

TABLE OF CONTENTS

Board of Management and Staff.....	2
Annual Report of the Board of Management.....	3
Centre Managers Report.....	5
Harmony Club – Centre Based Respite Report.....	10
Harmony Club – Social Support Report.....	12
Stay n Play Playgroup Report.....	14
Social Groups Report	15
Thrift shop Report.....	17
Volunteers Report.....	18
Treasurers Report and Audited Financial Statements.....	21

CHAIRPERSON'S REPORT ST DAVID'S NEIGHBOURHOOD CENTRE

Board Meetings

The Board met 7 times during the year and the following table lists Board members and their attendance at the meetings.

Board Members	20/8/14	17/9/14	26/11/14	14/1/15	18/3/15	20/5/15	17/6/15
Anne Brand (Chairperson)	P	P	P	P	P	P	P
Robyn Solomon (Deputy Chairperson)	P	P	P	P	P	P	P
Sue Williams	P	P	P	P	P	P	P
Peter Weymouth (Treasurer)	A	A	P	P	P	P	A
Lenore Gibson			P	P	P	P	P
Heather Dansie (Secretary)	A	P	P	P	P	P	P
Lynne Everett (Manager)	P	P	P	P	A	P	
Kellie Griffiths (Manager)							P

Legend

P = Present; A = Apology

Lenore Gibson joined the Board in November 2014

Lynne Everett retired 22 May 2015

Kellie Griffiths was appointed 6th July 2015

In appreciation

We offer a sincere thanks to Lynne Everett who retired from the position of Manager in May 2015. Lynne & Lenore Gibson have worked diligently on updating the Centre's Policies & Procedures.

Welcome to Kellie Griffiths who is now working in the position of Manager. Kellie has many years of experience working in the community in varying roles. She has achieved much in the short time she has been in the position.

I would also offer a special thanks to all volunteers who regularly attend their rostered time on, it may be working with the Harmony group, the Thrift Shop, Stay N Play, gardening or bus driving.

Heather Dansie who has been Secretary to the Board has retired from the Board. Thank you Heather for your accuracy, guidance, organisation & promptness in sending out minutes and reminders.

Grants from Department of Veteran Affairs, Acacia Ridge Bendigo Community Bank & Councillor Steve Griffiths have enabled the Centre to replace computers, purchase a Sandwich Board & a pull up banner to promote the Centre. The Board gratefully acknowledges this generosity.

Achievements

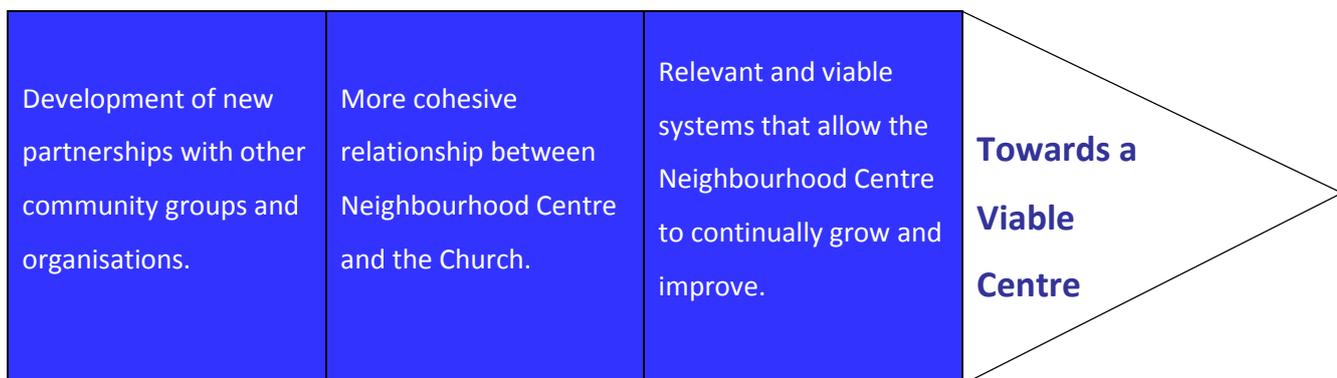
In January of this year, staff, volunteers and Board members worked very hard on preparing a Strategic Plan for the Centre. The day was facilitated by Sr Margaret Endicott who motivated and led us through the day. You will see the basics of the Plan achieved below.

Anne Brand, Chairperson

Strategic Vision 2020 for St David's Neighbourhood Centre

Our Strategic Vision 2020 responds to the question - How can we best serve the community and be viable? We stated this here as well as identifying those values on which we strive to operate our ministry.

In 2020 we will see:



CENTRE MANAGER REPORT

St David's Neighbourhood Centre can be proud of the achievements the staff and volunteers have had during the last year.

Information Technology

St David's Neighbourhood Centre staff faced a challenge this year with much of our electronic data being lost due to technological issues. This was also compounded by an old computer system that was slow and difficult for the staff to use. Many of these issues have been resolved with the purchase of five new computers and engagement of a new IT support company. While this does not help with the recovering of the lost data, it has made it easier to recreate and develop our forms, information and other electronic supports for the provision of our services.

St David's Neighbourhood Centre website and Facebook have continued to provide an avenue to promote our services and connect with our community. Regular posts and updates ensure our followers are informed of happenings in the centre and help us stay current in the digital world.

St David's Neighbourhood Services

Many of the services and activities run at the centre have remained unchanged for the year, along with our client base. We have welcomed 20 new clients to the Harmony Club and are pleased that they were able to join us. Attendance for the centre social groups has remained consistent while those attending Stay n Play have increased.

The Stay n Play group participated in National Playgroup Week in March 2015. As we registered our event with Play Group Queensland and were one of the first 50 to do so we received a \$50 Educational Experience gift voucher. The theme for the week was Connecting Communities through Play so fun activities were planned that explored this theme such as:

- Box Construction – making a community with boxes
- Dress ups – as community members such as police, nurses, fireman
- Community Gardening
- Creation of a Community Tree – using children's handprints to make a tree

Feedback received from the families indicate the activities were well received and the children all enjoyed their creations.

The Friday Fun Group unfortunately does not take place any more due to a reduction in attendance. We did implement a new activity to our Tuesday Harmony Club day, shopping. This has proved very successful with clients taken from the centre after morning tea to a local shopping centre. They are accompanied by a staff member and volunteer and have the opportunity to do some shopping before returning to the centre for lunch. Numbers for the activity have grown and provide an excellent opportunity for shopping that might not be available otherwise.

A new social group commenced in the evenings, Creative Connections. They meet on the second Wednesday evening of the month and provides an opportunity for individuals to dedicate some time to work on their own craft projects and engage with others while their hands are busy. The group attendance is currently small but we hope it will grow over time.

St David’s Neighbourhood Centre offers excellent services to the community, however, there is scope for these to diversify and this will be a focus for the centre and staff over the coming year.

Staff Changes

Lynne Everett resigned from her position as Centre Manager in May, she is missed by both staff and clients. A heartfelt thanks is extended to Lynne for her hard work, dedication and leadership during her time as centre manager for the centre. Recruitment for a suitable replacement did not occur before the end of the financial year, however, a new manager has been appointed since then.

All other staff remained stable throughout the year which aided in providing a consistent program for our clients. The days of work for some staff have changed to meet the needs of both clients and the centre as well as those of the staff.

Bookfest

The annual Bookfest was held again in May this year. The event was not without its challenges due to the inclement weather at the time, the date was even changed, which proved to be a good move as the sun was shining on the day. Takings were down slightly for the Thrift Shop and Book stalls, however, some of the other activities were busier and had an increase on profit. As always, a big thank you needs to be extended to the volunteers and paid workers who put the time in to making the day a success. It is not without the contribution of many that events like this are a success.

Bookfest Income

Area/Stall	2013	2014	2015
Thrift Shop and Books	\$1,328.25	\$1,889.15	\$1,655.85
Craft Stall	-	\$57.75	\$201.00
Sausage Sizzle	-	\$265.45	\$224.05
Face Painting	\$19.70	\$30.00	\$0.00
Cake Stall	\$300.00	\$384.50	\$401.00
Coffee Shop	\$165.05	-	\$24.20
Preloved Toys	\$76.90	-	-
Silent Auction/Lolly Guess	-	\$70.00	\$47.55
TOTALS	\$1889.90	\$2,696.85	\$2,553.65

Funding and Grants

St David’s Neighbourhood Centre uses the income from funding and grants to run our services. We acknowledge and are grateful for the funding and support received from:

- **Commonwealth Department of Social Services** – for the Harmony club clients aged 65 and over
- **Queensland Department of Communities, Child Safety and Disability services** – funds Neighbourhood Centre social programs, Stay n Play and Harmony club clients aged under 65
- **St David’s Neighbourhood Thrift Shop**
- **St David’s Uniting Church**

Many hours of work go into the preparation of grant funding, but without the provision of these grants, special projects and the purchase of new equipment/resources could not be completed. We acknowledge and are grateful for the grants and support we received from:

- **Acacia Ridge Community Bank® Branch of Bendigo Bank** – Assistance with purchase of new computers
- **Department of Veteran's Affairs** – Assistance with the purchase of new computers
- **Lord Mayor's Suburban Initiative (Brisbane City Council)** – Assisted with the purchase of an A-Frame board to direct people to the centre
- **Seniors Celebration Donation (Brisbane City Council)** – Assisted with the running of Christmas celebrations for clients and community

Networking and Connecting

With the changes that are occurring within community care settings it is as important as ever for organisations and individuals to network and connect. This ensures information, knowledge is shared and support can be provided amongst our peers. We have continued to attend the following network meetings:

- **Brisbane South Approved Providers Network Meeting** – Service providers from across the Brisbane South region attend this meeting and is hosted by Flexicare
- **South Western Suburbs Network Meeting** – Service providers from across the Western Suburbs attend this meeting and is hosted by Inala Day Respite and Sherwood Day Respite

St David's Neighbourhood Centre joined the Community Impact Collaborative, which involves the Community and Neighbourhood Centres in the South region. Funding was received to create the collaborative and has involved meeting every month to work on mapping of resources, project work and share ideas and support.

St David's Neighbourhood Centre has had the pleasure of the State Labour Representative for Sunnybank, Peter Russo visiting the centre in September 2014. He used the opportunity of the visit to discuss implications of some funding being reduced and offer support as needed.

The Federal Member for Moreton, Graham Perrett also visited the centre in March 2015 to present certificates to some of our volunteers as part of the Australia Day Awards. Those who could attend the morning tea enjoyed the experience and appreciated the acknowledgement of their contribution.

Training

Ensuring staff and volunteers have the opportunity to gain up to date information and knowledge is essential to ensuring our services are delivered with the highest standard. The ongoing professional development and upskilling of staff and volunteers help them to feel engaged. We have been able to provide training and education opportunities to staff and volunteers by accessing events held by external providers and internally. These have included:

- **Assistive Technology Information Session** – This was funded by Department of Communities, Child Safety & Disability Services and provided information on technology opportunities both in Australia and overseas to enable people to remain living independently.

- **Guardian Framework Workshop** – This was held by Queensland Aged and Disability Advocacy and covered topics such as Ensuring Power of Attorney, Advanced health Directives, capacity and reduced capacity and guardianship and the Queensland Civil and Administrative Tribunal.
- **Marketing and Public Relations** – Part of a series of workshops held for not-for-profit organisations in the city Library
- **Workplace Health and Safety Training for Child Care Workers** – Conducted by Synthesis Trainers and Consultants. Topics covered Work Health and Safety Awareness, Fire Safety Awareness, Child Protection and Duty of Care.
- **Prevention of Child Abuse** – NAPCAN conducted a workshop for staff on Prevention of Child abuse
- **Dementia and Design** – Alzheimer’s Queensland held a workshop on Dementia and Design, focusing on the design of environments and dementia.
- **Mental Health First Aid** – Attendees gained a basic understanding of mental health issues and where to refer people to for assistance.
- **Big Ideas for Small Budgets** – This was free training at the Coopers Plains Library and covered marketing for not-for-profit organisations.
- **Internal Training** – Training was provided to staff and volunteers on Safe Work Practices, Confidentiality, Advocacy & Legal Issues, Volunteer Rights and Responsibilities, Professional Boundaries, Confidentiality, advocacy, Client Rights and Responsibilities, Handling Complaints and the Role of Volunteers.
- **Safe Home Visit Training** – This was held by Australian College of Community Services and covered community staff visiting clients safely.
- **Multiculturalism and Infection Control** – Sherwood Day Respite offered the opportunity for staff to attend some training they were holding on Multiculturalism and Infection Control

We are grateful the opportunities that have been made available to our staff and volunteers by other organisations, various funding bodies and providers.

Carols at St David’s Uniting Church

St David’s Neighbourhood Centre organised the sausage sizzle for the Church Christmas Carols in December 2014. The task was a success with no sausages left at the end of the night and raised approximately \$360. We also hosted some activities for the children and was an opportunity to promote our Stay n Play group.

Challenges

St David’s Neighbourhood Centre has faced a number of challenges throughout the year. One of these was an accident in the bus that took it off the road for a period of 10 weeks. There were no injuries reported for either our clients or staff but the bus suffered major damages. Staff were creative and resourceful during the time for the bus to be repaired to meet the transport needed for our clients.

Government reforms such as the introduction of My Aged Care and the uncertainty of some funding and the changes in these areas has created a unique set of challenges for St David’s Neighbourhood Centre. Uncertainty of funding and the extension of contracts at the time has made decision making difficult at times such as the employment of a new manager. The position was advertised as part time to help manage the possible reduction in income from our funding.

Potential service users will be expected to engage with My Aged Care and the Regional Assessment Team to access services from 1st July 2015, much energy and time has been spent understanding how this will impact on our service delivery and referral pathways. However, as with all challenges we have faced this with an open mind and used information available at the time to be confident in our decision making processes.

Summary

St David's Neighbourhood Centre aims to provide opportunities where people find a place to meet their community and we have achieved this in many ways throughout the year. Our programs and services are delivered with a genuine care for the people we aim to help. This cannot be achieved without the contribution of many and a heartfelt and sincere thanks needs to be extended to our dedicated staff and volunteers. Everyone goes above and beyond what is expected of them and they can be complimented on their contribution to the success of the centre. We would also like to extend our appreciation to the board members who volunteer for their positions and provide the governance and direction needed to ensure St David's Neighbourhood Centre continues to be a focal point of the community.

Kellie Griffiths, Centre Manager



Left: Thanks to our Volunteer Gardener the Centre is looking much more inviting.

Below Left: A staff member using one of the new computers.

Below Right: Our new Centre Manager Kellie Griffiths



HARMONY CLUB – CENTRE BASED DAY RESPITE

I would like to take this opportunity to thank all the staff and volunteers who have worked within the Harmony program and for their hard work over the past year.

DAY RESPITE: Harmony Club Centre Based Day Respite was offered Monday, Tuesday, Wednesday and Thursday

STAFF:

- Coordinator – Coleen Fogarty
- Staff Members - Amanda McDowell, Svenne Hrdy, Heather Knight, Katrina Marschke

It has been a busy twelve months for those who attend the program with lots of theme days and activities. The annual spring Fashion parade held in September was a great success again, much thanks to the helpers at the Thrift shop. They sourced suitable clothes for the event which were then modelled by staff and volunteers. It is always amazing to see those unique items come through.

National events such as the Melbourne Cup, Australia day and New Zealand's Waitangi day, Easter and ANZAC day provide a focus for activities with meals tailored so our clients can feel a part of the wider community. To ensure all our client's individual birthdays were acknowledged we held a birthday party for 'everyone'. Party games and party food were arranged and a gift of cake to take home. The clients worked very hard on making poppies to decorate the Harmony room for ANZAC day and spent time reminiscing about their experience with the war years.

August was designated as food month and we looked at how to prepare food for one, food on a budget, storing and freezing meals and meals in a mug. The Tuesday and Thursday groups have enjoyed singing along with Jenny and listening to Cec's monthly chats. Monday clients spend time expanding and challenging their mind with scrabble and Wednesday the client's put the indoor bowls mat to good use.

Our clients enjoy the activities on offer and have the option of participating as much as they feel comfortable and able. Home cooked meals and morning teas are provided that cater for individual needs are also enjoyed.

Bus trips for clients are still planned on the 1st and 3rd Monday of the month. At the beginning of 2015 the bus was off the road for 10 weeks which created a challenge. During this time Heather was a great support taking clients in her own car so I could take clients in the work car, between us we were still able to offer trips out. Our regular places to visit such as Redcliff, Wynnum and Cleveland continue to be popular, however, we are always seeking new places to visit and enjoyed the Mt Coot-tha gardens and lookout this year.

I am retiring on the 24th of September and would like to take this opportunity to thank everyone I have had the good fortune to work with during my time at St David's Neighbourhood Centre. I wish the new co-ordinator best of luck, if they enjoy the work as much as I have they will have a great time.

Colleen Fogarty, Harmony co-ordinator



Amanda and Jill at the Spring Fashion Parade, with the lovely Poppy display in the background



Cec having his monthly chat with the Harmony Group



Harmony Club Monday bus trip to Mt Coot-tha lookout.

HARMONY CLUB –SOCIAL SUPPORT

Staff for the Harmony Club Social Support Program

- Coordinator – Sue Stavarakis
- Staff Members – Amanda McDowell, Svenne Hrdy

The Harmony Club Social Support Program provides different and varied activities to meet the needs of our clients. Paid staff with the assistance of volunteers help plan and run the activities

The **Fun and Friendship Group** are for clients who experience varying disabilities such as mental health issues, Acquired Brain Injury, or a Physical disability, and require additional ongoing support mechanisms.

The focus on this group is to provide support that promotes a sense of independence, confidence of self, and friendship. Every time we meet we have kept to the same venue. This has helped to promote acceptance of difference within the wider Community. It also enables the group to remain in touch with the environment around them, gain confidence in accessing the area and support their independence.

The **Walking Group** has gone from strength to strength this year. For some people they may feel unmotivated or vulnerable to take a walk out on their own, even though they may have the ability and the aids to do so. Through this weekly group the clients are supported to take a walk in the comfort of knowing there is someone there to assist. Clients are picked up from their home and taken to interesting places as a local park, lake or place of interest. The morning finishes with a picnic morning tea and a chat amongst the group before heading back home.

Another important social connection is the **Garden Group**. This provides opportunities for clients who are still very keen gardeners but are not able to access a nursery independently. Clients are assisted to a local nursery where they have the opportunity to browse and purchase plants and other gardening items. This helps maintain their interests and motivation to remain creative and active. One favourite place to visit is Indigiscape, not only for the lovely cup of coffee but for the available information as what to plant in their environment and what is manageable.

Morning Tea Groups are popular amongst our clients. They are provided an opportunity to take a drive out to a local Café with time for a social chat while sharing a pot of tea or coffee. Our clients have expressed they enjoy the outings and keen to see each other again on the next trip out. In fact friendships have extended beyond the facilitated time with clients connecting and supporting each other away from the Centre.

The fortnightly **Concert Group** continue to attend musical concerts held at Salisbury Senior Citizens Club. The offer of transport to and from the venue, morning tea and lunch along with a music concert has proved popular with interest and attendance continuing to grow.

Social support is not just delivered face to face but also with **Phone Calls** to clients. Staff contact clients to make arrangements to attend Harmony Club or just for a social chat. This offers those who struggle to make a connection with others an opportunity to link in with others on a regular basis.

Our Tuesday **Shopping Group** has been a new social support activity that has proved to be popular. Every second Tuesday a group of clients with a staff member and volunteer visit a local shopping centre for a few hours before returning to the neighbourhood centre for lunch. The opportunity to

shop with others and have assistance to transport purchases is something our clients have reported is helping them to remain connected with their community.

Social Support will continue to change and keep up with what the environment and community expresses and needs to assist the frail, elderly and the disadvantage.

Social Support assists people to remain in touch with their surrounds, builds relationships and support, and helps promoting a sense of community and fellowship.

Sue Stavarakis, Social Support Coordinator.

HARMONY CLUB SURVEY

This year we conducted a survey with the clients of the Harmony Club. A total of 30 clients responded to the survey, we appreciate the time they took in this process. It is always lovely to hear about what you do well, but equally feedback is needed on parts that need improving. We registered a 100 % satisfaction with the service that is offered by the Harmony Club which is wonderful news. We also received 90% satisfaction or more when clients were asked about reliability of service, if clients felt listened to and the quality of work completed by staff and volunteers.

When asked about how we handle suggestions and feedback the responses indicated a range of 80% to 85% satisfaction. This is an area that can be improved on, ensuring our clients feel safe and respected in providing feedback and opportunities for improvement is vital to the ongoing improvement process.

We asked our clients what are some of the things they like about the Harmony Club, the most common response was the friendships and social aspects of the program. Our clients expressed the company, fun, and welcoming they receive at Harmony Club is valuable to them.

Once again thank you to all of the Harmony Club clients who participated in the survey, what you have to say is valued and is heard and contributes to the ongoing success of St David's Neighbourhood Centre.

Kellie Griffiths, Centre Manager

STAY N PLAY

Enrolments:

Day	Term 3,2014	Term 4, 2014	Term 1, 2015	Term 2, 2015
	Families/Children	Families/Children	Families/Children	Families/Children
Tuesday	04 / 06	06 / 10	08 / 08	12 / 14
Wednesday	06 / 10	02 / 03	0 / 0	01 / 02
Thursday	09 / 08	08 / 09	06 / 08	14 / 16
Friday	08 / 12	09 / 12	08 / 13	11 / 18

We have had another interesting year at Stay n Play playgroup. Our group numbers have increased in all groups except Wednesdays. We had decided to cancel the Wednesday group during term 1 but reopened it again in term 2 on a fortnightly basis.

Numbers have increased due to advertising our playgroup through flyers placed in and around our neighbourhood, Play Group Queensland website and word of mouth.

Our program has remained flexible with activities and movement between indoors and outdoors. Our indoor program consists of puzzles, play dough, drawing, doll house, blocks and books. Outdoors, we enjoy our messy play with paint, organised craft, science experiments and cooking.



One of our popular activities was making large frozen water ice blocks with insects or dinosaurs inside them that the children chipped away at with hammers. We also grew a crop of snow peas and strawberries, which the children enjoyed harvesting and sampling.



It is wonderful to see families growing in confidence, establishing friendships,

supporting and guiding each other. The program has received very positive feedback from families, as a relaxing, safe and positive place to be. We asked our families to participate in a Stay n Play Evaluation form. It was encouraging to read parents comments. Some of the comments included *“Jillian (playgroup coordinator) is very warm, welcoming and has a genuine interest in the children and parents. Everyone is friendly, activities are varied and child centred, we are encouraged to participate in organisational aspects of playgroup.”* *“It’s great discussing issues with mothers of similar aged children, which prevents a feeling of isolation.”*

I would like to thank our volunteers, Heather, Stephanie, Gowrie, Maria and Heather for their help and support. They continue to be an asset to our program. I would also like to thank our families and all concerned at St David’s Neighbourhood Centre for their continued support during the year.

Jillian Druery, Stay n Play Coordinator



SOCIAL GROUPS

St David's Neighbourhood Centre provides opportunities through our social groups for those with a similar interest to connect and participate in activities. It is our pleasure to welcome all to the centre and look forward to finding new ways for our community members to connect.

Mahjong

The Mahjong group meets on the 1st, 3rd and 5th Tuesday of each month. This group has proved to be very popular and the room is often filled to capacity (16 players). At this stage we have reached capacity with current members and we are in a position to form a second group if needed.

Knitting

The knitting group meet on the 2nd and 4th Tuesday of each month. This group of enthusiastic knitters create items to be donated to our craft stall, and to various charities. Some are currently making small teddies and dolls to be included in the shoe boxes for overseas Christmas gifts.

Orange Grove Writers Group

The Orange Grove writers joined us temporarily while the Coopers Plains Library was being refurbished. Upon leaving they thanked us very much for giving them a home in their "time of need". They left us a parting gift in the form of a pot plant and it is flourishing beautifully in the office.

Painting for Pleasure

The Painting for Pleasure Group now has 8 regular members who meet on Wednesday Mornings. They enjoy painting in watercolours and acrylics. Tutors visit on average once a month to teach new techniques, and this often attracts a larger group. An art show of their paintings is being held in October as a fundraiser for the Neighbourhood Centre.

Busy Hands

Busy Hands is a small craft group who meet at the centre on Thursday morning each week. They are a very social group who work on individual projects of knitting, Crochet, sewing, quilting etc. while enjoying each other's company.

Creative Connections

Creative Connections meets on the second Wednesday night of the month. It is currently a small group of up to 5 people who work on their individual craft projects of Scrapbooking, sewing, knitting etc.

Conversational English Group

The Conversational English Group welcomes people from all cultures and backgrounds to come and enhance their everyday English conversation skills. The class is taught by our volunteer Lesley Peardon who keeps the group engaged, and learning in a fun and social atmosphere.

Dawn Claes, Receptionist and Activities Support Worker



Above: Our Painting for Pleasure Group with a guest tutor.

Below: The Conversational English Group



THRIFT SHOP

St David's Neighbourhood Centre is supported by our Thrift shop with the proceeds from the sale of the donated goods going towards the running of the centre. This amazing and tireless work does not occur without the 40 or so volunteers who provide time to sort, prepare and price our items. Donations of goods come from the community and are usually sorted on a Monday and Wednesday by a team men and women. They certainly come across some interesting items, many leave you wondering what the story is behind who the owner was. A thank you is extended to each and every one of the volunteers for their contribution of the year, you do an amazing job and we would be lost without your support.

The Thrift Shop annual takings for the year totalled \$40,772.95, this has risen steadily over the past few years and shows that the opportunity to shop at a thrift shop and find those unique items is not forgotten. Our customers come from all walks of life and include a core group of regular bargain seekers. Without the support of our customers we would not be able to run a successful thrift shop that supports the opportunities St David's Neighbourhood Centre provides to the community. We are also grateful for the support of St David's Uniting Church with the lease of the buildings to run the shop out of and the congregation who volunteer, donate items and purchase some in return.

Village Avenue Community Church (VACC) and the Thrift Shop have continued in their partnership to provide support for those in need in our community. Eligible clients are provided with a \$20.00 gift voucher by VACC for the Thrift Shop which they can use to purchase goods and clothing of their choice. Life Line still pick up on a weekly basis items that we are not able to sell. We wish to thank both of these organisations for their ongoing support.

Prepared by Kellie Griffiths, Centre Manager



Left: The thrift shop has a large variety of clothing at very reasonable prices.

Right: The volunteers do an amazing job of displaying the books, crockery etc. for sale.



VOLUNTEERING AT ST DAVID'S NEIGHBOURHOOD CENTRE

Volunteers play a significant role at St David's Neighbourhood Centre, without their support we would not be able to run many of the programs and activities that we do. Volunteers work across all of our programs which includes Stay N Play, Social Groups (*English Conversation*), Harmony Club Centre Based & Social Support Programs (*Walking, Shopping, Fun & Friendship Groups*), in the Thrift Shop and help out generally in the center.

Volunteer Program Status for 1 July 2014 – 30 June 2015

Program	Number of Volunteers	Hours based on yearly input
Harmony – Bus Drivers	2	324
Harmony – Centre Based	9	1368
Harmony – Social Support	4	150
Social Groups (<i>English Conversation</i>)	2	80
Office & General (<i>inc Board members</i>)	10	620
Stay N' Play	8	576
Thrift Shop	38	6198
Total	<u>73</u>	<u>9316</u>

The above table reflects the number of Volunteers that contributed to St David's Neighbourhood Centre Volunteering Team and the number of hours that are put into operating our programs. It is evident that it would be difficult for Staff to solely, efficiently and effectively run all the programs we provide without the help from Volunteers.

We continue to strive and maintain a vibrant, diverse and inclusive Volunteer Program that is able to meet individual needs in the best way possible. At present our Volunteer Team is made up of individuals from a variety of cultures (*i.e. Australian, Congolese, Asian, Indian, South Sudanese etc.*) and professional backgrounds (*i.e. Teachers, Nurses, Accountants, University Students, Business Entrepreneurs etc.*). The Volunteer Team also ranges in ages from those in their early 20's to retirement age. This diversity encourages cross generation interaction with each Volunteer bringing a different set of skills and strengths that when combined enable us to maintain professionalism in St David's Neighbourhood Centre services.

Having diversity in the Volunteering team continues to be beneficial to staff members, other volunteers and our clients, as all are able to learn and appreciate the knowledge and differences each individual brings to the Centre.

It is also important for St David's Neighbourhood Centre to acknowledge that over the past year we have noticed a significant shift in volunteering patterns. It is noticeable that volunteers are now preferring to volunteer short term over long term. This is due to some wanting to gain work experience, complete a specific task, learn new experiences and move on. With this shift in mind St David's Neighbourhood Centre Staff and long term Volunteers will need to be innovative in our

approach and work with this change to continue to provide our services.

'High Tea' was the theme for this year's Annual Volunteers event. Volunteer's week is a time St David's Neighbourhood Centre joins other organisations nationally to acknowledge the contribution of the time and effort put in by Volunteers. Their assistance in many different areas within the work place and wider community needs to be acknowledged and appreciated. Our volunteers are presented with a Volunteer's Appreciation Certificate and a gift, for this year it was a vase.

Most of the Volunteers were able to attend the annual event. Their feedback reflected they had enjoyed the 'High tea' and appreciated the time and effort put into organising the day. Overall the Annual Volunteers Event was a success and we are hoping that 2016 will equally be good.

St David's Neighbourhood Centre continues to put the safety of our volunteers first. In the Thrift Shop volunteers work in pairs and we conduct training throughout the year to ensure their skills and knowledge stay current. This year Harmony Volunteers attended some Volunteer Essentials Basic Training which was conducted by manager Lynne Everett and Maxine Paynter from Blue Care. Their feedback indicated that the training was useful and helpful for their roles.

Recruitment

The recruitment of our volunteers continues through the Volunteering Queensland's Linkki, Seek Volunteers websites, self-referrals, our own website and word of mouth.

We have also continued to work in collaboration with Griffith University and at present we have Student Volunteers completing their Student Internship with us. Both Students are helping out in two separate areas – Social Media, Public Relations, Marketing and Community Engagement and the other Administration and Multicultural Program. We are hoping that at the end of the Internship, the student assisting with Social Media, Public Relations, Marketing and Community Engagement will be able to provide us with a report/feedback on how best St David's Neighbourhood Centre can market itself with the local and wider community.

Acknowledgements

At the start of this year (2015) the Centre successfully nominated a handful of Volunteers for the Moreton Australia Day Awards. Those nominated were -

- Averil & Tom Tame
- Brian Colefax
- Bruce Pollock
- Daryl Argent
- Elma Dagg
- Hec & Betty Cunning
- Leith Argent
- Muriel Pollock

A special presentation for the above Volunteers was held at the Centre with Federal Member for Moreton Graham Perret and Peter Russo, State Member for Sunnybank attending the event. We would like to thank Graham Perret for making the time to attend this event.

Future goals

Continuous improvement does not stop with the volunteering program and we are planning to develop some resources to help our volunteers such as a welcome or information pack for New Volunteers. We will continue working on developing Volunteer policies that will assist our Volunteers adjusting to changes in the work place around programs, Work Health and Safety & and setting client boundaries.

We will continue ensure that Volunteers especially the Harmony and Stay n' Play Volunteers are provided with training opportunities that are aligned to their work responsibilities in order for us to continue providing the quality and professional services to our Clients and the wider community.

I would like to acknowledge and thank all our Volunteers past and present for their relentless support and unmeasured dedication to St David's Neighbourhood Centre. On behalf of St David's Neighbourhood Centre Staff and Board we are humbled and thankful for your services at all times.

Memory Dzimbahete, Volunteer Coordinator



Left: *Hec and Betty, volunteers from the Thrift shop dressed for High Tea.*

Volunteers Lunch 2015

"High Tea"

Right: *Croquet on the back lawn.*



Left: *Some of the amazing treats prepared by Katrina for the Volunteers Lunch High Tea.*

