



St. David's Neighbourhood Centre



Annual Report 2021

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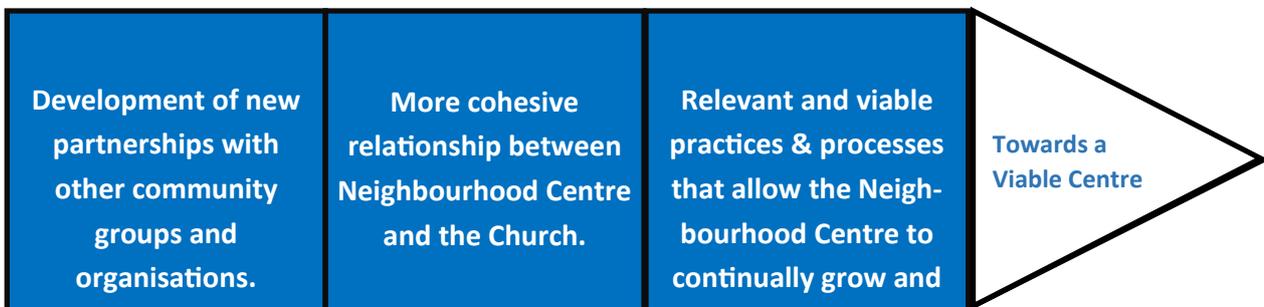
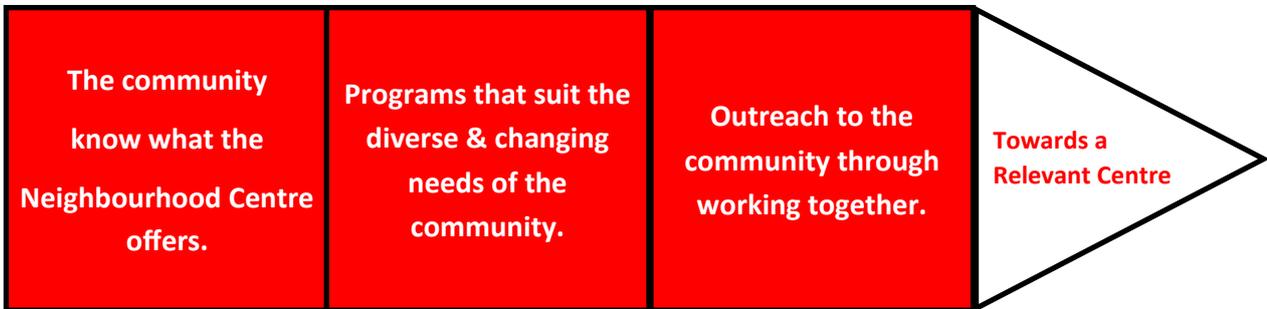
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MISSION STATEMENT

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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Coopers Plains 4108

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www.stdavidsnc.org.au

Our Values supporting our Ministry

Unity, working for Christian unity

Compassion and care

Diversity

Faithfulness

Inclusive

Purpose & meaning to life

CHAIRPERSONS REPORT

'Together enriching Community'

Uniting in Christ

Living with Hope

Acting with Love

Witnessing in Faith

Working for Justice

It gives me much pleasure to report on the past year. Our Centre manned by dedicated staff and volunteers have faced a very challenging year in 2020- 2021.

COVID-19 has forced programs to be re organised, readapted, mask wearing, sudden lock downs and closure of programs to meet COVID regulations. Our staff and volunteers led by manager Kellie have ensured that people who attend St David's Neighbourhood Centre are still cared for perhaps not face to face but remotely. They have also looked at community needs and introduced new programs.

A special thank you to Manager, Kellie for her dedication and leadership to a special team of staff, volunteers and students.

A part of our Mission Statement is that the Centre is committed to empowering people to reach their full potential through friendship, education, social action and community building. This continues through all current programs not only for clients, but also for families, students, carers and volunteers.

COVID-19 has affected many people, particularly overseas students, less earning potential for many with lockdowns, homeless, inability to pay rents. On behalf of Board members, I applaud the new initiative of free meals on a Friday. Grateful thanks to the volunteer cooks and other organisations who have donated funding to this project.

For many years Cec Lawson has attended the Neighbourhood Centre on a regular basis to offer pastoral care to our many clients who attend programs at our Centre. Cec has joined in to programs, lent a listening ear and offered prayer and support to many. The time has come for Cec to retire himself. We sincerely Thank Cec for his many years of dedication to preparing an article for the monthly newsletter and supporting people over many years.

I also offer sincere thanks to retiring Board member. Sue Williams. Sue has been a member of the Neighbourhood Centre Board for many, many years. Thank you Sue, you have seen and experienced much growth and change with the Neighbourhood Centre. Thank you for your dedication and support to our Centre.

Board members are Deputy Chair, Robyn Solomon, Secretary Lenore Gibson, Treasurer Bruce Moffatt, Board members, Pam Weymouth, Andrew Demack, Sue Williams. I sincerely thank them for the expertise and diligence that they bring to our Board.

Anne Brand OAM

Board Chair 2020- 2021

BOARD OF MANAGEMENT

2019/2020 BOARD OF MANAGEMENT

Chairperson	Anne Brand
Deputy Chairperson	Robyn Solomon
Treasurer.....	Bruce Moffat
Secretary.....	Lenore Gibson
Board Member.....	Sue Williams
Board Member.....	Andrew Demack
Board Member.....	Pamela Weymouth



Anne and Pam



Lenore

Robyn and Sue



Bruce



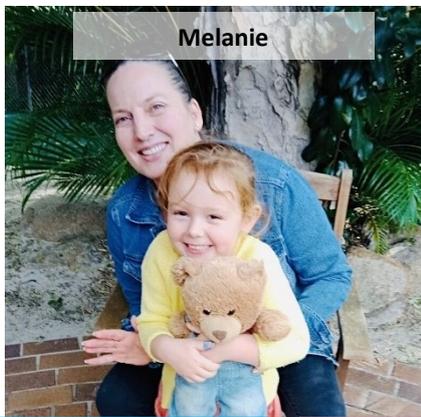
Andrew



CENTRE STAFF

Current Staff

Centre Manager	Kellie Griffiths
Harmony Club Coordinator	Max Draper
Support Worker	Yvette Curl
Support Worker	Kerry Hayes
Support Worker	Gina May
Food Services Supervisor	Katrina Marschke
Stay n Play Coordinator.....	Melanie Bobeszko
Community Connections Coordinator	Karen Shapcott
Administration/Activities Coordinator	Dawn Claes



Melanie



Kellie



Karen



Katrina



Gina



Max



Dawn



Kerry and Yvette

CENTRE MANAGERS REPORT

When I reflect on the 2020/21 financial year, I feel proud of what we have achieved and the contribution we have made to the lives of others. Like many organisations COVID-19 has affected the way we do business. It has been challenging for sure. We have had to be resilient, flexible and innovative in our responses to lock downs, restrictions and adapt to wearing face masks for extended periods of time. Ensuring the safety of our community, those who attend the centre, staff and volunteers is at the forefront of any decision we make. Thank you for being patient and following the COVIDSafe measures we have had to put in place.

There is a saying 'Without challenge there is no change'. While we did not expect to be tested in the ways we have been, it has brought about some significant changes for the organisation, personally and professionally. Changes in the way we hold our events, in our daily business practices, thinking and how we connect in our community. Not all of these changes have been unwelcomed. In fact, in some ways it has encouraged positive changes for the organisation.

We have increased our NDIS service provision and offer more support to those who live with a disability. We have employed a new staff member and staff feel more confident in their ability to deliver services. We have adjusted some of our Harmony Club services to be in the centre increasing the number of clients who can attend, while still offering the community outings they enjoy. We have increased our ability to provide outreach through the free meals program and have had some time to complete projects such as our IT upgrade and replace the roof of the centre.

It also seems there is a new appreciation by many in our community for the freedoms we have and a desire to connect because of the lockdowns. While some of our activities have taken a while to recover from COVID disruptions and have affected our financial outcome, some are busier than ever. To have a record number of people, over 550, attend Autumn Fest this year is an example of the desire people have to participate in local community events.

St David's Neighbourhood Centre is as relevant as ever and has an important part to play in helping to keep our community connected. Feelings of being lonely and isolated are experienced by most of us at some point in our lives. We as the mission of St David's Uniting Church work to support our community. Each day, everyone of our staff and volunteers makes a difference to the lives of others, help them to connect and be a place of welcome.

We do not do our work without the assistance and co-operation of others. Many like our sponsors contribute financially, others through their time and acts of service. This year our sponsors have included Acacia Ridge Financial Services (Bendigo Bank), Flexi Care, Moller's Mechanical, Karista, Connectors and Australian Active Artists. For their contribution of time, we thank the Rotary Club of Salisbury, Peter Russo MP, Graham Perrett MP, Councillor Steve Griffiths and the St David's Uniting Church congregation.

Thank you to the amazing staff of St David's Neighbourhood Centre that enabled us to continue to serve our community, Karen, Melanie, Dawn, Max, Kerry, Yvette, Katrina and Gina. Your dedication to your job and ability to work as a team has made all that we have achieved possible.

Volunteers are just as important as ever to our community and we are blessed to have such a dedicated and reliable group who chose to spend their time with St David's Neighbourhood Centre. I would like to extend a heartfelt thank you to each volunteer for their time over the last financial year.

St David's Neighbourhood Centre Board of Management who are committed to the work the organisation. Thank you for the trust you have shown especially during some of the challenges we have faced, your willingness to offer advice and dedicating your valuable time with us.

Kellie Griffiths (Centre Manager)

HIGHLIGHTS

July 2020

Women's Wellbeing Group – Wheel of Wellbeing workshop series. Karen and Lucy from Wesley Mission collaborated to provide a series of workshops that encouraged women to explore different areas of wellbeing and self-care. The women loved taking time to talk and destress!

IT Upgrade – Our new computer system hardware was installed!

October 2020

Painting for Pleasure Art Exhibition – The 2020 exhibition was a great success and looked a little different spread across the Neighbourhood Centre! Held over 7 days and featuring a folio exhibition as well as hung works, the Painting For Pleasure Art Exhibition attracted lots of visitors from the community and Neighbourhood Centre. The opening event was well attended, and Graham Perrott MP was our special guest. It was a great opportunity to showcase and celebrate the diverse talent of our art group!



Annual Public Celebration Dinner – The 2020 Public Meeting was a smaller affair due to COVID-19, however the staff and board members enjoyed taking some time over dinner to discuss the ups and downs of the 2019-2020 year and to show appreciation for each other.



November 2020

Share the Dignity Bag Pack – Once again St David's Neighbourhood Centre and our local community collected toiletries for Share the Dignity. We were able to pack 20 bags full of essential toiletries to be gifted to women in need leading up to Christmas. Thank you Dawn for your efforts in bringing this all together!

Community Grants and Planning Workshop – Doormoung (Nuer) Learning and Culture Community Group – Donna Bowe from Brisbane City Council partnered with St David's Neighbourhood Centre to provide training and planning for projects and grants with Pastor Moses and other members of Doormoung. These projects will provide benefit and support for the Nuer community.



December 2020

Blue Service – A special Christmas service at St David's Uniting Church was arranged for members of our community who had recently lost a loved one or were struggling with grief leading up to Christmas. Thanks to Reverend Janie for supporting and leading this important service.

HIGHLIGHTS

Harmony Club Christmas Lights Tour – 12 clients joined Kellie and Max on a special outing to view local Christmas light displays. Everyone had a great time, and they enjoyed the ice cream treat from MacDonalD’s as well!



Harmony Club Christmas Celebrations – due to COVID restrictions the Harmony Christmas celebrations were held over two days. The clients enjoyed Christmas carols, a special lunch, and a visit from Santa! Before lunch the Harmony group visited St David’s Uniting Church for a special service with Reverend Janie French.



Community Christmas BBQ Lunch – A lovely day was enjoyed by staff, volunteers, social group members, board members and community friends. Everyone connected over a BBQ lunch and time was taken to reflect on the year and thank everyone for being a part of our special community.



January 2021

Moreton Volunteer Awards – We were very proud to acknowledge the dedication of two wonderful volunteers Noela Gooding and Cherryl Goode.

March 2021

Stay N Play Easter Mini Market – We celebrated Easter in style with the Stay N Play Easter Mini Market. Filled with lots of craft, clothing, toys, and tasty treats, the playgroup families, members of our Harmony Group and social groups enjoyed the chance to socialise and shop! All funds raised assisted with the purchase of resources for Stay N Play.



April 2021

Ways to Wellness Meet and Greet - St David’s Neighbourhood Centre was invited to present at a special morning tea hosted by Mt Gravatt Community Centre to meet local community members, and share our programs and services.

May 2021

Autumn Fest was an amazing success with 550 community members turning up to show their support and enjoy a great event! Despite COVID restrictions, visitors appreciated the beautiful weather, tasty treats, kids activities and information. A total of \$4786 was raised during the event, and we thank our sponsors and Dept. of Communities for the funding that allowed us to make Autumn Fest extra special.

Volunteers Appreciation Celebration—Coinciding with volunteers week, a lovely BBQ was enjoyed by volunteers.



NEIGHBOURHOOD CENTRE STATISTICS FOR 2020—2021

THRIFT SHOP

...hours of volunteering with a total of 30 volunteers engaged!

\$25665

STAY N PLAY

...Easter Eggs in the guessing jar at the Easter Mini Markets. Eva was the lucky winner!

212

57

HARMONY CLUB

...Clients and NDIS participants enjoyed our activities and 3 volunteers provided 478 hours of assistance.

3789

VOLUNTEERING

...hours of volunteering with a total of 38 volunteers engaged!

COMMUNITY BBQ

... people attended our monthly Community BBQ Breakfasts

152

DONATIONS

...received in tax deductible donations.

\$3816

5536.5

HARMONY CLUB-CHSP

... hours of support provided through the Commonwealth Home Support Program funding.

642

FREE MEALS

...meals cooked and provided free to people in our community.

NEWSLETTERS

... newsletters distributed to community members.

1595

AUTUMN FEST

...visitors to Autumn Fest in May, raising \$4786 from the event.

550

4655

HARMONY CLUB-NDIS

... hours of group and individual support provided to NDIS clients

199

STAY N PLAY

...families visited Stay N Play between July 2020 and June 2021.

INFORMATION/REFERRAL

...occasions information, referral and advice were provided to community members.

110

GO CARDS

...worth of top ups provided on Go Cards for people who need transport assistance.

\$250

HARMONY CLUB

Harmony Club provides aged care and disability services to the community by offering social support and centre-based activities. Guiding everything we do is a person-centred approach that puts the needs of our clients at the forefront of decision making and program planning. The program provides opportunities for participants to form friendships, have fun and socially connect with others while providing respite and support for carers.

Once again COVID-19 has impacted the Harmony Club program. We peaked at 57 clients joining the program in 2019/20. COVID-19 restrictions and lockdowns did affect the ability and confidence for some of our clients to attend and the activities we have been able to provide. It was so good to welcome everyone back, at first with a staggered approach and limited numbers but as restrictions eased, we increase what the program could offer. All clients expressed how grateful they were to return and see their friends, the staff, and volunteers again.

Our ability, confidence and skills has enabled substantial growth with NDIS service provision. The program was able to continue providing supports in a COVIDSafe way when other aspects of service delivery were affected. We now support 8 NDIS participants and provided a total of 5254.84 hours of support through group and individual activities. The organisations flexibility and the staff's willingness to provide a welcoming and inclusive space has contributed to this growth.

Harmony Club is a program that addresses the isolation and loneliness many in our community experience. This was compounded by COVID Lockdowns and the requirement to socially distancing at times in the centre. The program provides a welcoming space to connect and activities that are facilitated by qualified staff. Participants enjoy the companionship of each other, connections and form friendships that extend beyond their attendance at the centre. The program improves the wellbeing of many and provides them with a sense of purpose.

The organisation is grateful for the dedicated team who support the program. A part of St David's Neighbourhood Centre's Mission is to help people reach their full potential. The Harmony Club Team do this each day. They see each client as an individual, work with them to understand their needs and how they can best be supported to reach their goals.

The Harmony Club program is supported by a dedicated team of volunteers. Much of what is achieved would not be possible without their involvement. Thank you to Kigan, Cheryl and Noela for your support and the joy you bring to the lives of our clients.

As a volunteer with the Harmony Club Program:

I like helping all the older clients and learning about aging and dementia. I do the best I can and enjoy helping them to join in the activities – Noela

I really enjoy Harmony Club, I get to talk to the clients and have a good time playing bowls. It gets me out of the house and I talk to people from different back grounds. I enjoy hearing their interesting stories – Cheryl

COVID-19 did impact on the activities the program could provide and there were constant adaptations to ensure we followed COVIDSafe practices. What was enjoyed this year included:

- Listening to music and concerts with Nora and Mel
- Movie Mondays
- Craft magic and enjoying creating and drawing
- Seeing each other especially after lockdowns and meeting new people
- The meals cooked by Katrina
- A visit to the RACQ Motorfest and bus trip to see the Christmas lights
- Coffee Crew each Wednesday

The IT upgrade that took place in July 2020 provided access to the internet for the T.V. The clients have enjoyed listening to music, using the web to visit places of interest and our subscription to Netflix where they can watch movies and shows of their choice.



HARMONY CLUB

Here is what they have to say about the activities:

Christmas Lights Tour ...A wonderful night, enjoyed it very much. Well planned. **Norma**

I liked it a lot, haven't seen xmas lights in a long time. This is my first xmas in Australia. Keep fingers and toes crossed to do it again next year. Enjoyed the ice cream. Right amount of hours. Best memory of the night - beautiful lights and friendships. Enjoyed Kellie, she was very nice and to got know her a little more. **Kay**



Here is what others had to say about Harmony Club:

Words could not do justice to how much we appreciate everyone at Harmony Club. What a wonderful team of carers and office staff. Just over a year ago Hannah began attending. Everyone has always been so kind and caring towards us and Hannah, including working with Hannah's O.T. and Speech Therapist to help Hannah achieve her best outcome. Whenever we go out in the car on the weekend Hannah insists on wearing her Harmony backpack in the hope that she will end up there. The only negative is, you are not open 7 days. Thankyou, **Pam & Colin Bray**

I feel most welcome. Everything is so good, trips to the EKKA, Parliament House, Craft Magic. Visitors come here, Nora and Jenny and movie day is popular. Experience matters! I never feel unsupported, Kerry and Yvette always support me. **Tracy**

Since joining the Harmony Club team I have been able to help others. It has meant the world to me and I help to make a difference in people's lives. It feels like family. I go home with a smile on my face because they (the clients) have a smile on theirs. **Gina, Harmony Club Support Worker**

The Harmony Club at St David's provides a warm and caring outlet for community connection. Participants can engage with activities and other members while being accepted and supported to their Individual needs. My sister loves attending and always comes home saying 'I had a great day today.' The team at St Davids have kept her engaged with craft, cooking, games, word work, sport activities, outings, music and singalongs to name a few activities. She particularly enjoys the cooked meals and stimulating conversation enjoyed together each day as well! The team have up-kept safe Covid practices for the health and well-being of all participants and staff throughout the year and kept participants well informed. Most importantly, they work to build skills and confidence and go above and beyond to take a family orientated approach to engaging with their club members. We appreciate this kind and caring environment at Harmony Club so much." Thank you for all the amazing support you provide Kim everyday. -Katie



STAY N PLAY

Stay n Play is an inclusive playgroup facilitated by a qualified Early Learning Years Coordinator alongside volunteers. It provides creative and social interactions for children from birth to school age, parents, grandparents and carers. We're open every week day from 9:30 -11:30 am during the school term and on special days in school holidays. The program gives parents and carers the opportunity to play and interact with their child, time to share their ideas and experiences with other adults and to support one another.



Stay n Play fosters community spirit and social networks while providing a routine. This allows families to gather and interact in a safe, inclusive, supportive and relaxed environment

A highlight this year was being able to connect with each other and see the young children grow & develop with their language and social skills. Helping with positive transitions to day care and BIG school. *Stay n Play* is very lucky to have a team of caring and dedicated volunteers. This year our families enjoyed our Mindful Monday sessions in collaboration with Lucy from Wesley Mission and our themed Mini Markets which happen once a term now.

Stay n Play playgroup has made an impact for the community this year during the ongoing pandemic by providing opportunities for playing with other children and practising important social skills in between lockdowns. We've created a space where families have the opportunity to spend quality time with their children. Relationships have been enhanced through play, while being able to come and connect with each other.

The benefits of our playgroup include - supporting children's social development, easing the transition to school, and improved overall mental health, while also providing social support to parents, knowledge sharing, and learning opportunities.

Stay n Play continues to contribute to the mission of St David's Neighbourhood Centre by providing an inclusive space for families to connect and for children to learn through play. We empower parents and children to reach their full potential through social interactions, developing friendships, concerns with reaching milestones and easing transitions both for childcare or school which are important in early childhood.

We always encourage positive parenting in a relaxed, friendly and supportive environment and are an ear to listen to any concerns, challenges or personal needs that families may have.

As a volunteer with *Stay n Play* it means to me:

"I love volunteering with Stay n Play because it's a great atmosphere. I love being able to run around and play with the kids and give the parents a chance to have a coffee and an adult conversation. I love watching the kids come out of their shells and learning" ~ Ally

"For me caring and playing with children is the best job in the world, which makes me feel young and full of energy again. I am very lucky for joining Melanie's team and learned a lot from everyone there, this includes lovely much younger ones" ~ Elizabeth

"Stay n Play is a great place to meet new friendly faces. I really enjoy being able to play with children and babies. I also love making arts and crafts for them. Seeing their cute smiles makes me happy. My best days at playgroup are when we have babies" ~ Gieng

"Over the years, gaining trust from children and their carers is always the most amazing experience for me in the playgroup. I feel fulfilled again, every time when a little one is calling my name and asking for help or wanting to play together" ~ Jack

"I love coming to playgroup and interacting with the children, Gieng and helping. I also love having Melanie as the Coordinator, she is a lovely person and runs the playgroup very well" ~ Noela

STAY N PLAY

My favourite moment from Stay n Play in 2021 is:

"The best playgroup in Brisbane with excellent staff and facilities. We come 2 days a week and my son loves it. He always asks when we are going back. With a great big outdoor space, offering many opportunities for play. My son likes the bikes and cars, the sand pit as well. I love this playgroup also, because I'm always calm and relaxed in this place." ~ Imali

"Jaxon started coming to playgroup when he was a toddler and now, he is a little boy getting ready to go to big school next year. Both Jaxon and myself have loved every moment of our time spent at Playgroup. He especially loves going on the swings and all the attention he gets from the Coordinator Melanie and volunteers Noela, Gieng and student Angel. We are both going to miss our weekly visits, as I personally have made some lovely friends and enjoy our cuppa and chat each Monday." ~ Pauline

"I have been attending playgroup at St David's with my granddaughter Piper since she was just a toddler. She is now preparing for Prep. Over the years I have always found the staff and volunteers to be welcoming and friendly. Piper has been a shy girl since she was little and they have been patient and kind in their interactions with her. She is now at last coming out of her shell and each week looks forward to seeing Miss Melanie and Elizabeth and Jack and enjoys interacting with them. I believe this is due in part to the friendly atmosphere at playgroup." ~ Bev

STAY



PLAY

SOCIAL GROUPS

St. David's Neighbourhood Centre facilitates a range of social groups providing a venue for those with a similar interest to meet and participate in activities. Social Groups are for all members of the community to connect with others with similar interests. They may learn a new skill from other participants, or find company to enjoy their hobby. It is our pleasure to welcome all to the centre and we look forward to finding new ways for our community members to connect.

Our Social Groups offer a COVIDSafe place for participants to enjoy their hobby in a safe environment. For many people this is currently their only social activity as they feel comfortable and confident in the Neighbourhood Centre.

Dawn Claes (Administration/Activities Coordinator) enjoys being the friendly face when people are welcomed through our doors. Although our processes have changed, and all visitors need to check in, this is managed in a friendly, helpful and welcoming way.

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 is fortnightly on a Tuesday, and has benefitted from the availability of a larger room.



Knitting

This group of keen knitters meet fortnightly on Tuesdays to make a range of knitted and crocheted items. They work on their own projects as well as making toys and other items for charity.

Painting for Pleasure

The Painting for pleasure group meet each Wednesday morning, and use watercolours, oils and acrylics to create their works of art. Once a month a Tutor is invited to come and teach some new techniques to the members of the group. This is a very popular group and they contribute some beautiful artworks for our Art Show held each year, to raise funds for the Neighbourhood Centre. This group is fully enrolled with enthusiastic and talented artists.



Creative Connections

Creative Connections meet once a month to work on individual craft projects such as scrapbooking, sewing, knitting and even colouring. The group is small at this time and would welcome new members for a social evening as we have plenty of room to grow.

English Conversation

The English Conversation group welcomes people from all cultures and backgrounds who want to improve their everyday English language skills. We have a volunteer teacher who engages the group to learn in a very social and interactive environment.

Thursday Art

Thursday Art is a new group started in response to increased demand for our Painting for Pleasure group. Thursday Art offers a quieter alternative, with a focus on developing skills in a friendly, supportive group. We currently have 4 enrolments, and a volunteer who attends to teach some new techniques.



SOCIAL GROUPS

Sisters Uniting

Sisters Uniting is a Neighbourhood Centre social group that brings diverse women together to learn more about each other and discuss important issues that affect our community. This inclusive women's group meets on the last Thursday of the month with the purpose of fostering harmony and understanding amongst women, and promoting social justice and equality in our community. The group identified several important topics that they wished to explore over the year including culture, family violence, wellbeing and mental health, and homelessness.



Busy Hands

Busy Hands is a group of craft loving ladies. They meet every Thursday morning and enjoy a range of crafting activities including crochet and knitting. They would love to welcome any new members who would like to join them to craft over a cuppa and chat.

Yoga

As part of the Brisbane City Council Gold Program we are now a host for Yoga on Monday Afternoons and it provides an opportunity for participants to enjoy the benefits of stretching and relaxation. This group is at capacity, but Cassie from FoxinSox Yoga has a private class on Monday evening.

Tai Chi

Tai Chi is an ongoing success. This is a Brisbane City Council GOLD program and brings many new people to our Centre. Meeting on a Friday morning, during term time, the Tai Chi group is popular with people looking for a gentle, relaxing form of exercise.



Laura—Thursday Art/Creative Connections

Participating in the Creative Connections and Thursday Art social groups has been a transformative experience for me. The warm and encouraging atmosphere inspires an abundance of interesting, funny, and sometimes thought-provoking chatter, while we nurture our hobbies, share and learn from each other. Perhaps the most vital selling point, however, lies among the participants themselves and the friendships that these groups foster. While my artistic prowess remains in its developmental stages, I'm beyond pleased to have the opportunity to grow alongside such great people and I value my time with them.

Diny

Since I joined the St David's Art Group I have been welcomed in every sense. This group is full of versatile and varied artists. All with unique ideas and a willingness to share and discuss ideas. There have been so many opportunities to learn and make good friends. This is a group of artists who are all creative and looking to enjoy their craft with others.



VOLUNTEERING

Volunteers have been at the heart of St David’s Neighbourhood Centre for over 30 years. Things are a little different now as we learn to live with COVID-19, however our volunteers continue to assist in all our programs including Stay N Play, Harmony Club, Thrift Shop, Administration, Conversational English, Free Food program, Gardening, Community BBQ’s and general projects. This diverse group of volunteers all share a passion for helping people and a willingness to jump in a lend a hand however needed.

In 2020-2021 (despite the many lockdowns and restricted business hours) our volunteers generously spent 3789 hours of their time helping to make people’s lives better. The volunteer program provides many benefits for our community. In the current environment, where we live with the uncertainty of COVID-19, our volunteers provide a sense of connection and continuity for our visitors, especially those that feel isolated, anxious, or vulnerable. Their commitment enables programs and support to keep going, wherever possible. Our volunteers also appreciate the ongoing opportunity to keep busy and to keep helping others in a time of unpredictable restrictions. The economic value of this contribution, which factors in the commercial, community and individual benefits created by each volunteer, was \$163,571 in the 2020/2021 financial year.

In January 2021, we were very proud to be able to acknowledge the wonderful work of Noela Gooding and Cherryl Goode, two of our amazing volunteers, at the Moreton 2020 Volunteer Awards , hosted by Graham Perrett MP.

Noela was nominated for her hard work and dedication to Stay N Play Playgroup, Harmony Club and Thrift Shop. Cherryl was nominated for her hard work and dedication to the Harmony Club and Thrift Shop. Both of these volunteers show kindness and care to the community of St David's and assist wherever they are needed.

In May 2021, we were able to thank our volunteers at the Annual Volunteer Appreciation Celebration. It coincided with Volunteers Week, which encouraged us to “Recognise, Reconnect, Reimagine”. It was a lovely opportunity to take time out to get to know each other better, share a laugh, reflect and acknowledge the hard work and passion of our volunteers. It was also a great opportunity to welcome some new volunteers to our community!

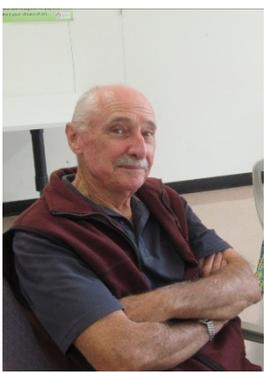
We are very grateful to be able to continue to provide flexible, person-centred volunteer opportunities that benefit both the Neighbourhood Centre and the individual volunteers and look forward to another year of working together!

Thank you to all of the volunteers that assisted us between June 2020- June 2021

Thrift Shop House	Thrift Shop Retail	Stay N Play	Harmony Club	Office	Conversational English	Gardens
Muriel, Bev Sandra, Averil Shirley Jack, Elizabeth May, Aldous Kevin	Laura, Nell, Sue, Irene, Paul Eva, Leah, Nelly, Janet, Mei Mei, Neer, Iryna Cherryl, Noela Averil, Tom, Ibtihal David, Wilson, Margit	Ally Gieng Noela Jack Elizabeth Iryna	Kigan Noela Cherryl Jenny (Piano)	Leah	Philomena Pamela Steve	Kigan Paul

“Late 2020 I found a request on Volunteer Qld site from St David’s at Coopers Plains wanting a person to assist with preparation of meals for the Free Meals Program. Having come from a hospitality background I felt this program was a way I could contribute service to my community. Fortunately, my interest resulted in being asked to be part of the Free Meals Program. This involves mornings for three Fridays a month. I am Joined by Sam (Samantha) and we cook up a variety of nutritious meals which varies from Bolognaise to Chicken dinners. I find St David’s a very happy and friendly place to be. The staff are obliging and the people attending the various programs when passing by the kitchen have complementary things to say about the aromas wafting from the kitchen. I like to think in some little way I am helping someone in need. This all makes my time a St David’s a rewarding experience. I am privileged to be part of a caring group making contribution to the welfare of our community.” Fred—Free Food Program

VOLUNTEERING



COMMUNITY OUTREACH AND SUPPORT

Providing outreach and support to our diverse community is an essential part of St David's Neighbourhood Centre mission. This work includes meeting immediate needs for food, clothing, Go Cards, or crisis (such as mental health or DV incident), connecting people to appropriate services and assistance, providing counselling and support, reducing isolation, providing education and information, and creating opportunities to improve general wellbeing and reach goals. St David's Neighbourhood Centre runs several community engagement and outreach programs:

St David's Thrift Shop

The Thrift Shop is our most significant outreach activity and provides affordable clothing and household goods, a place of connection and conversation, access to information about events and services, and a point of contact for neighbours that we might not normally connect with. Despite the challenges that living with COVID-19 has brought, the Thrift Shop has continued to operate thanks to a dedicated group of volunteers and a COVIDSafe plan! Our volunteers serve and care for our customers and community members, ensure the shop is well stocked and looks enticing, and manage the sorting and pricing of donations. In 2020/2021 these volunteers gave 1997 hours of their time and effort to ensure that the Thrift Shop continues to be a success.

Thrift Shop revenue directly supports the outreach aims of St David's Neighbourhood Centre by contributing towards the funding of community programs, maintenance and running costs, and staff wages. This year we have made grounds in recovering from the impact of COVID-19 and we are now back to operating two shifts per day, when weather and volunteer availability allows. While the overall income of \$25665 for the 2020/2021 financial year reflects the many lockdowns and reduced opening hours of the Thrift Shop, we appreciate that we were able to raise this significant amount despite the challenges. Thank you volunteers!



COMMUNITY OUTREACH AND SUPPORT



Emergency Relief and Referral

St David's Neighbourhood Centre is often approached by people seeking assistance for food and financial aid, housing and homelessness issues, help with transport costs, job seeking support and assistance for family crisis and challenges. We meet these needs by providing a warm welcome and a listening ear, assisting with information and referrals, and support dealing with other service providers. We partner with several local organisations to assist with this process. They include: Village Avenue Community Church (food bank, fuel vouchers, chemist vouchers, Go Cards), Mt Gravatt Neighbourhood Centre (general financial aid, bill payment), Belong Acacia Ridge (general financial aid, rent assistance), Southside Community Care (housing support and referral), Kyabara Community Centre (housing support, financial counselling) Sherwood Housing Service, Wesley Mission Mental Health Services, and Watson State School Community Hub.

Free Meals program:

Our Free Food program is going strong with the help of two dedicated volunteer cooks Fred and Sam. They are busy in the Neighbourhood Centre kitchen on most Friday mornings, cooking up a range of delicious and nutritious meals for us to share with our community. Each week about 30 to 40 meals are individually packaged, ready to hand out to a diverse range of people that appreciate a healthy, free meal. Our customers include people who are homeless, families that are struggling financially, elderly people isolated in their homes, people with health issues and carers looking after grandchildren, neighbours and parents.



St David's Community BBQ Breakfast

The Community BBQ Breakfast was restarted in February this year and is growing in popularity every month. We welcome many familiar faces from around our neighbourhood on the last Friday of each month, who enjoy the opportunity to connect over a sausage and coffee! These include many families from Coopers Plains State School and Coopers Plains Child Care Centre. Each month Kellie and Karen are assisted by our board members Anne and Pam, and students keen to learn more about community work.



STUDENT PLACEMENTS

Throughout the year, St David's Neighbourhood Centre welcomes many students, both domestic and international, to complete their placement hours with us to meet their course requirements. During placement they undertake projects, assist in service delivery and participate in activities and events. This allows the students to put into practice what they have learnt in theory and develop personal and professional skills. Over the time of their placement, the students become valued members of our team and the relationships developed bring benefits to the students, staff, clients, and our community.

The students are supervised by the Centre Manager and the Neighbourhood Centre Coordinator. As supervisors, Kellie and Karen find the process of supporting students from their shy beginnings, through their journey as they grow in confidence and aptitude, to be very rewarding! Student outcomes include a sense of achievement and competence, and the satisfaction of contributing to the lives of others. By providing a flexible learning environment, a warm welcome and diverse opportunities, we can overcome many of the barriers that students experience in finding and completing a placement. In return, the time, skills and energy that students provide during their placement directly contributes to the mission of St David's Neighbourhood Centre. They provide crucial assistance to projects and events, and valued support to our service delivery. They are a great resource to the organisation and community.

Scarlett

"I am really glad and fortunate to have St David's Neighbourhood Centre as my first placement organisation. I still remember the nervousness and uncertainties on my first working day. I was unexperienced, shy, and be the Asian girl which made me worried about the misunderstanding may have especially during this time. However, the welcoming, supportive, and friendly working environment reduced my worries. St David's Neighbourhood Centre provides me so many opportunities to learn professional knowledge and skills, to participate various activities, to meet and connect with people, and most importantly, it facilitates my reflection on my own practice and values. I am encouraged to overcome my fear and step out my comfort zone, while keep finding goals and purpose. As my first overseas placement ever, I am really appreciated and value this opportunity. With the hope and passion I've gained, I am prepared for my future challenges. Thank you everyone!"



Reena

"The two highlights for me during my placement was that every time I entered St David's Neighbourhood Centre, I was always welcomed by everyone with a smile and working with Katrina in the kitchen as I gained valuable life lessons from her, and I'd like to think that her confidence rubbed off on me. I enjoyed being part of Harmony Club as I work in Aged Care and used the opportunity to learn as much as I could whilst I as there. Both Yvette and Kerry were supportive and taught me new skills every time I was there. I appreciated observing how they both took pride in their work and comforted their members when needed. I learnt that working together as a team is important (as I was able to witness this at the Autumn Fest) and how to put aside your personal life when at work. Lastly, I would like to add that I am grateful to you for all the advice you shared with me. I thoroughly enjoyed my time with you and the other members at St David's Neighbourhood Centre. Thank you."



During the 2020/2021 period we hosted the following students:

- Reena Naran, Diploma of Community Services, TAFE Queensland
- Lai Kuen Chung (Scarlett), Masters of Social Work, QUT
- Rosie Barnes, Certificate III Individual Support, Strategix
- Gina May, Certificate III Individual Support, Strategix
- Olivie Semasaka, Diploma of Community Services, TAFE Queensland
- Katie-Lee Bryant, Diploma of Community Services, Strategix
- Maddison Foley, Diploma of Community Services, TAFE Queensland
- Naomi Iratwibuta – Certificate III Individual Support, Strategix
- Lavenia Seru, Community Internship – Griffith University



PARTNERSHIP HIGHLIGHT

Louise Armstrong—Community Hub Leader, Watson Road State School

St David's Neighbourhood Centre has been a member of the Community Stakeholder Group at Watson Road State School for three years. The Stakeholder Group is made up of a diverse range of service providers and organisations that provide information and support for the school community. This year we were very excited to support the work of Louise Armstrong, the new Community Hub Leader at WRSS. The Community Hub is funded to provide essential support for the families at WRSS and the surrounding community of Acacia Ridge. Louise has worked hard to create a warm, welcoming space of connection, cultural safety, information, referral, and support. Our work with Louise and WRSS allows St David's Neighbourhood Centre to connect with families that we wouldn't normally reach, and to provide information about our many programs, and how we can assist. We attend stakeholder meetings and participate in the Pre-Prep program that aims to connect and support families as their children transition to school. Through this partnership families have connected with our playgroup, and parents have contacted us for volunteer opportunities and counselling support. Working with Louise has provided us with a better understanding of the diverse needs and challenges of families in Acacia Ridge. Her work, and that of WRSS is inspiring for the effort and passion they inject into improving outcomes for their community.

Louise shared:

"Upon commencement as the new Community Hub Leader of Watson Road State School in February 2021, I had significant learning ahead of me. Thankfully I was introduced to the Community Stakeholders supporting the school, one of which was Karen of St David's Neighbourhood Centre. Karen was welcoming, friendly and very supportive of myself and my new role. I visited St David's Neighbourhood centre and was immediately warmed by the connection to community, both the centre and its staff had. They are dedicated to recognising, providing insight into and managing the challenges locals experience. St David's Neighbourhood Centre has a genuine interest and commitment to improving community outcomes and providing necessary services and desired goals and activities. I am fortunate to have Karen as a Community Mentor and St David's Neighbourhood Centre as a community service on which to model engagement, connection and values. Karen is always prepared to provide advice and assistance to myself, as Community Hub Leader and consistently supports Watson Road State School and its Community Hub by attending events, groups and activities. Karen and St David's have shown mutual trust and respect, whilst recognising the strengths and contributions of all community stakeholders. I look forward to continuing our partnership together into the future and experiencing the mutual benefits it brings."



PARTNERS AND SUPPORTERS

St David's Neighbourhood Centre acknowledge and thanks the funders, sponsors and supporters who have been a part of our community in 2019/20



Funding and Grants received from:

Commonwealth Department of Health – for Harmony Club clients aged 65 and over

Queensland Department of Communities, Housing and Digital Economies – For Harmony Club clients aged under 65, Neighbourhood Centre Funding (Social programs and Stay N Play)

St David's Neighbourhood Centre Thrift Shop



Brisbane City Council Seniors Donation 2020 – contribution towards St David's Neighbourhood Centre Christmas party.

Dedicated to a better Brisbane

Lord Mayor Suburban Initiative Fund – Autumn Fest

Queensland Department of Communities, Housing and Digital Economies—Thriving Queensland Communities Grant - AutumnFest and Signage

Acacia Ridge Community Bank® Branch of Bendigo Bank



Sponsors and Donators:

Painting for Pleasure Art Exhibition:

Joan and Len Cooper

Connectors Group Plumbing

Australian Active Artists – Joan and Len Cooper



Flexi Care
inc.



Autumn Fest:

Flexicare

Karista

Moller's Mechanical



Supporters:

St David's Uniting Church – Ongoing support and assistance from the Church Council and congregation across all of the centre's activities



Rotary Club of Salisbury – Men's BBQ and Autumn Fest



Cr Steve Griffiths (Moorooka Ward)

Graham Perrett MP (Federal Member for Moreton)



Peter Russo (State Member for Toohey)

Foxinsox

Village Avenue Community Church

Brisbane City Council – GOLD Program

Peter Russo MP
State Member for Toohey



TREASURERS REPORT

St David's Neighbourhood Centre

Treasurers Report Financial Year Ending 30 June 2021

Well, another year of COVID-19!! The Financial Year ending 30 June 2021 was another one of uncertainty and a rapidly changing environment. Would the Centre be locked down? For how long? How could we support our clients and staff? Once again, we were fortunate the Centre met the NFP eligibility criteria for JobKeeper and the Cash Flow Boost through until 30 September 2020. Our great staff continued to maintain innovative means to maintain contact with our clients and community when our Centre based activities were not possible. At the time of writing, lockdowns are becoming less common as we work through this crisis but, nevertheless, our environment remains unpredictable and can change with very little notice.

Our Audited Financial Statements show a similar result to the previous financial year - a surplus for the year of \$77,733.53. This follows a Commonwealth Cash Flow Boost of \$28,424.00 and JobKeeper payments of \$84,000.00 – a total of \$112,424. Another excellent result in the circumstances, buoyed again by the Commonwealth and the support of our granting bodies who acknowledge our continued work in supporting our community by not withdrawing any grant funds. Thrift Shop income was down again as a result of restricted trading during COVID. Overall, our income for the year was up some 13.2% reflecting a significant increase in income from Fee for Service underscoring our growing profile in supporting NDIS clients.

Our expenses rose by some 15.1% for the year. We took the opportunity of the final JobKeeper and Cash Flow Boost support to invest in some Centre facilities, resources, and lower value equipment to assist clients and our activities both now and into the future.

We have been fortunate from a financial perspective that this financial year has again enabled an increase and improvement in our capacity to support our community. As always, a very heartfelt thanks to our granting bodies, the Commonwealth, our generous donors and our stakeholders for their ongoing contributions and support. Thank you all!

The surplus contributed to a strengthening of our Balance Sheet with an increase of 11.1% in Accumulated Funds. Our Current Ratio as at 30 June 2021 remained at 2.4 - a very healthy level. The Committee is confident the Centre is in a position to pay its debts as and when they fall due. The Centre placed \$450,000 on term deposit during the financial in an attempt to glean a bit more interest for its cash assets – quite a challenge in this low interest environment!

The Centre has continued to strengthen its financial position and ongoing financial sustainability over this financial year. Our strong financial position will allow us to continue to invest in facilities and infrastructure to support the Centre, its Mission, and the Community into the future.

Thank you to our Auditors, Harold and Jan Walker of GenBiz, for their independent Audit Report. Harold and Jan have announced their retirement, so this was their last audit of the Centre. A special thank you for many years working with us and supporting the Centre's activities. We wish you both well in your retirement! Again, a big thank you also to our accountant Vinay Prakash of xcel8 for his work and ongoing commitment to the Centre and its work.

Lastly, but certainly not the least, a huge thank you to our Manager, Kellie Griffiths, and our wonderfully dedicated and talented staff and volunteers for their great work and unwavering support for the Centre. We continue to experience an extremely challenging environment requiring lots of flexibility, ingenuity and commitment to the Centre and its Mission. Your efforts are very much appreciated and remain at the core of the Centre and its engagement with our community!

Bruce Moffat

Treasurer