



2021/2022 ANNUAL REPORT



COWRA INFORMATION &
NEIGHBOURHOOD CENTRE INC

2021/2022 ANNUAL REPORT

ABN 37 152 608 106

AGENDA

Friday 28th October 2022 at 10am
Cowra Information & Neighbourhood Centre
15 Vaux Street, Cowra, NSW 2794

1. Welcome
2. Apologies
3. Confirm minutes of previous years AGM
4. Adoption of Special Resolution
5. Presentation of Chairpersons Report
6. Report from Treasurer
7. Board Elections
8. Welcome to the new Board
9. Appointment of Auditor and Accountant
10. Appointment of Public Officer
11. Update from CEO
12. Guest Speaker - Mr Ray Benett
13. Thank you and closing

BOARD OF MANAGEMENT

2021 - 2022



Chris Budge
Chairperson



Nikki Kiss
Vice Chairperson
Secretary



Steve Moriarty
Treasurer



Mel Barlow
Board Member



Alicia Ball
Board Member



Esther Cutmore
Board Member



Jenni Walters
Board Member



Darren Quinn
Board Member

STAFF

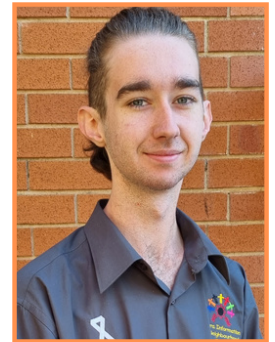
2021 - 2022



Fran Stead
Chief Executive Officer



Belinda Evans
Disability Support Worker



Brock Dalton
Reception



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



Jared Burns
Youth Engagement
Officer



Jess McLeish
Community Engagement
Officer



Karen Pearson
Administration Officer

STAFF

2021 - 2022



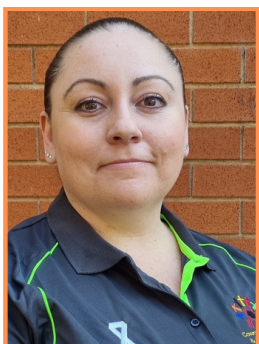
Katie Wilson
Communications &
Administration Officer



Marion Speechley
Team Leader
Community Engagement
& Disability Services



Mitchell Esposito
Disability Support
Worker



Naomi McNamee
Disability Support Worker



Natalie Crutch
Disability Support Worker



Natalie Rush
Key Worker / Family Support



Peter Buik
Family Support Worker



Peter Van Dartel
Disability Support Worker



Tess Roberts
Community Services
Trainee



Zeeden Cook
Community Services
Trainee



Cowra Information &
Neighbourhood Centre

OUR VISION

" Locals Supporting Locals "

OUR MISSION

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

CINC MEMBERS

2021 - 2022

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

Allbright, Tessa
Ball, Alicia
Barlow, Melinda
Batcheldor, Joise
Beattie, Joanne
Brain, Rita
Britestar, Bea
Budge, Chris
Budge, Kay
Carter, Robyn
Chalmers, Wayne
Cooper, Margaret
Cooper, Thomas
Cutmore, Esther
D'Elboux, Elaine
Dunham, Anica
Feltham, Coral
Grout, Dorothy
Guihot, Robyn
Gundersen, Mary
Hampton, Joan
Hampton, Micheal
Hampton, Sandy
Hopkins, Elaine
Horsfall, Portia
Jackson, Judith
Kerr, Barbara
Kirkwood, Douglas
Kiss, David
Kiss, Nicole
Langfield, Monica
Littler, Valerie
Lye, Neville
Mackay, Pam
Mackay, Robert

Maloney, Gregory
Mandi, Hawa
McAlister, Robyn
Moriarty, Judith
Moriarty, Stephen
Newburn, Robert
Nichols, Rosalie
Norton, Christine
O'Brien, Lynette
Peterson, Rita
Phillpott, Karen
Quinn, Darren
Rowe, James
Russell, Terrence
Ryan, Thomas
Sargent, Emma
Southwell, Mark
Speechley, Denise
Stephenson, Julie
Stone, Robert
Swinhoe, Maureen
Terelinck, Diane
Toohey, Jodie-Lee
Vale, Lucy
Vial, Kerry
Walters, Jennifer
Webb, Marion
Webb, Ronald
Williams, Michael
Wilson, Kelton
Wilson, Kenneth
Withers, Valerie

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

2021 -2022

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

Ball, Alicia
Barlow, Melinda
Bryant, Leticia
Brydon, Jennifer
Budge, Chris
Cutmore, Esther
Fievez, Marie
Garia, Leo
Gerken, Katy
Hopkins, Elaine
Kirkwood, Douglas
Kiss, Nicole
Langfield, Monica
Moriarty, Steven
Noden, Mindy
Peterson, Rita

Philpott, Karen
Quinn, Darren
Smith, Janet
Southwell, Mark
Stone, Rob
Swinhoe, Maureen
Toohey, Jodie-Lee
Vaughan, Robyn
Venables, Cheryl
Vial, Kerry
Walker, David
Walters, Jennifer Clare
Withers, Valerie

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.



CHAIRPERSON'S REPORT

What a great and interesting year this has been for CINC. Such a brilliant organisation, I am very honoured to be Chairperson of the Board of Management 2021-2022.

CINC continues to expand and grow in stature on a daily basis. This is brought about by our dynamic and insightful CEO, Mrs Fran Stead. She is fully backed by a very efficient group of Team Leaders, staff and volunteers. One cannot speak highly enough of the CINC team. They are of course fully supported by the Board of Management.

CINC's contribution to the community is also well recognised by Government bodies and other organisations.

CINC's main sources of funds still come from Federal and State Government grants, wonderful support from our local council, memberships and donations. A fantastic effort and we thank everyone so very much.

We also thank the various businesses of Cowra. Woolworths, Coles, Cowra Hot Bake and Royces for food and bread donations. These items are greatly appreciated by all who benefit from them.

We wish to acknowledge our appreciation to Cowra Mayor Mr Bill West and the Cowra Shire Council for continued and much valued support. We do wish Bill's new councillors all the best.

We at the Board of Management are continually amazed by the efforts of our CEO Fran. She does not stop and the whole community benefits from her drive and we thank her very much.

We also thank Consultant, Mr Ray Bennett for his continued input and much valued assistance.

I would at this time, like to say a very special thank you to each of my fellow Board Members for their continued and invaluable support of me this year. Their input, advice and time is so very much appreciated.

It is with some regret that I finish this report with the news that two of our Board Members, Jenni Walters and Mel Barlow, are retiring after giving of themselves some years of service to the Board and to CINC.

We wish Jenni and Mel well in their future endeavours.

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, there are also those who have talked to us about enjoying the opportunity to reflect, re-evaluate and pivot their lives in a positive way. Change can be transformative on many levels. Work and life for all of us at CINC has been disrupted and there is no doubt the impacts of the drought and COVID 19 are still being felt.

We had to become flexible and robust in our planning, as well as always been open to change. Our face-to-face services started again in June 2021. This was a mammoth task of ensuring strict COVID safe practices were in place and adhered to, for the safety of our staff and the community we serviced.

When I reflect on our incredible team, it is very clear that in times of crisis local organisations and networks become even more important, we are the voice and are the front line of our community.

We have come out of this stronger, we have gained confidence in ourselves and in our organisation, we have developed patience and been in a position of trust.

As we navigate the new normal there has been lots of growth for the organisation, lots of hoops we have jumped through with lots of mandatory training for the staff and the Board. We passed our NDIS audit. To say it was a breeze would be a lie! Lots of extra components had been added to each module. This was as a direct result of the royal commission into disability. Whilst we welcome the magnifying glass, it is still a huge amount of work for the Board and staff. Special mention to Karen for all the work she puts into compliance and to Bron for taking on Brevity and making it work. As this truly is the hardest audit and software transition we have had to go through.

The rising cost of living has meant the cost of running our services and the needs of our community continues to grow. Whilst we advocate strongly for individuals within our community and see the growing need for assistance daily, it is also important that we pause and re-evaluate the rising costs to our organisation regarding staff wages and organisational expenses. It is a juggling act to find the balance of when to say no.

Saying no more often is something I am going to work on both personally and professionally. New boundaries will be set, budgets will be followed. Grateful to our accountants for keeping me on track and pointing out where we overspend and where we need to cut back.

We have worked incredibly hard to bring CINC to where it is today. CINC is the place that walks alongside people, with respect, an open mind and I am incredibly proud to lead this organisation. I pledge to continue to work hard to ensure this legacy continues.

So many people to thank within CINC and the wider community. Each of you add value to our work, our vision and our mission. We can not do it without you, it is a team effort.

Like I always say, communities are like jig saw puzzles, we need each piece to make the complete picture. When one piece is missing there is no full picture, so for me, this confirms that each piece of the puzzle is just as important as the next.

I will end with personally thanking the board, the staff and the volunteers as you guys are incredible with your support, dedication and passion. I could not do this without you.

To my Husband, children and grandson Eason I will end with, THANK YOU, THANK YOU, THANK YOU. You have all given so much over the years and continue to support me and my role. It has never been a turn off at 5pm or leave the phone at work on a Friday role. You guys are always there cheering me on, listening to my excitement, or listening to my vents and cries for social justice.

The next 12 months will be dedicated to my dad and making him proud of what you can achieve when you put your mind to it. I thank everyone for showing him so much kindness and love.

Looking forward to seeing where the next 12 months takes CINC.

Big love
Fran xx

Fran Stead
Chief Executive Officer

OUR YEAR IN PICTURES



COMMUNITY ENGAGEMENT

We held a Naidoc March and smoking ceremony in 2021. Over 100 people masked up, waved flags and walked with pride! Unfortunately due to Covid we were unable to have our family fun day. We had goodie bags, fruit and drinks at the finish and people enjoyed standing around having a chat.



We have continued with our Wednesday and Thursday playgroups and worked around Covid holding playgroups outdoors where possible. Post Covid we continued both days due to large numbers attending and the need. We have seen lots of lovely new faces and new babies with lots of friendships being formed by the parents. Its great to see so many grandparents and Dads attending.



The Covid pandemic hit us again in August and our centre closed again to the public. After a combined effort of Cowra's Emergency Management Committee and CINC, Cowra residents were able to access a free pack of face masks, hand sanitiser and sanitiser wipes. Over 1,000 of these packs were made and distributed to our community.



COMMUNITY ENGAGEMENT

During the October lockdowns and cases in Cowra we became busier than ever, partnering with NSW Health to do food deliveries to our Covid positive families. We lifted, sorted, packed and delivered food and cleaning hampers to our community.



Hundreds of packs were made and delivered to our community. We had gifts and crafts for fathers day, Wellness packs for children, packs for our youth, Women's Health Week bags and Craft Bags.



We held RU OK day.



We were super excited for our first event back. In December we held a Fun Day for International Day of People with Disability. The day started with a smoking ceremony and everyone who attended enjoyed catching up with friends, There was a jumping castle, drumming circle, lots of games and activities, goodie bags, bbq lunch, popcorn, fairyfloss and snowcones.



COMMUNITY ENGAGEMENT

We started our Christmas celebrations with a community luncheon held at the Cowra Bowling Club with 180 members of our community coming together after what has been a hard and lonely year for a lot of people. We had our winter wonderland at the Cowra Christmas Festival at Sid Kallas oval and enjoyed playgroup Christmas parties in Cowra and Grenfell. It was wonderful to watch and listen to the connection at all of these events.



School holiday activities included Boyz Business, Girls PJ Party, Movies



COMMUNITY ENGAGEMENT

We held our International Women's Day Event in a beautiful garden where we enjoyed afternoon tea and had a talk from Cheryl from Morgan Insurance about the importance of reading contracts relating to finance, super and insurances. We followed this with an art class by Shiayn from Something You Love. (amazing local girl starting her own business)



We held our Closing The Gap morning tea, CINC is committed to advocating for Aboriginal Health and Equality. We were honoured to have Aunty Esther and Uncle Johnny cut the cake on the day.



High Tea was held at CINC with our wonderful seniors a lovely morning tea of great food and company.



Harmony Day was celebrated with a luncheon at the centre. We celebrated diversity, promoting inclusion and celebrating cultures. We had a Welcome to Country by Aunty Esther, Albert Murray played his didgeridoo and told a Dreamtime story and a student spoke about what Harmony Day means.



COMMUNITY ENGAGEMENT

Our Families Week Celebration was held at the Masonic Hall with our theme for this year being the Circus. Lots of families and community members joined us for a fun filled morning of activities, entertainment by Cowra Public School and a luncheon.



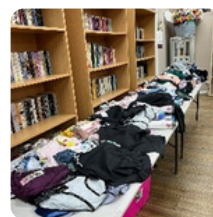
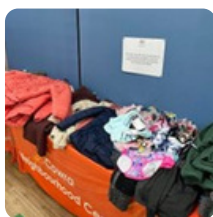
We celebrated Volunteers and Biggest Morning Tea together with a small gift of appreciation for our volunteers, a big raffle to raise money for the cancer council and we were entertained by Cowra Public School kindergarten.



"Be Brave. Make Change." was this years theme for Reconciliation Week. Will Ingram alongside our own Jared Burns performed a cleansing ceremony as well as explained what reconciliation means to them as First Nation people.



Thanks to Goods 360 we were able to distribute \$100,000 of winter clothing, bags and underwear out to our local community.



It was lovely to have our regular groups come back after Covid. Chance's Clothing, Knitting and Art Group started back slow in a Covid safe way but as life got back to normal everyone started coming along enjoying catching up and getting creative.

Marion Speechley
Community Engagement Officer

Jess McLeish
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 2021 – 2022 we provided services to 101 Families, currently engaging with 35 Families.

We provide advice and referral, home visiting, linking families to appropriate services, parenting and support groups, community activities and events. We assisted Families in Cowra, Canowindra, Grenfell and the surrounding areas. We continue to support Families with Our Partnership with Second Bite Coles, Woolworths and the Cowra Hot Bake to be able to provide essential food/items to Our Families, we are grateful for this wonderful Partnership as we see the positive impacts this has everyday for Our Families.

CINC Family Support assists Families who require Family Group Conferences – FGC, Families who are Carers of Children, Grand Children, Foster Carers.

CINC Family Support offered the following Programs for Families/Carers and Children in 2021-2022.

Triple P Program

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

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

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

5 Families Group Triple P 2021- 2022

Out of the Dark

Out of the Dark is a program for women who have experienced domestic and family abuse – Emotional, Financial, Sexual, Social, Physical, Religious abuse. The program helps Women to make informed choices, understand domestic and family violence, regain control of their lives, and the options and support available for women.

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

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

10 Families Out of the Dark 2021 - 2022

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

LOVE BiTES

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

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

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

We have facilitated LOVE BiTES at Henry Lawson High School Grenfell in 2021 – 62 Students and 2022- 23 Students.

Black Box Parenting

Unfortunately, Black Box Parenting was cancelled for 2021 – 2022 due to COVID. Black Box is a 5-session group program, 5 Individual Phone Sessions for parents who have experienced family violence and/or other trauma.

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

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

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

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

Friends Resilience

The Friends Program helps people of all ages build resilience, confidence, and emotional 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 Raphael's School and Mulyan Public School

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

Professional Development

Here at CINC professional development for staff ensures we have the most up to date knowledge and skills to best suit the needs of our clients. This year we have participated in training via zoom, webinars, attended Conferences via Zoom.

Training – Advance Practice in Male Family Violence, First Aid, Listen up- Hear from Young People about their understanding of Domestic Violence, Intersecting Systems and the Needs of Families: family law, child protection and domestic violence, Understanding and Supporting Infant Mental Health, What does a Community need for Every Child to Thrive, eSafety Parent Guide to online sexual harassment and image-based abuse, Building Communities that keep Children Safe from Domestic Violence, How to recognize complex trauma in infants and children and promote wellbeing, Wesnet – Telstra Phone Activation and Safety Planning, Wesnet – Smart Phone, Survivors and Safety, Supporting Children who have disclosed trauma, Listen Up! Hear from young people about their understanding of Domestic Violence, Intersecting System and needs of families: family Law, Child Protection and Domestic Violence, LOVE BiTES Refresher Training. Conferences – 2021 Stop Domestic Violence Conference via Zoom.

Committees and Groups

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

Partnerships

As a front line 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, Yalbillunga Boori Day Care Centre, Good Start Early Learning, Nurture One, Housing Plus, Mission Australia, Cowra Social Workers, Psychologist and Doctors Surgeries, Salvation Army, St Vincent DePaul, Community Chest, Wesnet 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, Matthew Povey Riverina Counselling, Lives Lived Well, Weigelli Drug and Alcohol Centre, Cowra Mental Health, Cowra Community Health, Community Transport, Relationships Australia – Mediation, NDIS – Social Futures, Barnardos, LiveBetter, NILS loans, CentreCare Homeless Specialists

COMMUNITY & FAMILIES FAMILY SUPPORT SERVICE

Canowindra Outreach

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, wellbeing and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visiting, linking families to appropriate services, programs, due to COVID Restrictions during 2021 – 2022 we were unable to offer all services/programs, we have been able to support programs such as LOVE BiTES, Triple P Program, Out of the Dark Program within the Canowindra Community.

Koorawatha Outreach

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, wellbeing and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visiting, linking families to appropriate services, programs, due to COVID Restrictions during 2021 – 2022 we were unable to offer all services/programs, we have been able to support programs such as Triple P Program, Out of the Dark Program within the Koorawatha Community.

Grenfell Outreach

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, wellbeing and community engagement.

Cowra Information and Neighbourhood Centre Family Support provides advice and referral, home visiting, linking families to appropriate services, programs, due to COVID Restrictions during 2021 – 2022 we were unable to offer all services/programs, we have been able to support programs such as Play Group, LOVE BiTE Program, Triple P Program, Out of the Dark Program within the Grenfell Community.

Donnah Chown
Family Support

Peter Buik
Family Support



YOUTH CONNECT

This past year has been a big and wonderful year for Youth Connect. There have been so many amazing young people step up and shine. It is definitely through partnerships we have achieved some wonderful outcomes lead by some fantastic youth.

The continued connection through local schools has been amazing. Cowra High, Canowindra High and Henry Lawson High have brought us in on the ground level to keep helping young people in many ways. To add to the good news in this space, St Raphael's have joined places we see young people in Cowra.

The Fit for Life program in partnership with Cowra PCYC and Young PCYC (but run in Grenfell) has also been amazing. The young people in these groups learn about fitness, nutrition, teamwork and life skills.

We have also tagged along to some of the "Fit to Learn" sessions that run at PCYC and this allows young people to be trained in work readiness and job skills. This partnership continues to be strong and amazing. Bernie, Kylie, Percy, Josh & Jeff make a wonderful team with a focus for making a difference.

The many services we have met and been supported by should be thanked as we really have some brilliant connections. A special thanks to Cowra Police, NSW Juvenile Justice, Cowra Hospital, Cowra Mental Health – Drug & Alcohol Team, Cowra Headspace, Cowra High School, Canowindra High School, Henry Lawson High School, Orana Juvenile Detention Centre, Riverina Juvenile Detention Centre, Ted Noffs Drug Rehabilitation Centre, Dubbo Distance Education, Youth Justice Conferencing, Bathurst Youth Liaison Officer – we could go on, but we are always so grateful for the overwhelming support as it helps young people move forward in a positive direction.

It takes a village to raise our young people.

Hellen Horton Youth Worker



2022 On the Eve of Change.

The end of 2021 and the and the beginning of 2022 presented the Home Modification and Maintenance service with the continuing challenges of Covid and very good seasonal rains which kept the HMM office and our contractors busy.

The HMM service has engaged with several new contractors, David Casey (lawn and yard maintenance) and Alex Wright (Access Homes Building Service)
We lost the services of Sarah White (Gardening).

David Buttenshaw, the HMM services Nominated Work Supervisor and Grenfell builder has indicated his intention to retire at the end of 2022. David has worked with the service for more than twenty years his gentle humour and patience will be missed.

2021 / 2022 has been one of the more challenging periods for the HMM service, the level of building work that is happening across the region has resulted in an acute shortage of Trades people.

The Builders and Trades people working with the Neighbourhood Centre and the HMM Service complete private work along with providing Building Services to our clients. All of them are booked with major work well into 2022- 2023.

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 to be received. The rate and extent of material price increases across the last 12 months have been substantial, examples being steel increasing by 43%, Plumbing base metal items by 26%, timber increasing by more than 39%, electrical cables and conduits by 27%.

The Occupational Therapist Services that are engage 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 for modifications work on a weekly basis. The Service has seen no major increase in it's Home Maintenance funding since 2012 with demand exceeding the available funding and the Service has flagged that it is operating at capacity.

The result being we are not accepting / rejecting referrals for new home and yard maintenance clients. This is a sad state of affairs that is unlikely to improve anytime in the foreseeable future.

The recent change in Government the has increased the uncertainty around the proposed changes to the Aged Care system, all the indications are that the Federal Department of Health will be continuing with the introduction of the Support at Home Program (SAHP) and the shutting down of the My Aged Care Program (MAC).

HOME MODIFICATIONS & MAINTENANCE

I have serious reservations about the proposed Support at Home Program and the way in which is designed to operate. I believe it will cause amounts of confusion and uncertainty for the older members of our community, their Carer's and family members.

In the period from July 2021 to end of June 2022 the service received:

1,374 referrals for home and yard maintenance and completed approximately 3,600 hours of support.

114 referrals were received for Home Modifications of those:

78 were for Aged Care clients.

36 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 shared across the last 12 months.

A very special thanks to Diana Broeksema for her support and assistance within the HMM office, without her substantial input, wonderful sense of humour and immeasurable patience, I would find the demands of the HMM office very difficult to manage.

I also wish to acknowledge our builders, our trades people and the 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 practice and approach to service delivery and support. The Key Worker model is best practice for children under seven and takes a whole child and family approach to support.

Our Key Workers lead a trans disciplinary team of professionals working with the child and family. Family strategies include building on strengths-based outcomes to ensure skills are developed and families become confident and capable to be their child's best advocate.

The past twelve months has seen the program grow with over 40 families engaging with the program at anyone time, which at capacity has been supported by no less than one full time Key Worker and one part-time.

The program promotes positive and collaborative relationships with Allied Health Professionals including Occupational Therapist, Speech Pathologists, Paediatric Physiotherapist, Clinical Psychology and more. Although the Allied Health Professionals that our Key Workers and families engage with are independent to CINC we see them as part of the team. We have been fortunate this past year to have two permanent Occupational Therapist join our team. We also secured consistent and permanent visits from Clinical Psychologist Chloe Weekes. Chloe plays a vital role in our service delivery supporting families through assessment and diagnosis.

We also have a partnership with Canobolas Kids Paediatric Physio who visit fortnightly to support children from birth to 18 years. Adding such services to our already very busy Speech Pathologist, who now visits twice a week, means our trans disciplinary team is growing and the support for children under seven with disability and developmental delay in our community has never been so accessible.

It is now I wish to acknowledge our Early Intervention partnerships: Your skills and knowledge are the best I have seen in my 25 years of working with children and families. You are truly appreciated and valued.

Amy Hointink (Speech Pathology), Abby Blair (Speech Pathology), Emma Smith (Occupational Therapy), Sunee Hedges (Occupational Therapy), Chloe Weekes (Clinical Psychology), Matthew Povey (Counsellor) and Eden Bradford (Paediatric Physiotherapy). Furthermore there are a number of therapist and professionals who support our delivery to children and families, these include: Karen Trengrove (Learn2Communicate), UMBO, Andrea Carter (Facilitate Physiotherapy), Cowra Community Health and Mission Australia.

And to all our local and surrounding Schools and Early Childhood Education & Care Services we wouldn't be the service we are today without your support.

Finally, to our families. Thank you for trusting us to support you and your children in their most vulnerable years. We pride ourselves on relationships and value your knowledge, you are, after all your child's first and foremost teacher. Please know you are AWESOME!

We are excited for the future of CINC's Capacity Building Early Intervention and continue to be passionate about ensuring families and children receive quality and professional support.

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 with a supported, safe and engaging environment to develop various skills, including social and emotional, communication, motor skills, independence and community participation.

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

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

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

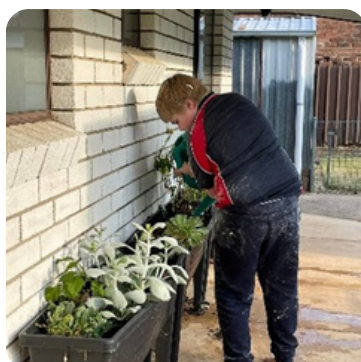
All our Support Workers are highly skilled and trained with a commitment to on-going Personal Development. Support Workers hold a Certificate 3 or higher in Individual Support and have completed their NDIS Worker Orientation Certificate. Upcoming training includes Report and Document Writing.

AFTERNOON GROUPS FOR YOUTH ACCESSING NDIS SUPPORTS

Our afternoon groups have been working on their NDIS goals each week. The children have been forming friendships and working hard on their social and communication skills.

Our activities each afternoon incorporate fine and gross motors skill, sensory activities, imaginative play, exercise while having fun, problem solving, responsibly, 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

In July 2021 we received our amazing brand new bus for our Stewart Street Disability Service that was kindly donated by the Cowra Bowling & Recreation Club.



The Stewart Street gang have had an amazing year of learning new skills, building independence, stepping outside their comfort zone and kicking their goals. The gang performed in the Cowra Eisteddfod taking out 3rd place in the with their routine to Party Rock Anthem. One of our participants worked hard and achieved his dream of getting Learner Drivers Licence.

The gang attended Winter Wonderland in Bathurst, there were trips to the football, Dubbo Zoo, circus, nearby towns to attend art galleries, cultural centre, Museums, bowling and movies to name a few.

They have been very involved in lots of Community Events attending Naidoc, PCYC, Community Morning Teas, Disability Day, Families Week, Harmony Day, Christmas and local events.



Marion Speechley
Team Leader
Community Engagement & Disability Service

GRENFELL OUTREACH

COMMUNITY ENGAGEMENT & FAMILY SUPPORT

Our Grenfell playgroup continues to run every second Tuesday. Our Grenfell families enjoy playgroup indoors at the Grenfell Hub and we liked to venture to the local park occasionally as well. 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.



We had a Christmas party with Christmas craft, tree decorating, tattoos, biscuit decorating, facepainting following by a lunch together and a goodie bag to take home.



Families week this year was celebrated at the Hub with our Circus Theme. The children enjoyed fun activities, games, tattoos and craft.



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



Marion Speechley
Team Leader
Community Engagement & Disability Service

COMMUNITY
IS ABOUT DOING SOMETHING
TOGETHER
THAT MAKES BELONGING
MATTER.

– Brian Solis

CINC COMMUNITY CONNECTIONS COWRA DOMESTIC & FAMILY VIOLENCE COMMITTEE

The Cowra Domestic and Family Violence Committee met once a month at the Cowra Information and Neighbourhood Centre in 2021 then in 2022 the Cowra Domestic and Family Violence Committee decided we would have meetings every second Month on the Third Tuesday at 1pm at the Cowra Information and Neighbourhood Centre.

The main purpose of the Committee is to educate the Community about Family and Domestic Violence, the impacts Domestic Violence has on Families, Children and the Community as well as to provide Stats and Information to the wider Community.

As part of educating the Community, the Committee, Cowra Information and Neighbourhood Centre and other Services Providers facilitated the LOVE BiTES Program at Henry Lawson High School Grenfell, St Raphael's Catholic School, Cowra High School, Canowindra High School.

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

In 2021, LOVE BiTES Senior was cancelled at Cowra High School, Canowindra High and St Raphael's Catholic School due to Covid Restrictions.

During 2021 - 2022, Cowra Domestic and Family Violence Committee had planned to provide activities, learning, awareness, White Ribbon March for Our Community due to COVID Restrictions these were cancelled.

In 2021 and 2022 a strange year for us and everyone with Covid and Covid Restrictions, our meetings were sometimes in person or on Zoom. We would like to take this opportunity to thank everyone involved.

Your time and dedication is greatly appreciated.

Cowra Domestic Violence Committee

CINC COMMUNITY CONNECTIONS

CHANCE'S CLOTHES PROJECT

The 19th March 2022 saw the 10th Anniversary of Chance's Clothes Project auspiced under CINC. It was an honour to have CCP acknowledged by so many. We received blessings from across the world.

Our Anniversary Afternoon Tea was shared by many of our local CCP volunteers, CINC's CEO Fran Stead, Cowra Mayor Bill West and Deputy Mayor Judi Smith.

A video was shown with a brief story of CCP's history and where we are now.



To help me deal with my grief, I started knitting baby items, asked whether anyone might be willing to help.

On the 19th March 2012 (exactly one year after Chance's birth), Chance's Clothes Project signed an auspice agreement under Cowra Information and Neighbourhood Centre.

We started small, but grew rapidly.

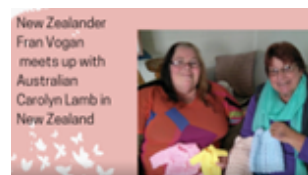
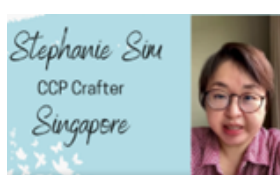
Bereaved parents started making contact to share the story of their lost little ones.

More and more compassionate, talented ladies began to donate their lovingly created baby burial garments.

10 years later,
4754
CCP Baby Bereavement Packs
have been delivered
to Australian Hospitals

We've shared many experiences, and gained life-long
friendships along our journey.
Our hands of love and compassion now spread
throughout the world.

Some CCP Volunteers video recorded themselves in honour of the celebration.



Our friendships have even prompted connections in person, not only in Australia, but across the world.

Chance's Clothes Project does not have the answer to preventing stillbirth, but together we can raise awareness and provide support for each other with love, friendship and understanding.

It is with great thanks and admiration that I acknowledge all our volunteers and bereaved families. Your belief in CCP continues to make it a success.

I end this report with endless gratitude to CINC for allowing us to continue our work under their auspice. You are so much more than just a home for CCP.

Thank you.

Ms Nikki Kiss OAM
CCP Founder



CINC COMMUNITY CONNECTIONS MARY MACKILLOP TODAY FINANCIAL INCLUSION PROGRAM NILS

Another year has passed, and I cannot thank the Mary Mackillop and CINC Teams enough for their support in making the Financial Inclusion program in Cowra so successful.

Mary Mackillop Today has expanded program offerings and increased its team to assist with growing demand. With the commencement of the new No Interest Loans for Vehicles in September Mary Mackillop Today were kept very busy being one of only 3 providers offering the program in NSW.

I was also the first person to submit a NILS for Vehicle loan nationally and surprised them all with the first loan being for a mobility scooter not a car as they were expecting. I am so proud to be able to support low-income earners in our community meet their household and transport needs.

Mary Mackillop Today currently provides:

- NILS (now up to \$2000 for essential household items/expenses)
- NILS for Vehicles (Up to \$5000 for essential transport with up to 4 year loan term)
- Financial Education in groups and individual basis
- Work and Development Order Financial Education activities
- Financial capability and capacity building to build financial resilience and self-advocacy
- Emery Accounts Payment Assistance (EAPA)
- Referral linkages to better support all people in need

During this year I completed my Diploma of Financial Counselling to expand my knowledge and skills in this area. I thoroughly enjoyed the course and the 220 hours of placement I undertook and hope to utilise this in my position as our program continues to develop and grow to meet the needs in our communities.

In the financial year 2021-2022 NILS Cowra opened 100 new loans worth approximately \$93,000 which is a great outcome for the program and the clients assisted over this period.

Mary Mackillop Today continues to work from CINC on Tuesdays and Wednesdays and looks forward to another year of successful service provision in Cowra.

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.



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



OUR YEAR IN PICTURES





Cowra Information &
Neighbourhood Centre