



ANNUAL REPORT

2023-2024

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Warragamba, NSW 2752



ACKNOWLEDGEMENT OF COUNTRY

Warragamba Silverdale Neighbourhood Centre Inc acknowledges the traditional custodians of the land in Warragamba and the Wollondilly Region, the Gundungurra and the Dharawal peoples.

We acknowledge the living culture and spiritual connections to the land for the Gundungurra and Dharawal people and all First Nation People that have connections to the area; and that Wollondilly is remarkably placed as the intersection of many tribal lands.

We recognise the traditional Custodians have occupied and cared for this Country over countless generations and celebrate their continuing contribution to the our local area and the Wollondilly region.

We also acknowledge and remember the Gundungurra and Dharawal peoples who were killed in the Appin Massacre on 17 April 1816.

This land was and always will be Aboriginal Land

Reflection of 2023-24

Dear Community, Networks and Stakeholders,

As we reflect on the past year, we are proud to share our annual report, which outlines our performance, achievements, and aspirations. The past year 2023-24 it has been a remarkable chapter in the journey of WSNC, marked by both challenges and significant milestones.

Throughout the year, our dedicated team has worked tirelessly to advance our strategic goals, adapt to organisational change and post COVID conditions, while delivering exceptional commitment and support to our community and shareholders. We have embraced innovation, enhanced our operational efficiencies, and made strides in building capacity and connections, all while maintaining our commitment to excellence towards our community.

Despite the hurdles we faced together as a organisation and as a community, we did so together as a team. These are not limited to but include organisational changes ranging from board to staff, systems and processes, internal restructures, strengthening relationships and rekindling broader network and stakeholder connections, reviewing our programs and services to meet the needs of economic conditions and challenges, and ensuring the voice of the community is echoed throughout all we do within WSNC Inc. Because of the journey over the last twelve months we have emerged stronger and more resilient. Our financial performance reflects our hard work, with key metrics showing highlights such as increased participation, positive feedback including growth, extending services and programs delivery to align with community needs while ensuring sustainability for the future for individuals and community.

Looking ahead, we are excited about the opportunities that lie before us. Our focus remains on implementing strategic priorities, such as expanding into new areas, investing in technology, enhancing community experience, and enabling individuals and community members to have a voice within the WSNC organisation that it reflective of the needs with community to enable capacity building. We believe that by staying true to our values and fostering a culture of innovation, inclusiveness and transparency we will continue to create sustainable growth and long-term value that builds a culture of capacity and strength within our community.

We extend our heartfelt gratitude to our employees, community, partners, and shareholders for your unwavering support and trust.

Together, we will navigate the path ahead and achieve even greater success.

Thank you for being part of our journey.

Sincerely,

Mel Christian
Chairperson and Secretary
WSNC Inc.

Our Mission and Values

"The purpose and mission at WSNC Inc is to foster community engagement by providing educational and recreational activities, supporting local initiatives, and offering a welcoming space for social interaction. We strive to be an inclusive, supportive, and safe environment for everyone. Our goal is to build capacity within the community, empowering individuals to thrive, not just survive."

Our work so far

"Over the past year, we have invested in innovative technology and systems designed to reduce barriers and promote positive change within our community. Through surveys and community engagement, we identified that increased frustrations and limited access to supports and services significantly affected our members' sense of value, mental health, and overall well-being, ultimately compounding their financial and life outcomes.

In response, we have enhanced opportunities for community connection through activities such as bus trips and social events. We have also reviewed our programs and supports, collaborating with TAFE and community colleges to offer flexible training and learning opportunities in a supportive local environment."

"Every Kid Is ONE Caring Adult Away from Being a Success Story."

Josh Shipp

Meet our Team 2023-24

Attached is our 2023-24 Organization Chart, which visually represents the diverse range of service areas and staffing throughout the organization.



WIGWAM OOSHC & Vacation Care

The past year at Wigwam has unfolded like a vibrant tapestry, woven with both trials and triumphs. We have encountered numerous challenges, yet nothing has hindered our momentum or dimmed our enthusiasm.

The Team at Wigwam has been nothing short of extraordinary! My gratitude for their unwavering dedication knows no bounds. Whatever obstacles I present, they rise to the occasion, ever ready to lend a hand, ensuring a seamless experience for the children, shielding them from any sudden upheavals.

This year, we faced ratings and assessments, and in my eyes, we truly knocked it out of the park! Embracing these new experiences as valuable lessons, our team has blossomed and evolved. However, we have not been without our share of financial trials, as rising costs of living have prompted families to reconsider their needs for before and after-school services, with vacation care feeling the impact as well. Thankfully, some families are gradually returning. The children miss our services, as well as those at Warragamba Public School, though we did lose some Kindergarten children to them.

On a brighter note, our vacation care program has welcomed promising attendance, and the children are relishing our excursions and engaging activities with the WSNC Centre at Warragamba. We're also thrilled to see further enrolments for 2025 on the horizon. In these trying times, we are exploring additional funding to bolster Wigwam's resilience. With optimism, we await the unfolding adventures that 2024 and 2025 have in store for us.

Teddy Bear Cottage

Teddy Bear Cottage has thrived this year, navigating through various challenges and transformations, all while dedicated to providing the children with exceptional care and an enchanting childcare experience.

The Centre has welcomed some new faces, employing an additional support teacher to offer individualized attention, working harmoniously alongside our preschool educators.

The children have relished participating in events such as Book Week at Warragamba Public School and kindergarten transition days, fostering new friendships with peers and mentors alike.

Our devoted staff have engaged in a plethora of training sessions, refreshing their first aid and CPR certifications and enhancing their expertise through child protection training.

Many have also embarked on furthering their education, diligently pursuing diplomas in Early Childhood Education.

This year, our service has hosted a myriad of engaging incursions, including Living Safely with Pets, the NAIDOC Indigenous Reptile Show, and special kindergarten visits, enriching the children's experiences.

Later in the year, Teddy Bear Cottage underwent revitalizing repairs following flood damage. This transformation included new flooring and a vibrant paint makeover, infusing the centre with brightness and warmth. The educators have thoroughly enjoyed rearranging and setting up the rooms to create inviting spaces.

Our journey is far from complete; our mission remains clear: to deliver high-quality care and make a lasting impact on the children we nurture and educate. Teddy Bear Cottage is truly a magical place to belong, and it is a joy to work here. I eagerly anticipate continuing this adventure with renewed dedication and passion.

Child, Family and Community

Joe joined the WSNC team in August as the Child, Family and Community Practitioner
Karleigh has transitioned across to the Child, Family and Community as an additional Practitioner

The WSNC Child, Family and Community AGM Report has been written in line with our Targeted Earlier Intervention Agreement of Funding of Services for Targeted Support.

Intake and Assessment

As referrals are received by the team for targeted support, we undertake an intake and assessment process with clients to better understand their circumstances, needs and goals. This process assists us work in partnership with individuals, and or families, to offer support that best serves their needs. Additionally, it assists us in identifying appropriate referral pathways if needed, as well as recommendations for our other programs such as Playlinks Playgroup, Times & Tunes, Parenting Workshops or School Holiday Programs.

Family Capacity Building

Family Capacity Building refers to the more intensive clients that require additional support in navigating their circumstances and linking in with support services. We assist clients with a range of needs from parenting advice and access to programs; to health and wellbeing support; or even material and financial aid. As part of family capacity building we also assist clients by advocating on their behalf with external services, as well as making appropriate referrals when needed.

Some of the services we may refer families to include:

- Lifeline
- 1800REPECT
- Mental Health Access Line
- KidsHelpline
- Child Protection Helpline
- 000
- Community Links - Mental Health
- South Western Sydney Health Unit
- GP
- Community Links - Allied Health
- SWS Community Health Centres
- Speech Pathology Australia
- MacArthur Audiology
- Wallacia Christian Community Church
- West Care Community Services
- Mama Lanias- assists with providing meals, referrals pathways.
- Anglicare Help With Money
- Mission Australia Emergency Relief South West Sydney
- Penrith Community Kitchen at Penrith PCYC
- Carers NSW
- Grandparents Support Group - Community Links
- Link2Home
- Fair Trading
- LegalAid
- South West Sydney Tenants Advice and Advocacy Service
- Western Sydney Tenants' Service (WESTS)
- Rentstart Bond Loan
- NADO
- Allied Health Supports
- NDIS
- Sunnyfield Disability Services
- Community Links - NDIS
- Lifeline Macarthur Financial Counselling
- National Debt Hotline
- Salvation Army Financial Counselling
- Macarthur Women's Domestic Violence Court Advocacy Service - Macarthur Legal Centre
- Macarthur Child & Family Health Nursing Team Central Intake Line
- School Counsellor

Material Aid

Material Aid continues to be a service in increasing demand within community, which is reflective on the increased pressures and economic cost of living. We aim to support that clients in our community to enable them to access types of material aid WSNC has provided includes while also supporting them to address challenges and build their capacity to manage and play for unexpected pressures and expenses in the future:

- Crisis Pantry Food and Essential Items (nappies, shampoo & conditioner, deodorant, soap, feminine hygiene, toothpaste etc). We received regular FoodBank orders to assist in stock for our Crisis Food Pantry this is also supported through our weekly food sustainability initiative program.
- We have been working closely with Warragamba Public School to assist with their Breakfast Club program which ensures that children have access to a healthy breakfast. This gives them a healthy nutritious start to a big day of learning and activities. While also enabling the WSNC to build positive connections within community to be a recognized brand and service available.
- \$50.00 Fuel Vouchers from Ampol in Warragamba
- Rapid Relief Team Food Boxes
- Energy Accounts Payment Assistance (EAPA) WSNC applies for vouchers which are sent electronically to energy retailers to assist with electricity or gas accounts. EAPA is targeted for people who maybe experiencing financial difficulties in paying for utilities.

Child, Family and Community

Supported Playgroups

Playlinks Playgroup

WSNC and Northcott relationship has continued to go from strength to strength our collaborative partnership with our Playlinks Supported Playgroup on Mondays. We have been achieving regular attendance from families each week with new families attending often. The developmental program changes with each term and has a different focus each week- for example one week may be emotions, and another may be friendships. The children are usually observed to be engaged with the activities, and the parents seem well connected with the staff and other parents in attendance.

Times & Tunes

Times & Tunes is a program that was created by Sing&Grow which enabled WSNC staff and volunteers to run their own version of the evidence-based music program. Throughout the past year Skye, Maree, Sylvia, Pauline and Nikki along with other staff and volunteers have been working together to run this program during the school term. We have received feedback from families who say their children really love the program along with constructive feedback to assist us to review and evolve the program. The WSNC staff and volunteers are doing their best with providing a range of musical activities and keeping the children engaged in the program. We have regular attendance, from families who attend each week. We anticipate this program will continue to be implemented Term 4 due as we work to develop staff and volunteers to deliver the program and increase engagement.

Parenting Programs

Online Guardians- E-Safety Workshop

WSNC partnered with Warragamba PS to offer an E-Safety workshop for students and then parents with tips and strategies to keep their children safe online. We had a number of parents attend. It was identified that many children are putting themselves at risk online, for example, by speaking to strangers and oversharing information. These workshops focused on equipping students and parents with real strategies and tools to increase safety and protective behaviours on the online space.

Ages and Stages Workshop

WSNC has connected with Erin Jones (Speech Therapist) who is a practitioner known to community and working with a number of families. Through ongoing discussions it was identified that there is a growing waitlist for access to Allied Health supports. With that in mind we have been working to deliver parent workshops to assist with practical tips and strategies aimed at supporting families while they are on wait lists to aid in building their capacity as parents and also that of their young person. The Workshop was a strengths-based workshop, which equips parents and caregivers with tools and strategies to support their child's challenges.

Body Image Workshop with The Butterfly Foundation

This was a collaborative partnership with Warragamba Public School to deliver a crucial message to stage 3 students and their families around body image and self care. This was an identified response to some difficult situations within our community where young people 12years and under. Where their focus around body image and body shaming had become a significant challenge and was impacting on the mental health and wellbeing of our community. Therefore we reached out to our local school and we worked together to engage The Butterfly Foundation to deliver a workshop to students and then to Parents to help shine light on a difficult topic and build capacity to navigate feelings and thoughts when discussing with peers and families.

Motivating Boys to have Safe Respectful Relationships

This initiative is due for delivery to students and parents in October 2024. Aimed at young boys across stage 3 at Warragamba Public School to enable boys to build confidence and navigate what a safe and respectful relationship is and how we need to respect females and the others in our community.

Being a Parent Program

We have another workshop scheduled for October that runs over 9 weeks aimed at supporting parents with children 2-12yrs with various challenges and frustrations. This is a collaborative initiative with Village Connect and Karitane.

Social Inclusion Groups

WSNC have initiated a social inclusion programs to be accessible by all members of the community. This has included social events and outings outside of the local area such as Tulip Time in Bowral, Vivid Festival in Sydney. Trips to explore other areas including Hawkesbury and The Hills Area just to name a few. We are extremely grateful to Karleigh, Board Members and Volunteers who have been a vital supported needed to be able to provide this ongoing program. As many individuals and groups are often limited or excluded due to our geographical location and limited transport options. These opportunities enable residents to reconnect and rebuild old or new relationships. Social interaction promotes health and wellbeing, builds on individual skills and social connectedness

Youth Program and Events such as Youth Week

Youth Week is the largest celebration of our young people that encompasses an opportunity for young people to express their ideas and views, act on issues that affect their lives, and create and enjoy activities and events. However at WSNC we are rolling out regular Youth Events and capacity building initiatives aimed at supporting and empowering our young people to build connections and develop skills that will enable them to have a voice around the opportunities available to them at WSNC and within community.

Some of these initiatives have included but not limited to, creative arts, music tutoring, cultural connections, feeling safe and keeping safe in the world around us and within the local area. We have supported young people to have a safe space at The Cottage a place to identify as an opportunity to connect, learn, develop and master skills in a safe and inviting environment.

Child, Family and Community

Community Connections Program

A program aimed at building stronger connections for First Nations People. The program supports a safe space for connection, conversations and knowledge sharing while learning the art of weaving with our Facilitator Jessica Farrell.

We acknowledge that in the past we have had limited opportunities for First Nations People and as such made a conscious effort to be an area of improvement over the past year. We have implemented an approach that is genuine and not about ticking a box. It's about meaningful collaboration and acknowledgement amongst First Nations People in community. They hold significant space within our communities, and we want to learn and be respectful of all in our approach. This is only the beginning of this journey, and we are excited to see where the journey takes us.

School Holiday Events

The team at WSNC have coordinated many School Holiday Activities to encompass a broad age range of children. Cookie painting and making, Balloon Workshops, Wildlife Warrior/Animals, and fun fitness all have been highlights.

We were also able to do a very successful creative arts program over the recent months at the Cottage. Giving our young people the opportunity to participate using their artistic talents was as much fun for them as it was to our various volunteers, Demonstrating the role intergenerational relationship has to play within our community and events.

Feedback received implies these activities filled a gap in the community to provide local, interactive, affordable, enjoyable activities. These opportunities are also offered to vacation care so it provides the children that attend the experience of an excursion without having to incur the cost and inconvenience of travel.

Behind the Scenes

We've had a big focus on our policies and procedures over the last year and have been working hard to put processes into place that ensure consistency in our programming and day to day activities.

We have invested in innovative systems and technologies to provide staff and the community greater access, inclusion and flexibility around the work we do and the the way we engage with services, stakeholders and networks.

We have seen training delivered in group settings and online, we have seen community members access digitally otherwise unable to do so due to an ever growing digital divide often seen and experienced in communities.

We have begun to implement a new Client Record Management system that will see WSNC as a service move to digital record keeping and enabling a more streamlined approach therefore increasing productivity and opportunities.

The Year Ahead

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Dam Fest 2024

The WSNC Team continues to play an indispensable role in the Damfest, especially in the absence of a subcommittee. While the 2023 DamFest did not unfold as planned, we are fervently preparing for a grand return in 2024.

The countdown has begun, with the event scheduled for the 20th of October, 2024, just a few short weeks away. The dedicated WSNC team and enthusiastic volunteers are laboring behind the scenes to craft a splendid celebration for our community and beyond.

This year marks the 20th anniversary of the festival, a milestone that fills our hearts with pride as both a service and a community. What began as a simple café conversation has blossomed into a magnificent occasion, enriching the lives of many and serving as a vital source of revenue for our cherished community

We are looking for support both pre, during and post the 2024 DamFest Event if you happen to be interested or have some suggestions we encourage you to reach out and connect with us on 02 4774 1273

WARRAGAMBASILVERDALE NEIGHBOURHOOD CENTRE INCORPORATED

**Special Purpose Financial
Statements For the Year Ended 30th
June, 2024**

Overall for the financial year of 2023 to 2024 WSNC have made a small nett profit of \$39,559.00

Over our 3 departments we have seen many challenges, The neighbourhood centre recorded a nett profit of approx. 11k. Within Wigwam we have unfortunately seen a loss of \$48,000. This was due to many things such as increased rental costs, bus maintenance, wages and unfortunately reduction of numbers. We were unsuccessful in the tender to relocate to Warragamba Public School

Teddy bear cottage on another note has remained strong. We are at most days at full capacity with 25 children. We received a CCCF grant for \$50,000 in which we are working to improve and increase the capacity of the centre. Income has increase from last financial year resulting in a nett profit of approx. \$74,000.00

Silverdale progress hall has remained steady , with a nett profit of approx. \$1100.00

Damfest figures are not a true reflection as unfortunately Damfest was cancelled last year.

We are looking forward to the next financial year. We are working on ways in which we can increase our revenue in all departments. This will include Grants, fundraising and events. Expenses will also be a focus in the next financial year. We will be implementing new procedures in which we can reduce these in all areas.

Please see included Auditors Report
from



**WARRAGAMBA SILVERDALE NEIGHBOURHOOD
CENTRE INC**

**SPECIAL PURPOSE FINANCIAL ACCOUNTS FOR
THE YEAR ENDED 30 JUNE 2023**

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