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MISSION STATEMENT

St. David's Neighbourhood Centre is a place where people find the opportunity to meet their community, family and personal needs in a friendly and supportive environment.

The Centre is committed to empowering people to reach their full potential through friendship, education, social action and community building.

St David's Neighbourhood Centre 2020 Strategic Vision



St. David's Neighbourhood Centre

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CHAIRPERSON REPORT

The Neighbourhood Centre is committed to the Vision and Plan developed for the Uniting Church 'Vision 2020'.

'Together enriching Community'

Uniting in Christ

Living with hope

Acting with love

Witnessing in faith

Working for justice

As we celebrate that it is 30 years since the commencement of our Neighbourhood Centre, I salute and congratulate the people who have worked so hard over the many years and who initially created the vision. The Centre has changed over the years and the vision continues to grow to meet the needs of the community

This past year has seen the Centre challenged by Government reforms, particularly through the 'My Aged Care' portal and the different way that referrals for clients are accessed.

As Board members along with Manager, Kellie we strive to continue to be creative and up to date with the changes.

Board members have been involved in Fund Raising with staff through two Super Saturdays (we were blessed with two separate election days) and a Bunnings community sausage sizzle. Board member Robyn Solomon, assisted by fellow artists arranged a successful Art Exhibition at the Corner Café at Coopers Plains

Manager, Kellie and I were part of a delegation to Senator Joanne Lindgren in regard to 'My Aged Care Changes'. Unfortunately this did not appear to be raised in Parliament and there was no outcome.

We see that we need to build relationships with all levels of Government and elected representatives whilst making them aware of challenges which we are facing in regard to funding and referrals of clients.

The Neighbourhood Centre finished the year with what appears to be a healthy bottom line thanks to careful budgeting and strong negotiations by manager Kellie on needed resources. Fundraising by staff and Board members and the non-replacement of staff on leave have also contributed to this result. Also included was a three month period of leave whilst an Industrial Law matter was resolved. However, this cannot continue if we are to maintain our service standards and our budget must be carefully reviewed to cover these situations. Possible further changes to government regulations could require staff restructures which would result in the need to cover the resultant costs and we must be prepared for this possibility.

Other matters which affect our bottom line are the changes in Government recording systems which make it difficult for us to draw out statistics of our outputs and most particularly, changes in referrals for clients through My Aged Care. Many service providers, including our Neighbourhood Centre are not receiving referrals which mean that older people, carers and people with a disability miss out on services which we could provide.

Thrift Shop and Super Saturday sale days have shown us that many able bodied people are lonely or isolated. Our yearly planning days have shown that we could possibly initiate a shaded area near the Thrift Shop where people can sit for a chat and a drink. This would provide a pathway to further involvement in Neighbourhood Centre programmes such as men’s barbeque and social groups and we intend to proceed further with this.

On behalf of all Board members I would recognise the 100% plus dedication of our Manager, Kellie Griffiths. Kellie leads an excellent committed team of staff and volunteers. I offer my sincere thanks to all Volunteers who attend the Centre & Thrift Shop on a regular basis.

Current and continuing Board Members are myself as Chair, Robyn Solomon as Deputy Chair, Lenore Gibson continues as Secretary, Peter Weymouth fills the position of Treasurer and Sue Williams as Board member. I would extend my thanks to all Board members for their support and dedication to their positions.

Anne Brand OAM

Chair 2015- 2016

2015/2016 BOARD OF MANAGEMENT

Chairperson	Anne Brand
Deputy Chairperson	Robyn Solomon
Treasurer.....	Peter Weymouth
Secretary.....	Lenore Gibson
Board Members	Sue Williams



Board Members: *from left,* Robyn Solomon, Sue Williams, Peter Weymouth, Lenore Gibson, Anne Brand.

MANAGERS REPORT

The commitment of St David's Neighbourhood Centre Board of management, staff and volunteers to the vision of our organisation has continued to be a priority and the focus of our work. Through the delivery of our services, programs, activities and events we have been able to connect with those who live in our community and provide them with opportunities to learn, develop friendships and be empowered to reach their full potential.

St David's Neighbourhood Centre will continue to be faced with challenges that are the same for many organisations, a change in the funding landscape we operate in due to the government reforms taking place at both a state and federal level. These put pressure on our business practices, prompt us to look at how we deliver services and manage the referrals we receive. We have used this environment as an impetus to take a look at our place in the community we operate in, who we have relationships with, our stakeholders and what are the needs of those we wish to serve.

With the assistance of a Brisbane City Council Community Development and Capacity Building Grant we commenced a Community Analysis project. This project began in April and is being led by our project officer Kirsty Martin. Through the project we will gain an understanding of the interests and needs of those who reside in our community. The recommendations and outcomes of the project will also assist us to stay relevant to our community.

The annual community event organised by St David's Neighbourhood Centre took place in May, the event was renamed Autumn Fest as we felt this better reflected the purpose – a festival for the community. It also provided an opportunity to connect with those in our community, Coopers Plains State School Choir performed and various community groups attended displaying information about their organisations. The event provided an opportunity for information gathering as part of the Community Analysis Project and a for the project officer to establish relationships that are relevant and meaningful for all parties.

It is important for neighbourhood centres to engage with their community and we have been provided with a number of opportunities to do this. We attended community events such as Sunnybank State School Fireworks Fiesta in October 2015, Chrome Street Festival in March 2016 and a Men's Health Expo with Sunnybank RSL Sub Branch in October 2015. By attending these types of events we are able to engage with different members of the community and promote the services and activities on offer at the centre.

Building connections with other organisations has also been a focus for 2015/2016. Salisbury Rotary Club have provided valuable assistance with their members assisting with cooking the BBQ at Autumn Fest and at the month Men's BBQ. We have also been invited to present at one of their weekly dinners. I would like to express my appreciation for the support of all the Salisbury Rotary Club members for the time and the commitment they have made to St David's Neighbourhood Centre.

Over the last year we have reconnected with the Brisbane City Council Gold Program and have been a host for Tai Chi on a Friday morning along with a number of one off craft activities. This has been a successful addition to the activities available at the Centre and a 6 month trial of the Tai Chi sessions has progressed into the activity being a permanent fixture for the foreseeable future.

Sunnybank Uniting Church has convened a Connecting International Students working Group following on from the community forum addressing the issues faced by international students while

studying in Brisbane. This has been an important body of work to be a part of and participate in the activities addressing the issues these students face.

Another connection that has been made is with the Lifestyle team at Regis Anchorage House in Salisbury. We have welcomed some of their residents to the Men's BBQ and open day. We have also been the very grateful recipients of donated furniture and books that were no longer required by their facility. These are the types of connections that will enable the centre to grow and be in touch with those in our community.

In January 2016 we once again held a Strategic Planning day for 2016 with Sister Margaret Endicott. With her expert guidance we were able to create a plan that built on the previous year and help us work towards our 2020 vision. By having a plan on where we want to go and what we want to achieve and the steps that we need to take to get there we are able to continue to work towards this vision and focus our tasks and activities in a relevant way.

We identified during this process that a specific Marketing Plan for the centre is required and work was completed on preparing a marketing plan ready for implementation in July 2016. It is important to utilise the skills of those around us, thank you to Robyn Solomon and Karen Shapcott for your input, guidance and work on this important aspect. If the centre is to thrive with the changes that are going on around us, we need to be visible and active in our community. We see the marketing plan being a useful tool in helping us to do this.

As a recipient of government funding we participate in their Quality Review cycles. In January 2016 the Australian Aged Care Quality Agency conducted a quality review of Harmony Club Commonwealth Home Care Support Program Funding. St David's Neighbourhood Centre welcomes opportunities for these types of quality review, their purpose it is continually improve, refine and develop the services on offer. We were assessed against the three Community Care Standards and achieved a met outcome for all 18 outcomes. Once again this was a team effort and a thank you needs to be extended to board members Anne Brand, Robyn Solomon and Lenore Gibson for their help in preparing for this review.

St David's Neighbourhood Centre will continue to be a welcoming and inclusive place for people to meet, connect, learn and thrive. We remain committed to building on the work and vision of those who founded the centre 30 years ago. We will face the challenges of the government reforms and funding arrangements with innovation and a commitment to serve those in our community who need us.

I want to thank the staff of St David's Neighbourhood Centre for their unwavering loyalty and passion for the work they do. It is with their commitment along with the support of the board of management and volunteers that St David's Neighbourhood Centre has achieved so much in the past year. I look forward to continuing to work with all into the future.

Kellie Griffiths
Centre Manager

ST DAVID'S NEIGHBOURHOOD CENTRE STAFF AS AT 30/06/2016

Current Staff

Centre Manager	Kellie Griffiths
Harmony Club Coordinator	Sue Stavarakis
Support Worker	Yvette Curl
Support Worker	Kerry Hayes
Kitchen Supervisor	Katrina Marschke
Stay n Play Coordinator	Jillian Druery
Volunteer Coordinator	Karen Shapcott
Administration & Activities Support Worker	Dawn Claes

Staff who left in 2015/2016

Harmony Club Centre Based Respite Coordinator.....	Colleen Fogarty
Support Worker	Svenne Hrdy
Support Worker	Amanda McDowell
Support Worker	Heather Knight
Volunteer Coordinator	Memory Dzimbanhete

2015/2016 Highlights

August 2015

20 visitors were welcomed to the centre for our Open Day. The event provided an opportunity to promote the centre, our services, programs and activities. Visitors were welcomed with morning tea and were able to view the displays around the centre showcasing the different aspects of our services. By completing the quiz on the day they were able to go into the draw for a handmade rug donated by Ruth Bowls, morning tea provided an opportunity to sample cakes from our kitchen. Through the sale of items from the cake and craft stalls a profit of \$128.10 was raised from the event.



October 2015

The Painting for Pleasure art group held an Art Exhibition at Corner Café Community Room. The event provided an opportunity for the group to showcase their art work and promote St David's Neighbourhood Centre and the Painting for Pleasure Group. Through the sale of artwork and proceeds from the raffle held over the weekend a total of \$612.00 was raised. The exhibition was

officially opened by Councillor Steve Griffiths and was sponsored by Right At Home, Connectors and Mitchells Solicitors.

January 2016

A representative from The Australian Aged Care Quality Agency conducted a quality review of the Community Home Care Support funding – Harmony Club. Through the contribution of all staff and the Board of Management, we were successful in meeting all 18 outcomes we were assessed under.

February 2016

St David's Neighbourhood Centre Men's BBQ commenced and now takes place on the last Friday of the month. The BBQ is supported by members of Salisbury Rotary Club who come to cook the BBQ. All members of the community are welcome, with time spent connecting and chatting amongst each other over lunch. The event meets the need for men to have a comfortable relaxed place to meet. Numbers of those attending has continued to grow and we regularly welcome 20 or so men each month.



March 2016

Our first Super Saturday sale was held in line with the local council elections. The event offered good quality second hand clothing, shoes, bric-a-brac and other items and was held in St David's Uniting Church Hall. The takings from both the Super Saturday sale and Thrift Shop totalled \$1130.60.



May 2016

Autumn Fest (previously known as Bookfest) welcomed 360 visitors to the event this year. It was a chance for the centre to show case our activities and programs through displays, activities, stalls and opening up of the Thrift shop. Local community groups were also invited to hold a display and the choir from Coopers Plains State School performed. This is also a major fundraising event and a total of \$3074.99 income was generated. Our sponsor the coffee shop was Right At Home.

June 2016

With the assistance of Glynn Bateman at Moorooka Motor Group the Kia car was replaced with a Hyundai IMAX. The car seats 7 passengers plus the driver in comfort and with space to put walkers, shopping and other items. The new vehicle has increased the capacity of the transport of Harmony Club clients to and from the centre and outings in the community.



HARMONY CLUB

St David's Neighbourhood Centre Harmony Club provides services and programs to those aged 65 and over who are frail aged and under 65 with a disability. The aim of Harmony Club is to provide opportunities for companionship, social connection and friendship to those in our community. Activities on offer are varied and are flexible to meet the interests and needs of those who attend.

When clients attend our day respite program they participate in activities such as scrabble, indoor bowls, craft, and music. They are also served homemade morning teas and lunches prepared to meet individual needs in our licensed kitchen. Through our social support program we offer bus trips to local places of interest, concerts at Salisbury Senior Citizens, shopping, lunches and morning teas as well as walking group.

Harmony Club is supported by 3 staff and a group of dedicated and valued volunteers who all take pride in ensuring the best level of service is offered to all. It is funded by Commonwealth Home Care Support program and Queensland Community Care service funding.

HIGHLIGHTS FOR 2015/2016

Our spring fashion parade in September 2015 provided an opportunity for clients and staff to parade beautiful and interesting items from our Thrift shop.

The Harmony Club clients worked with Tom Smith from Whoopee-Do Crew to write songs about their life experiences. The clients then gathered as a group at Autumn Fest to perform their songs. The project provided a voice and an avenue to prompt memories and thoughts that had been long forgotten for some.

Many of our clients feel the bus trips on offer are a highlight for them, they visited such places as Cleveland, Stamford and Port of Brisbane to name a few. The opportunity to be supported to go out, get some fresh air and see the changes that are going on in their community provides a new focus for our client's day.



Left: Some of our Harmony Clients on a Trip to RSL Sunnybank.



Right: Colleen at Spring Fashion Parade 2015



Tom and Harmony Clients at Autumn Fest performing their songs.



A Bus Trip to the Port of Brisbane was enjoyed by all.

OUTCOMES

When we asked our clients what has been a positive point about their involvement in St David's Neighbourhood Centre Harmony club over the last year, the overwhelming response from many was the friendship and companionship they experience. The opportunity to get together, meet new people, develop new friendships, share in fellowship and memories provide meaning and purpose for them. One of our clients expressed the following *'Walking through the door gives me happiness. Fresh cup of black coffee is there. Companionship, gardens, conversations, we have the support from the girls and other people. Look after one another. Tell the truth on your feelings and get a hug and support, outside of Harmony you don't get that'.*

Harmony Club participants enjoy the fun, games and activities on offer, the information provided by the staff who they describe as helpful. Another overwhelming theme is what they describe as *'wonderful meals'*, providing a hot lunch and home cooked food at reasonable cost is important to our clients.

For some of our clients and their families Harmony Club provides much needed respite to the people who care for them. For some, without the presence of a carer they would have needed to enter residential care so by attending Harmony Club, the carer can have a break knowing their loved one is being supported, enjoying their experience at Harmony and are safe.

STAY N PLAY

Stay n Play is a playgroup that gives families an opportunity to interact with other families in a fun and safe environment.

The program provides creative and flexible interactions and activities for parents, grandparents and carers of children aged between 0 -5, from Tuesday to Friday, 9.30 – 11.30am.

Our activities such as puzzles, play dough, blocks, sandpit, bikes, climbing frames, painting and swings help to develop the whole child – their emotional, cognitive, social, and physical and language development.

Stay n Play play group also provides the parents, carers and grandparents with a support network, a safe environment where they can relax and talk to other adults.

A qualified Early Years Coordinator supports and guides the families who attend and provides information and activities for the families.

HIGHLIGHTS FOR 2015/2016

Stay n Play attended a number of community festivals during 2015/16 such as The Chrome Street Festival, and the Sunnybank State School Fete. These were a great opportunity for Stay n Play to showcase its capability and become involved in the community. At these festivals, Stay n Play provided children with wand and crown making activities which provided an engaging opportunity for children to build a memory of the day. Stay n Play also displayed information brochures regarding all groups and activities held at the Neighbourhood centre. This provided an opportunity to talk to members of the public about St David's Neighbourhood Centre and showcase what the centre can offer community members.

The Stay n Play advertising campaign has been a great success resulting with groups expanding in size. We distributed Stay n Play brochures at the local library, shopping centres, medical centres, schools/childcares, and placed an advertisement in our local newspaper.

Historically Stay n Play did not operate during the school holidays. This year we commenced an open program inviting older, school aged siblings on these days and offered activities that cater for multiple age groups. Feedback received by families advise that this has been a popular move, with families participating on all days and expressing their appreciation of having fun, affordable activities available.

Stay n Play playgroup observed many milestones being met by both children and adults. It is a wonderful blessing to watch children grow and develop their speech and language skills, fine and gross motor skills, confidence and independence and to see parents/caregivers relax, develop friendships and become an important part of our Stay n Play community.

OUTCOMES

Sharyn and Madison:

I have been coming to Stay n Play for 5 years. In this time my children have made friends and have enjoyed every Tuesday. I myself have made good friends. Playgroup is a morning where I know my child is in capable hands with a wonderful teacher and where she will have fun and I can relax with a coffee and enjoy conversations with other mothers. We share stories about our children and learn that motherhood is alike for us all. I am happy that I made the decision to join this group so many years ago. I highly recommend Stay n Play play group for all children and mothers.





Yuri and Hanna:

We started Play group at the beginning of term 1, 2016. I have met a lot of nice people here and have made many new friends. My daughter enjoys coming here and playing with all of the toys. There are a lot of toys and things for the children to do.

Stay n Play is very close to where I live so it is easy to come here.

Some comments that families have made over the year regarding what Stay n Play means to them.

“This is such a safe, friendly place to be.”

“Coming to Play group has saved my sanity”

“My daughter loves the messy play and spray painting activities”

“It’s so good to see my grandson playing with other children, he is becoming very sociable”

The Stay n Play program makes a positive impact with the families who attend the program. It provides a safe and friendly environment to deliver a structured program which assists children, parents and carers to excel as a family unit.

Stay n Play playgroup values being able to support families who experience financial hardship, marital stress, and illness.

Stay n Play provides support and friendship to families who are new to Australia and the community, whose first language is not English, or have limited family support available. Stay n Play playgroup welcomes grandparents/family members and carers who visit or attend adding to the inclusiveness of our program. The uniqueness of the Stay n Play program is well received by all families who participate; it delivers an affordable community based program which values families.

SOCIAL GROUPS

St. David's Neighbourhood Centre facilitates a range of social groups providing an venue for those with a similar interest to connect and participate in activities. It is our pleasure to welcome all to the centre and we look forward to finding new ways for our community members to connect.

Craft Magic

Craft Magic is held on Monday afternoons where participants create beautiful Jewellery, Sun Catchers and other craft items, many of which they kindly donated for sale on our craft stall at Autumn Fest.

Mahjong

Mahjong is a game that originated in China and is commonly played by 4 players. It is similar to the Western game Rummy and is a game of skill, strategy and calculation, and involves a degree of chance. The Mahjong group meets on Tuesdays. It is a very popular group and at times is filled to capacity.

Knitting

This group of knitters meet on Tuesdays and make a range of knitted items, which they often donate to our winter craft stall to raise funds or the centre.

Painting for Pleasure

The Painting for Pleasure group meet each Wednesday Morning, and use watercolours and acrylics to create their works of art. Once a month a Tutor is invited to come and share new techniques with the group.

Busy Hands

Busy Hands provides an opportunity each week for the group to work on their own individual projects of knitting, crochet, sewing etc. while enjoying a social chat.

Creative Connections

The Creative Connections is a small group who meet once a month to work on individual craft projects such as scrapbooking, sewing, knitting, and even colouring in.

Conversational English

Our Conversational English group welcomes people from all cultures and backgrounds who want to improve their everyday English language skills. We have a volunteer Teacher to engage the group to learn in this social and interactive environment.

HIGHLIGHTS FOR 2015/2016

A successful Art Show was held at the Corner Café in October 2015 with all Artworks supplied by members of our Painting for Pleasure group. They also held an Art Display at our Autumn Fest in May this year, showcasing the talents of these artists. The number of members has continued to expand demonstrating the value the members get out of the group and the opportunity to learn.

The Craft Stall at our Autumn Fest was a great success, with items for sale created by the Busy Hands, Craft Magic and Knitting groups, and also by our Harmony Craft Group.

OUTCOMES

Comments from our Conversational English students on what this group means to them:

- *“This class is what I look forward to every week”*
- *“Learn more casual English for everyday use “*
- *“Learning something new every time”*
- *“Make some good friends”*
- *“Improving listening skills”*

Right: *Members of our conversational English Group farewelling their Long term Teacher Lesley Peardon*



Left: *Some of the fantastic artworks created by our Painting for Pleasure group*

Right *These lovely craft items were created by Social Group Members for us to sell at our Autumn Fest Craft Stall*



VOLUNTEER PROGRAM

St David's Neighbourhood Centre embraces a philosophy of volunteering that is inclusive and promotes meaningful opportunities for all individuals to engage in active citizenship and connection with their community. The volunteer team, which currently engages 68 people, is very diverse and reflects the growing multiculturalism within our surrounding suburbs. With a spectrum of roles available over 6 program areas, the Neighbourhood Centre is able to match opportunities to meet the varied needs of our community, while ensuring our service has the support needed to flourish.

St David's Neighbourhood Centre has developed relationships with Endeavour Foundation, HELP Enterprises, Griffith University, and other education and training providers to create pathways of connection for those that are seeking to volunteer. This connection meets many needs including relief from isolation, building skills for study and work, providing opportunities to be of service to others, and allowing people to develop a sense of belonging to their community. Program participants often become volunteers, and vice versa, demonstrating the important role that volunteering plays in creating a web of reciprocity and community networking. Our volunteers range from long and medium term volunteers (up to 30 years!), many of whom are members of the St David's congregation, to shorter term volunteers who are studying, looking for work, or parenting.

HIGHLIGHTS FOR 2015/2016

This year has been one of change and renewal for the volunteer program. St David's Neighbourhood Centre fondly farewelled their previous volunteer coordinator Memory Dzimbanhete in November, and welcomed Karen Shapcott as the new coordinator in December 2015.

During 2015/2016 there has been a strong focus on building upon and revitalising the management processes of the volunteer program. This has included the creation of a volunteer training package, the drafting of a Volunteer Handbook, and the review of recruitment processes. As part of this revision, a volunteer survey was conducted in the second half of 2015 to gain feedback from the volunteers regarding their satisfaction with their. The response was overwhelmingly positive, with all respondents feeling appreciated for the work they do and sharing a strong sense of satisfaction from their experiences with our clients and families.

Our volunteers provided weekly support in the Stay N Play, Harmony and Thrift Shop programs in a range of roles that included client support, family engagement, bus driving, customer service, donations and retail management, administration, gardening and resource preparation. In addition to these regular programs, volunteers contributed to the success of St David's Neighbourhood Centre through their hard work at our annual Autumn Fest, Super Saturday sales, and community information stalls.

Volunteering provides economic and social benefits for communities. The contribution of the volunteer workforce was estimated by the Australian Bureau of Statistics to provide over \$14.6 billion of unpaid labour to not-for-profit organisations in 2006-07. During 2015/2016, volunteers at St David's Neighbourhood Centre provided 8036.5 hours of unpaid assistance to our programs. This significant contribution is greatly appreciated by the Board, Staff and community of the Neighbourhood Centre.

OUTCOMES

“Six months in St David’s Neighbourhood Centre, a delightful experience. With warm and welcoming staff who embrace cultural diversity, I feel I am a part of this centre. I got a chance to participate in various programs including Autumn Fest, Thrift shop and many more. This helped me directly communicate with the community and help improve my social skills. I feel fortunate to volunteer where I could learn good old days as well as future of Australia set side-by-side in Harmony Club and Stay N Play, blending and spreading true meaning of love, care, experience and energy.” Shikha



The gardens at the front of the centre are maintained by volunteer Luis Oliveria. Luis has worked hard to bring the rock beds to life with plants, colours and textures. Luis was nominated for an award for his work and was selected to receive a 2016 Moreton Australia Day Award.

The clients and families of St David’s Neighbourhood Centre appreciate our volunteers too! Some of the comments received during Volunteers Week from clients and families include:

- *“They are very happy and very welcoming when we come. Friendly, understanding, they help me when I need help” – Mary (Harmony Club)*
- *“Greatly appreciate the help and time so willingly and happily given to us by everyone.” – (Harmony Club)*
- *“The volunteers are wonderful helpers with the children, giving the mothers a break” (Stay N Play)*
- *“Great to have happy volunteers to smile at the children and encourage them in all aspects of play. Thank you to these special people”. Bernie and Joe (Stay N Play)*



Stay n Play Volunteers James, Shikha and Mary Jane with Coordinator Jillian



Volunteer Coordinator Karen, with some of our Thrift Shop Volunteers.

FOCUS ON THRIFTSHOP

St David's Neighbourhood Centre Thrift Shop is an amazing example of a volunteer led community activity that provides invaluable social support for its participants and for members of the local community of Coopers Plains and surrounds. The Thrift Shop provides direct benefit to our volunteers by helping them to overcome isolation and loneliness, providing activities that build skills and support personal development, and creating opportunity for meaningful contribution back to their community. The Thrift Shop has enabled St David's Neighbourhood Centre to provide quality clothing and household goods at affordable cost to the local community, allowing us to work towards a vision of being a viable and relevant service to the residents of Coopers Plains and surrounding suburbs.

The Thrift Shop provides a positive and sustainable economic impact by raising revenue to fund the social support programs that are provided to the community through St David's Neighbourhood Centre. The profits of the Thrift Shop cover staff wages and contributes to meeting the cost of resources across our activities, allowing St David's Neighbourhood Centre to be less reliant on external funding.

HIGHLIGHTS FOR 2015/2016

During 2015/2016 the work of the Thrift Shop has been sustained by a dedicated and hardworking team of 39 volunteers who have completed an amazing total of 4969.95 hours. The generous donations from the community keep the Thrift Shop in a consistent supply of new stock, and this has translated into a return of \$36,422.10 for 2015/2016 financial year. The Thrift Shop and Neighbourhood Centre has also continued its partnership with the Village Avenue Community Church to provide eligible clients with \$20 Thrift Shop Vouchers, which they may spend in the Thrift Shop on goods and clothing of their choice.

A highlight for the year was the Autumn Fest, which saw a record number of customers to the Thrift Shop and its book sale, and the introduction of the Super Saturday Sales which brought renewed energy and increased sales for the Thrift Shop and the Neighbourhood Centre. The volunteers were an essential part of this success and St David's Neighbourhood Centre extends deep gratitude for their steadfast commitment.

OUTCOMES

Feedback from thrift shop volunteers on their experience working in the thrift shop:

"Working at the shop is an experience. People who I work with they are amazing and also serving people is awesome, listening to their stories of lifetime or young people. It is beautiful. I would say working at the Shop gives me pleasure and I also give a little back to the community." **Nelly**

"There is a feeling of peace and tranquillity that permeates from the place." **Hec**

"The Thrift Shop has been such an important part of my life. The people I have worked with and the people I have met as customers have brought me immense joy." **Margaret**

KITCHEN

In the morning when you walk into St David's Neighbourhood Centre you are welcomed with the tantalising smells of fresh baking, then lunch. Here at St David's the importance of a sharing a meal with others is recognised as an essential avenue for social contact. We are proud to be able to have a kitchen that provides fresh home cooked morning tea and lunch daily for the clients who attend the Harmony club and our many social programs.

All our meals are cooked on premises catering to client's individual meal plans and needs. We assess the meal size, types of food and special requests such as allergies, textures so to ensure each person's need is catered for. Our menus are planned monthly taking into consideration special events, such as Easter, Anzac Day, Christmas or any activities that have been planned for the Harmony clients. We also consider what fruits and vegetables are in season, taking advantage of their abundance.

Consideration to meal planning also includes what a client may not be able to cook for themselves at home such as a roast or casserole. Morning tea consists of biscuits, cakes or slices with the occasional scones and a choice of two different kinds of fruit cut into small pieces. One whole piece of fruit can be overwhelming but a slice of banana and piece of watermelon hits the spot.

HIGHLIGHTS FOR 2015/2016

Each year a Food Safety Auditor conducts an audit of the kitchen and our processes and procedures. Once again we received a positive outcome with no non-compliance outcomes being recorded.

With a licenced kitchen on premises we were able to continuously supply the coffee shop at Autumn Fest with fresh scones and a range of gluten free options. It is important to our organisation that catering for our events has a low environmental impact, so we use reusable cups, mugs and plates. Visitors to the Autumn Fest expressed they *"felt like it was a proper cup of coffee"* due to it being served in a mug.

OUTCOMES

Comments received through feed back mechanisms from our clients on the food provided include:

"Healthy and enjoyable food" "we look forward to our meals, the servings are just right"

"love the opportunity of receiving a hot lunch"



*Some of the amazing treats served for our
Volunteers Lunch "High Tea" in 2015*



*Katrina our Kitchen
coordinator*

STUDENT PLACEMENTS

Providing opportunity for students to complete work placement is a valuable experience for both parties. For St David's Neighbourhood Centre, students compliment the work we do by developing resources and completing tasks that contribute and support staff and volunteers in their work. Students also engage in service delivery by working directly with families in Stay N Play and clients in Harmony Club.

By participating in placement opportunities students are able to put into practice theory learnt in the class room setting and practice and hone skills that will be invaluable to them when they graduate. Another benefit is the cultural and community immersion that International Students experience when they do their internship at St. David's Neighbourhood Centre, as many have limited experience or understanding of this type of community service provision model, and little exposure to broader Australian culture.

STUDENT PROFILE

Jonie Saavedra: *"It has been a wonderful experience working at St. David's Neighbourhood Centre. The staff members are very approachable and friendly. I made new friends with some of the volunteers, met interesting people, and build a good relationship with the clients. I have gained valuable knowledge and skills. I'm thankful for the opportunity and the work exposure entrusted to me. I enjoyed working here, truly a memorable one."*



STUDENTS WHO COMPLETED PLACEMENTS

During the 2015/2016 period we have hosted the following students at St David's Neighbourhood Centre:

- Shu Yi (Zoey) Chan – Community Internship, Griffith University
- Jonie Saavedra - Social Work, Griffith University
- Thamarai Ramalingam - Business Work Skills Traineeship, Acacia Ridge Community Centre
- Wenxuan (Alice) Zhang - Community Internship, Griffith University
- Shuai (Giles) Han - Community Internship, Griffith University

FUNDING BODIES

St David's Neighbourhood Centre acknowledge and thanks the funders, sponsors and supporters who have been a part of our community in 2015/16

Funding and Grants received from:

- **Commonwealth Department of Health** – for Harmony Club clients aged 65 and over
- **Queensland Department of Communities, Child Safety and Disability Services** – For harmony club clients aged under 65, social programs and Stay N Play
- **St David's Neighbourhood Centre Thrift Shop**
- **Brisbane City Council Community Development and Capacity Building Grants 2015-2016** – funded the Community Analysis Project

Sponsors:

- **Right At Home** – Painting for Pleasure Art Exhibition and the Coffee Shop at Autumn Fest
- **Connectors Plumbing** – Painting for Pleasure Art Exhibition
- **Mitchell's Solicitors** – Painting for Pleasure Art Exhibition
- **Food Connect** – lucky door prize for Autumn Fest

Supporters:

- **St David's Uniting Church** – Ongoing support and assistance from the Church Council and congregation across all of the centre's activities
- **Moorooka Motor Group** – Purchase of Hyundai Imax
- **Bunnings, Rocklea** – Community BBQ

Connections and Networks:

- **Anchorage House, Regis**
- **Brisbane City Council**
- **Brisbane South Approved Providers Network**
- **South Western Suburbs Network**
- **Brisbane Seniors Network**
- **Community Impact Collaborative**
- **Calamvale Business Network**
- **Connecting International Student Working Group**



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