ANNUAL REPORT 2020-2021



RIVERSTONE NEIGHBOURHOOD CENTRE & COMMUNITY AID SERVICE INC.



OUR VISION, OUR PURPOSE, OUR VALUES

OUR VISION

Building a stronger community together safe, harmonious, socially connected and informed community.

OUR PURPOSE

We work collaboratively to achieve our vision by:

- Improving wellbeing and empowering individuals and families to live independently as part of the community
- Supporting individuals to make their own positive lifestyle decisions
- Providing high quality services, facilitating localised innovative solutions, and advocating for the community
- Harnessing community strengths to enhance community cohesion
- Concentrating resources in our community to help build social inclusion and reduce marginalisation.

OUR VALUES

The values and beliefs central to all we do at Riverstone Neighbourhood Centre are:

- Inclusion We welcome and include all.
- Respect We treat others as we would like to be treated. We honour each other's strengths, potential, experiences, views, time and contributions
- Equity We treat each person as an individual and apply fairness and justice to all we do.
- Integrity We are honest, authentic, transparent and accountable in our work.
- Sustainability We operate effectively to support and maintain the highest standards and remain functional for the community.

MESSAGE FROM THE PRESIDENT

The period 2020-2021 has been a year of tremendous change for the Riverstone Neighbourhood Centre and Community Aid Services Inc. (RNC). With the impact of the fire season, followed by local flooding and then further COVID-19 lockdowns causing further disruption to normal operation, RNC staff and Board have had to re-assess service delivery in many ways. Having had a brief but intense learning period last year when we were forced to pivot to online services and support, the Team were well placed to respond and be able to provide a suite of online services to enable services to be delivered to our community.

With the addition of an increase in competition for a limited purse of Government funding over the period, it was necessary for the Board to examine new avenues for funding, and to do some Strategic Planning to ensure the future of the Centre was stable and forward looking for the following years. The Board are pleased to be finalising the preparation of a new Strategic Plan for the organization, which is the culmination of a significant level of work from the entire team, hopefully to be released by the end of 2021. Identifying further avenues for funding enabled RNC to gain partnerships with several developers in the region, including Deicorp. This has led to a greater footprint for the Centre, including new facilities in Tallawong that will serve us well for the ability to support our growing community. The sponsorship of the developers will support the future of our community bus, as well as funding for increased programs for our community. We look forward to continuing this partnership with DEICORP, which will have a positive impact on building community connection with the many new families moving into our new neighbourhoods.

The future directions for RNC are bold, and rooted in evidence and statistical analysis of our growing community. We are proud to have secured a wonderful milestone in funding, for the first time reaching \$1 million. This is a tremendous result from all the team, and all the many and diverse stakeholders that we engage with.



On behalf of the Board, I would also say a big thank you to all the Team, who have worked so dilligently and flexibly throughout the lockdowns to supply online help and services to the community. Of special note was the NAIDOC online 7 day event, for which we were awarded the Blacktown City Council Australia Day Award for Best Community Event. My thanks go also to my fellow Board members, who have given above and beyond as a team of volunteers. Our Board are critical to assist in navigating our way through the change process, and the challenging environment so created, ensuring we remain committed to pursuing RNC's mission of "Building a Stronger Community Together."

> **Michael Cogar** President of the Board, 2021.

FROM THE CEO

Resilient and Responsive

As we look back on the year of 2020-2021, we fondly recall the many wonderful activities, people and collaborative ventures that made an impact in our local community. Whilst we acknowledge the challenges of COVID-19 throughout 2020, we are proud and pleased at our capacity to adapt quickly and innovate to find new ways of engaging and supporting our community. Our previous theme of "Resilient and Responsive" remains relevant for the challenges and achievements of the last Financial Year. The start of the Financial Year commenced with a transition from COVID lockdown, gradually returning back to our buildings. It meant changes to the way we offered essential services to our most vulnerable, the way we offered group activities, and a total rethink towards our community events.

Our annual NAIDOC event was held as a week long online campaign. We were delighted with the enthusiasm of Aboriginal and Torres Strait Islander people (ATSI) people to host online activities, share their cultural knowledge and skills. The online campaign was supported with resource packs. This was our first attempt at a formal "online event". We were amazed at the engagement of our community with our Online NAIDOC. Over the 7 days of our event, with an activity hosted each day, we reached over 32,000 people. That is a mammoth event and we thank our ATSI collaborators who were instrumental in helping us host this fantastic event. Our efforts were recognized by winning the Blacktown City Council Australia Day Award for Best Community Event. Congratulations to all those who worked with us and all those who supported the online activity!

Our team proved that where there's a will, there's a way, and we continued to offer valued engagement as Christmas approached. In 2021 we were greeted with flooding of the Hawkesbury Nepean rivers and found some local families affected by the floods. Our team moved quickly to collaborate with a range of services/ businesses to provide the best possible support for vulnerable households affected by flooding. I would like to thank the Riverstone, Schofields and District



Chamber of Commerce, Rouse Hill Baptist Church, Vineyard Church, Baulkham Hill Leo's who joined us to assist with the clean up effort in those early days of response. We were then joined by Riverstone Schofields Memorial Club, Sikh Youth Australia, Bunnings Marsden Park, The Hideout Craft Workshop, Domino's Schofields and Emu Coffee, and I thank them for their valued contributions. Local residents opened their hearts and also donated goods. Our combined efforts enabled our local flood affected families to secure safe housing, emergency support and material aid, children's clothing and toys, education resources, furniture, household items, and manchester. In fact, it was a mammoth 3 months supporting people, and it would not have been possible without the generous spirit of our community!

As we moved through 2021 and we felt we were returning to a sense of "normal" we found ourselves confronting another COVID outbreak, and eventually a lengthy lockdown for Sydney. Despite this, our team was prepared to pivot to remote services, just as we did in 2020. I commend our staff for their achievements, as outlined throughout this report.

I thank all the funders, sponsors and donors who have supported Riverstone Neighbourhood Centre throughout the year. We are thrilled to see increased investment, particularly from private businesses, enabling us to offer more opportunities for our community, particularly as our North West population continues to grow. An exciting new collaboration was formed with DEICORP, which led to new initiatives for our community.

I extend my sincere gratitude to all our Board members for their commitment, passion and support that enables our team to achieve all that we do. Their focus on developing a new strategic vision and plan for the organization will be critical as we continue to grow and support our established and many new neighbourhoods.

We understand the importance of being locally accessible (in good times and bad), building trusting relationships with residents and our many valued stakeholders. We are local, we are here for our community, and we respond to the needs of our community. I look forward to another year working with our wonderful community, as we continue "Building a Stronger Community Together".

> Angela Van Dyke CEO

FAMILY & COMMUNITY CONNECTIONS

The Family and Community Connections team continues to support and advocate for individuals and families in need. Our approach is client centred, allowing clients to feel empowered and in control of their own choices and lives with the support and advocacy of our skilled staff. As a community hub, we also enable broad social and community connections.

TEAM LEADER: RENEE GAUCI



NAIDOC Week Award

OCCASIONS OF SERVICE

RNC Social Media 396,050

Information & Referrals 4,786

Community Space Bookings 6,848

Community Events 36,833

Early Childhood Activities 169

Childrens Activities 152

Youth Activities 156

Adult Health & Wellbeing 360

SERVICES

Hawkesbury- Nepean Floods 2021

Riverstone's community built another level of resilience with the flooding of the Hawkesbury- Nepean River in February and March 2021. RNC was able to deliver a flexible, specialised service for our community by working with many diverse organizations, groups and local residents to support households impacted by the floods. Our local Riverstone Schofields and Districts Chamber of Commerce partnered with us, along with diverse agencies/businesses, faith based- service groups and local residents to respond rapidly and offer practical support for people in crisis. This included community donations such as furniture, bedding, clothing, and kitchen goods. Staff also supported residents to apply for disaster payments, legal services and advocated and supported clients in finding emergency housing. It was a significant effort, taking three months to complete all the support needed for local residents.

Youth Health and Wellbeing

RNC has focused on a range of youth health and wellbeing outcomes for our young people. We have offered a wide variety of free, fun, and inclusive school holiday activities for primary and high school aged youth. Our structured school holiday programs have a selection of sport and creative based activities, ensuring there is something for everyone! We partnered with Reclink Australia who provided professional coaches to run sport and recreational programs for our young people. Our school holiday program has been extremely successful and in high demand. We are thrilled to see girls remaining engaged in physical activity, particularly as they enter their teen years.

Youth Training NAIDOC 2020

RNC has focused on delivering mentoring and training opportunities to support young people in entering the workforce. Training opportunities such as White Card training, Barista, Safe Food Handling, First Aid & employment readiness workshops have been designed to compliment a young person's educational and vocational aspirations, enabling successful pathways to employment.

NAIDOC 2020

Due to Covid 19 restrictions, RNC was unable to run our usual NAIDOC Event in 2020. Thinking outside the box, RNC created an innovating week-long online NAIDOC campaign, which included daily online activities with cultural educational experiences. We also offered a resource pack with activities & information that the community could take and be immersed in Indigenous culture, despite being in lockdown. This online campaign reached over 32,000 people and led to RNC winning an Australia Day award for 'Best Community Event of the Year 2021'.



NAIDOC Week Activity Packs

AGEING, DISABILITY & WELLNESS

TEAM LEADER MELIA ROZZOLI

The Age and Wellness team strives to ensure older adults can thrive and live independently in their homes for as long as possible. In 20-2021 this was achieved by providing social support programs, offering assisted shopping, transport and connecting them to additional services when necessary.

11,090 hours of social support & 151 clients





The Men's Shed & Community Garden

Our Men's Shed & Community Garden is always a hive of activity and 20-2021 has been no exception. A fountain has been erected in the centre of the garden and over 50 possum boxes were crafted from material donated by Bunnings, Mardsen Park. These possum boxes are to be transported to a conservation park in Barrington Tops NSW to re-home possums following the 2020 bushfires. According to our Men's Shed co-coordinator, 'It's projects such as this that offer clients mateship, comradery, purpose and a judgement-free environment where they can have a laugh'.

Social Support groups

RNC holds various creative craft groups, an exercise group twice weekly plus many fabulous monthly outings for our seniors! This year saw some of our programs delivered remotely and the AW team drank plenty of teas and coffees during client catch ups over zoom.

Wheelie-Mates Project

The Wheelie-Mates project saw men of all ages from our men's shed, local young men and local veterans collaborate for a shared project to support lonely seniors in residential aged care facilities. This group put their skills and talents to good use by building a near life size replica of the wheel from the popular tv game show, Wheel of Fortune. The wheel was donated to the residents at Quakers Hill Nursing home and is enthusiastically enjoyed by the residents three to four times a week!

Getting-to-gnome-you

A project to come out of the 2020 Covid lockdown, residents from Quakers Hill nursing home were engaged with refurbishing some old garden gnomes in need of some TLC. This initiative engaged our seniors in residential aged care with a creative project. The seniors were given full resource packs, along with 50 garden gnomes, which they are slowly refurbishing. The gnomes will be reintroduced to our community garden, with new names and we will develop a video montage of their new lives to share with the seniors. Getting to Gnome You is a wonderful collaboration to keep our seniors feeling "connected to community".



ANNUAL REPORT 2020-2021

SUCCESS STORIES FROM OUR COMMUNITY

Rising flood Waters - Emergency Relief

In March 2021 Client A, her partner and 4 young children were left homeless after her property in Riverstone was inundated with rising flood waters.

"Our life has been majorly impacted, because basically everything we own was in our house" Client A said.

RNC assisted Client A and family to return to their flooded home after waters receded and save some of their most valuable belongings as the house was totally uninhabitable.

RNC assisted in finding them emergency housing for a short period of time but continued to support Client A and family to access further support services though advocating and assisting to find secure housing.

"Now with a stable home, we're finding our feet and preparing for cochlear implants for our deaf son in 1 weeks' time".

RNC assisted Client A with furniture for a 3-bedroom home, including 2 tallboys, linen, TV, Baby Cot, Bouncer, lounge, highchairs and clothes for the family.

"We are ever so thankful for the support that RNC has offered us through a time in crisis and need. We have finished with the storage shed, and all our items have been removed. Again thank you so much for that, it allowed us to save some stuff that wasn't worth much monetarily but worth the world to us that would have been over run by mould had of we waited to get a house and such.

And a huge thank you for all the donations you rallied together for us, we would have been still sitting

Client Emergency Relief Testimonials

"Riverstone centre have been absolutely thank you to the amazing team amazing with helping my needs at Riverstone Neighbourhood the last few months. They have centre. They are a wonderful sera great bunch of team mem- vice, with caring and thoughtbers who are very friendly and ful staff with a positive and can supportive and go out of their do attitude to all of challengway to help others. I'm proud ing issues we were facing. The to have such an amazing or- staff have been such a pleasure ganisation in my hometown." to deal with and I would high-

neighbourhood "I would like to send a massive - Single mum of 3 ly recommend their services to anyone that is in need of help." – Local family of 6



"Riverstone Neighbourhood is a small organisation but big at heart. The staff are excellent, accommodating and caring. During the Covid lockdowns, I always received a call from staff. Staff were happy to help me fix my iPad and showed me how to sign onto my Facebook and email accounts when I couldn't access the Apple Store during lockdown. I always get help for Medical appointments and shopping from the centre. Riverstone Neighbourhood Centre becomes my immediate family that is always there when you need it. I hope Neighbourhood Centre will continue providing good services to vulnerable people." Aged Social Support Client W/

CLIENT TESTIMONIALS

"I don't go to pubs or clubs because you can't get to know people well in that environment. So instead, I come to the Men's Shed and enjoy listening to people's life experiences and stories. I enjoy the atmosphere and busyness of the Men's Shed." Men's Shed Client

"I was impressed with our ability to adjust and come up with a new plan when Covid hit. We had a meeting and discussed our options and new possibilities, which is when we came up with the idea of building the big game for the nursing home. It felt good to be able to do something to help the residents in the home when they were locked away from everybody. The bus trip to see the differwoodworking factories ent was good as well as going out for lunch with the guys. The talks, training and experience sharing was wonderful!" Wheelie Mates Client



TUTORING SUCCESS STORY

RNC tutoring student A was a third-grader who struggled in English and consequently felt embarrassed, shy and did not want to attend classes. The tutoring program has provided one-on-one support and tailored to the students specific learning style.

Student A has gained valuable skills which have provided an increase in confidence, increased skills with spelling and grammar and confidence to attempt questions independently. Student A's demeanour improved significantly throughout the year. With this tailored support, Student A became excited about attending school and was a willing participant in discussions and providing answers when asked. Under the advisement of the tutor it was decided that Student A had made significant progress and no longer needed additional support.

The tutoring support enabled student A to build skills, confidence and become re engaged with their learning/ educational journey, meeting the objective of the tutoring program.

OUR COMMUNITY



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SOME EXAMPLES OF OUR COMMUNITY PROGRAMS







ALIAN GOVERNMENT DEPARTMENT OF VETERAN AFFAIRS AND /EALTH HOME SUPPORT PROGRAM

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IVE IS FUNDED BY AUSTRA

OUR VALUED FUNDERS, SPONSORS & DONORS

Thank you for building a stronger community together!

GOVERNMENT FUNDERS

Australian Government Department of Health

Australian Government Department of Indsutry, Science, Energy and Resources

NSW Department of Communities and Justice

NSW Office of Responsible Gambling

NSW Community Building Partnership Program

NSW Department of Planning, Industry and Environment

BUSINESS & COMMUNITY

Baulkham Hills Leo's Blacktown City council Bunnings Marsden Park Bunnings McGraths Hill Deicorp Community Domino's Schofields DVCAS

Emu Coffee

Hawkesbury Independent Judy and Greg Woods Laurina Brooks Michael Murray North West Community Ministries Rebecca Corvin Riverstone Business Park Riverstone PDE Pty Ltd Riverstone Schofields Memorial Club Rouse Hill Baptist Church The Cutting Room The Hideout Craft Workshop Vineyard Church Youth Rezolutions

FINANCIAL RECORDS



RIVERSTONE NEIGHBOURHOOD CENTRE

AND COMMUNITY AID SERVICE INC.

AUDITOR'S INDEPENDENCE DECLARATION TO THE MEMBERS OF THE GOVERNANCE COMMITTEE

30 JUNE 2021

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there has been:

- i) no contraventions of the auditor independence requirements as set out in independence requirements of the Australian professional ethical pronouncements in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.

A J DEWAR Registered Company Auditor

Signed this 25th day of OctOBEL at PENRITH NSW 2750 20 21

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.

DECLARATION BY MEMBERS OF THE MANAGEMENT COMMITTEE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2021

As detailed in the Statement of Accounting Policies in the Notes to the Accounts, the Corporation is not a reporting entity and these accounts are Special Purpose Financial Reports. These accounts have been drawn up in accordance with the accounting principles and methods prescribed by Statements of Accounting Policies and applicable Accounting Standards to the extent detailed in the Notes to the Accounts.

The Management Committee declares that:

- (a) The attached financial statements and notes thereto comply with the Associations Incorporations
- Act 2009 and applicable Australian Accounting Standards; (b) The attached financial statements and notes thereto give a true and fair view of the financial position and performance of the corporation; and
- (c) In the Management Committee 's opinion, there are reasonable grounds to believe that the corporation will be able to pay its debts as and when they become due and payable.

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Signed in accordance with a resolution of the members of the Committee.

On behalf of the Board

Signature) Milchael (DGAR Name:

Member of Board President

5 Hangold

(Signature) Name: Member of Board Treasurer

RIVERSTONE, 27th OCTOBER, 2021

Telephone: (02) 4732 3033 Facsimile: (02) 4732 3031 Email: andrew@lrf.com.au 81 Henry Street Penrith PO Box 459 Penrith NSW 2751 Liability limited by a scheme approved under Professional Standards Legislation - 2 -

19,088

816

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC. STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Revenue from ordinary activities	2	1,036,615	875,401
Employee benefits expense		(669,176)	(551,904)
Client activities & volunteer expense		(1,243)	(4,879)
Depreciation and amortisation expense	5, 11	(15,334)	(22,316)
Other expenses from ordinary activities		(331,774)	(295,486)
Gain/(Loss) from ordinary activities before income tax expense		19,088	816
Income tax expense relating to ordinary activities		-	-
Gain/(Loss) from ordinary activities after income tax expense		19,088	816
Other Comprehensive Income			

Gain/(Loss) from ordinary activities after income tax expense

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC. STATEMENT OF FINANCIAL POSITION FOR THE FINANCIAL YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash	12	521,549	387.202
Receivables	3	29,278	222
Other current assets	4	7,402	2,133
TOTAL CURRENT ASSETS		558,229	389,557
NON-CURRENT ASSETS			
Property, plant & equipment	5	69,014	84,348
TOTAL NON-CURRENT ASSETS		69,014	84,348
TOTAL ASSETS		627,243	473,905
CURRENT LIABILITIES			
Accounts payable	6	267,519	142,688
Provisions	7	110,573	101,154
TOTAL CURRENT LIABILITIES		378,092	243,842
NON-CURRENT LIABILITIES			
TOTAL NON-CURRENT LIABILITIES		-	-
TOTAL LIABILITIES		378,092	243,842
NET ASSETS		249,151	230,063
MEMBERS FUNDS			
Accumulated Funds	8	249,151	230,063
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Notes to the financial statements are included on the attached pages.

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RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC. STATEMENT OF CHANGES IN EQUITY FOR THE FINANCIAL YEAR ENDED 30 JUNE 2021

RIVERSTONE NEIGHBOURHOOD CENTRE AND COMMUNITY AID SERVICE INC.
STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2021

2021	Accumulated funds	Total \$	
Equity as at 30 June 2020	230,063	230,063	
Surplus for the year	19,088	19,088	
Equity as at 30 June 2021	249,151	249,151	
2020	Accumulated funds \$	Total \$	
Equity as at 30 June 2019	229,247	229,247	
Surplus for the year	816	816	
Equity as at 30 June 2020	230,063	230,063	

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Operating Grant receipts		825,972	798.278
Receipts from business activities		272,432	112,916
Payments to suppliers and employees		(985,001)	(807,549)
Receipts from members		118	81
Donations		19,161	24,188
Interest received		1,665	2,436
Net cash provided by/(used in) operating activities	11	134,347	130,350
CASH FLOWS FROM INVESTING ACTIVITIES Payment for property, plant & equipment		-	(19,928)
Net cash provided by/(used in) investing activities		-	(19,928)
CASH FLOWS FROM FINANCING ACTIVITIES Net cash provided by/(used in) financing activities			
Net Increase/(Decrease) In Cash Held		134,347	110,422
Cash at Beginning of the Financial Year		387,202	276,780
Cash at the End of the Financial Year	12	521,549	387,202

Notes to the financial statements are included on the attached pages.

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Riverstone Neighbourhood Centre & Community Aid Service Inc. Phone: 9627 3622 Email: reception@riverstone.org.au www.riverstone.org.au Facebook: Riverstone Neighbourhood Centre

