

# 2022/2023 ANNUAL REPORT



COWRA INFORMATION &  
NEIGHBOURHOOD CENTRE INC

# 2022/2023 ANNUAL REPORT

ABN 37 152 608 106

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## AGENDA

Friday 27th October 2023 at 10am  
Cowra Information & Neighbourhood Centre  
15 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. Presentation of CEO report
11. Thank you and closing

# BOARD OF MANAGEMENT

2022 - 2023



Chris Budge  
Chairperson



Nikki Kiss  
Vice Chairperson  
Secretary



Steve Moriarty  
Treasurer



Marc Grant  
Board Member



Alicia Ball  
Board Member



Esther Cutmore  
Board Member



Lyn Beer  
Board Member



# STAFF

2022 - 2023



**Fran Stead**  
Chief Executive Officer



**Anita Jolliffe**  
Disability Support Worker



**Bronwyn Sainsbury**  
Administration Officer



**Damien Benson**  
Disability Support Worker



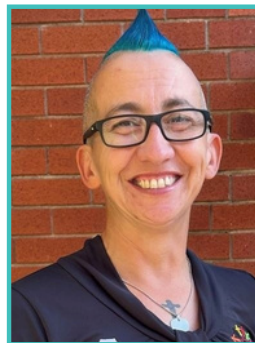
**Danny Jackett**  
Team Leader Home  
Modifications & Maintenance



**Diana Broeksema**  
Home Modifications &  
Maintenance Administration



**Donnah Chown**  
Client Services Worker  
Family Support



**Hellen Horton**  
Youth Worker



**Jaeme Bird**  
Disability Support Worker



**Jess McLeish**  
Community Engagement  
Officer



**Karen Pearson**  
Compliance Officer



**Katie Wilson**  
Senior Administration &  
Assistant to the CEO



# STAFF

2022 - 2023



**Madelyn Stead**  
Assistant Family  
Support Worker



**Marion Speechley**  
Team Leader  
Community Engagement  
& Disability Services



**Monique Gillespie**  
Receptionist



**Natalie Crutch**  
Disability Support Worker



**Natalie Rush**  
Key Worker



**Peter Van Dartel**  
Disability Support Worker



**Rebecca Bartle**  
Community Engagement Assistant  
& Disability Support Worker



**Renee Simpson**  
Disability Support  
Worker



**Sarah Taylor**  
Disability Support  
Worker



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.



# CINC MEMBERS

2022 - 2023

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.

Ball, Alicia	Limon, Darnelle Clare
Batten, Bill	Littler, Valerie
Beattie, Joanne	Lye, Neville
Beer, Lynette	Maloney, Gregory
Blackney, Val	Mandi, Hawa
Brain, Rita	May, Robert Allan
Bryant, Leticia	McAlister, Robyn
Budge, Chris Ronald	McVicar, Michelle Angela
Budge, Kay	Mewburn, Robert John
Carter, Robyn Janette	Mills, Colin
Chalmers, Wayne	Moriarty, Judith Mary
Cook, Diana Christine	Moriarty, Stephen John
Cooper, Margaret	Najor, Yvonne Mary
Cooper, Thomas David	Nichols, Rosalie Pearl
Cutmore, Esther	Norton, Christine
Delphin, Christopher George	O'Brien, Lyn
Delphin, Theresa Joy	Pagett, Vicki Louise
Evans, Dawn	Peterson, Rita
Evans, Frederic	Petty, Brian Geoffrey
Foster, John Edward	Pullen, Denise Annette
Friel, Kym Patricia	Quinn, Darren
Grant, Marc	Russell, Terence James
Guihot, Robyn Joan	Ryan, Thomas
Gundersen, Mary Anne	Schoenwald, Sooyen Wang
Hall, Ann Maree	Sing, Robyn Christine
Hampton, Joan	Smith, Janet
Hampton, Micheal	Speechley, Denise Ann
Hampton, Sandy	Stephenson, Julie Lea
Hopkins, Elaine Margaret	Swinhoe, Maureen Jan
Horsfall, Portia	Terelinck, Diane
Jackson, Judith Margaret	Toohey, Jodie-Lee
Kerr, Barbara	Vial, Kerry
Kirkwood, Douglas Dempster	Webb, Marion
Kiss, David	Webb, Ronald John
Kiss, Nikki	Williams, Michael James
Langfield, Wendy	

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.

# CINC VOLUNTEERS

## Roll of Honour

2022 -2023

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 Maree  
Bryant, Leticia Tapiru  
Budge, Chris  
Cutmore, Esther  
Hackney, Valerie  
Kirkwood, Douglas  
Dempster  
Kiss, Nicole Maree  
Moriarty, Steven  
Quinn, Darren  
Smith, Janet  
Steen, Leona  
Stone, Rob  
Toohey, Jodie-Lee  
Vial, Kerry Ann

Why do we need volunteers?

By having volunteers, we are able to actively display that we are supported by all sections of the Cowra Community. Being a volunteer is a great way to give a helping hand in our community.

Interested in becoming a volunteer?

Please contact Admin on (02) 6340 1100.



**Volunteers do not necessarily have  
the time; they just have the heart.**

— Elizabeth Andrew



# CHAIRPERSON'S REPORT

What a great year 2022/2023 has been for CINC. Just when one thinks we cannot get any better, our CEO Fran, and her fantastic team of staff and volunteers raise the bar and crash through any and all obstacles they encounter, all for the benefit of the community and district of Cowra.

I and my fellow board members are amazed by the drive of the CINC staff. I feel very honoured to be the Chairperson of the Board of Management for this brilliant organisation.

CINC's main funds come from Federal and State Government grants. These grants are not just given out, they must be found, applied for and won. In this regard we have a brilliant fighter in CEO Fran and her close support team and consultant the late Mr Ray Bennett. We sincerely thank Ray for his continued and much valued support.

We wish to acknowledge our appreciation to the Cowra Mayor Bill West and the Cowra Shire Council for their continued and much valued support.

We also recognise and appreciate the growing membership of CINC and the donations that are made by various people.

We thank local businesses for donations of various bread and food products. These items are greatly appreciated by all who benefit from them.

I would like to now say a special thank you to each of my fellow board members for their continued and invaluable support of me this year very much appreciated.

Thank you  
Stay Safe

**Chris R Budge**  
**Chairperson**

# CHIEF EXECUTIVE OFFICER'S REPORT

When I sit and think back and start to write about and recount the past 12 months, there is no doubt that it will be remembered as a year of continuing challenges, change, and uncertainty for many people.

In saying that, I always enjoy the opportunity to reflect and re-evaluate what we have done, what we could have done better, and what we have learnt along the way, as every situation has a positive.

This year has seen CINC step up in many areas and juggle the balance of all services. We continue to grow and focus only on what we can deliver to the highest of standards, as collectively our board and team agree, that growth for the sake of growth is not an outcome.

All programs are doing amazingly well with service delivery, and we strive to collaborate at every opportunity, as we know we can not do it all. Collaboration with like-minded organisations is the way forward.

The unsung heroes that make up our administration team, are the glue that keeps not only me but our organisation together. They ensure we are compliant; they ensure the bills are paid and they ensure everything runs smoothly.

This year has seen, floods (twice) and bush fires in our area as well as the closure of shops on our main street. We have all felt these effects as well as the ever-rising cost of living. Throughout every disaster, CINC has been there; we are Locals Supporting Locals.

This year amongst everything that was happening, I lost my dad, who was a massive advocate of CINC and not a day goes by that I don't look out the window waiting for him to call in to not only see me but his CINC family.

I continue to hold a position on the LCSA board of management. Yes this is a lot of travel and a big commitment, but it ensures that Cowra and our regional area are represented, and our voice is heard.

When you think you have absolutely no time left for anything else, somehow, I allowed my mentor Mr Ray Bennett to talk me into undertaking my master's in leadership through Deakin University.

When people back you and believe in you, they make you believe in yourself, and you believe anything is possible. You find those 20 hours per week to dedicate to Uni and you stress, smile, and doubt your capabilities and then silently high-five yourself when your results come in.

Then you remind yourself this is not for ever, just another 12 more months.



# CHIEF EXECUTIVE OFFICER'S REPORT

The legacy I wish to use this Masters for is empowering our staff and team so that they themselves can do and believe anything is possible.

To my amazing family THANK YOU so much. Your love, backing and support are beyond measure. I hope I make you all proud.

I will end with the financial impacts on our community will be long and hard, especially for already disadvantaged groups within our town. But with the support of a united and engaged Board, a talented CINC team, and a commitment and proven reputation that we work hard to resolve issues, work on solutions, and are place-based.

We pledge the next 12 months we will continue to strive for Cowra at every opportunity presented.

I dedicate the next 12 months to you Mr. Ray Bennett - may we finally tick off some of the things on our list.

Big love Fran xx.

**Fran Stead**  
**Chief Executive Officer**



*Tom McSorley*



*Ray Bennett*



# OUR YEAR IN PICTURES





# COMMUNITY ENGAGEMENT

We held our biggest Naidoc march yet with hundreds of people participating. We continue with a family fun day at Cowra PCYC where we held cultural workshops, live music, lots of fun activities including jumping castle, tattoos, hairspray and sensory play, free bbq and different service providers taking part in the day. A fantastic community event.



Playgroups are held every Wednesday and Thursday during school terms. Each week there are lots of fun activities and social interaction for the children and parents/carers. Playgroup provides the opportunity for children to play, learn, participate and enjoy new activities. Parents/carers form friendships and can support each other with sharing ideas



International Day of People with Disability was celebrated with a Fun Day at River Park. A great day with the opportunity to connect with friends while enjoying a bbq lunch. There were lots of activities, goody bags and service providers ensuring everybody had an enjoyable day.



Families week is about celebrating families in all their diversity and promoting the importance of family resilience in creating strong, safe and connected communities. We had a Welcome to the Jungle themed party with many families and community coming together to enjoy games, activities, entertainment by Cowra Public School and a meal together.





# COMMUNITY ENGAGEMENT

We love christmas at CINC. Its such a beautiful time of year for people to come together. We held a community luncheon at the Cowra Bowling Club with 180 community members chatting, laughing and connecting while enjoying a meal together. We had our winter wonderland at the Cowra Christmas Festival at Squire Park with Santa photos and lots of activities and fun for all the family. And lastly we celebrated with our playgroup families.



“Our wonderful seniors enjoyed a lovely High Tea with friends, great food and laughter. The room was buzzing with chatter and lots of smiling faces.



Harmony Day was celebrated with a luncheon at the centre. We celebrated diversity, promoting inclusion and celebrating cultures. We try every day to create a space where everyone feels they are seen, feel safe and best of all they belong.



During the school holidays we have held many events and activities including obstacool, movies, lego and games days, Ochre painting, storytelling a dance workshop and floristry workshop.





# COMMUNITY ENGAGEMENT

Our Youth Engagement Program kicked off this year with so many fun activities. Our youth got to attend workshops for art and crafts, lego building, cooking, succulent planting and Meccano. So much fun shared amongst the groups whilst developing social skills, experiencing new things, building friendships and learning life skills in a safe environment.



CINC have celebrated many events at our Community Morning Teas and in our community including: Closing the Gap, R U OK, Jeans for Genes, Wear it Purple, Pink Ribbon Day and Lunch Box Chats for Women's Health Week. We held raffles and promoted awareness for these great causes.



Reconciliation Week with the theme "Be the Voice for Generations" & Biggest Morning Tea were celebrated together with a BBQ, raffles and entertainment by Cowra Public School Choir.

A reminder to treat people with kindness and the way we want to be treated to make the world a better place.



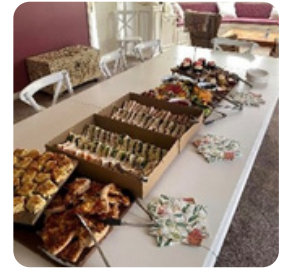
Our regular fortnightly groups Chances Clothing, Knitting and art are a great creative experience for people but also a fantastic social network.





# COMMUNITY ENGAGEMENT

We held a pottery class with local potter Rebecca Dowling in a beautiful garden setting for International Women's Day. A fun afternoon filled with laughs, chatter and creativity. Everyone was very happy with the finished products.



Everyone enjoyed the activities, obstacles and jumping castle at our Children's Week event. We were entertained by the very talented dance groups from Mulyan Public School.



**Marion Speechley**  
Community Engagement Officer



# 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.

During the Financial year 2022 – 2023 we provided services to 101 Families, currently engaging with 31 Families.

We provide advice and referral, home visits, linking families to appropriate services, parenting and support groups, programs to assist with their knowledge and growth, community activities and events.

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

We continue to support families with our partnership with Second Bite Coles and Woolworths Cowra, to be able to provide essential food/items to our families. We are grateful for these wonderful partnerships as we see the positive impacts this has everyday for our families.

CINC Family Support assists families who require Family Group Conferences (FGC), families who are carers of children, grand children, foster children as well as foster carers, children court clinician assessments/appointments.

CINC Family Support offered the following programs for families/carers and children in 2022-2023.

**Triple P – Positive Parenting Program** is a multi-level system of family intervention for parents/care givers which 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 which is run 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.

Group Triple P 2022- 2023 we had 6 families complete the program.

**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.

# COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

**Black Box Parenting** 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, shows us 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.

We had 4 families complete Black Box Parenting.

**Shark Cage** is an eight week evidence based program which explores common types of abuse that women experience and how this abuse relates to violations in human rights. This program is relevant for women who have experienced more than one instance of abuse in their lives and may have begun to internalise social messages of victim blaming.

Shark Cage is a way of preventing and understanding violence against girls and women. It draws on powerful metaphor, multiple psychological modalities for working in trauma informed ways to empower girls and women.

Shark Cage covers 5 Steps, Introducing the Shark Cage Metaphor, Renovating the Shark Cage, Fixing the Shark Cage Alarm, Defending the Shark Cage, Recognizing Sharks and Dolphins.

The Program objectives are to increase knowledge in healthy & unhealthy relationships, capacity to set boundaries, in assertive communication, awareness of the impacts of abuse, ability for self care & kindness, connection to feelings, sense of self worth, connection to body, belief in entitlement to human rights, ability to recognise a potentially abusive or exploitive person and to decrease any feelings of self blame for abuse. This is an 8 week Program.

We had 5 ladies complete the program.



# COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

**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 program 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 Cowra High, Canowindra High. There were 135 students who attended.

## **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 via zoom, webinars and attended conferences.

## **Committees and Groups**

We are involved in the Cowra Domestic and Family Violence Committee.

### **Family Support Canowindra**

Cowra Information and Neighbourhood Centre Family Support is committed to providing families and young people in Canowindra the skills to cope with the challenges of family life, to promote development, well being and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visits, linking families to appropriate services and programs.

In Canowindra we facilitate LOVE BiTES at Canowindra High. We do one on one programs if the family is unable to attend in Cowra for group programs, mostly families make a day of programs and shopping.

### **Family Support Koorawatha**

Cowra Information and Neighbourhood Centre Family Support is committed to providing families and young people in Koorawatha the skills to cope with the challenges of family life, to promote development, well being and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visits, linking families to appropriate services, programs- usually one on one if the family are unable to attend for group programs. We do this in their home or the local school is very supportive of us using the school building for their families.

# COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

## Family Support Grenfell

Cowra Information and Neighbourhood Centre Family Support is committed to providing families and young people in Grenfell the skills to cope with the challenges of family life, to promote development, well being and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visits, linking families to appropriate services and programs. We facilitate LOVE BiTES at Henry Lawson High School. We do programs- usually one on one if the family are unable to attend for group programs. We do this in their home. We do the Friends Program at the Grenfell Public School as a group.

We have supported 2 families in Grenfell.

**The Friends Program** helps people of all ages build resilience, confidence, and emotional well being 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, Grenfell Public School, St Raphaels School and Mulyan Public School

The program can also implemented one on one with children/young adults.

## 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 Department of Communities and Justice – Family and Community Services NSW - Housing NSW, Cowra Public School, Mulyan Public School, Holmwood Public School, Holman Place, Cowra Early Childhood Services, Yalbillinga Boori Day Care Centre, Good Start Early Learning, Nurture One, Cowra Mobile Preschool, Housing Plus, Mission Australia, 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, Canowindra High School, Cowra High School, St Raphael's Catholic School, Henry Lawson High School Grenfell, Cowra Mental Health, Cowra Community Health, Community Transport, Relationships Australia – Mediation, NDIS – Social Futures, Barnardos, NILS loans, CentreCare Specialists – Homelessness, SHLV, Barnardos, Cowra Community Enterprises, RDA Shop.

**Donnah Chown**

**Family Support Worker**

# YOUTH CONNECT

This year, like previous years, has been very busy and full of gratitude for the young people who have walked this year with us. The partnerships, support, generosity and overall embracing of CINCs Youth Connect program have found us celebrating the wins and working through the losses. There is never a dull moment in this workspace, and it only gets busier!

The partnership with the PCYC continues to be very strong. Bernie, Bushy, Josh, and Jeff make partnerships easy and the young people benefit from such a tight alliance. The Fit for Life program promotes fitness, hygiene, and nutrition and it runs weekly. We have been lucky to have partnered supporting this program for going on 7 years and there is nothing but a good vibe and a fun nature to these Wednesday mornings. The partnerships with the schools (Cowra High, St. Raphaels, Henry Lawson High School, and Canowindra High school) also remain very strong. This type of constant presence in the school environment shows the young people in the program that we are in it for the long haul. Often young people who have no phones can rely on the knowledge that they will have contact with us weekly, but a familiar face in the school setting is also a safe space for these young people. We are grateful to the schools ongoing for them continues embracing of the Youth Connect Program.

This year we have kicked off running the RAGE program at CHS (Re-Navigating Anger and Guilty Emotions) and the content has been well received. The aim of this program is to highlight where anger comes from, what it looks like, and how to divert the explosions that often erupt from teenage anger. This is a useful tool based on practical learning. This program can be adapted to cater to all youth and is also fun to present. This is a 6-week program of 2 hours a week – with practical 'homework' to achieve during the week.

Of course, the harder part of the year is the young persons in custody and then having young people move through the court system at various speeds. This is an area for attention and support as it is a very anxious time for young people and their families. We are very strongly supported in this process by Cowra Police, Cowra Mental Health, Juvenile Justice (Orange and NSW), Aboriginal Legal Service, and Legal Aid. These very strong alliances may the process go as smoothly as possible under very trying circumstances.

Could not be more grateful for the trials and triumphs in this program, they all head for better days, and all at their own pace.

## Hellen Horton Youth Worker



# HOME MODIFICATIONS & MAINTENANCE

2022- 2023 - and now we wait .

The end of 2022 and the beginning of 2023 presented the Home Modification and Maintenance service with a mix of challenges. The continuing effects of Covid with interruptions to material supplies , rapidly increasing costs of building materials and supplies, the high demand for builders and associated trades and the difficulty of securing their services and the extreme weather events that impacted the whole region added to the pressures being put on builders and associated trades. This, combined with several of the local Occupational Therapists either retiring or moving to other areas has kept the HMM office busy.

The HMM service has engaged with several new contractors, Peter Dawson – carpentry and minor modifications, Transformations – Lawn and yard Maintenance .

David Buttenshaw, the HMM services Nominated Work Supervisor and Grenfell builder has continued to assist the HMM services during 2023. He was planning to retire at the beginning of the year but the demand for builders has seen him stay on for the balance of this year (2023).

2022 / 2023 has been challenging for the HMM service - the level of building work that is happening across the region has resulted in an acute shortage of trades people.

The rapid and consistent increase in material costs along with a shortage of building materials is presenting its own challenges. With the need to provide quotes and costing to clients being particularly difficult, more so when the approval to commence work can take many months.

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

Referrals to the service have been consistent and the service receives new referrals for yard and home maintenance and modifications work on a daily basis. The service has seen no major increase in funding since 2012 and with demand exceeding the available resources, the service has flagged that it is operating at capacity.

The result being we are declining referrals for new home & yard maintenance clients, and are carefully considering the impacts of requests for Major Modifications on the Services operating budget. This is a sad state of affairs that is unlikely to improve.

The recent change in Government has increased the uncertainty around the proposed changes to the Aged Care system. The introduction of the new Aged Care Program has been delayed until June 2025.



# HOME MODIFICATIONS & MAINTENANCE

There have also been changes as to how the existing program is operating with monthly statistical reporting being mandatory and the allocation of funding being made in arrears. ( i.e after the work has been completed )

This has put additional financial strain on CINC and the HMM service .

In the period from July 2022 to end of June 2023 the service received:

747 requests for assistance from existing CHSP Aged Care home and yard maintenance clients and the service provided approximately 2070 hours of support.

566 request for assistance from NDIS, Home Care Package managers and DVA homecare for yard maintenance clients . The service provided approximately 1528 hours of support for these clients.

76 referrals were received for Home Modifications of those, 46 were for Aged Care clients.

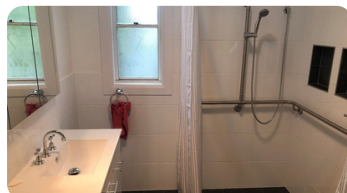
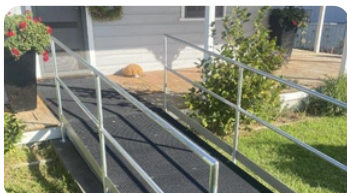
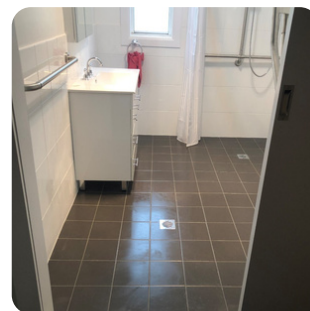
The value of work for Aged clients was \$ 79,800.00

30 referrals were for 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 the Board of Management, CEO, staff and volunteers of the Neighbourhood Centre have provided across the last 12 months.

A very special thanks to Diana Broeksema for her support and assistance within the HMM office. Without her untiring effort, sense humour and immeasurable patience, the demands of the HMM office would be 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.

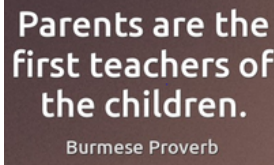
**Danny Jackett**  
**Home Modifications & Maintenance**



# CAPACITY BUILDING EARLY INTERVENTION SERVICE

CINC's Capacity Building Early Intervention continues to support children and families under 7 years with NDIS plans through its key worker model of practice and through its growing allied health assistant service delivery.

Our key worker and allied health assistant work within a trans disciplinary team of professionals working with the child and family. We implement a family goal-setting tool developed by Autism Queensland. The tool is designed to facilitate collaborative goal setting with families. It is particularly suited for use in trans disciplinary teams who wish to have a holistic understanding of the child and family's needs and priorities. Using this tool ensures families have choice and control of their child's support plan.



Not unlike most businesses and or providers, the past twelve months have been challenging with gaining consistency among employees. Our sector has seen much growth however finding the appropriate staff has been a challenge. CINC currently sits with one full-time employee supporting children and families in the program. I would like to take this time to acknowledge Peter Buik. Peter was a valued employee who although was employed briefly, made a significant impact on the children and families lives in which he worked with.

The program would not be what it is without the positive and collaborative relationships with allied health professionals including occupational therapists, speech pathologists, paediatric physiotherapists, clinical psychologists, and more. All allied health professionals work independently of CINC, however, are very much considered a part of the larger team. This year we have seen a partnership develop with SEED Occupational Therapy. SEED provides intensive workshops and supports to families and children and works collaboratively with our key worker to ensure the best outcomes for children. Furthermore, I would like to acknowledge the support and collaboration with Amy Hointink (speech pathology), Sunee Hedges (occupational therapy), Chloe Weekes (clinical psychology), Eden Bradford & Emily Board (Canobolas Kids, paediatric physiotherapy), Rachel Dewhurst (Canobolas Kids, occupational therapy), Karen Trengrove (Learn2Communicate, speech pathology), UMBO (multiple therapist, OT, and speech), Cowra Community Health and Mission Australia. And to all our local & surrounding schools and the passionate and proactive early childhood education & care services, we thank you. It really does take a village.

This year has seen the implementation of a more consistent social and language group. This is run in partnership with Amy Hointink with the purpose of supporting children's social and emotional literacy and language and speech development. The group allows for parent engagement and coaching to build parents' capacity to engage with their children. Coaching for example includes getting down to their child's eye level when attempting affective communication. At the end of each session, parents are given handouts with ideas about how to implement what we have modelled in the group, at home. It is important to show families that strategies can be implemented at home in everyday tasks and activities, and across multiple environments.

CINC values professional development to ensure employees are up to date with and are practicing using evidence-based research, contributing to positive outcomes for children and families. Professional development included training in autism, parental stress, supporting children's behaviour, pathological demand avoidance (PDA), Fetal alcohol syndrome (FASD), positive relationships, friends' resilience, and more.

Finally, to our families, thank you for trusting us to support you and your children in the early years and beyond. Your engagement and support for the program are truly valued and respected. It is an absolute pleasure to be part of your and your family's lives.

**Natalie Rush**  
Early Intervention 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 (NDIS) 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 to 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.

## **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.

## **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.



# AFTERNOON GROUPS FOR YOUTH ACCESSING NDIS SUPPORTS

Our afternoon groups have been working on their NDIS goals each week. The children have made lasting friendships and continue working hard on their social and communication skills. It is wonderful watching their confidence grow. Our activities each afternoon incorporate fine and gross motors skill, sensory activities, imaginative play, exercise while having fun, problem-solving, responsibility, patience and so much more. We are amazed each week by the growth we are seeing in every one of our participants.



**Marion Speechley**  
Team Leader  
Community Engagement & Disability Service



# DAY PROGRAM FOR NDIS PARTICIPANTS

The Stewart Street Gang Day Program participants have had an incredible year attending lots of Community Events including NAIDOC, PCYC, Community Morning Teas, Disability Day, Families Week, Harmony Day, and Christmas.

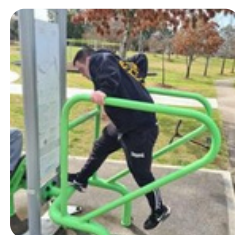
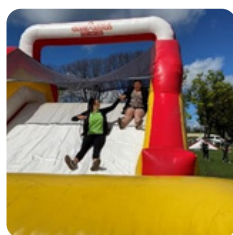
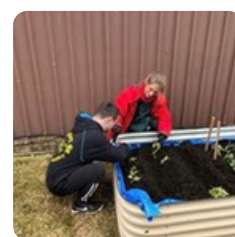
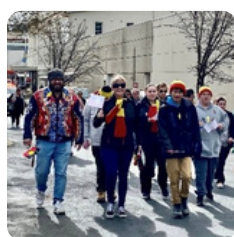
Goal setting is an important factor in our disability service. Our participants goals might include learning new skills and becoming independent. Being more active in our community, building relationships, and forming lasting friendships. Participants are working on independent living skills by doing everyday chores like shopping, cooking, laundry, washing up, sweeping, and vacuuming.

The Stewart Street gang has had an amazing year working together as a team with the help from Bunnings to start a vegetable garden. The gang now use this produce when planning and preparing meals that they then enjoy together. The gang with assistance, choreographed, made props, planned and shopped for costumes and performed in the Cowra Eisteddfod, having a blast.

The gang attended Winter Wonderland in Bathurst, a swimming carnival in Parkes, a day cruising Wyangala Dam, and visited a local zoo. We popped into visitor centres learning what was around then visiting parks, art galleries, and museums including Cowra's Railway Museum, Grenfell Car Museum, Canowindra Fossil Museum and Carcoar Courthouse. The gang enjoyed learning the history and asked lots of questions.

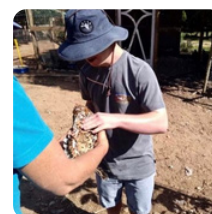
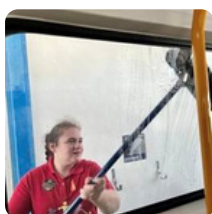
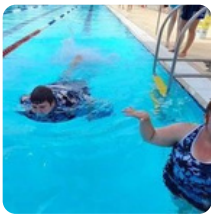
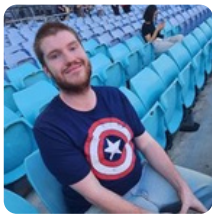
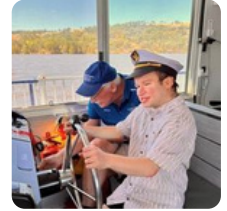
The gang enjoys being involved in our local community walking and exercising daily, playing lawn bowls at Cowra Bowling Club, indoor activities at Cowra PCYC, Movies at Cowra Civic Centre, picnicking at Cowra Japanese Gardens, and visiting our library, art gallery, and many local shops.

Some of our participants have enjoyed weekends away attending football games, golfing, museums, fishing, and some big-name concerts in Sydney.

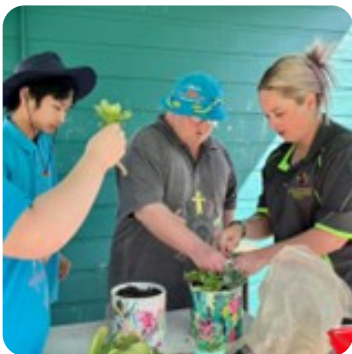
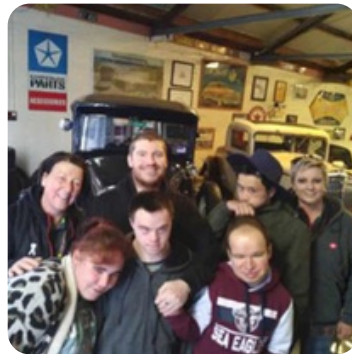




# DAY PROGRAM FOR NDIS PARTICIPANTS







Marion Speechley  
Team Leader  
Community Engagement & Disability Service



# GRENFELL OUTREACH

## COMMUNITY ENGAGEMENT & FAMILY SUPPORT

Our Grenfell playgroup runs every second Tuesday. Our Grenfell families enjoy playgroup indoors at the Grenfell Hub and occasionally at a local park . The playgroup is a great opportunity for the children to play and learn. Parents/carers have the chance to play with and interact with their children whilst meeting other parents/carers sharing experiences and forming lasting friendships.



Families week was celebrated at the Hub with our Welcome to the Jungle Theme. The children enjoyed fun activities, games, tattoos and craft and spending time with family and friends.



During our school holidays we held Lego and games days in Grenfell. The children enjoyed lots of lego, board games, catching up with old friends and making new ones.



We held our first Hamony Day luncheon in Grenfell with the help of our friends at Meals on Wheels A great day of diversity, inclusiveness and community engagement with young and old.



# GRENFELL OUTREACH

## COMMUNITY ENGAGEMENT & FAMILY SUPPORT

CINC were privileged to be invited to be part of Grenfell's first Naidoc event. A fantastic atmosphere and day for everyone involved.



CINC ran the Fun Friends program at Grenfell Public School. The program helps build the social and emotional skills of young children by using fun, play-based activities..

**Marion Speechley**  
**Team Leader**  
**Community Engagement & Disability Service**

# CINC COMMUNITY CONNECTIONS COWRA VIOLENCE PROTECTION NETWORK

The Cowra Violence Prevention Network 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 this includes the impacts Domestic/Family Violence has on Families, Children and the Community.

In 2022 and 2023 the Cowra Violence Prevention Network Committee secured a Grant from Department of Communities and Justice under the 2022-2023 Local Domestic and Family Violence Committee Grants program, Thank you to all of the amazing people involved in this process. From this funding we purchased pens with an information scroll inside the pen as a way for students/clients/families/services to have access to information. We purchased another set of Shark Cage Mural Kits and Shark Cage Feeling Cards to assist with the use of the Shark Cage Program. We also purchased a Button Making Machine. This will be used as a part of the Love Bites Program in the Wellness Section at the end of the day so students can make a badge with a significant meaning they have created during the day.

As a part of educating the community, the committee and other services facilitate the LOVE BiTES Program at Canowindra High School, Cowra High School, St Raphael's Catholic School and Henry Lawson High School. The LOVE BiTES Program is for Young People aged between 11 and 17 years, this is facilitated during school hours with school teachers included in the process so they have a full understanding of the program, and are then able to support the students.

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. Cowra Violence Prevention Network provides chocolates as prizes for the best artwork in the Wellness Section of LOVE BiTES. Cowra Violence Prevention Network is a small committee dedicated to a healthier and Safer Community.

## **Cowra Violence Prevention Network**



# CINC COMMUNITY CONNECTIONS CHANCE'S CLOTHES PROJECT

The trauma society imposed on newly bereaved mothers of yesteryear is still painfully obvious in those of our older generation.

Stillbirth is a catastrophic, life changing event for any mother. But imagine being told you couldn't see your baby, not allowed to name your baby, may not be informed of your baby's gender, and in all possibility will not even know where your baby is going to be buried. Life for the mother was expected to return to normal and the birth was never to be mentioned again.

It really isn't that long ago where this practice was considered the norm. It is simply the way it was.

Mothers were denied the right to mourn.

As CCP Founder I have had the opportunity to attend numerous Guest Speaking roles throughout the year. Each audience is different. And every new personal connection brings with it a unique, often tragic story. The common thread is the raw emotional history. The unfulfilled journey of grief.

At one such event, following my speech, an attendee took considerable effort to get to her feet, and thanked me for coming to talk about Stillbirth. Why? Because she had experienced stillbirth 50 years before – only to be told to move on, not think about it and never speak of it again. That was it. The absolute denial of anything associated with the birth of her sleeping baby was expressly insisted upon. Through tears this beautiful lady expressed gratitude at finally having the opportunity to speak about her experience – about her baby. Through my own tears, by then, I was able to thank her for sharing her story of loss with us and allowing all of us to provide her with the compassion, acknowledgment and understanding she so dearly deserved, and needed, after 50 years of being denied it.

Each year CCP moves further away from just being a donor of Bereavement Clothing for Stillborn Babies. It is so much more than blankets and booties. CCP shares the journey of loss with bereaved mothers, whether their experiences are new, or they are still reeling from their loss of many decades earlier. It provides a haven where mothers of all ages can be heard, respected, and supported.

CCP continues to achieve high supply numbers of CCP Baby Bereavement Packs to 193 hospitals across Australia, having provided for 838 Stillborn and Miscarried babies over the past 12 months. We are well positioned to continue this support into the future.

It is with great thanks and admiration that I acknowledge all our CCP volunteers. Your dedication to CCP is what makes us a story of success.

I end this report with endless gratitude to CINC for allowing us to continue our work under their auspice, and providing financial assistance towards postage costs. You are so much more than just a home for CCP.

**Nikki Kiss OAM**  
CCP Founder



# CINC COMMUNITY CONNECTIONS MARY MACKILLOP TODAY FINANCIAL INCLUSION PROGRAM NILS

Mary Mackillop Today Financial Inclusion Program - Cowra

I cannot put into words the joy I have felt over the past 12 months watching the efforts of the CINC team to support our community. As cost of living pressures increase their tireless work to help those in need and provide community programs and events is inspiring to watch. I thoroughly enjoy working out of the CINC office two days per week and thank them for their continued support of the Mary Mackillop Today programs.

No interest loans is strongly supported and needed in the Cowra community and has now been available for the past 20 years. What a milestone and from small beginnings the program has grown and expanded to provide financial resilience and inclusion for those on low incomes in Cowra.

In this Financial Year the Mary Mackillop team provided 694 loans equivalent to \$836,215. Household appliances and car repairs continue to be the top need for clients and we are seeing a large increase in the cost of car repairs.

No Interest Loans for Vehicles continues to receive significant demand with limited safe and affordable credit options for low income people. Mary Mackillop Today also provides Financial Education , Work and Development Orders, Energy Accounts Payment Assistance (EAPA) and referrals to other community services and programs.

In February 2023 Mary Mackillop Today provided funding for me to commence offering a Financial Counselling service. Based from Cowra I hope to expand this service as demand is shown and help some of the vulnerable low-income people and families in the community that have difficulty accessing other Financial Counselling services.

Mary Mackillop Today continues to work from CINC on Tuesdays and Wednesdays and is inspired by the CINC team to continue offering valuable and needed services in Cowra and cannot wait to see what 2023-2024 brings!!

**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 true examples 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.







# Cowra Information & Neighbourhood Centre