORDINATED THROUGH KNC



SHAYNE SILVERS
General Manager

I am very excited to be starting to build on the good work and increasing success that the Kariong Neighbourhood Centre has achieved over its 25 years. The Centre remains a dynamic and responsive organisation which delivers a broad range of groups, services, programs and activities to the Kariong Community. I appreciate the support from all of you. It has been a special time getting to know the wonderful team of staff and volunteers here at the Centre.

I have witnessed in my first few months, that Kariong Neighbourhood Centre is an important site for social inclusion and building a sense of belonging within our immediate community. We are able to achieve our core purpose of providing friendly, caring, safe and connected communities by bringing together people from all backgrounds and to foster harmony within our community through the inclusive and welcoming space we provide. The Centre is a trusted provider of services for both young and the more mature members of the Community. Our capacity as an organisation has been built due to the generosity and skills of the many people who have worked at the Centre over the years, either in paid or voluntary positions as well as the many individuals and organisations that have and continue to support us.

We have made significant improvements in our accounts and financial management benefitting enormously from the knowledge and skills of our Treasurer and Finance Team. Thanks to our dedicated Admin staff our publications such as Kariong Connections, brochures and flyers reflect the quality of our services well and our web site and Facebook pages tell a wonderful story of the Centre and our Kariong Community.

I would like to thank the Board of Directors and in particular the members of our Executive, for the leadership they show. The Board is reviewing its' own operations and a period of transition will follow in which new recruitment strategies and policies are put in place to ensure we have the capacity to steer the organisation into the future. The Board has fulfilled its stewardship role well and I thank them for their integrity, support, insights and commitment to the organisation which they demonstrate.

One of our strengths as an Organisation lies in our amazing volunteer team – we are fortunate to attract the skills, commitment, experience and knowledge of this amazing group of people who give so generously of their time and care to helping others in their community.

Additionally, I offer heartfelt thanks to our wonderful staff who bring their energy, knowledge, fun and skills and acknowledge their dedication and commitment which they bring to their work. We are fortunate to have a cooperative and supportive work place and every Program we offer has benefitted from this workplace culture. Sharing ideas, resources and trust is what creates change at a community and personal level. Together we can break social isolation and build our community.

Over the coming year we are looking toward forming new partnerships, further developing an independent funding stream and also addressing the physical space in which we operate and how this can be expanded to better deliver the services which are needed in our community. The coming years will see many changes in the external environment in which we operate, an increased demand for services, a restructure of service models and a reduction in growth funding as our population changes and ages.

The preference of Government to fund the larger providers, but still valuing local connections, creates many tensions for management and governance of organisations such as ours. We are preparing for the future with both in mind – offering value for money in the services that are offered, genuine community engagement at every level of the organisation, efficiencies in administration, sound governance and effective management.

We are greatly appreciative of those in the Community who follow us on social media and welcome new followers who want information on the services, programs and activities we provide to our Kariong Community.

In closing, I would like to thank our members and those in the community who use our services for their support and their trust. I am looking forward to the coming year as one of great opportunity where, with the help of our many partners, friends and supporters, we can continue to work toward our vision for the future of a strong resilient community which values and includes each member.



Our Dedicated OOSH Team

Another year has past, and we have had an exciting and challenging year this year. 2019 has seen Kariong Out of School Hours Care have their latest Assessment and Rating visit. We also began the year with some significant staffing changes. We have farewelled some staff as well as welcomed many enthusiastic, fun friendly staff to complement the existing team. We sadly farewelled Marina, as well as Deb, Allie, Michelle, Charlotte, and Jessie-Lee. As much as we miss these dedicate members of the team, we have welcomed, Sue, Jazz, Nat, Larry and Natasha. Lavenia has taken on the role of Educational Leader in the service and is working hard to develop, with the help of the team, a program that enhances the children’s social and co-operative skills, physical abilities, and cognitive challenges and of course, most importantly, is Fun!! Our attendances are holding steady, with 181 children currently enrolled with the service. The After School service is at capacity 3 afternoons a week, and we have a waitlist for after school care for the rest of the year, as well as for some afternoons for 2020.

ASSESSMENT and RATING

2019’s biggest achievement was the assessment and rating that occurred in July. This assessment saw us achieve meeting National Quality Standard across all Quality Areas. The assessment and rating process assesses services based on the National Quality Framework. The National Quality Framework aims to improve the quality of early childhood education and care services in Australia.

Providing children with quality experiences early in life can lead to better health, education and employment outcomes, building a productive and fair Australia.

The National Quality Framework includes legal requirements that all services must comply with.

These include requirements for:

- ✓ the number of staff and their qualifications
- ✓ ensuring children’s health and safety
- ✓ service space and layout
- ✓ the quality of developmental and learning experiences for children.
- ✓ The services that are included are Long Day Care, Family Day Care, Preschool and Outside School Hours Care.

National Quality Standards

The National Quality Framework sets a higher national quality standard to encourage services to continue to improve their programs and practices.

Services are assessed and rated against seven quality areas of the National Quality Standards.

Kariong Out of School Hours care “is acknowledged for its achievements in meeting the National Quality Standard and striving for quality outcomes for children. In particular, an educational program that responds to children’s interests and scaffolds their learning and the effective leadership and management of the service demonstrate a commitment to quality by the approved provider, educators and staff.”

1 Educational program and practice

Your child is supported to participate in play and learning

2 Children’s health and safety

Your child is protected from illness and hazards

3 Physical environment

Your child plays in a safe and well maintained environment

4 Staffing arrangements

There are enough qualified staff to give your child the attention they need

5 Relationships with children

Your child is made to feel supported and welcomed

6 Collaborative partnerships with families and communities

Local community involvement and respect for the beliefs and values of families

7 Governance and leadership

Your child is cared for in a positive and well managed environment

I would like to thank the dedicated team we have here at Kariong Out of School Hours Care, for all your hard work and commitment over the past year. This commitment is seen each and every day on the smiling faces of the children we educate and care for each and every day. Thank you to our beautiful families for your support over the year, it is our families that make the service what it is. We are looking forward to the upcoming year.

Jacqui Pearson

OOSH Administrator/Nominated Supervisor.

VOLUNTEER CORNER



Pat with Helen our Child & Family Health Care Nurse

My name is Pat and I volunteer at the Kariang Neighbourhood Centre. I was born at Manly NSW and am married with three children and five grandchildren. My husband Keven and I raised our children a Cromer in Sydney. Two our children purchased houses in the Central Coast so we moved up to join them in 2001 to be without current and future grandchildren.

I have volunteered for many years at both my children and grandchildren's schools doing canteen, reading and library work. In 2002 a position became vacant at the Kariang Neighbourhood Centre doing administration work. As I have always enjoyed helping out, communicating and working with people. I was very happy in getting the position.

I help out OOSH in the early days until computers became the normal part of work life. Having now spent 17 years with KNC I have seen many changes. I have met and worked with many interesting people and KNC has now become very professional it is operation which is very rewarding.

I look forward every Wednesday meeting up and working with staff members including helping Helen our Child & Family Health Care Nurse with her new babies' clinic.

GROUPS SNAPSHOT



NEW BABIES GROUP

These groups provide new mums with support and information to help through the early days. Meet other new mums, enjoy a lovely morning tea and have those questions answered in a friendly and supportive environment. By invitation from your local Area Health

Dept. Nurse
Enquiries 4328 7900



INTRODUCTION TO SOLIDS

A discussion on recommendations about introducing solid foods to your baby - including the how, what, when and why.

Suitable for parents of babies approx 4-6 months old.



CHILDHOOD IMMUNISATION CLINIC

Coast and Local Health District nurses conduct free immunisation clinics at Karlong Neighbourhood Centre. No booking required.

The second and last Tuesday of each month 12pm-1pm



ACTIVE PLAYGROUP

Come along, have fun and meet other families. An educational program in a safe, happy & stimulating environment. Play, learn and engage with your children.

Wednesdays 10:30am - 12:30pm.



LITTLE BIG SCHOOL

Our aim is provide an alternative and additional opportunity for children to participate in a preschool program. In particular, for children who cannot or have not availed themselves to a traditional preschool education.

The program is based on play and with a high degree of fun. Children learn best when they are having fun participating in the process of learning.



WONDERFUL WOMENS GROUP

For all women, Fun creativity, Make great friends, Create community, Be empowered, Morning tea provided.

Free Childcare for 1-5 year olds

Mondays (during school term) 9.30 am - 11.30 am.

GROUPS SNAPSHOT



PILATES

Pilates strengthens core muscles, improves flexibility & builds bone density! Come along and have some fun in a class paced to your ability!

Seniors: Mondays during school terms, 12:00pm - 1:00pm.

All: Saturdays from 8.15am to 9.15am



YOGA CLASSES

Yoga Nidra (Meditation) followed by Gentle Stretches (Asana's) development for the body, mind, and spirit. yoga will lead you to a sense of peace and well-being.

Tuesdays from 7pm - 8pm



UKULELE LESSONS

Don't own a Ukulele? No problems! Never played before? No worries! We will supply you a Ukulele for free to use for the first 3 lessons. All song sheets and lesson handouts provided. Have fun learning and playing in a group. Meet new friends.



INDOOR BOWLS

If you feel like a laugh and could do with a bit of a stretch, join us at Kariong Neighbourhood Centre for a game of indoor bowls. It is a very popular event at KNC.

Tuesday 9:15am sharp - 12 noon.



TAI CHI

Give yourself a chance to focus on your health and well-being.

Helps reduce stress and anxiety, lowers blood pressure, increases breathing capacity, improves mobility, is an oasis in a busy life.



OVER 50'S FRIENDSHIP GROUP

Affectionately known as the TOFFS, this weekly social group has been very popular!! With monthly outings planned across the Central Coast, Sydney and Hunter Valley. Come along, join in and establish some rewarding friendships - men welcome!!

GROUPS SNAPSHOT



BE CONNECTED

The Be Connected program allows older Australians to develop their confidence in a supportive environment and learn how to remain safe online while connecting with loved ones

Mondays and Tuesdays 09:00
am - 3:00 pm



CRAFT AND CHAT

A social group for people who enjoy doing craft activities and would like to have some company. Bring your own project to work on or learn new skills from others. Newcomers welcome, no expertise required.

Thursdays 9:30am - 12noon.



APPLY FIRST AID COURSE

FIRST AID Training
(Directions Health)
Wednesdays fortnightly
Call 94863120 or email
enquiries@firstaid.net.au
www.firstaid.net.au



FREE FAMILY LAW CLINIC

With Katie Smith
Appointments Available
(Availability according to court
appearances)
Bookings Essential
Please Phone: 02 4340 1724
30 Years Experience

OUR CREATIVE ART GROUPS



Kerry with her art students



Chris Moore with students at Aboriginal Art Painting Workshops

We invite local artists to hold workshops at the Centre – teaching the community new skills in creative industries using mainly recycled material ranging from installations, murals, mosaics, and printmaking

Using art as a tool to explore “how people feel in their community” discussing their dreams and aspirations, art provides a non judgemental platform for people to open up and share stories and feel a sense of inclusion.

It is a great way to breakdown any barriers and provide equal opportunities for all to be involved in community life.

The workshops are all inclusive of age, race and abilities.

We thank our artists, Chris, Kerry and Libby for their teaching and sharing their artistic talent with us..

OUR TEAM

Kariong Neighbourhood Centre has maintained a high standard of operations this year. Credit goes to the Board, staff and volunteers who maintained the friendly yet professional approach to their work and the delivery of services and activities to the Community. There was some uncertainty at times given the changing face of the Management, yet all remained steady and this is due to the high calibre of staff and volunteers working for the Kariong Neighbourhood Centre. It is a pleasure to work alongside such highly skilled people with the community's best interests as their focus. We look forward to the year ahead.

Gay - Finance Officer
Kurt - Bookkeeper
Nguyen & Debbie (Administration)

Our OOSH Team

Sandra - Responsible Person & Safety Officer
Lavenia - Responsible Person & Educational Leader
Bek - Responsible Person
Anita - Childcare Educator
Libby - Childcare Educator
Jazz - Childcare Educator
Nat - Childcare Educator
Sue - Childcare Educator
Natasha - Childcare Educator
Larry - Childcare Educator

Our Vacation Care Helpers

Rachel - Childcare Educator
Tamara - Childcare Educator
Charlotte - Childcare Educator

Little Big School/Active Playgroup

Lynnette - Children Supervisor

Shayne Silvers
General Manager

Jacqui Pearson
OOSH Administrator
Nominated Supervisor

WE ARE LUCKY TO HAVE SUCH WONDERFUL COMMITTED STAFF





TO OUR AWESOME VOLUNTEERS

KNC Administration Volunteers

Pat Masters, Grace Gao, Candice Walters, Kerry Skarratt, Kayleigh Sloggett

KNC TOFFS The Over Fifties Friendship Group

Janelle Graham

Be Connected Computer Program for Seniors

Kerry Skarratt

KNC Indoor Bowls Group

John Psaila, June Edmonds

KNC Kitchen Garden

Debbie Burgis, Rachel Lipovec

Tax Help Volunteer

Nguyen Nguyen

Marketing

Tracey Honig

KNC Active Playgroup

Carly Blake, Cianne Stollery

KNC Little Big School

Dorothea Marler

KNC Craft and Chat Group

Iris Clay

KNC Maintenance

Kamil Brozka, Mike Henderson

Free Family Law Clinic

Katie Smith



THANK YOU TO OUR SUPPORTERS

2018-2019

Department of Communities and Justice – Emma Gilby, Commissioning and Planning Officer for the Community Builders funding which helps to provide our activities for the community.

Central Coast Local Health District – Helen, for our Early Childhood Clinic, Immunisation and Mums and Bus Group and Solids Talks.

Central Coast Council – for the lease and the affordable rent of the building and grants we have received over the past year.

Liesel Tesch – for her continued support in our work at the Kariong Neighbourhood Centre.

Directions Health – Denna for her First Aid Training Courses

Thank you to our room hirers - Central Coast Local Health District Health, Tai Chi Association, Central Coast Fly Fishing Rodders, Ukulele Workshops, Art & Craft Groups, Playgroups, The Over Fifties Friendship Group (TOFFS), Your Temple, Kariong ALP, Catholic Healthcare, Kariong United Football Club, Corina Jones our Yoga teacher, Sands Australia, Australia Breastfeeding Association, Indoor Bowls.

Collegiate Organisations

- Meals on Wheels Central Coast for your support in time of need and help with our freezer and food items
- One Direct Advisory Pty Ltd. for your Centre Management support and strategic direction.
- Wiseberry Real Estate for sponsoring our Wonderful Women's Group



“As we express
our gratitude,
we must never
forget that
the highest
appreciation
is not to utter
words, but
to live by them.”

John F Kennedy