



2020/2021 ANNUAL REPORT



COWRA INFORMATION &
NEIGHBOURHOOD CENTRE INC

ABN 37 152 608 106

AGENDA

Friday 19th November 2021 at 10am
Cowra Bowling Club Function Room
Vaux Street, Cowra, NSW 2794

1. Welcome
2. Apologies
3. Confirm minutes of previous years AGM
4. Presentation of Chairpersons Report
5. Report from Treasurer
6. Board Elections
7. Welcome to the new Board
8. Appointment of Auditor and Accountant
9. Appointment of Public Officer
10. Update from CEO
11. Thank you and closing

BOARD OF MANAGEMENT

2020 - 2021



Chris Budge
Chairperson



Nikki Kiss
Vice Chairperson
Secretary



Steve Moriarty
Treasurer



Mel Barlow
Board Member



Alicia Ball
Board Member



Esther Cutmore
Board Member



Jenni Walters
Board Member



Darren Quinn
Board Member

STAFF

2020 - 2021



Fran Stead
Chief Executive Officer



Belinda Evans
Disability Support Worker



Brock Dalton
Reception



Bronwyn Sainsbury
CVS Co-Ordinator



Damien Benson
Disability Support Worker



Danny Jackett
Team Leader Home
Modifications & Maintenance



Diana Broeksema
Home Modifications &
Maintenance Administration



Donnah Chown
Client Services Worker
Family Support



Hellen Horton
Youth Worker



Jess McLeish
Community Engagement
Officer



Karen Pearson
Administration Officer



Katie Wilson
Communications &
Administration Officer

STAFF

2020 - 2021



Kylie Keliher
Disability Support Worker



Marion Speechley
Community Engagement
Officer



Michelle Whitty
Early Intervention
Educator / Keyworker



Mitchell Esposito
Disability Support Worker



Naomi McNamee
Disability Support Worker



Natalie Rush
Key Worker / Family Support



Peter Van Dartel
Disability Support Worker



Tayla Gardiner
Key Worker / Family Support



Tess Roberts
Community Services
Trainee



Zeeden Cook
Community Services
Trainee





Cowra Information &
Neighbourhood Centre

OUR VISION

" Locals Supporting Locals "

OUR MISSION

To empower people and our community to grow and celebrate diversity, to be safe and connected.
To provide services, information, advocacy and referral to all our communities, focusing on the people who are vulnerable, isolated or at risk.

**The strength of the team
is each individual member.
The strength of each member
is the team.**

Phil Jackson



**WE ARE NOT
A TEAM
BECAUSE WE
WORK TOGETHER.
WE ARE
a team because
WE RESPECT,
trust, and care
*for each other.***

...

@ValaAfshar

CINC MEMBERS

2020 - 2021

The Board of Management and Staff would like to thank all of our wonderful members for their ongoing support of our projects within the Cowra Community.

Allbright, Tessa	Hampton, Joan	Pagett, Vicki
Ball, Alicia	Hampton, Micheal	Peterson, Rita
Barlow, Melinda	Hampton, Sandra	Quinn, Darren
Batcheldor, Jocelyn	Henderson, Maureen	Russell, Terence
Beattie, Joanne	Hopkins, Elaine	Ryan, Thomas
Beer, Lynette	Horsfall, Portia	Sigsworth, Jullieanne
Blinkhorne, Sally Anne	Johnston, Lynda	Simeon, Karlene
Bond, Wendy	Kearney, Bernardette	Sloan, Christine
Britestar, Bea	Kerr, Barbara	Smith, Janet
Bryant, Leticia	Kiss, David	Spencer, Anne
Brydon, Jennifer	Kiss, Nicole	Stone, Robert
Budge, Chris	Lane, David	Swinhoe, Maureen
Budge, Kay	Littler, Valerie	Terelinck, Diane
Carter, Robyn	Lye, Neville	Thompson, Alan
Chalmers, Wayne	Mackay, Pam	Thompson, Helen
Cole, Paul	Mackay, Robert	Toohey, Jodie Lee
Cooper, Margaret	McAllister, Robyn	Vale, Lucille
Cooper, Thomas	McFarlane, Christine	Van der Nowland, Adrian
Croudace, Christine	McGilvray, Barbara	Vaughan, Hugo
Cutmore, Esther	McSorley, Tom	Vaughan, Robyn
Dawa	Mills, Colin	Venables, Cheryl
D'Elboux, Elaine	Moriarty, Judith	Vial, Kerry
Dunham, Anna	Moriarty, Stephen	Walters, Jennifer
Feltham, Coral	Nealon, Denise	Webb, Marion
Ferson, David	Newburn, Robert	Webb, Ronald
Fuhl bom, Cindy	Nichols Rosalie	Williams, Anthony
Gee, Helen	Noden, Mindy	Williams, Michael
Gerken, Katy	Norton, Christine	Wilson, Kelton
Gillan, Sheridan	Nowland, Corinna	Wilson, Kenneth
Gregg, Christine	Nowland, Irene	Wilson, Kiara
Grout, Dorothy	Nowland, Sheridan	Woods, Benjamin
Guihot, Robyn	O'Brien, Lyn	Wright, Delma
Gunderson, Mary	Oliver, Leonie	Wright, Kevin
Hall, Margaret	Oliver, William	Wright, Rhonda

Why do we need members?

By having a strong membership we are able to actively display that we are supported by all sections of the Cowra Community. Being a member is a great way to keep in touch with what is happening in our community.

Interested in becoming a member?

Please contact Admin on (02) 6340 1100 and we will send out an application form.

CINC VOLUNTEERS

Roll of Honour

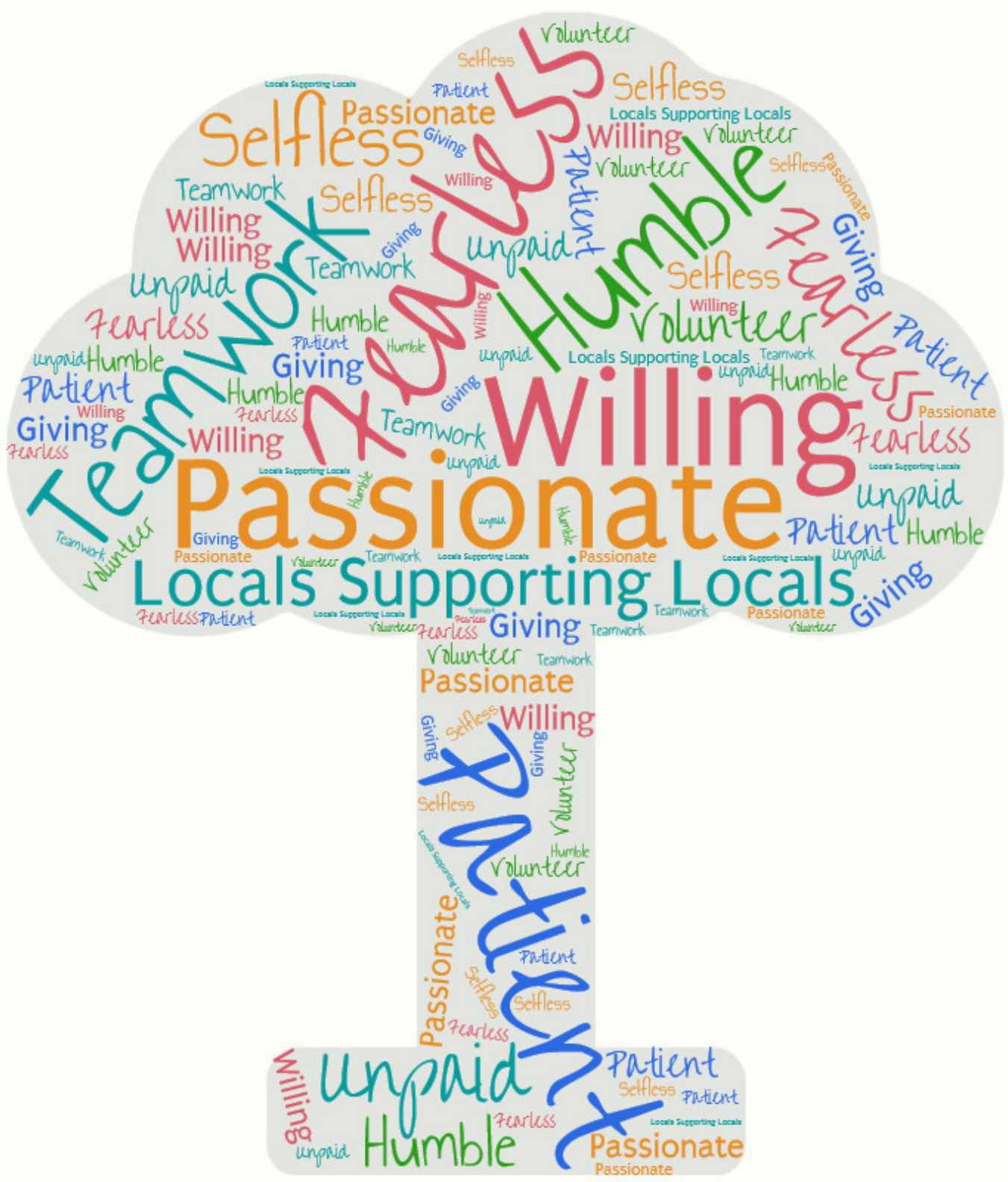
2020 -2021

The Board of Management and Staff would like to thank all of our wonderful volunteers for their ongoing support of our projects within the Cowra Community.

Ball, Alicia
Barlow, Melinda
Bryant, Leticia
Brydon, Jenny
Budge, Chris
Cutmore, Esther
Fievez, Marie
Garia, Leo
Gerken, Katy
Gillan, Sheridan
Hopkins, Elaine
Kirkwood, Douglas
Kiss, Nikki
Moriarty, Steve

Noden, Mindy
Peterson, Rita
Philpott, Karen
Quinn, Darren
Smith, Janet
Stone, Robert
Swinhoe, Jan
Toohey, Jodie
Vaughan, Robyn
Venables, Cheryl
Vial, Kerry
Walker, David
Walters, Jenni





A SNAPSHOT OF OUR YEAR



A SNAPSHOT OF OUR YEAR



CHAIRPERSON'S REPORT

What a great Organisation, and what a pleasure it has been for me to represent the CINC Board of Management as Chairperson for 2020/2021.

CINC continues to evolve and grow in stature on a daily basis. This growth has been recognised everywhere by all levels of Government; Federal, State and Local.

This has been brought about by the efforts of our courageous and dynamic CEO, Ms Fran Stead and her fantastic group of staff and volunteers and they have the total and unreserved support of the Board of Management.

In a year where COVID-19 played havoc in the community and around the country, there was one great highlight for CINC.

The purchase and supply of a Disability Accessible bus by the Cowra Bowling Club for CINC. This bus came fully equipped and ready for service. We, the Board of CINC are most grateful, as are the management and staff of CINC.

We sincerely thank the Manager of Cowra Bowling Club, Mr. Marc Eisenhauer, the Board of Directors and the members of Cowra Bowling Club for this most generous donation to CINC.

CINC's main funds still come from Federal and State Government grants and wonderful support from our Local Council, as well as memberships and donations. A fantastic effort and we thank everyone so very much.

The Board of Management wish to acknowledge our appreciation to Cowra Mayor, Mr Bill West and the shire council for their much valued and continued support.

At this time, we sincerely thank and acknowledge our dynamic CEO Fran - the life blood of CINC and the 'never say die' attitude of our staff and volunteers.

These people are the best of the best!

I would like at this time, to say a very special thank you to all my fellow Board Members for their input, advice and time during the year - much appreciated.

Thank you

Stay Safe

Chris R Budge

Chairperson

CHIEF EXECUTIVE OFFICER'S REPORT

When I sit and read over everyone's reports for the past year, I cannot help but get the biggest smile on my face.

It is probably the first time that I have stopped and thought wow, we managed to do all that in a year and these reports are only highlights and only touch the surface of what we have been up to.

We have gone from 14 staff to 22 staff within a year and added a whole new area of service that we now offer.

We have had a huge expenditure year and this was needed for our growth. COVID limited our room rental income, but still we made profit that will allow us to continue to put money back into our community.

I feel it is the time to explain the "why" we entered the disability space as over the past year we have had some criticism around moving into this area.

Our Vision is simple "Locals Supporting Locals"

We initially started to notice that Cowra had a short fall in the Early Intervention space. This was evident with families engaging with our Family Support Service. Families were on long wait lists, resulting in no therapy being provided or families having to undertake a huge amount of travel to engage with services. There also was no choice of providers, totally out of alignment to NDIS.

Participants deserve choice and control. With anything we undertake, we give it everything we have got. We researched and we educated ourselves, as I am a firm believer of not just talking the talk you must walk the walk. The more we dug, the more we discovered that Cowra had very limited choices in the disability space. So, this started our journey with adults, and we rented an amazing space. Further investigating showed just how little was on offer for children after school with disabilities. This is an area so under serviced. These guys deserve our attention and effort, as these kids deserve big bright futures.

Building capacity within our own community is something I will advocate every day for. We should never be relying on outreach services (this is across the board not just disability) we should be finding ways of making things happen as a community!

When you take action, you start to see patterns of increased activity, empowerment, energy and confidence. People start to notice you, (organisation) and your opinion starts to matter.

CHIEF EXECUTIVE OFFICER'S REPORT

We have been incredibly blessed by some huge donations. Cowra Bowling Club, Cowra Woolworths, Goods360, Cowra Council are stand outs - we could not have done what we do without you.

2021/2022 has so many exciting things coming up as we continue to grow and back ourselves. We have a staff pool or "talent pool" as I prefer to call these guys. All individuals that have a strong belief in making a difference. Talent is the key to a great organisation, I would prefer not to offer a service if we couldn't staff it properly as CINC is not about making money and ticking a box, it is about making a difference and achieving an outcome.

I hope each employee and volunteer at CINC feel significant and that they realise and believe that their actions make a huge difference to their community.

I thank the Board for always backing me and for them being incredibly flexible with COVID and adopting zoom as we have managed to navigate everything that has been thrown our way .

We continue to walk with our heads held high and huge smiles on our faces.

To our staff and our volunteers, we don't need trophies - the smiles from the people we service is trophy enough.

Let's keep the energy high and continue to create the way forward together.

I thank each of you for trusting me to lead, even when I didn't have all the answers. All I can pledge is, I will give it everything I have.

To my family and chosen family - saying thank you and I am grateful for your backing is too small, so much love for you all.

For my new grand baby Eason, I will work my butt off to make this world a kinder and safer place for you to grow up in.

Big love

Fran xx

Fran Stead
Chief Executive Officer

COMMUNITY ENGAGEMENT

It was wonderful for the centre to open back up to our community in July 2020 and to get back to some of our regular groups and activities following COVID-19 guidelines and restrictions.

Due to the Covid restrictions on numbers, we began holding 2 morning teas each Friday with limited numbers, and continued this until restrictions eased and went back to our 10.30am morning tea. When possible, our local health workers came back and continued to do weekly health checks. We celebrated Biggest Morning Tea, Volunteers Week and Pink Ribbon Day. We couldn't celebrate all our events in our traditional way but we tried to acknowledge these special days at our morning teas or on facebook.



School holiday activities consisted of a partnership with Creative Community Concepts with Footy for Fun, League Tag and Fast 4 Tag, Boyz Business, Girls PJ Parties and Movies.



COMMUNITY ENGAGEMENT

Unfortunately, due to Covid there were a lot of things we couldn't do and one of those was our NAIDOC celebrations. We did however put together 100 NAIDOC goody bags and cookies that we delivered to our community.



The Salon Collective and Brother Fox took time out from their busy businesses and gave some of our lovely regulars a treat with some fresh and trendy hair styles. We are blessed to have such selfless people in our community.



We held 2 Christmas lunches this year at the Cowra Services Club so nobody missed out. Both luncheons were beautiful. The food was great and the company even better. It was lovely to see so many smiling faces and members of the community including groups from our locals school come together to celebrate.



The traditional Christmas Street Festival did not go ahead but we continued our tradition of Christmas photos this year, focusing on family photos due to Santa not being able to attend due to Covid. We had one photo session at Squire Park and one at the centre due to bad weather. The photos were amazing and all the children received goody bags.



COMMUNITY ENGAGEMENT

We have continued to run our playgroups on Wednesday and Thursday to ensure that as many families as possible are able to attend with the restriction on numbers. We have been holding many of our playgroups at the park over the last 12 months. We had fun with National Science Week, and Christmas celebrations at the park.



We held our Families Week celebrations at the Masonic Hall so everyone could come including the Infants Choir from Cowra Public School. Our theme this year was 'When I grow up'. There were some wonderful costumes and lots of activities and fun had by everyone.



We held our first nutrition and wellbeing workshop for teenage girls and this was a huge success. The girls had a wonderful morning and learnt a lot from Grace. They really enjoyed learning and preparing some lovely healthy nutritious recipes.



COMMUNITY ENGAGEMENT

We held a creative writing competition for our youth to write a short story or poem about positive experiences in Cowra. We had some fantastic entries with some great prizes given out.

We were lucky enough to hold a Photography workshop with Glenn Daley. It was a 3 week workshop with 10 young people. They walked away with loads of knowledge and skills in photography as well as a bundle of goodies including their very own camera.



We hosted Obtsacool this year, where we had 500 people across all ages participate and jump on the inflatable obstacle course. We had sessions running the entire day, with limited spots in each session due to Covid restrictions. We provided chips and water for participants, which was generously donated by our local Woolworths.



International Women's Day was celebrated this year with a lovely traditional garden party. We provided food platters, live music, croquet, quoits and bocce. We were lucky enough to have Steph Cooke MP attend as our guest speaker. She shared some amazing stories and information.



COMMUNITY ENGAGEMENT

We celebrated Harmony Day with a luncheon. Everyone enjoyed each others company and a meal. There was also a goody bag to take home for everyone who attended, filled with Harmony Day merchandise themed "Everyone Belongs".



As part of our NAIDOC 2020 program, we were finally able to host in March 2021 our weaving workshop run by Gail Manderson. Everyone had a lovely time learning new skills or techniques in traditional weaving, and got to take home some amazing pieces they created.



We hosted our traditional Seniors Week High Tea this year. With amazing platters filled with treats, tea, coffee, and a cookie to take home. We had guests from Weeroona join us, as well as other members who had a lovely time celebrating the theme "In Our Nature"



Marion Speechley
Community Engagement Officer

Jess McLeish
Community Engagement Officer

Tess Roberts
Community Services Trainee

Zeeden Cook
Community Services Trainee

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

Cowra Information and Neighbourhood Centre Family Support is committed to providing families and young people the skills to cope with the challenges of family life, to promote development, well being and community engagement. We provide advice and referral, home visiting, linking families to appropriate services, parenting and support groups, community activities and events.

During the Financial year 2020 - 2021 we provided services to 148 Families, currently engaging with 35 Families.

We assisted Families in Cowra, Canowindra, Grenfell and the surrounding areas.

We continue to support Families with Our Partnership with Second Bite Coles, Woolworths and the Cowra Hot Bake to be able to provide essential food/items to Our Families, we are grateful for this wonderful Partnership as we see the positive impacts this has everyday for Our Families.

CINC Family Support offered the following Programs for Families/Carers and Children in 2020-2021.

Triple P Program

Triple P – Positive Parenting Program is a multi-level system of family intervention for Parents/Care Givers, aims to promote positive, caring relationships between Parents and their Children, to help Parents develop effective management strategies for dealing with a variety of Childhood Behaviour problems and common developmental issues.

Triple P is a scientifically researched Program ran around the World, the evidence shows it helps parents feel more confident, less stressed, less angry, and less depressed.

Triple P Programs available are Group Triple P Children aged 2-12 years, Stepping Stones Primary, Children with Disabilities, Stepping Stones Seminars, Children with Disabilities, Teen Triple P.

Out of the Dark

Out of the Dark is a program for women who have experienced domestic and family abuse – Emotional, Financial, Sexual, Social, Physical, Religious abuse.

The program helps Women to make informed choices, understand domestic and family violence, regain control of their lives, and the options and support available for women.

Participants learn the different types of family violence, the cycle of violence, myths and facts about Family Violence, power and control in abusive relationships and safety planning.

We presented Out of the Dark via Zoom, Face to Face.

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

LOVE BiTES

LOVE BiTES is a Respectful Relationships Education Program for young people aged 15-17 years. It consists of two interactive workshops: one on Relationship Violence, and one on Sex and Relationships, followed by creative workshops.

Love Bites aims to provide young people with a safe environment to examine, discuss and explore respectful relationships. All Love Bites programs are strength-based approach and views young people as active participants who are able to make choices for themselves and their relationships when supported with information and opportunity for skill development

The overall aims of the programming are to equip young people with the knowledge needed to have respectful relationships, encourage, and develop their skills in critical thinking and assist them in being able to problem solve and communicate effectively. When equipped in these areas, NAPCAN and Cowra Information and Neighbourhood Centre believes that young people can make the right choices for themselves and their relationships that are free from violence and abuse.

We have facilitated LOVE BiTES at Canowindra High School and St Raphaels.

Black Box Parenting

Black Box is a 5-session group program, 5 Individual Phone Sessions for parents who have experienced family violence and/or other trauma.

Each session gives parents and carers the opportunity to think about how they interact with their children in a supportive non-blaming way. It has been designed for parents to reflect on how past events might be affecting their parenting, including information on the effects of trauma on the brain and how activities like play offer the opportunity to repair attachment bonds, some of the common parenting strategies, understanding that these need to be built on the foundation of a strong attachment in any relationship.

Black Box Parenting is about understanding a bit more about how past things that have happened to us and to our children - affects how we get along as a family today, is interested in how the past might be affecting us RIGHT NOW. These five sessions are not intended to teach you everything about being a parent, only to begin to understand a bit more about ourselves and our children and the way we interact with each other.

For some parents who have themselves experienced trauma, sitting in a parenting group can be challenging. It is widely acknowledged that children do better with fair, predictable limits but a history of family violence or trauma can make setting these limits seem like an impossible and demoralising task,

Our Goal is to assist Families to implement successful strategies and to be united as a Family.

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

Friends Resilience

The Friends Program helps people of all ages build resilience, confidence, and emotional wellbeing which improves learning and social outcomes in schools, families and work setting. Friends Resilience offers four programs, Fun Friends (Age 4-7, Positive Social Development), Friends for Life (Age 8-11, Inspiring Confidence & Emotional Strength), My Friends Youth (Age 12-15 Building Positive Peer & Relationships) and Adults Resilience (Age 16 – 18+, Resilience Programs for all Adults). The group was run at Cowra Public School, Holmwood Public School, Grenfell Pre- School, St Raphaels School and Mulyan Public School.

The program is also implemented one on one with young children.

Professional Development

Here at CINC professional development for staff ensures we have the most up to date knowledge and skills to best suit the needs of our clients. This year we have participated in training around Child Protection Refresher – In Safe Hands, Wesnet Core Unit 1 – Smartphones, Survivors and Safety, Black Box Parenting, Shark Cage, Keyworker.

Webinars – Responding to family violence in First Nation Families to support children's social and emotional wellbeing, Men using the Client Worker relationship to engage men who use violence, Young People as the Key to Preventing Violence – How respectful Relationship Education, Stopping the Violence before it starts- Primary Prevention of Violence in LGBTQA and Families, Invisible Practices – Working with Fathers who use Violence, Words Matter – Getting the language of Child Mental Health Right, How to use frames effectively to advance Child Mental Health, What is the social model of disability and why it is important in Child Mental Health, The Power in Understanding patterns of Coercive Control.



COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

Committees and Groups

We are involved in the Cowra Domestic and Family Violence Committee, Cowra Child Network, Interagency Group.

Partnerships

As a frontline service for children and families in need we work closely with other service providers to ensure positive outcomes for our families. We would like to thank Housing Plus, Mission Australia, Cowra Public School, Cowra Mental Health, Cowra Community Health, Community Transport, Department of Communities and Justice – NSW - Housing, Barnardos, LiveBetter, NILS loans, CentreCare Homeless Specialists, Cowra Early Childhood Services, Mulyan Public School, Holmwood Public School, Holman Place, Lives Lived Well, Weigelli Drug and Alcohol Centre, Yalbillinga Boori Day Care Centre, Good Start Early Learning, Cowra Social Workers, Psychologist and Doctors surgeries, Salvation Army, St Vincent DePaul, Community Chest, Westnet phone, Headspace, ROCP solicitors, Legal Aid, Cowra Court House, Cowra Police, Wesley Centre Food Hall, Canowindra Community Health, Cowra High School, St Raphael's Catholic School, Matthew Povey Riverina Counselling.

Donnah Chown
Family Support - Client Services

Tayla Gardiner
Family Support – Client Services



This year has been amazing under very trying and unique circumstances. It is evident that the resilience of the youth connect kids is high in general, but adding the stresses of lockdowns and social distancing – we are grateful that they stand up in times of hardship. The partnerships, supports, generosity and overall embracing of CINCs Youth Connect program brings another year of celebrating the wins and working through the losses.

Skype 5 has been a brilliant partnership with Cowra High School working offsite (at various locations in the last year – PCYC, Sid Kallas Oval and Yalbillinga) to engage young people to transition back into mainstream school in a 5 level process. This is aimed at disengaged students who need guided support to reengage with mainstream schooling. Linden, Vanessa and Dean have been amazing supporting the kids in this joint venture.

Fit for Life has been spectacular in the periods it has been able to run amid the shutdowns for COVID. Jeff, Bernie and Kylie have been wonderful with the addition of Percy and Karen from Bathurst when they could get over. The young people are always keen to get up early, get in and give it their best, and then eat and get ready for school. This partnership and program has been so successful – even with the breaks in-between due to lock downs from COVID.

Cowra High School, Canowindra High School and Henry Lawson High School (Grenfell) engagement with Youth Connect has remained constant and strong. There have been complex cases with all the schools in the last year and our program has been brought in to give a third party opinion which has always been accepted in the highest regard and used in the betterment of varied situations of our shared clients.

Our affiliation with the Cowra Police and the need for court support has still been a massive part of the year. The Cowra Police have been very supportive of our program and likewise our program has been able to support young people in custody. The need for a familiar face in the police station setting is very important and the young people need to know that they have an advocate that is prepared to see past their actions and the young person they are separate to their mistakes.

Juvenile Justice has been absolutely amazing this year. With special mention of Obed, with his partnership working with young people we have had the greatest year of successes to date with young offenders. Ted Noffs Juvenile Drug Rehabilitation (Canberra) have been magnificent at supporting 2 of our local young people. We have had our first graduation from the program and it is a truly beautiful thing to see a young person completely turn their lives around and live without drugs. Could not be more proud!

Rachael Joyce (Bathurst Police Youth Liaison Officer) and Rose Richards (Youth Justice Conference Coordinator) have been wonderful supporting and providing YJC's in our area. These conferences allow young people the opportunity to make right some of their wrong actions outside of the juvenile justice system. These ladies are very passionate about their work as it is wonderful to work with them. During Covid restrictions Youth Connect was still able to do welfare checks on our young people and take them for a quick drive (with masks and all Covid safe practices) and get them drive-through take away. This was multi-layered engagement – mental health as well as making sure the young people were eating. We have also accompanied many of our young people to COVID vaccination clinics and appointments at their request which has been really wonderful that they are being so proactive.

My job is such a blessing and I am grateful to see so much light come from young people who have suffered so much darkness. The trust and respect that is earned both ways in this program is like nothing I have ever experienced and I truly feel it is an honour to work with the Youth Connect kids. I look forward to less Covid restrictions and more contact with these beautiful souls. With so much gratitude.

Hellen Horton Youth Worker



HOME MODIFICATIONS & MAINTENANCE

2021 heralding major changes to Aged Care Services.

The end of 2020 and the beginning of 2021 marked a tense and trying time for the Home Modifications Service. With the challenges of Covid and very good seasonal rains, the HMM office and our contractors were kept quite busy.

The HMM service has engaged with several new maintenance contractors Mark Brown (yard maintenance) , Daniel and Jonelle Martin (Cowra Gutter Clean Services) and Sarah White (Garden Maintenance).

The HMM service has also engaged with two new builders to attempt to share the workload and reduce the wait times for modifications, Aaron Earsman from Canowindra & Brendan Sam from Young are welcome additions to our Trades crew.

We lost the services of Nikita Beatty (Gardening - for health reasons) and Peter Johnston who while still working with the services is doing so in a much reduced capacity.

David Buttenshaw the HMM services Nominated Work Supervisor and Grenfell builder has postponed his retirement which was due in 2020 and has continued to provide support to clients in Grenfell and the surrounding area. The 2020 / 2021 year has been one of the more challenging periods for the HMM service. The level of building work that is happening across the region has resulted in an acute shortage of Trades people willing / able to engage with the HMM service, all the Builders and Trades people working with the Neighbourhood Centre complete private work along with providing Building Services to our clients. ALL of them are booked with major work well into 2022 and wait times for Modification's work is growing steadily.

The Occupational Therapist Services that are engaged with the HMM service are facing the same challenges with high demand and long wait times for O.T assessments and reports.

The Covid -19 pandemic has added another layer to the processes and to the precautions our Trades, Handy people and Occupational Therapists need to take.

Referrals to the service have been very consistent and the service receives new referrals for yard and home maintenance and for Modifications work on a weekly basis.

In the period from July 2020 to end of June 2021 the service received: 1,239 referrals for home and yard maintenance and completed approximately 3,637 hours of support.

93 referrals were received for Home Modifications of those:

- 57 were for Aged Care clients.

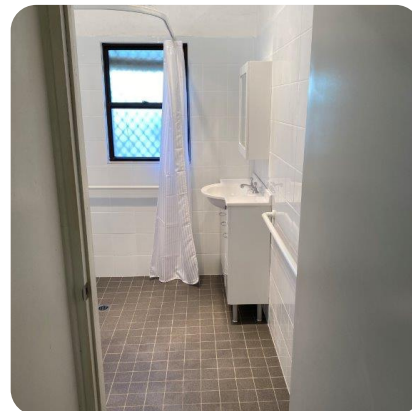
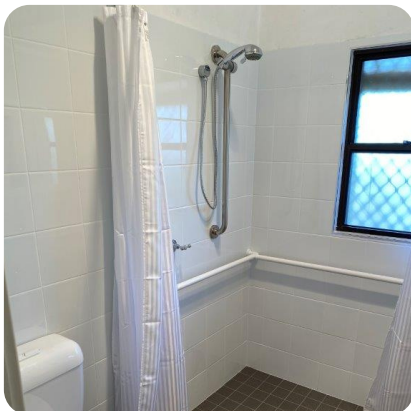
- 36 referrals were for a Full Cost recovery work for SASH, NDIS, Veterans Affairs, Insurance and Home Care package clients.

I would like to express my thanks and appreciation for the support, assistance, and good humour that all the staff and volunteers of the Neighbourhood Centre have shared across the last 12 months.

In particular I offer very special thanks to Diana Broeksema for her contribution to the operations of the HMM office. Without her substantial input, wonderful, if dark, sense of humour and immeasurable patience, I would find the continually changing office very difficult to manage.

I also wish to acknowledge our Builders, our trades people and the Handy persons / lawn mowing contractors who work with the service and provide such essential support to our clients and their carers.

Danny Jackett Team Leader - Services



CAPACITY BUILDING EARLY INTERVENTION SERVICE

In 2020, Family Support Workers identified a gap in early intervention service delivery for children and families in Cowra.

Action was taken to provide a targeted early intervention program using the Key Worker model, recommended as best practice under the National Disability Insurance Scheme (NDIS) for children with developmental delay or disability under seven years old. The model involves one Early Childhood Intervention professional becoming the primary point of contact and support for the child.

In the short time the service has been operational, Key Workers have engaged with over 30 participants and their families. It is our aim to build families capacity to support their child. We do this through working together to build knowledge and skills and walk alongside the families to be the best advocate for their child they can be.

The relationships and partnerships formed is vital in ensuring better outcomes for the participants.

Additionally, we provide an after school 'On the Spot Program'. It is about creating friendships, increasing communication through positive interactions, empowering social thinking, developing confidence and improving independence in daily activities. Children who attend are supported in a low ratio environment (2 Key Workers, to five/six children or one Key Worker, one speech pathologist and five/six children) to accomplish many skills including the ability to be flexible in routines, persist with challenging tasks and engage in a new learning environment.

PROFESSIONAL DEVELOPMENT

It is important that our Key Workers are skilled and trained in the most up to date information, therapy ideas and strategies.

This happens with professional development and collaborations with our independent therapist, as well as online webinars, short courses, and face to face workshops.

Some of the professional development attended include Key Worker training, Developing Early Childhood Approaches for Children with Additional Needs, Tuning into Kids, Parents as Teachers, Friends Resilience and more.

We wish to acknowledge the work our transdisciplinary team does and thank Amy Hointink (Speech Pathologist – The Orange Spot), Abby Blair (Speech Pathologist – The Orange Spot), Natalie Clarke (Occupational Therapy) and Andrea Carter (Facilitate Physiotherapy). We appreciate the time, knowledge, and skills you provide to children, families and our key workers.

We would also like to thank other independent therapist and service providers who we value and link our participants with. These include Matthew Povey (Riverina Counselling), AWI Consulting, Sonia Turner (Counselling) to name a few.

We continue to learn, grow, and develop with our participants, families and service providers to ensure what we deliver is quality early intervention. We now have three key workers employed with the program and we look forward to what's to come.

Natalie Rush
Key Worker

Tayla Gardiner
Key Worker

AFTERNOON GROUPS FOR YOUTH ACCESSING NDIS SUPPORTS

The Cowra Information and Neighbourhood Centre provides After School Group Activities from their Stewart Street residence for school aged participants 7 to 18 years of age. These groups support individuals accessing the National Disability Insurance Scheme with a supported, safe and engaging environment to develop various skills, including social and emotional, communication, motor skills, independence and community participation.

Through the Afternoon Group Program participants are empowered and supported to practice daily living skills, develop healthy relationships and social skills, increase emotional regulation and stress management strategies and explore their world through multi-model activities and experiences. Participants are supported to develop skills for increased community participation and develop their sense of well-being within a small group setting.

Strategies to support participants work toward their individual NDIS goals are implemented by Support Workers within the program allowing practice of skills through the use of modelling, individual practice and coaching and embedding activities within real world games/activities/play in a fun, supportive and understanding environment. Strategies and information to support participants is sourced from initial interviews with families/care givers, therapists, assessments, and the individuals themselves.

We support local services and enjoy learning new skills such as 'Zumba with Danielle', with Danielle Pasqua. This allows our participants to experience something new and build their confidence in a safe and supported environment.

SCHOOL HOLIDAY ACTIVITIES

During the school holidays day trip/activities are organised for participants who would like to attend and be supported to access community activities and events. Groups have attended Movies at the Cowra Civic Centre, the Winter Wonderland in Bathurst and Information and Activity days at the Stewart St Residence.

CAPACITY BUILDING

Capacity Building for parents/carers is also nurtured as information and support and is provided outside of the Afternoon Group Program in the form of:

- Information regarding local and tele-health therapeutic services is sourced and provided to ensure choice and control and best fit for our participants and their families/carers
- Information regarding community organisations and activities is provided on-going to foster connection to community and develop community engagement
- We have a fully functioning tele-health room located within the building for participants to access with a Support Worker to oversee and implement strategies within their natural environments
- Access to support for family members through the Cowra Information and Neighbourhood Centres various programs ensures a holistic approach for the whole family.

AFTERNOON GROUPS FOR YOUTH ACCESSING NDIS SUPPORTS

GROUPS

Currently we are running three afternoon groups:

Monday Girls Group – currently 8 participants

Tuesday Boys Group – currently 10 participants

Thursday Boys Group – currently 9 participants

With plans to implement a fourth Boys Group on Wednesday beginning Term 4 2021.

SUPPORT WORKER INDIVIDUAL SUPPORT – Tele-Health Support

Due to limited Therapy Services in Cowra and its Surrounds we have had to look for alternate ways to support our families and participants to access the therapy supports they require while waiting for face-to-face services. We have been fortunate enough to link some of our participants with a tele-health service and our dedicated and experienced support workers are supporting families and participants with this service. We have a fully functioning Tele-health room set up at our Stewart St residence and we are currently supporting 3 participants via our Stewart St residence to access this service.

PROFESSIONAL DEVELOPMENT

All our Support Workers are highly skilled and trained with a commitment to on-going Personal Development. Support Workers hold a Certificate 3 or higher in Individual Support and have completed their NDIS Worker Orientation Certificate. Upcoming training includes Report and Document Writing.

Michelle Whitty

Early Intervention Educator/Keyworker



DAY PROGRAM FOR NDIS PARTICIPANTS

On the 22nd January 2021 we had our official grand opening of Stewart Street, where our Disability Service is based. There has been so much time and work behind the scenes and in the lead up to the opening.



As our service grew so did our resources and activities. Instruments, crafts, sporting equipment, visiting sites around the town and surrounding areas.

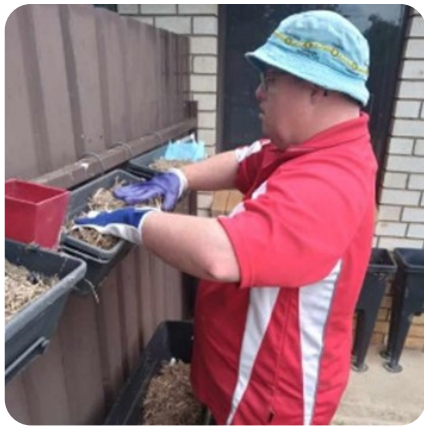


DAY PROGRAM FOR NDIS PARTICIPANTS

We also had animal additions to our Stewart Street Gang, Stewie the rabbit, Boo the bird and three chickens. The participants build their responsibility, helping care for and nurture the animals .



Goal setting is an important factor in our disability service. Some goals might include becoming more independent, getting or keeping a job, learning new skills, enrolling in education, becoming more active in your community, or improving your relationships and making friends.



Locals around the town open their spaces for our participants to explore. Milburn Creek Farm was one of those places, driving through paddocks, watching the work dogs with the sheep and meeting the other animals and a picnic on the veranda.



DAY PROGRAM FOR NDIS PARTICIPANTS

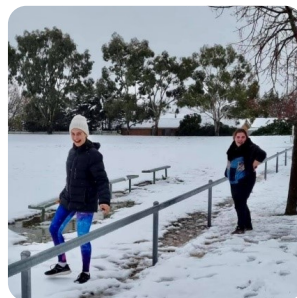
We also held a little fundraiser where the participants created succulent pots to sell. The response to them blew us away. It was so amazing to see so many sell, and the participants enjoyed creating them.



We were able to organise Stewart street participants some amazing hoodies, giving them a sense of pride and belonging. They look amazing on everyone and sure do stand out.



When the weather got cold the Stewart street gang didn't hesitate to go on the search for snow. Snow angels, snow ball fights, hot chocolates. The participants loved every minute, coming home so excited and full of new memories.



Marion Speechley
Day Program Coordinator

GRENFELL OUTREACH

COMMUNITY ENGAGEMENT & FAMILY SUPPORT

We had a lot of disruptions this year with our Grenfell Outreach service due to the COVID-19 pandemic.

We ran our Grenfell Playgroup at every opportunity during the year that we possibly could in a Covid safe manner amid Covid restrictions and lock downs.

The children enjoyed lots of indoor activities working on fine motor skills, creativity and social skills. We held some outdoor playgroups at the local park with lots of sensory fun and gross motor skill activities and of course some Christmas fun.

Our Grenfell Youth Group also ran whenever possible but unfortunately didn't run a lot this year due to the restrictions in place at the school. We hope to have this program running again fortnightly next year.

We held some game day activities in the school holidays which the children really enjoyed as they were able to spend some time catching up with their friends.

Marion Speechley
Community Engagement Officer

Jess McLeish
Community Engagement Officer



COMMUNITY
IS ABOUT DOING SOMETHING
TOGETHER
THAT MAKES BELONGING
MATTER.

– Brian Solis

CINC COMMUNITY CONNECTIONS COWRA DOMESTIC & FAMILY VIOLENCE COMMITTEE

The Cowra Domestic and Family Violence Committee meets once a month at the Cowra Information and Neighbourhood Centre.

The main purpose of the Committee is to educate the Community about Family and Domestic Violence about the impacts Domestic Violence has on Families, Children and the Community.

As part of educating the Community, the Committee and other Services facilitate the LOVE BiTES Program at Canowindra High School, Cowra High School and St Raphael's Catholic School.

LOVE BiTES and LOVE BiTES Junior Program is for Young People aged between 11 and 17 years, this is facilitated during school hours, LOVE BiTES is a Respectful Relationship Program, based on best practice standards for Education programs as recommended by the Federal Government funded Australian Domestic and Family Violence Clearing House and other leading academics in the area of violence against women.

A colouring in competition for White Ribbon was held this year for the Schools and the Community. This was supported by the Cowra Lions Club, Cowra Cash Cards as Prizes, Thank you Cowra Lions Club.

We would like to thank all entries for the White Ribbon Colouring In Competition from the Schools in Cowra and Surrounds and the Community.

The Cowra Domestic and Family Violence Committee also delivered Drink Coasters to the Clubs and Hotels in Cowra, Thank you Nikki Kiss.

During 2020 and 2021 Marc McLeish from Cowra Magpies NRL came to Our Meeting to speak to us regarding "Lets Tackle Domestic Violence" and Cowra Magpies involvement. Cowra Magpies have been involved in the program since 2010. The intention is to educate NRL Players in Cowra regarding Respectful Relationships with each other, their families and within the Community.

Marc McLeish stated that the Cowra Magpies are involved in the Good Sports and Drink Driver Program.

This was a strange year for us and everyone with Covid and Covid Restrictions, our meetings were sometimes in person or on Zoom. We would like to take this opportunity to thank everyone involved. Your time and dedication is greatly appreciated.

Cowra Domestic Violence Committee

CINC COMMUNITY CONNECTIONS CHANCE'S CLOTHES PROJECT

If there has been one good thing to have come from covid lockdown, it is the additional opportunity our volunteers have had to craft their hand-made bereavement garments for stillborn babies. The chore of being house-bound has been made somewhat less painful when interspersed with rewarding knitting, crochet and sewing projects.

CCP achieved an admirable milestone. We have now touched based with every Maternity Unit in Australia! Every hospital that has requested our support – 178 in total, is now stocked with our Baby Bereavement Packs. CCP is positioned well to maintain support of their stillbirth bereavement practices on an ongoing basis. CCP unifies us, through strength and compassion. Sadly, this year we mourned the loss of our long term volunteer Margaret Hays of Winmalee. Margaret's dedication to CCP was second to none, and the loss of her burial gowns to our program will be significant. We are grateful that she chose CCP to receive her crafting donations for so many years, and wrapped so many stillborn babies in her love.

Although every new volunteer is welcomed to our CCP family, and we are fortunate to have an ever growing volunteer base, occasionally one comes along who deserves special mention. This year we had the pleasure of welcoming Caterina, who at 98 years young, and covid affecting her lifestyle, decided to try something new. What an inspiration!

The loss of even one little baby is a tragedy. It is tragic for the family, and has the potential to impact the wider community – as indeed it should. Baby loss is not about 'numbers'. So when I note that over the past year we have delivered 590 CCP Baby Bereavement Packs of clothing, we should also reflect that they are to clothe 590 individual children who were precious to those in their world.

It is with great thanks and admiration that I acknowledge all of our volunteers and bereaved families. Your belief in CCP continues to make it a success. I end this report with endless gratitude to CINC for allowing us to continue our work under their auspice. You are so much more than just a home for CCP. Thank you.

Mrs Nikki Kiss OAM



CINC COMMUNITY CONNECTIONS MARY MACKILLOP TODAY FINANCIAL INCLUSION PROGRAM NILS & STEPUP

The continuing pandemic made the financial year 2020-2021 another challenging one, however with a flexible approach and a successful transition to telephone appointments Mary Mackillop Today Cowra submitted 137 loans totalling \$129,577 in the 2020-2021 financial year.

The benefit of moving to remote appointments is the ability to assist clients from elsewhere when local enquiry is low, however we continue to see strong support from within our local community and community services with many of our clients referred from someone they know or a local organisation.

In February 2021 I commenced a Diploma of Financial Counselling which I am due to complete in March 2022. This has been undertaken to expand the knowledge and assistance I am able to provide clients as a Financial Inclusion Officer.

Mary Mackillop Today staff also became MoneyMinded facilitators and successful group financial education sessions have been undertaken in Lithgow and Bathurst with plans to expand this throughout the Central West.

This year Cowra commenced offering Financial Education as a Work and Development Order activity to assist clients to repay their Revenue NSW fines. Mary Mackillop Today was pleased we were able to continue to expand and grow the assistance we can provide clients and are now also able to also assist with EAPA and Telstra vouchers.

As I say every year, I cannot thank Fran and her dedicated (and growing!!) team at CINC enough for the wonderful assistance and support they provide me personally and in my role with Mary Mackillop Today . I am so grateful, and I know our community is too!

It is such a pleasure to work for Mary Mackillop Today and be able to offer financial inclusion services in the community. I work with an amazing team within the Financial Inclusion team for Mary Mackillop Today and hope to continue to build financial capacity and resilience for all as we expand and grow our services with the help of our supporters.

Emma Roberts
Financial Inclusion Officer - Cowra
Mary Mackillop Today

MARY MACKILLOP
today

CINC COMMUNITY CONNECTIONS EXTRA SPECIAL THANKS

We would like to make special mention of a number of local businesses who have displayed such amazing community spirit this year. They are a true example of "Locals Supporting Locals" and their staff are an absolute credit to them.

To the team at Woolworths Cowra - you guys are amazing! Your daily donations of bread, produce and groceries are very much appreciated and goes such a long way to help so many in our community.



To Coles Cowra, in partnership with Second Bite - your daily donations of bread and produce is greatly appreciated and goes a long way to helping those in our community.



To the team at Cowra Hotbake - you guys are awesome!! Your donations of bread and delicious bakery items are so well received and we appreciate you so much,



CINC COMMUNITY CONNECTIONS EXTRA SPECIAL THANKS

The fully accessible bus which has been generously donated by The Cowra Bowling Club. This bus has enabled us to be fully inclusive and we are just so grateful to everyone at the club for this amazing donation.





Cowra Information &
Neighbourhood Centre