

THE



ANNUAL REPORT 2023-2024

Heart



Of



Our

Community

About Us

Northern Suburbs Community Centre is a not-for-profit, community-based organisation.

The goals of Northern Suburbs Community Centre are to **Connect Community; Support People; Create Opportunity and Local Leadership.**

- We connect our community through providing a diverse range of activities.
- We support our people ensuring access to supports and services.
- We bring our community together to look at gaps and then work together to create opportunities and solutions to those identified needs.

We are governed by a volunteer management committee who live or work in our community supporting our aim to develop Local Leadership.

Management Committee 2023/2024

Northern Suburbs Community Centre is governed by a volunteer Committee:-

- Hugh McKenzie, President
- Jan Chaplin, Vice President
- Syed Raza, Treasurer
- Kathy Adkins, Secretary
- Steve Jones, Public Officer
- Leanne Newson, Committee Member
- Alana Olding, Committee Member
- Irene Olsen, Committee Member
- Greg Mallett, Committee Member
- Dom Geraghty, Committee Member
- David Hirst, Committee Member

Our Staff 2023-2024

The day to day running of Northern Suburbs Community Centre is overseen by experienced, skilled and supportive staff who are passionate about their work and enthusiastic about sharing their knowledge and ideas.

General Manager	Trish O’Duffy
Assistant Manager	Mary Challis
Finance Officer	Trudi Youl
FAR Team	Deepa Bartoula & Grace Bye & Hasnaa Haleem Nitschar
Meenah Neenah Program Coordinator	Vicki West
Meenah Neenah Program Workers	Chris Flood & Tegan Murray
Community Family Workers	Deb Clark (Mowbray) & Caz Bellis (Newnham)
Family Support Worker	Kylie Pike
Learner Driver Mentor Program Coordinator	Mani Rai
26TEN Program Coordinator	Taylor Bouvy
26TEN Program Support Worker	Sharon Wagner
The FaRM Project Officer	Fran Kneeves
The FaRM Gardeners	Shaveta Soni; Jay Dunn & Tristan SKerratt
Community Connector	Shaveta Soni & Barb Donaldson
Casual Reception	Jodie Taylor & Kim Foo



Northern Suburbs Community Centre

Strategic plan 2024-2030



Mission Statement



Through collaboration we strive to provide a safe environment that all people feel welcome, valued and included.

Our Vision



For an informed thriving community, driving its own direction.

Our Values



Respect, Ethical, Integrity, Accountability, Leadership, Belonging.

Overarching Goals



As part of the funded neighbourhood house network through Department of Premier and Cabinet each House works towards the following four program goals:

Strategy focus Areas



To address barriers and achieve these goals, the Board has identified five key strategic areas. These are:

- Mitigate under-resourcing.
- Establish and strengthen partnership with businesses.
- Establish school-based mentoring program
- Review and increase focus of volunteer recruitment strategy.
- Learning and Development



01

Build, connect and support community networks of inclusiveness, involvement, trust and cooperation to improve community spirit, cohesion and wellbeing.

Connect Community

02

Support the development of the personal skills, knowledge, abilities and resilience of people to improve the health and wellbeing of themselves and their communities.

Support People

03

Support skills development, life-long learning, training and employment readiness opportunities to improve people's social engagement and economic opportunities.

Create Opportunity

04

Be a community operated organisation, led by a Board of Governance consisting of volunteers living or working in the local community.

Local Leadership





Hugh McKenzie, President

Living our Vision

Greetings again from your President. Another busy year in the Northern Suburbs full of activity in all our Centre's (and beyond). This year rather than acknowledge the work of our staff and volunteers at the end of the report I believe it is more than appropriate and upfront in expressing my gratitude to Trish, her staff and our many volunteers as they are the grease that makes the wheels turn. I find every time I turn up at the Centre, they greet you with a how can I help you smile, all the while busily organising this or that for a group that has just come in for an activity. They are truly making a difference to people's lives. We know things are tough out in our community but hopefully those that access our services or just pop in to connect feel a sense of support and friendliness in all that we do.

I will leave it to Trish and Program Coordinators to tell you their story but I just want to highlight a couple of things that embrace what we are about. Firstly, at the Shed, the installation of our new Laser Cutter courtesy of a generous bequest from one of our departed members, Brian Murkins, has the potential to be transformational in the activities we can provide. On the launch day we saw many things from penguins to fridge magnets that it could produce. This is state-of-the-art equipment can be both used for social enterprise in the Shed as well as provide for great community-based activity and the teaching of new skills to our community. The Shed already has many great machines and tools at its disposal so I encourage anyone to touch base with Greg and his team to see what you can do with your manual (and now technology) skills, anyone can, and everyone is welcome. At our Mowbray Centre I am inspired by Pippa and her Modernistic Art Classes, this year focusing on landscapes, who would have thought!!! Or you could wander into the Newnham Centre and join the Goldies or across our Mowbray and Newnham sites engage in gardening activities. In raising these examples, you always risk understating our many other programs which all add so much to our community. I do it only to highlight the variety of activities we undertake and the breadth of value a Neighbourhood House presents to its many users.

Like any forward thinking organisation we have reviewed our Strategic Plan, which has been informed by our stakeholders. Whilst there are some tweaks to our previous plan, what is evident is that resourcing will need to be a key focus, both from a volunteer perspective but also funding challenges makes it hard to afford our employed resources. Fortunately, through good governance and financial stewardship we have reserves that we can utilize to fund essential programs until we find broader funding options.

We are clearly challenged at the Newnham Centre with our car parking which is providing access issues for some of our community. We are currently working with our elected representatives to find a workable solution, we can't help but look over our fence, so we think it is easily doable. I acknowledge our Patron Frank Madill for his sage words in the right ears whenever an opportunity presents itself. A person who has lived his life in our northern suburbs and operated on the mantra of "action speaks louder than words" is great to have in our corner.

I have watched with pride how we as a board have evolved to become a really strategic board who doesn't sweat the operations (other than accountability) to look at what and where we want to be in the future. So, thank you for your input and guidance throughout the year. It is great that we get to bring new board members through who can learn from those that have been there for a while, which can only be beneficial not only for our future success but the success of our community. On that note I would like to thank Debbie Ryan and Casper Stark who stepped down at last year's annual general meeting, for their invaluable service and in the same breath welcome Dom Geraghty and David Hirst who joined the board last year. Keep up the great work everybody, your community values what you do.

Hugh McKenzie
President
Northern Suburbs Community Centre

Treasurer's Report

I is with great pleasure that I present my report as Treasurer for 2023-2024 Financial year.

The 2023-24 NSCC audited financial statements depicts the dedication, commitment and hard work of the Management Committee, to ensure that the organisation is operated in a fiscally responsible way and ensuring that the organisation's strategic goals were met in a best possible. This has been especially crucial during these challenging times, marked by high inflationary pressures and increased costs.

Given these economic challenges, the rising costs associated with delivering our programs required close and careful financial oversight. Our Treasurer, General Manager, and Financial Officer, with the support of a fiscally responsible Board, have worked diligently to ensure that we stayed on track with our strategic goals, managing resources efficiently while maintaining the quality and scope of our services.

NSCC relies heavily on its core funding from the Department of Premier and Cabinet along with other grants received during financial year ending 2023-24, to meet its daily financial needs including running day to day operations and managing human resource to achieve the NSCC objectives without compromising on its core values of respect, integrity, accountability, ethics and leadership. The cumulative and fruitful efforts of staff's dedication in achieving community well-being have been the highlights for the year.

Syed Raza,
Treasurer, Northern Suburbs Community Centre.

**Being
Fiscally
Responsible**

"Community is Much More Than Belonging to Something; It's About Doing Something Together That Makes Belonging Matter"

-
Brian Solis



Syed Raza, Treasurer

General Manager's Report

It is with immense pride and excitement that I present my fourth Annual Report as General Manager of the Northern Suburbs Community Centre. What a year it's been! A remarkable journey of growth, collaboration, and plenty of community spirit. I'd like to take a moment to extend my heartfelt thanks to our incredible partners, passionate volunteers, and hardworking staff who have all contributed to making this year one to remember.

During 2023-2024, our centres—Newnham, Mowbray, Rocherlea Shed, and Rocherlea Hall—were buzzing with activity, welcoming an average of 2,300 people each week! And mind you, this is just the countable number! Every day, we see more and more community connecting with us, accessing vital services, and participating in a wide range of activities and programs.

Volunteer engagement remains robust with 140+ community members contributing an average of 508 hours every week! It is worth taking a moment to pause and reflect for a second about that figure—the community coming together to make a positive impact, right here, in our little corner of the world. Their support has allowed us to deliver 40 regular weekly activities and services, host 36 large-scale community events, and run 62 training workshops. From toddlers to seniors, and every age and ability in between, we strive to offer something for everyone, fostering a true sense of belonging.



Our volunteers are, without a doubt, the lifeblood of NSCC. Whether they're serving up community lunches, mentoring learner drivers, helping with arts and crafts, or contributing to our FaRM project with gardening skills. They give their time, skills, and energy selflessly and with great heart and camaraderie. To them, we owe a huge debt of gratitude and I would like to thank them for the hearty laughs shared along the way.

A highlight for NSCC is the collaboration we enjoy with a range of partners who share our vision and commitment to the community. A special thank you goes to the City of Launceston Council, whose continued support has been instrumental in expanding our outreach, particularly at Rocherlea Community Hall and The Shed and for the Lease Agreement so that we can roll out our FaRM Project. Our partnerships with local schools, the University of Tasmania, and TasTAFE have been an absolute game-changer for our community education programs. These collaborations have opened the door to valuable learning opportunities for our community members, allowing us to capitalize on our shared resources and providing maximum value to our funders.

General Manager's Report cont/d.



I also want to thank our local and federal elected members for their unwavering support. Their commitment to our community helps us continue to thrive. Together, we've tackled important social issues like food insecurity, mental health, and education, making a real difference in the lives of countless people.

A special mention here to Nettie Burr Manager of SPNH at Ravenswood who retired this year along with a note of profound thanks for her generosity in supporting NSCC throughout her tenure. Nettie's approach to community development is the stuff of legends and she should be very proud of the tremendous impact she has made on the lives of people living in the Northern Suburbs of Launceston. On a personal note it was tremendous fun working with Nettie who is known for her wit and cheeky sense of humour. We welcome Carmen Gumley the new Manager of SPNH and look forward to working alongside her.

It would be remiss of me not to highlight the wonderful initiative of the Northern Suburbs Garden of Peace and Reflection. The celebration in September of the launch of Peace Poles presented by Rotary Club of Tamar Sunrise working in partnership with NSCC, Australian Bhutanese Society of Northern Tasmania, Connecting Women Red Cross (who provided a beautiful mosaic) was a day of hope and appreciation of the many wonderful and diverse cultures that form part of Northern Suburbs and make it the unique community that it is.

Another highlight this year is in relation to our winning the prestigious 'Employer of Choice' Award amongst a very competitive round. This achievement is testament to our wonderful team and organizational supportive culture. A panel of judges interviewed volunteers and staff against a broad selection criteria. In announcing the winners, the judges made special mention of NSCC and our commitment to a culture of safe, supportive, warm and friendly workplace - a guiding light in community development space.

General Manager's Report cont/d...



Insofar as challenges go the past year was indicative of previous years in the life of a Neighbourhood House. Another year of gaps in funding and resources, addressing diverse needs of the socially isolated, under-resourced and marginalized, mitigating social and cultural barriers ; the frustration that arises at times through having limited community participation versus having insufficient infrastructure and human resources to accommodate the extremely large amount of community engagement & participation. But here's the thing—despite these challenges, our dedicated Board of Management, staff, and volunteers haven't lost an ounce of their passion. They're tackling these issues with the same drive and enthusiasm that have fueled our success so far, and they remain committed to making sure NSCC continues to thrive. Together, we'll keep pushing forward, fundraising, adapting, and finding creative solutions to meet the needs of all our community members.

In closing I want to take a heartfelt moment to thank our amazing staff for their unwavering support and dedication. Each of you has played an essential role in making our centre the warm, welcoming place it is, and I'm deeply grateful for your hard work and passion. A special thanks to Mary, whose warmth, friendly nature, and big heart have been a constant source of support to me and a true joy to work alongside as any of our team will tell you. I also want to extend my sincere gratitude to NSCC Board. Without their wise governance and strategic vision, we wouldn't be able to operate as successfully as we do. Aply led by Hugh's strong leadership skillset and steadiness, our amazing team of volunteer board members continued to guide us through each challenge and triumph this year. Thank you all from the bottom of my heart.



Looking ahead, we'll continue to build on our successes and tackle the challenges head-on, with the same dedication and passion that defines NSCC. Together, we'll keep making our community stronger, more connected, and full of opportunity. So here's to looking forward to another fantastic year of connecting, supporting, and growing together as a community. Onward and upward

Trish O'Duffy
General Manager NSCC

Assistant Manager's Report

It is with pleasure that I submit this report that will give a glimpse of the vast array of programs, activities and services offered throughout our centres over the past twelve months. The opportunities for continued growth and improvement in program and service delivery is of course a reflection of our strategic plan as we continue to cater to the needs and interests of our incredibly dynamic and diverse community.

We have offered opportunities for connecting community through various social programs and activities. At our Newnham site these have included Community Lunches, Goldies Group, Micro Lunches, Drama Club, amongst many others. We ran a very popular Bollywood Dance class for several months that brought so much colourful joy as people happily stepped outside their comfort zone each week to simply have fun and try something new. At our Mowbray site the ever-popular Tai chi, Art Programs, Crochet and weekly Mahjong sessions are all strongly supported, and rate of participation continues to increase each week. The connections formed by community attending these programs is clear and the support given to one another enhances the wellbeing of all attending immeasurably.

We continued to provide opportunities that support people as well as providing the pathways for knowledge to be shared and nurtured. CORES suicide prevention programs, Be Your Best self-development program, Macrame, Craft, Boomerang Bags,



All Stitched Up, have all played an integral part in sharing knowledge and creating opportunity for participants to grow and flourish.

A more recent program at Mowbray site is Learn to Machine Sew. Facilitated by one of our dedicated volunteers the aim of the program was to teach people the basics of using a sewing machine and to help build and increase confidence in whilst doing so. This is such a diverse group, and they are not only learning to sew but also sharing cultural knowledge with each other. The group has grown to such an extent that there is a more advanced session after beginners has finished where participants skills come to the fore as they share all that they have learnt. One participant who did not know how to use a sewing machine at the beginning of the program now proudly assists in setting up the machines and offers gentle advice and guidance to others.

Assistant Manager's Report cont/d....

We have also been fortunate in welcoming and collaborating with other services and organisations who have used our sites, to deliver programs that community have had the opportunity to connect with. These include amongst others, Red Cross Connected Women's Program, Anglicare Hippy Program, Living well with Arthritis, Family Group Conferences, Autism Speech Pathologist, Active Armchairs, Smith Family Programs, Bapcare NDIS support, Hazara community language/cultural classes, Cake Decorators Association, Soroptimists International, Bahai Community, Neighbourhood Watch and Launceston Community Legal Centre. Our connection and partnership with Launceston Legal Literacy Volunteers has also branched out with several of their volunteers undertaking NILS training and they now support community weekly as part of our NILS loans officer team.

NSCC is very much an active delivery partner for NILS No Interest Loan Scheme. Our loans officers have supported countless applicants access the scheme for a variety of goods and services. It also provides opportunities to connect applicants to other NSCC programs and activities. We also continue to support and connect community with the management of the hire of Rocherlea Community Hall and of course the programs, activities provided at our Rocherlea site 'The Shed'.



This past year we have also celebrated with community events and of course our increasingly popular road trips. We have laughed, sung, danced and ate our way through numerous events and celebrations. These have included, Harmony Week, Youth Week, Volunteer Week, Neighbourhood House Week, International Women's Day and of course NSCC turned 40 and we celebrated this milestone with community, partners and supporters. We also celebrated Seniors Week with 5 days of activities and programs across our sites with lunches, sing- a-long sessions, crochet, sewing and guest speakers sharing all the tips and tricks of how to live an active, happy and connected life as we get older. Our road trips had waiting lists within a week of promotion as community eagerly booked in to secure their spots. We travelled to Ulverstone, Sheffield and Latrobe and at the end of each trip we were asked "When will the next one be"? Community Carols was once again a fitting way to say goodbye to 2023 as we came together to relax, connect and celebrate together whilst listening to the joyous harmonies of The Choir of High Hopes.

None of our programs and activities would be possible without our incredible team of volunteers. Their tireless dedication not only to the programs and activities that they support but also to their willingness to undergo training is to be commended. To say Thank you to each one for all that they contribute never seems enough. The same applies to our Board of Management, for all your support, willingness to pitch in and professional governance, Thank You.

I am so thankful to be part of such an incredible team with colleagues who are so passionate, dedicated and absolute joy to work alongside. A special thanks from me to our General Manager Trish O'Duffy for her leadership, gentle guidance, support and wicked sense of humour. It really is a privilege to come to work each day and be part of such a phenomenal team of passionate people.

Mary Challis
Assistant Manager

26TEN Program Report

The 26TEN Community, situated in the northern suburbs of Launceston and running across Ravenswood, Newnham and Mowbray community centres, has been nurturing a culture of learning since 2021.

The 26Ten Community program offers support with reading writing and maths in multiple forms, such as one to one tutoring, one off support, and community programs.

Since the program's inception, engagement has shown a consistent increase and showing consistency in engagement in the past financial year. This demonstrates that we are successfully fostering connections within the community and experiencing a steady flow of individuals engaging with our program.

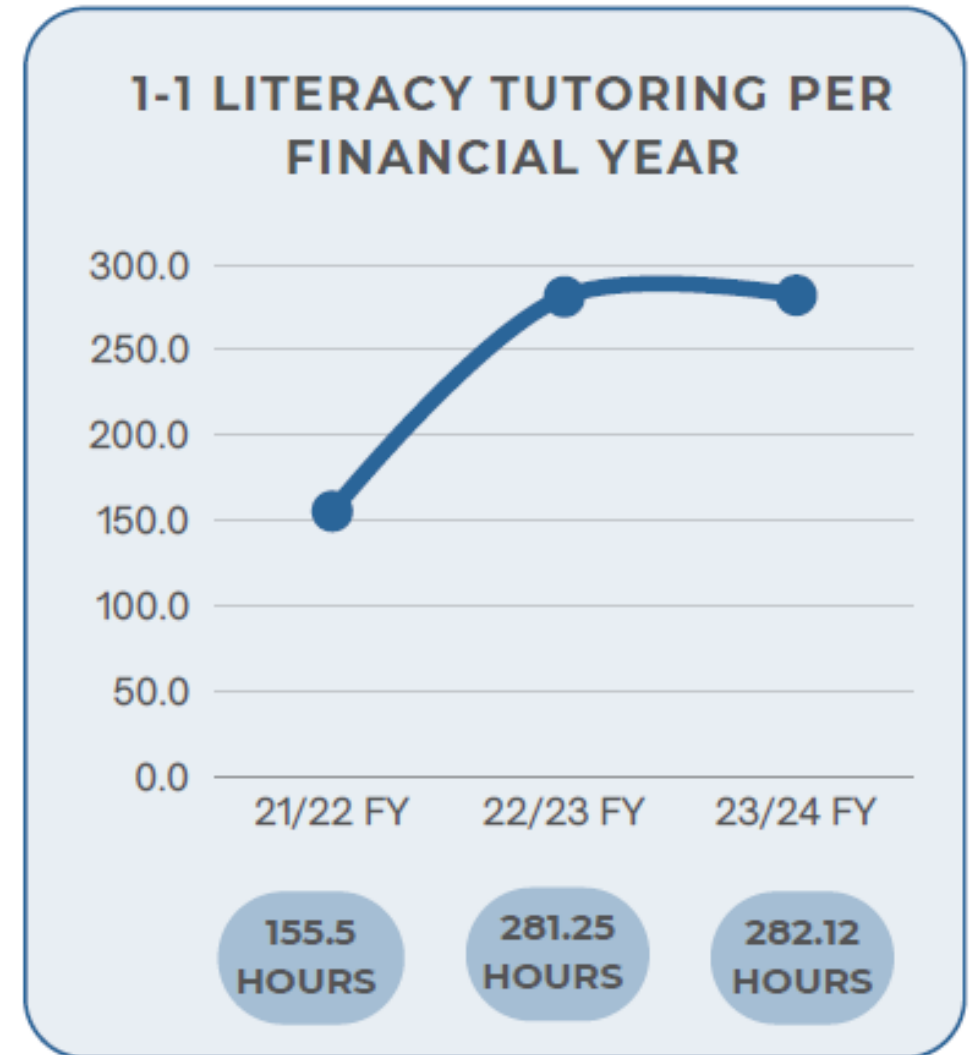
Leveraging the 26TEN community as a cornerstone, we have pinpointed community needs and taken a proactive approach in securing funding and implementing initiatives that benefit our community while enhancing our existing programs.

In 2023 – 2024 FY we delivered the Be Connected Capacity Builder project where 184 people were trained as digital helpers to support those around them to engage in the digital world. Trained digital helpers consisted of community, service providers, volunteers and certificate III and II Community Service students across the TasTAFE network.

In October 2023 we celebrated 26Ten week with a grocery challenge, where community used their estimating skills to calculate the cost of a bag of groceries. We had great engagement and our winners left with a gift card and groceries for giving it a go.

In 2023 we had a 26TEN Northern Suburbs client be the first Tasmanian to win an Adult Learners Week scholarship from Adult Learning Australia. Adult Learners Week scholarships are awarded to outstanding adult learners to enable them to continue learning by either taking a new learning pathway or continuing an existing one.

On October 11th, 2022, 26TEN hosted three community chat sessions, one at each location (Mowbray, Newnham, and Ravenswood). These sessions invited community in to chat about their digital needs and what support they need. Attending these sessions we had: 26TEN Coordinator Taylor Bouvy, State Growth Digital Ready for Daily Life consultant Joe Robinson, and digital volunteer Steve. These sessions gave insight into everyday struggles for some of our community. Some who attended these sessions went on to register for our Be Connected computer class.



26TEN Program Report cont/d.....

Rebecca Symes – 26TEN

Rebecca Symes used to avoid any form of writing because she didn't want people to be aware how difficult it was for her. However, in her mid-20s and newly engaged, she wanted to do something so that she could be more independent.

Going along with a friend to a 26TEN program, Rebecca started her journey to learning how to read and write – and she has never looked back.

Rebecca was 'very excited' when she found out she was a 2023 Scholarship winner and hopes to use her prize to take on a barista course. Rebecca's scholarship was made available through the Learning Changes Lives Foundation.

A Launceston resident, Rebecca, 28, works on her literacy skills each Wednesday morning with Sharon Wagner from the Northern Suburbs Community Centre. Sharon has become a trusted advisor and Rebecca plans to chat to Sharon about her plans to do a barista course. Rebecca says that Sharon keeps her moving forward, often throwing in a surprise spelling test to keep her on her toes!

Rebecca keeps a written record of her daily activities and appointments. And she has started recording her thoughts and ideas in a journal – an interest she shares with her future mother-in-law.

A much more confident person now, Rebecca has been able to achieve her goals through hard work and perseverance. And she has a wedding to look forward to next year too.

Taylor Bouvy, 26TEN Coordinator



Digital Ready for Daily Life Program commenced in the Northern Suburbs as a response to the digital literacy needs raised by community. Our Digital Trainers are based across multiple sites, Taylor is based at Starting Point Neighbourhood House and Sarah at Northern Suburbs Community Centre. They offer support to use your mobile, tablet or computer for everyday life needs.

Starting Point Neighbourhood House offer a drop in space each week, Tuesdays 12pm to 1:30pm to get support from Taylor to fix any small issues or ask questions.

Digital Literacy Support Delivered in 2023 – 2024 Financial Year:

114	One on one support sessions delivered
37	Drop in session
2	Focused Group Digital Sessions
1	Community Digital Project

The Capturing Smiles project combines tailored digital training with a photo shoot, helping people learn basic digital communication skills.

Watch ABC's report on this project - [Pet photography project helps seniors learn new digital skills | ABC News \(youtube.com\)](#)

The FaRM Project Report

The FaRM (Food and Resilience Movement) project is an ambitious undertaking, but one primed for success. Designed in partnership with the community, it brings together the right expertise and resources, aligns perfectly with regional priorities, and has garnered strong support from key stakeholders. While the concept itself isn't entirely new, it represents an exciting opportunity for Launceston's Northern Suburbs to build on existing initiatives, moving towards a sustainable model that not only tackles food insecurity but also strengthens community capacity. By improving mental, physical, social, and financial wellbeing, and fostering skills and confidence, FaRM empowers individuals to transition into employment.

Since its official launch, the project has received tremendous enthusiasm from both the community and stakeholders. Our dedicated team—three community gardeners and one project officer—has been instrumental in laying the groundwork for success. Our volunteers at Newnham at Ravenswood have been crucial in developing and maintaining the gardens. Also those community members who contributed to our monthly 'working bee' sessions enabled us to get through our plan for Newnham garden in record time.

This year, we proudly introduced our new FaRM branding, developed with the creative support of students from the University of Tasmania (UTAS). Their efforts have given the project a fresh, vibrant identity that truly reflects our mission and community spirit. Along with this branding, we are excited to offer new FaRM merchandise, including stylish hats that help promote our cause and build a sense of unity within our community. This branding initiative has been a great way to elevate FaRM's visibility and bring everyone together under a shared vision for a healthier, more resilient community.

This year, we've also embraced innovative approaches to community engagement and education, such as Rachel's FaRM movie, which has been a unique and creative tool for raising awareness and sparking discussions around food resilience. While we've faced the challenge of lower participant numbers at times, our evaluations over the years have shown us the importance of persistence. Reaching hard-to-reach community members requires ongoing commitment and consistent effort, and we remain dedicated to finding new ways to connect with and support everyone in our community.



The FaRM Project Report



A heartfelt thank you to our incredible team: Fran, our dedicated Project Officer, and our passionate gardeners Jay, Tristan, and Shaveta, whose hard work has been instrumental in creating the thriving FaRM garden we have today. We are also immensely grateful to our amazing volunteers, including David from NSCC and Peter from SPNH, who not only contribute their time and skills but also serve as board members, offering invaluable guidance and leadership. Without the collective passion, commitment, and energy of this remarkable group, the flourishing garden would not be the beacon of community engagement it has become. The gardens now stand as a vibrant and inspiring space, encouraging more people to get involved, connect, and grow alongside us.

A special thank you to the Tasmanian Community Fund for their generous funding, and to the City of Launceston for providing the land at Dover Street, making this project possible. Together, we've cultivated not just a garden but a growing, connected community.

Trish O'Duffy, General Manager



Family Support / Family Links Program Worker Report

Most of the case load during the past year has comprised of complex, high-needs families who required specialised support and substantial time to work towards achieving their goals, often fully utilising the allocated 12 months of support that is available to them.

The Family Support Program has been particularly focused on the utilisation of the Tasmanian Child and Youth Wellbeing Framework. There are six domains in the framework, which are: *Being loved and safe, having material basics, being healthy, learning, participating and having a positive sense of culture and identity.* When working with families to identify their goals and level of need, we refer to the domains and how each family's unique circumstances align with these. The most effective interventions and supports take a holistic view of each family members support requirements and how they are functioning as a family. We have had a lot of success in supporting and empowering families to make positive changes.

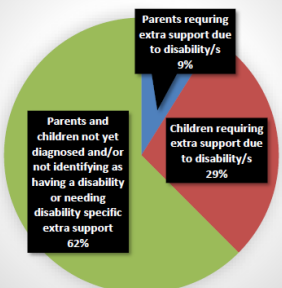
The family support practitioner has completed various professional development and training which has included The Sharkcage Program, Friends Resilience, Money Minded family violence coach training, Trauma Informed Coaching, Bringing up Great Kids parenting program as well as various other topic specific training through the Mental Health Academy. These training opportunities continue to upskill the worker to ensure that they are up to date with current research, models of support and interventions. Continuous professional development ensures that we continue to obtain fantastic outcomes with our families.

As a means of supporting families to improve communication amongst family members, we teamed up with the 26ten team to develop sets of conversation cards that take into consideration the specific needs of our community. The cards are relevant, researched and designed so that the font is easy to read for people with various learning difficulties (such as dyslexia), simplistic language is used for those with lower literacy, specific colours and sizes to cater for those with some vision/earring impairments. Additionally, they are available to our families at no cost.

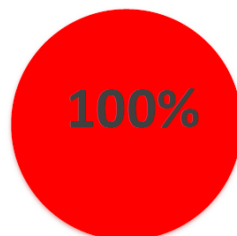


Kylie Pike (BSW, BA) Family Support Worker

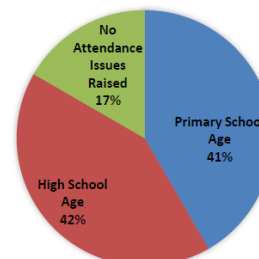
Parents and Children Accessing Family Support with Disabilities



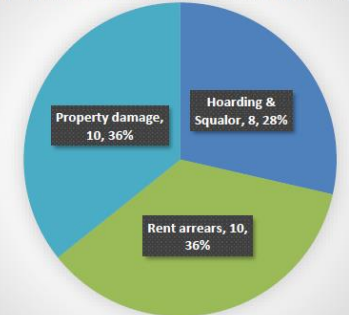
Families that Disclosed One or More Significant Traumatic Event/s that is Impacting on their Parenting



Problematic School Attendance for Children Accessing Family Support



Family "Public" Tenancy's at Risk by Category



Community Family Worker Mowbray Report

Hi I'm Debbie and I deliver the Healthy Happy Family, Thriving Community Program for families in the Invermay and Mowbray area. The initiative, funded by Anglicare Communities for Children Kanamaluka, is a successful blend of groups and programs that promote social connections, learning opportunities, skill development, and the sharing of information over a nice cup of tea. I am honoured to offer you a glimpse into the activities conducted over the previous year.

The year began with the launch of the **Friends Resilience, Friend for life program**, A 4-day workshop with 22 people participating in the program. Through the use of collaborative activities, the program promotes kindness, building resilience, emotional regulation. Also involves having discussions of the management of personal challenges and brainstorming coping strategies in a group setting. Activities are centred around a communal lunch in which the children design the menus, prepare and cook food and share meals.

Introducing a program in the form of a workshop was initially challenging, yet with support and motivation from both management and peers, it generated enthusiasm within the team as we explored this new endeavour.

I commend our families for their unwavering commitment to the Friends Resilience workshop and the mutual support and encouragement they extended to one another throughout the program. I am immensely proud of the children for their courage in sharing personal stories within the group, as well as the display of respect and encouragement they showed towards each other. Feedback from families indicate a notable improvement in their children's ability to navigate challenging situations effectively. One example given by a parent on our feedback for was that of an 11-year child "visibly angry at his younger siblings" ... utilised the breathing cycles learned in the program before yelling. [Breathing cycles are 3 Dragon breath- forceful and loud, followed by 3 hot cocoa breath, long, smooth and slow breath, as you would to blow on a hot drink.]

Family Outreach is a collaborative activity with City mission Outreach team, Invermay primary school and Mowbray Heights primary school.

Meeting casually, gathering around the Snag chat van, eating good food and having a cuppa creates perfect opportunities connecting with community. Families appreciate familiar faces. Children enjoy Outdoor games, card games and craft activities. Families generate discussions of topic that concerns them. For example, in a recent discussion parents shared their concerns of the new community hub being built in Mowbray and the effects it will have on the school traffic when dropping off and picking up children.

Recent activities that highlight the effectiveness of collaboration in bringing children's activity suggestions to an outreach session. A Rubik's cube challenge was initiated by children who were impressed by the skills shown by members of the city mission team. The project team from Anglicare Communities for Children Kanamaluka supplied the Rubiks cubes for the challenge, led by City mission team, in which 19 people, mums and children, took part in.

What I find most valuable in the Family Outreach program is the feedback and insights gained from community conversations that create a ripple effect, that, with information gained, reinforces the importance of the combination of social activity groups and evidence-based programs that supports family and local community.



Community Family Worker Mowbray Report cont/d....



Children's University is a program that provides recognition to children for learning outside of school's hours. Through the use of a passport children participate learning activities and accrue hours which are recorded in their passports. Each year children are invited to a graduation ceremony to be awarded Certificate in recognition of hours committed to learning. Children attending graduation ceremony are fitted with Cap and gown and are awarded certificates by the residing UTAS Vice Chancellor.

The program is co facilitated with NSCC worker Jodie Taylor and Supported by UTAS, Coordinator Claire Robison who provides guidance and activity suggestions. The program regularly attracts 16 children who engage in a diverse range of topics. Examples of topics are commemorating Planet Arc Tree Day, exploring DNA testing, discussing family traits and physical features, cooking Easter treats, and looking the traditional tales associated with festivities like Easter and Christmas.

The idea of exploring Christmas folklore stories came from one child who shared the story of Santa Claus wearing a red suit comes from a Coco Cola marketing ad.

One of the many highlights is the range of age groups of children engaging in the program. Some children enjoy taking the time to connect with other families and form friendships.

Some children approach their learning very seriously, while others are drawn by the cookies and social interactions. It is a joy to observe moments like a 12-year-old providing an explanation to younger child of a theory or an idea. I commend both the committed children who attend each session and their parents, who consistently return to support their children's learning journey.

Drumbeat Is a 10-week evidence-based program designed to bring people of all ages and backgrounds together through the power of rhythm and music. The program promotes social and emotional learning, incorporating hand-drumming, which focuses on social connection through teamwork, and is proven to build resilience. Drumbeat welcomes everyone, whether you are a seasoned drummer or a complete beginner. Recent course saw 16 participants attending between the ages of 5 years to 72 years.

The group experienced a heartwarming moment where a grandfather joined his granddaughter and great-grandchildren who shared stories about drums used in ceremonies and dances, leading to vibrant drumming and dancing sessions. On occasions, the adults break into a rendition of a popular song, sparking laughter and leaving the children amazed. One memorable occasion was when a daughter was mesmerized by her father's performance of the Queen song "We Will Rock You."

Community Family Worker Mowbray Report cont/d.....

Parents frequently engaged in impromptu discussions of using drumbeat techniques in managing children's anxiety. One mother likes to introduce a rumble by tapping on her lap or table to encourage communication and manage anxious moments. [a rumble is posing a question and using the drumbeat to respond.] She has expressed her gratitude for allowing her son to come in and out of drum circle noting that it allowed him to release pent-up energy and withdraw when feeling overwhelmed.

Make time to play Family fun activity group is an engaging group, promoting social inclusion and community connection. Regularly attracting 26 Children, Parents and carers, who attend weekly to participate in creative and physical activity. Themes from activities often come from children's request. Recent requests were cooking hot chips from scratch and using our Mad science sessions to explore variations of making slime. Children are enthusiastic about their game challenges with chess, Uno and Rubik's cube being the most popular.

Supported by dedicated volunteer Leanne Newson, together we have enjoyed celebrating family achievements and milestones such as attainment of driver's license and completing the citizenship process. Furthermore, three mothers have joined the wider NSCC volunteer team contributing to the group's success. Special thanks to Hannah, Katelyn, and Rachael for their contributions in leading art activities, organising board and card games, and facilitating cooking sessions to form a cohesive team.

Positive feedback from children highlights their enjoyment and appreciation for the group sessions, while parents value the opportunity for their children to unwind from the stresses of school and participate in enjoyable activities and make new friends.

In conclusion, I wish to express my gratitude for the support received from a fantastic team of management, staff and volunteers. Acknowledging the unwavering support from the Anglicare, Communities for Children's Kanamaluka team is truly appreciated. Their involvement in events, outreaches, regular programs, and training opportunities has been invaluable.

Special thanks to our support organisations, City Mission, Bapcare NDIS, Mission Australia, Women's Legal service Tasmania and Playgroup Tasmania for their collaboration in various activities over the past year. It's a privilege to offer programs that benefit families in our community.

Debbie Clark
Community Family Worker Mowbray.



Community Family Worker Newnham Report

The Community Family Worker's (CFW) role is to provide a safe & welcoming environment for all programs & activities in the Northern Suburbs area. These include Baby Bugs Parenting Program, Community Family Outreach, Playsteps Parenting Program, Drumbeat, Peeps Youth Group, Family Fun Events, Friends Resilience Program, and Children's University. The CFW is also out & about networking at East Tamar Primary Launching into Learning, Lilydale District School Launching into Learning, Community Events, Services i.e. Child Health, Bapcare, NDVCC, Muylatina Child & Family Learning Centre, Anglicare etc.

Friends Resilience

Friends Resilience - Fun Friends Program was held in the school holidays with loads of learning skills for life time friendships & fun! Amazing families learning to enhance skills with building knowledge of healthy & unhealthy relationships, body cues & relaxation, "changing red thoughts to green thoughts", community connections, step plans, role modelling & support teams. One parent said "we look so forward to this & my kids would be so bored at home cause we can't afford to do much & we have fun together". Families make new friendships with other families they have not met before. Several parents relayed their child is reserved & lacks confidence at school, but saw their child speak, his face lit up & even by day 4 stood up & read out from the Friends Resilience Booklet. We also linked in with garden elements enhancing good health. Then everyone had a turn cooking over the days.

Drum Beat

Harry is showing his new skills at Drum Beat! Drum Beat is a program that involves drumming with harmony while learning new skills. This includes discussions on feelings, working in teams, listening skills, rhythm, confidence building & enhancing skills to strengthen resilience. It has brought families together in a fun activity in a warm setting. It is amazing the topics addressed each week have sparked conversations with individuals & then others have felt confident to talk about things that have happened with them i.e. Bullying, friendships.

Baby Bugs Playgroup

Family Playtime This playgroup runs every week in school terms & is all about laughter & socializing with other families with littlies 0-5. This is a community based playgroup held at NSCC Newnham. We had our 10 year celebrations in November this year, which was amazing! We started at the Rocherlea Hall with only \$300 as a donation & 3 families to now up to 12 families. The Community Family Worker did this as an extra group as families relayed there was nothing left in Rocherlea for them & their littlies. One family still attends to this day. This year parents have learnt new skills to enhance their world. Families have come into the group with challenging backgrounds that have needed assistance & it has been good to link in with our Family Support Worker who is based at our site & to network with other professionals who have specialised skills. CFW has linked mums into the 26 Ten Program which has enhanced their reading & writing skills. Between June to July 481 people (parents, carers & children have attended this program which is ran weekly in school terms.



Community Family Worker Newnham Report cont/d....

Playsteps Parenting Program

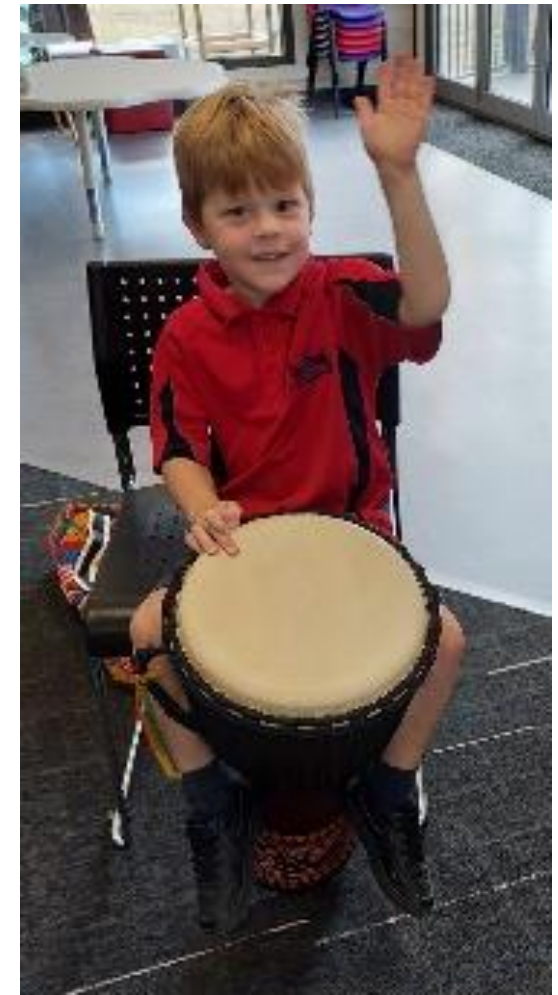
This is an evidence based program & it enhances parents/carer's skills knowledge of children's social & emotional development, understanding children's behaviour, building healthy relationships. It is a play based learning opportunity that encourages attachment between parent & child one on one. The Community Family Worker saw some amazing interaction in this parenting group.

Children's University

This is a program for children 6-14 that is a fun & has educational elements. It is based at Newnham NSCC .We provide lots of activities that the child can learn at their own pace & they get hours to get stamped in their passport . It is a privilege to be part of their graduation with their cap & gowns on at the University & seeing them feeling so proud is an honour!

Peeps Youth Group

This is a community based youth group held at Rocherlea for children 10-17 years old.It is a safe hang-out space for youth to grow, learn new skills, make new friendships, teamwork, chill-out. It has been running for 5 weeks & Jay have seen 12 new faces come through the door & engage while having low key fun!



Community Family Worker Newnham Report cont/d.....



CFW has linked mums into the 26 Ten Program which has enhanced their reading & writing skills. Within weeks parent's confidence has grown & some have now completed the online Food Alert Training Course & to see their faces with their certificates is priceless! We now have 2 mums taking it in turns cooking for Baby Bugs utilising the Family Food Patch Book & have a budget to work to. They will have badges title "MKR Cook" for Baby Bugs. Parents have gained their Working with Vulnerable cards after many hurdles. A mum said "my whole world has changed, I never thought I could do these things". Another parent came & said "I'm so excited to show my family my certificate." Within weeks parent's confidence has grown & some have now completed the Food Alert Training Course & to see their faces with their certificates is priceless! We now have 2 mums taking it in turns cooking for Baby Bugs utilising the Family Food Patch Booklet & have a budget to work to. Parents have gained their Working with Vulnerable cards after many hurdles. A mum said "my whole world has changed, I never thought I could do these things". Several parents have taken the next step & done inductions to now become a NSCC volunteer! Community Family Outreach is held at Torrens Street Park, Mayfield & the Community Shed, Rocherlea. PCYC, City Mission & CFW from NSCC have networked for many years linking families in the parks with sausages, drinks, information, physical play activities, and one on one support & connecting families to their neighbourhood. This has been a very successful program.

It has been a pleasure working at The Northern Suburbs Community Centre during 23-24 & being part of supporting families engaging, learning, growing, thriving & connecting into their community with a sense of belonging. Smiles on their faces is so rewarding & to be part of a wonderful team who support each other.

Caz Bellis,
Community Family Worker Newnham.

Learner Driver Mentoring Program Coordinator Report

The Northern Suburbs Community Centre L2P program supports people who want to get their driving licence, but they cannot afford driving lessons and/or they do not have anyone who can help them gain driving experience. Between July 2023 and June 2024 there were 90 active learners in the NSCC L2P program, coming from low-income, refugee and/or migrant backgrounds. As well as local people, learner drivers in our program come from Afghanistan, Bhutan, Burma, China, Ethiopia, Nepal, South America, and Sudan. They benefit from being able to take advantage of free driving lessons organized at mutually convenient times with reliable mentors.

Mentors play a vital role in supporting learners in their journey towards getting a driver's licence. The NSCC L2P program are fortunate to have 34 mentors from different language and cultural backgrounds, including from Australia, Bhutan, Myanmar, Sri Lanka, and Sudan, who can communicate clearly with learner drivers while offering them on-road driving experience and ensuring safety on the road. In addition, an AI translation device is available for interpreting different languages to support learner drivers from non-English speaking backgrounds.

The NSCC L2P program prioritizes giving ongoing support for learner drivers as well as mentors. Theory awareness workshops are organized throughout the year, and mentors check that learner drivers have a clear understanding of road rules prior to practical driving lessons. Prior to on-road lessons, support in understanding English terminology relating to driving is also available for learners from a non-English speaking background who may not yet feel confident in English.

Regular evaluations of each learner's driving progress are provided by the L2P mentors. Driver evaluation theory training workshops are also held regularly throughout the year to ensure that learner drivers clearly understand the written evaluation feedback relating to areas in need of improvement. Learner drivers have specifically highlighted the benefits of these evaluations in helping them improve their driving skills. In addition, before learner drivers sit their 'P' test, they are given support through the L2P program in completing the compulsory hazard perception test.

The NSCC L2P program also assists mentors, such as through support in completing the necessary paperwork before taking on their voluntary role, as well as providing induction and ongoing training to ensure that they are well-equipped to support people from the local community with learning how to drive. For example, a driver mentor training workshop was conducted in November 2023 to further develop mentor skills.



Learner Driver Mentoring Program Coordinator Report cont/d...



Five Mentors participated in this workshop, which was designed and facilitated by Garry O'Byrne, the Tasmanian Coordinator for the LDMP program. This workshop provided an opportunity for Garry to highlight common issues faced by learner drivers, and for mentors to ask questions. For example, mentors expressed appreciation for Garry's clarification about road rules relating to right turns at intersections controlled by traffic lights when there are oncoming vehicles. I would like to acknowledge and thank Garry for collaborating with me on this training workshop.

We would like to congratulate the 42 learners who were successful in obtaining their Provisional Driver's Licence in the last financial year. Their feedback has specifically highlighted gratitude for the support provided by the NSCC L2P program, as well as thankfulness that gaining their 'P' licence has given them opportunities for greater independence. They have given examples of now being more easily able to take advantage of work opportunities, attend appointments, and participate in social get-togethers and community events.

Staff and mentors involved in the NSCC L2P program are looking forward to continuing to provide support for learner drivers in the coming year. We would like to thank mentors, NSCC staff, and the local community for their ongoing support so that people in the Northern Suburbs can gain the skills and experience necessary to prepare them to get their driver's licence.

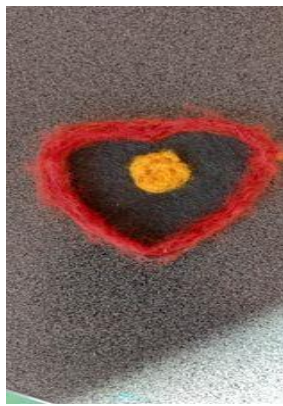
Mani Rai,
L2P Coordinator

Meenah Neenah Program Coordinator Report 2023

The Meenah Neenah team members are Vicki West, Chris Flood and Tegan Murray. Meenah Neenah Program is funded through Communities for Children.

Cultural art (Ravenswood Primary School) This has and continues to be successful. We work with three small groups of 6-12 Aboriginal students per session. Providing weekly culturally sensitive support to young people. The sessions are conducted during principal teacher time. These cultural art sessions are developed around central themes of cultural identity/place and cultural/social belonging. Sessions are arts based and hands on, with young people utilising traditional and contemporary materials and techniques to create artworks that explore issues in the children's lives. It also addresses and challenges student's negative attitudes to education and learning, students are engaged and feedback from the school has been positive.

Cultural art (East Tamar Primary School) This has and continues to be successful. We work with small groups of 6-8 Aboriginal students per session. Providing weekly culturally sensitive support to young people. The sessions are conducted during principal teacher time. The cultural art sessions are developed around central themes of cultural identity/place and cultural /social belonging. Sessions are arts based and hands on, with young people utilising traditional and contemporary materials and techniques to create artworks that explore issues in the children's lives. It also addresses and challenges student's negative attitudes to education and learning, students are engaged and feedback from the school has been positive. We also conduct a 1-1 mentoring session.



Cultural Art (Port Dalrymple School) Working with the amazing Jayne Watts student networker (Jayne lives and has worked in Georgetown for many years and has strong community connections) has been central to us as she informs us of issues that some of our students may be facing, this enables us to endeavour to create programs and discussion in a culturally safe and supported environment. Three groups of approximately 10-12 Aboriginal students per session. The sessions are conducted during principal teacher time. The cultural art sessions are developed around central themes of cultural identity/place and cultural /social belonging. Sessions are arts based and hands on, with young people utilising traditional and contemporary materials and techniques to create artworks that explore issues in the children's lives. It also addresses and challenges student's negative attitudes to education and learning, students are engaged and feedback from the school has been positive.

Students are currently working on a large ground mural artwork in the quadrangle outside the art room that pays homage to our Elders past and present. Some student work was selected for the ArtStart exhibition at the QVMAG. Meenah Neenah has been asked to submit artworks for selection to exhibit at the QVMAG to ensure that there is a current Aboriginal voice.

Mentoring sessions (East Tamar Primary School) Chris has been 1-1 mentoring a young woman who struggles with many issues. He works in the class and supports with the young person during principal learning time.

Meenah Neenah Program Coordinator Report 2023 cont/d...



NAIDOC: This year for NAIDOC week all students were encouraged to submit work for the ArtStart exhibition at the QVMAG. At Port Dalrymple students are hosting a flag raising, and a morning tea for Elders in the Georgetown area to celebrate the contribution and important role Elders have played and continue to play in our communities and families. They have also created gifts to present to them. Students at East Tamar and Ravenswood are displaying their works in their schools to mark NAIDOC week. As well as a small celebration with each of the cultural art groups with discussions of what is an Elder.

Other projects:

In June Meenah Neenah hosted a Cultural Art workshop to the wider communities this was promoted through NSCC networks and Meenah Neenah's social networks. The workshop was attended by 25 participants, ages varying from early childhood to Mum's and Dad's. Participants learned that kelp is a highly prized and important cultural resource. They also learned about how global warming is impacting on the kelp forests, and how Aboriginal people are interconnected to the natural world and have a mutual obligation to respect and protect it for our future generations.



Community Connector Program Report

“The Community Connector Program started out as the Community Care Advisor (CCA) Pilot..... The Community Connector Program was designed to provide place-based activities for the participating Houses and communities. The pilot builds on existing community and family support services and makes the most of the inclusive, open access model used by Houses to encourage participation in community life.

31 Houses across the Network employ a Community Connector to engage and support their community.

Achievements

A great range of projects have been established and activities undertaken through the Community Connector Program, including such things as men’s groups, kids’ clubs, and community barbecues, resulting in increased engagement and connection. In addition to the activities, there are some unique outcomes and personal stories of success where people have been referred to the support, they needed, and significant issues have been resolved.”
Suzanne Schulz, Development Officer, NHT



Community Connector Program Report cont/d....

"The Community Connector Program for the past year was divided into two parts. From July until December 2023 Shaveta provided support to our community through FaRM gardening; Macrame, Lego Club, Arts and Craft and One to One cooking lessons. Shaveta then went on maternity leave and welcomed a beautiful baby boy to her family. Early 2024 we welcomed Barb Donaldson the role. Barb provided tremendous support to NSCC through undertaking an extensive community consultation that provided one-to-one conversations, community forums and surveys. Barb collated the feedback and surveys and delivered a comprehensive report that enabled the Board, Staff, Volunteers to develop an ambitious six-year Strategic Plan.

Trish O'Duffy, General Manager



Community Shed Report

During 2023-2024 the NSCC Community Shed at Rocherlea has continued to provide many opportunities for our community to get together, create woodcraft items, participate in workshops and activities, volunteer their time and skills, make new friends and maintain existing friendships

The Shed has in excess of 20 members. Local Not for Profit organisations such as NOSS, Life Without Barriers, Glenhaven and MRC access The Shed which provides essential social and capacity building opportunities for their clients.

The past financial year we held 4 successful one day workshops to introduce people to wood craft. We were delighted with the interest in the workshops, supported over 40 local women to undertake making a wood craft item to take home. We would like to thank City of Launceston for the funding to help us make this opportunity happen. The Community Shed team also introduced a number of innovative new programs such as Tips and Tricks to support people wishing to upskill and learn how to do small maintenance and handyman tasks.

The NSCC Board of Management set aside funds to support the implantation of Shed Project Officer Role to further support the Rocherlea Community. Under Greg's mentorship along with his support and those of Richard, Joe and Malcolm we congratulate Jay Dunn, Project Officer, for implementing and facilitating a variety of community initiatives and activities that encourage engagement.

Our wonderful Community Shed Volunteers Richard Bowerman, Malcolm van der Molen and Joe Double ably led by Greg Mallett our Volunteer Shed Coordinator and Board Member. The team continued to volunteer their time to support community members, groups and local organisations as well as welcome new groups to participate in workshops at The Shed on Monday, Tuesday and Wednesdays. We welcome new members and actively encourage community members to join us in the hopes of reducing social isolation and increasing mental health and wellbeing. A special mention of gratitude to our wonderful volunteers Greg, Richard, Joe and Malcolm who go above and beyond to support NSCC and the community of northern suburbs. This year despite a busy workload our volunteers took time out and provided their skills to assemble a Pirate Ship and Wendy House donated by Rotary Club of Tamar Sunrise. The team also spent their weekend assembling a new reception desk as well as relocating the reception area so as to provide a more welcoming entrance to the public.

Trish O'Duffy, General Manager

