



Toukley Neighbourhood Centre

Ph: 02 43961555 / Email: admin@tnc.org.au / Website: www.tnc.org.au
PO Box 55, Toukley NSW 2263 / ABN: 64 997 484 484 / Association No: Y02437-47

ANNUAL REPORT

2024/25

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1. Background

1.1. Acknowledgement of Country

We acknowledge the Darkinjung people as the true traditional custodians of where we work, live, and gather with community.

We give gratitude to the lands and waters that give us life; into which the songlines, stories, ancestors, and dreamings of our First Nations peoples are woven. We pay our respects to Elders past, present, and emerging - we also respectfully and humbly extend this same reverence of gratitude to you, and to your ancestors - for we all belong here. May we do better than those who came before us, and to treat ourselves and each other with more kindness, compassion, and love. This is, and always will be, Aboriginal land.

1.2. About Toukley Neighbourhood Centre Inc. (TNC)

1.2.1. Our Vision

TNC is the heartbeat of an inclusive community.

1.2.2. Our mission

TNC is the beating heart of our community. We foster connection, celebrate diversity and provide a safe and welcoming space where our people are supported, empowered, and equipped with the opportunity to grow, thrive and reciprocate.

1.2.3. Objectives

The objectives of the association are:

- To provide safe, inclusive spaces, opportunities, programs, activities, and events
- that encourage community involvement, interest in planning and volunteering,
- whereby members of the local community can also participate in the association.
- To provide locally targeted services following best practice principles to achieve a
- more positive impact on outcomes for vulnerable families, young people, and
- children within the local community, in a client-centred manner and that reflect
- current data evidence of gaps and needs.
- To outreach to local preschools, schools, and communities to provide information,
- advice, and referral services to vulnerable families, where these services do not
- exist within that local community.
- To seek partnerships with other local service providers to work collaboratively,
- minimise duplication and increase accessible and appropriate service delivery.
- To evaluate and improve services based on practitioner reflection, evidence, and
- best practice principles.

1.2.4. Beliefs

We believe that everyone has the right to aspire to and achieve the best possible outcomes to:

- Be treated with dignity, respect, privacy and confidentiality
- Be valued
- Access services on a non-discriminatory basis
- Access services that are accountable, responsive and inclusive.



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- Fulfil their future potential
- Make the best choices in their own life.

1.3. Partnerships

TNC continues to work closely with partners including Orange Sky Laundry, Food Bank, SecondBite, OzHarvest, Coast Hands, Lifeline, Rotary, Lions and Bikers Hand, local preschools and schools, and universities for student placements.

We are also grateful to local businesses including Bunnings, Mexicoast Cantina, and The Ary, whose ongoing support through donations, fundraising and sponsorship strengthens our ability to deliver meals, events, and community programs.

These partnerships extend our reach, reduce duplication, and enable us to provide holistic, wrap-around support for the community.



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2. Highlights of the Year

Key Highlights from 2025

- Community Support** >30 people turn to us for assistance every working day
- Toukley Oukley Thrives** Sunday community meal initiated, 50+ attendance, started with CCC CSP grant, now self-funding
- Op Shop** Our volunteer-run Op Shop raises \$50k to support our community assistance
- 2000+ at Events** Tinsel Time in Toukley, Australia Day Eve, Taste of Toukley, And more
- 50+ Served Weekly** Thursday Community Meal for disadvantaged and isolated
- 24x7 Community Pantry** Bread, vegetables and more available day and night
- Aged Care Visitation** TNC volunteers made > 3,000 visits to aged care residents
- NSW Governance Award 2024** from Volunteering NSW
- Youth Road Safety** 6 Gorokan High students supported with driving lessons and driving test
- No Interest Loans Growth** >50 loans written / month
- More Food Hampers** 40+ food hampers distributed weekly, including ad hoc support each day

Voices of the Community

- New Resident – Book Club**
I've just moved to the area, and the Book Club is helping me meet people and feel connected.
- Volunteer – OzHarvest & Meals**
I feel like I really make a difference Helping people each week gives me purpose – and I love the friendships that I've made too.
- Community Member – Thursday Meal**
I love the welcome I get at the community meal. It's the highlight of my week.
- Toukley Oukley Participant**
Before I came here, I felt completely alone. Now I have somewhere I belong.
- Community Garden**
I bring my NDIS participant for the meal and gardening. It helps him feel part of the community.




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Celebrating & Connecting our Community

Tinsel Time in Toukley
Thousands gathered for festive fun, entertainment and inclusion



High Reach Social Campaigns

Strong engagement, connecting our community

Views

Video ● 117.6K ↑ 101.3%

From followers ● 48.5% ↑ 9.5%

From non-followers ● 51.7% ↓ 78%

Reach

Facebook reach ● 16.1K ↑ 32.8%

From followers ● 2,478 ↑ 8.3%

From non-followers ● 13,573 ↑ 33.8%

Net interactions

Content interactions ● 1.2K ↑ 72.8%

From followers ● 859 ↑ 72.2%

From non-followers ● 276 ↑ 74.7%

Follows


Follows ● 32 ↓ 5.9%

Unfollows ● 10 ↑ 66.7%

Net follows ● 22 ↓ 21.4%

Starr Cup

Young people from Toukley Public School participated in the Starr Cup – promoting teamwork, confidence and community through sport



Powered by People

Meals with Meaning
Volunteers power OzHarvest hampers and Thursday meals
Warm food, warm welcome

Community Meal
Every Thursday



On the menu for Thursday 18th June
Meat Pies
with a side of potato & veggies

30+ Volunteers

Across food relief, admin, op shop, and events
A backbone of community care



"I feel I make a Difference"
Helping others brings me joy too

SecondBite & Community Pantry

Fresh food daily, thanks to volunteer pick ups
Pantry is open 24/7 – no judgement, just help



Today at TNC

- Free Hair Cuts
- Free Laundry
- Free Toasties
- Drop in support available all day

Support from Service Clubs
Rotary, Lions and Bikers Hand back our mission
Partnerships that create impact



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Responding to Emerging Needs

Kinder Readiness Program
Helping children and parents feel prepared for school
Boosting confidence through play-based learning

Social Connection Spaces
New groups like Yatha Community Garden and Book Club – growing friendships, not just food

Expanded Holiday Programs
Art, craft & movie sessions for toddlers to teens
School holidays have never been so fun – or full!

TNC KINDERGARTEN READINESS PROGRAM

We have developed a new program to provide a fun and supportive environment to help children and their families feel prepared for the exciting transition to kindergarten next year!

For more parents and carers to see opening information visit:
Toukley Neighbourhood Centre
7 Summerside Street, Toukley

Agnes
Wednesday 2nd July

Children can also come and explore resources in the library!

For more information or to book
Please contact:
02 4396 1555
or 02 4396 4884

Cooking Blog Launch
Simple, affordable recipes for real families
Building food skills and confidence at home

Website Refresh
Making our services easier to find
Sharing events, stories and how to get help

School Holidays at TNC
7 Summerside Street, Toukley

WEEK 1		WEEK 2	
MONDAY 1 st JULY	Crafty Fun for Kids 9:30am - 11:00am	MONDAY 14 th JULY	Crafty Fun for Kids 10:00am - 11:30am
TUESDAY 2 nd JULY	Garden Afternoon 10:00am - 11:30am	WEDNESDAY 15 th JULY	Media & Podcasting Workshop 10am - 12pm
WEDNESDAY 3 rd JULY	Crafty Fun for Kids 9:30am - 11:00am	THURSDAY 16 th JULY	Kids Water Station 3:30pm - 5:00pm
THURSDAY 4 th JULY		FRIDAY 17 th JULY	Media & Podcasting Workshop 10am - 12pm
FRIDAY 5 th JULY		SATURDAY 18 th JULY	Crafty Fun for Kids 9:30am - 11:00am

BOOKINGS ARE ESSENTIAL!
For more information, please contact us on 02 4396 1555 or 02 4396 4884

Backed By Our Community

Lions Club of Toukley
TNC creates spaces for people to connect, contribute and belong.
Karin McGann, Secretary

The Bikers Hand Inc.
02 43 271 347 and 4396 48 190979

Mexicoast Cantina
Their reach is matched only by their compassion. We're honoured to be part of their network.
Owners

Bikers Hand Inc
TNC doesn't just give out food – they give people hope, dignity and connection.
Tony Davis, President

Lions Club of Toukley
Summerside St. 2550
Toukley NSW 2263
Phone: 4396 1555
Email: lionsclub@tnc.org.au
ABN: 61 401 841 762
CFR: 11124

Barry Farr Treasurer
Karin McGann Secretary
Phone: 4396 1555
Mobile: 4327 41309

To Whom It May Concern:
On behalf of the Lions Club of Toukley, I am writing to strong support of Toukley Neighbourhood Centre's nomination for the 2024 Australia Day Community Group Award.

Our club has worked with TNC on numerous occasions and we are always impressed by their professionalism, responsiveness and genuine care for the community. The Bikers Hand initiative is doing a fantastic job of providing support for people in need, and we are proud to be part of their network.

TNC provides the space of service and community leadership. We fully support this initiative and would love to be considered for the award.

Yours sincerely,
Karin McGann
Secretary Lions Club of Toukley

Mexicoast Cantina
To Whom It May Concern,
As the owners of Mexicoast Cantina, we are proud to support Toukley Neighbourhood Centre (TNC) and enthusiastically endorse their nomination for the Community Group Award.

TNC's commitment to feeding and supporting vulnerable members of our local community is truly inspirational. Through our collaboration, we've seen firsthand the impact that services have on the lives of those in need. We are grateful for the support and partnership that TNC provides to our community.

We regularly provide donations and food items to help TNC meet the needs of those in need. It is not just the food that we provide, but the compassion and dignity that goes into every interaction. They create a sense of belonging for those who might otherwise feel isolated.

We're honoured to be part of their network and deeply value the relationship and integrity they bring to community service on the Central Coast.

Mexicoast Cantina



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3. Chairperson's Report

3.1. FY2024/25 in Review

This year has been one of renewal, stability, and growth for Toukley Neighbourhood Centre. The appointment of Donna Tudman as our new Executive Officer has brought fresh energy, increased professionalism, and a focus on structure and delivery. Donna has already strengthened processes, clarified accountabilities, and supported our volunteer culture, positioning TNC for the next phase of impact.

We continued to invest significant resources in corporate governance – policies, risk management, transparent reporting, Board renewal and induction—so that our operations and oversight match the scale of community need we serve. These efforts were recognised when TNC was awarded the NSW Volunteering Governance Award (2024), a proud acknowledgement of the transformation in capability and diligence that has taken place.

3.2. Funding Successes

We are delighted to report several major successes that strengthen our financial sustainability and our capacity to respond to need:

- Emergency Relief Program (five-year grant, commencing 01/10/2025): This will significantly expand the support we can provide and includes additional physical resources to help people in crisis.
- NILS grant extension to 30/06/2026: ensuring continuity of our no-interest loans and financial inclusion work.
- Alinta Energy (\$20,000): targeted support for emergency relief and community support programs.

Alongside these larger wins, we secured a range of one-off grants, donations, in-kind contributions and fundraising income. In FY2024/25, these totalled \$88,803, compared with \$72,572 in FY2023/24 (adjusted to exclude Wyong ER, hall hire and hamper sales). This 22% increase shows growing donor and funder confidence in TNC's impact.

Our Op Shop also delivered a strong result, contributing \$47,289 in profits — up from \$42,892 in 2023/24. The Op Shop continues to be an essential source of funding for TNC's programs, ensuring that the proceeds of community generosity are reinvested back into community support.

Key sources included:

- Community donations and fundraising (including Bunnings BBQs, service club support, and local fundraising events).
- In-kind contributions facilitated through the TNC Ambassador program (valued at \$16,369). We appreciate Mike Cross' contributions.
- Club and service organisation grants, such as Lions, Rotary and Freemasons, providing practical assistance for community meals and emergency relief.

3.3. Community Engagement

A standout this year has been the Toukley Oukley Community Meal, a monthly Sunday gathering that welcomes all. It began with support from a Central Coast Council Community Support Program grant and, thanks to donations and volunteers, has quickly become a regular highlight, strengthening connection and inclusion.



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Our community engagement reached across all ages and needs. Holiday programs for children and young people included art, craft, and movie sessions, while the Kinder Readiness Program supported families transitioning into school life. Our Book Club and Yadhya Community Garden created new spaces for friendship and learning, enriching social connection beyond our core programs.

The Bikers Hand Community Hub has been a significant partner, providing food and essential items which TNC distributes to those in need. This collaboration has greatly strengthened our food security response and allowed us to extend support to more families facing hardship.

Large-scale community events such as Tinsel Time in Toukley and Taste of Toukley also brought thousands together, celebrating local talent, culture, and connection. These events build belonging, pride, and resilience across our community.

3.4. Appreciation

I extend heartfelt thanks to my colleagues on the Board for their commitment and openness to continuous improvement; to our staff for their professionalism and compassion; and to our volunteers—over fifty people whose generosity of time and spirit is the beating heart of TNC.

This was also a year of transition. We acknowledge and thank Wendy Timmins and Anne-Marie Moon, who retired after many years of dedicated service, and Susan Crossley, who departed during the year. Each of them leaves a strong legacy through their contribution to TNC, our programs, and the lives of community members.

3.5. Looking Ahead

We move into FY2025/26 with confidence and optimism. The ACVVS and TEI programs are currently undergoing re-contracting processes, with outcomes expected in the coming year. Both of these are five-year funding programs, and securing them will further strengthen TNC's long-term sustainability.

We are also proud to deliver a Road Safety grant initiative, giving six students from Gorokan High School access to professional driving lessons and support during their test — helping young people build independence, confidence, and safer futures.

This year marked our first full year of operations at Summerside Street, and we are now well-settled into this location. It has provided the stability needed to grow our programs and reconnect with the community after several years of disruption. We expect to remain here for several more years, even as we plan for the future.

With renewed leadership, stronger governance, multi-year funding secured, and a stable home in Summerside, TNC is well-positioned to deepen its community partnerships, expand youth and food programs, and continue delivering services that respond to both immediate and emerging needs.

As a recipient of the NSW Volunteering Governance Award, TNC will continue to lead by example in transparency, accountability, and innovation.

Bronwyn Evans

Chairperson, Board of Management



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4. Executive Officer's Report

4.1. Introduction

It is with immense pride and gratitude that I present my first Executive Officer's Report for Toukley Neighbourhood Centre.

This year has been one of renewal, consolidation, and forward momentum. We have strengthened our foundations with renewed governance, partnerships, and financial sustainability, while deepening our connection with the community we serve. As we look toward FY2025/26, our focus turns to *broadening our impact* and continuing to deliver on the promises of our Strategic Plan 2025–2028.

4.2. Our People: The Heartbeat of TNC

At the heart of our organisation and indeed at the heart of everything we do are our Board, staff, and volunteers. Together, they form the pulse that keeps our community's heartbeat strong.

Our Board of Management provides the steady rhythm of governance, management, and accountability that enables TNC to thrive. Their unwavering support ensure that our organisation aligns with our mission and values. I extend my sincere thanks to each member for their tireless dedication throughout the year, and I would like to acknowledge our Chairperson Bronwyn Evans, recipient of the 2024 NSW Volunteer of the Year (Governance) Award, whose leadership and commitment continue to strengthen TNC's foundations and steer the organisation with purpose.

Alongside the Board are our small team of dedicated staff and a growing team of over seventy volunteers, the hands and hearts of TNC. Together they bring joy, empathy, compassion, professionalism, and purpose to every corner of our work. Their empathy is felt in every conversation, their commitment in every program delivered, and their generosity in every small act of kindness that restores dignity and hope for each other and those in our community. They are the ones who turn our vision into action; ensuring every meal is served with care, every member of the community is supported with understanding, and welcomed with respect. It is through their shared dedication that TNC continues to be a place where people are seen, heard, and supported and where the heartbeat of our community continues to beat stronger.

Collectively our Board, staff, and volunteers embody the spirit, strength, the soul of TNC's community. They are the true beating heart and central to improving the resilience of our community.

4.3. The Heartbeat of Our Community

Our vision and mission remain steadfast, "*TNC is the beating heart of an inclusive community*". Every day, that heartbeat is felt through programs that nourish, connect, and empower:

- Food and emergency relief for families facing hardship.
- Community meals, laundry, and outreach creating connection and dignity.
- Early intervention programs strengthening families and children.
- Social inclusion for seniors and people living with disability through the Aged Care Volunteer Visitors Scheme.
- Financial inclusion and wellbeing through NILS and our expanding Emergency Relief program.
- Youth and family engagement through playgroups, school partnerships, and road safety initiatives.



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Our volunteer-run TNC Op Shop also remains central to this heartbeat. It provides a genuine “*real op shop*” experience with affordable goods, friendly service, and a welcoming space that fosters community connection generating vital income that is reinvested directly into our programs and services. Beyond its financial contribution, the Op Shop represents community working for community — made possible only through the generosity of local donors, shoppers, and volunteers. It stands as a living example of resilience, dignity, and shared purpose. The very essence of what makes TNC the beating heart of Toukley.

Through each of these, TNC is not just meeting need — we are *building resilience*, both physical and psychological, and fostering wellbeing across generations.

4.4. Strategic Direction: Building Resilience and Expanding Reach

The TNC Strategic Plan (2025) provides a clear roadmap for the next phase of growth. Guided by five key initiatives — *Safe Hands, Strong Community; Future-Proofing Our Impact; Connected Conversations; Our People*. We are committed to strengthening our infrastructure, expanding our partnerships, and investing in the people who make this work possible.

Looking ahead, our priorities for **2025/26** include:

- **Launching the five-year Emergency Relief Program** to expand crisis support and wrap-around services.
- **Strengthening community resilience** through initiatives that support financial, psychological, and physical wellbeing.
- **Enhancing programs for families, seniors, youth, and people living with disability** — ensuring inclusion and early intervention remain central to our work.
- **Investing in our volunteer network** through training, recognition, and leadership pathways under *Our People, Our Heartbeat*.
- **Enhancing communication and engagement** with our community and partners through *Connected Conversations*.

With secure multi-year funding and sound financial management, TNC remains in a strong position to sustain and grow its programs while continuing to invest in people and community wellbeing.

4.5. Governance and Partnerships

Strong governance and meaningful partnerships remain central to TNC’s success and sustainability. Our governance framework ensures accountability, transparency, and sound management of the resources entrusted to us, allowing TNC to operate with integrity and continue delivering programs that respond to the evolving needs of our community.

We extend our deepest appreciation to our valued partners and collaborators, including — but not limited to — Food Bank, SecondBite, OzHarvest, Bikers Hand, Coast Hands, We Care Connect, Lifeline, Rotary, Lions, Orange Sky Laundry, Uniting Playgroups and local businesses such as Toukley Lions Club, The Ary, Wyong Roo’s Foundation, Canton Beach Sports Club, Northlakes Toukley Rotary, Coles, Lake Haven Bunnings, and Mexicoast Cantina.

These partnerships extend our reach, reduce duplication, and enable us to provide holistic, coordinated, and community-driven support across the region. Their ongoing generosity through funding, donations, in-kind support, and volunteer collaboration plays a vital role in ensuring that TNC can continue to deliver essential programs and services free of charge to the community.

Together, these relationships exemplify the collective strength of a community working in unity keeping the heartbeat of Toukley and broader communities strong, inclusive, and resilient.



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4.6. Looking Forward

As we step into 2025/26, Toukley Neighbourhood Centre stands ready to deepen its role as the beating heart of the community. With stable funding, strong governance, and a clear strategic direction, we will continue to deliver programs that not only respond to need but also build pathways to wellbeing, independence, and belonging.

Together, Board, staff, volunteers, and partners will ensure that TNC remains a place of connection, compassion, and hope for all who walk through our doors.

Donna Tudman

Executive Officer



Toukley Neighbourhood Centre

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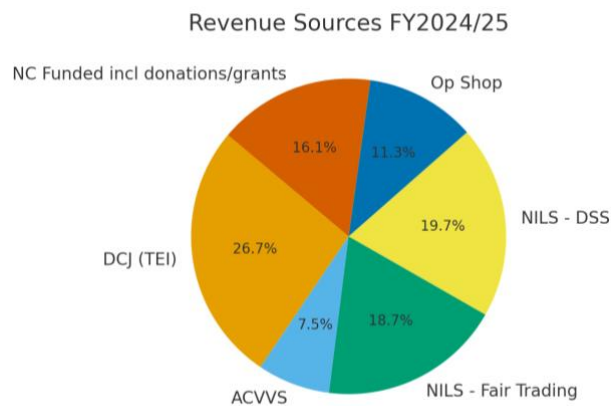
5. Financial Report

This year, Toukley Neighbourhood Centre reported a modest deficit of \$8,111, a significant improvement on the \$47,733 deficit recorded in 2023/24. This outcome reflects careful management of costs, stronger income diversification, and a return to stability following the closure of the Lakes Food Care program in the previous year.

In simple terms, while government funding does not cover the full cost of delivery, the strength of our Op Shop and community fundraising ensures that TNC remains financially sustainable.

5.1. Income

Total revenue for the year was \$663,357 (2024: \$734,568). The change primarily reflects the first full year without Food Care operations. Importantly, revenue from core programs remained strong:



Source	Amount	Notes
Department of Communities & Justice – Targeted Early Intervention (TEI) program	\$176,820	Up from \$168,356, reflecting CPI increases in the contract
Department of Health – Aged Care Volunteer Visitors Scheme (ACVVS) program	\$49,540	Up from \$46,274, reflecting CPI increases in the contract and one-off contribution to conference attendance
Department of Fair Trading & Department of Social Services – No Interest Loans Scheme (NILS)	\$255,134 combined	Up from \$236,349, reflecting CPI increases in the contract
Op Shop sales	\$75,066	Up from \$73,307
TNC Funded	\$106,797	Up from \$97,934, including grants, donations, fundraising, and interest

5.2. Expenditure

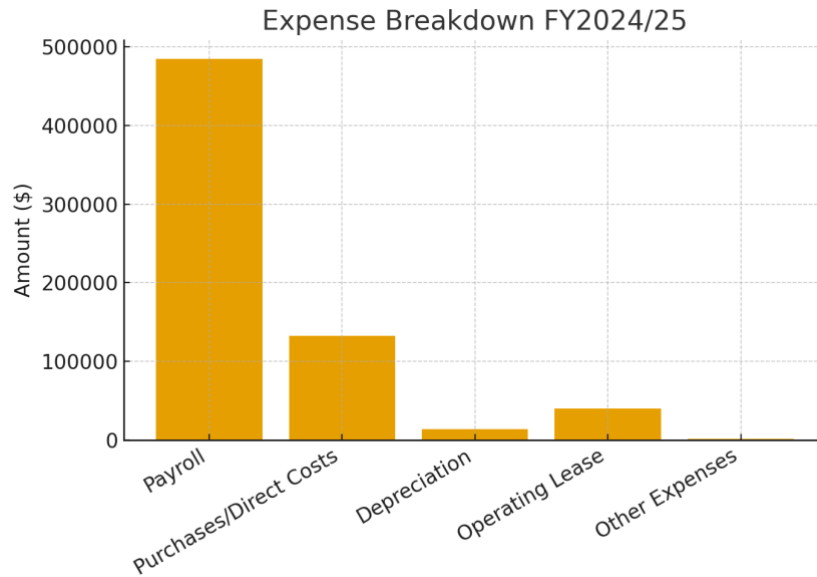
Total expenses were \$671,468, down from \$782,301 in 2023/24, demonstrating stronger cost control and the absence of Food Care expenses. Payroll remained the largest expense at \$484,770, consistent with last year. Operating lease costs reduced significantly, from \$65,756 to



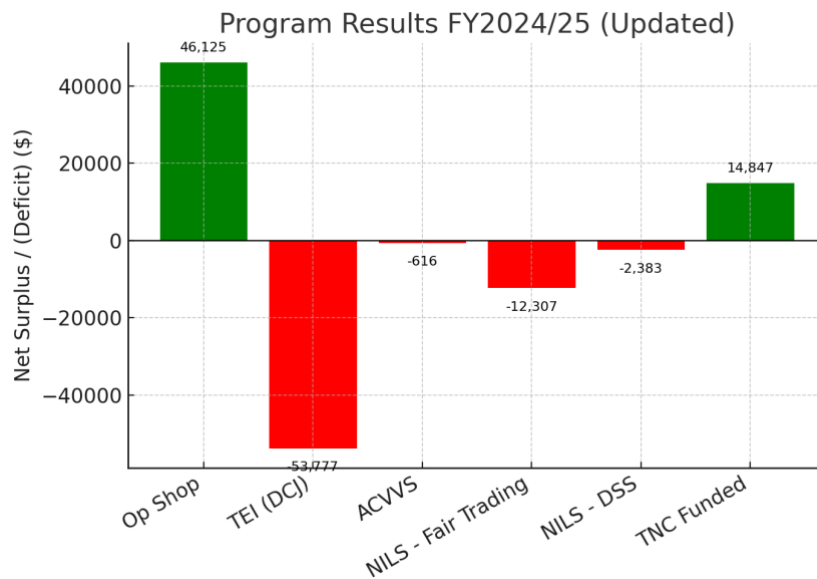
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\$39,759, reflecting the move to Summerside Street and termination of the Main Road Food Care shop.



5.3. Program Results



- **Op Shop:**
Delivered a net operating profit of \$46,125, up from \$42,892, providing vital essential funds.
- **NILS:**
Expanded activity, though both Fair Trading and DSS streams ran at modest deficits, reflecting higher delivery costs.



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- ACVVS:
Operated close to budget, with only a minor deficit.
- TEI:
Reported a deficit of \$53,777. TEI primarily covers staffing to support the community and does not fully meet the true cost of delivery. The Board has endorsed an intentional model of cross-subsidy, ensuring that vulnerable families continue to receive essential support.
- TNC Funded activities:
Recorded a surplus of \$14,847. This category captures the programs and activities that TNC delivers through external grants and community donations.
For example, the Thursday Community Meal was funded by The Ary grant, while food hampers were supported by donations from Bikers Hand and the Alinta Energy grant. The Alinta grant also enabled us to provide Opal cards, supermarket vouchers, and pharmaceuticals to people in need.
In this period, we also purchased a used vehicle to replace our former van, which had reached the end of its life, ensuring continuity of food and program support.

5.4. Financial Position

At 30 June 2025, TNC held net assets of \$526,612 (2024: \$534,723). Cash reserves remained healthy at \$520,143, providing stability and confidence in meeting future obligations.

5.5. Looking Forward

The audited results confirm that TNC remains financially sound and well-positioned to sustain and expand services. With 5-year funding secured for the new Emergency Relief program commencing in October 2025, NILS, and anticipated recontracting of TEI (to be renamed CAFS) and ACVVS, the Centre enters FY2025/26 with a solid financial base. The Board will continue to monitor expenditure closely while seeking opportunities to increase fundraising and diversify revenue streams.

I would like to thank our finance staff, Executive Officer, and volunteers for their diligence and commitment, and my fellow Board members for their strong governance and oversight.

Craig Ball

Treasurer, Board of Management



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6. Program Reports

Toukley Neighbourhood Centre delivers a diverse mix of programs that address the needs of vulnerable families, older people, young people, and individuals across our community. From food security and emergency relief to financial inclusion, social connection, and early intervention, our programs are designed to be practical, inclusive, and responsive. Each program is strengthened by the contribution of dedicated staff, volunteers, and community partners.

6.1. Aged Care Volunteer Visitors Scheme (ACVVS)

The Aged Care Volunteer Visitors Scheme provides companionship and social connection for residents living in aged care. TNC is funded by the Australian Government Department of Health and Aged Care to support **26 volunteer-resident matches** across five local aged care facilities.

In FY2024/25, around 20 volunteers made regular visits to around 20 residents, building relationships that reduce loneliness and promote wellbeing. Training during the year included a focus on seniors' rights and grief and loss, equipping volunteers with the skills to provide meaningful support.

Following the retirement of long-serving Coordinator Anne-Marie Moon in June, Tania has been appointed as the new Coordinator, ensuring continuity and fresh leadership for the program. Despite challenges such as changes in facility ownership, the ACVVS continues to provide an important connection between our community and aged care residents.

We thank our ACVVS volunteers for their warmth and dedication, bringing friendship and connection to residents each week.

6.2. No Interest Loans Scheme (NILS)

The No Interest Loans Scheme provides safe, fair, and affordable credit for essential goods and services. TNC delivers NILS locally and across NSW under contracts with both the NSW Department of Fair Trading and the Australian Government Department of Social Services.

In FY2024/25, nearly 1000 loans were issued, supporting individuals and families to access essentials such as household goods, education, health expenses, and transport.

The program was resourced during the year by Susan Crossley, Wendy Timmins, and Kathleen Oltmann. In May / June, Mel Bright and Naomi Carpenter joined the team, and we have new starters to fill the gaps left by Susan and Wendy.

Demand for NILS continues to grow, reflecting both cost-of-living pressures and greater community awareness of the program as a safe alternative to high-interest lenders. With funding secured through to June 2026, TNC is well placed to continue expanding the reach of NILS and promoting financial inclusion across our community.

Our NILS team and volunteers are recognised for their patience and persistence in helping clients access fair and affordable credit.

6.3. Op Shop

The Op Shop is TNC's only social enterprise and continues to be a vital source of unrestricted income, supporting programs and services across the Centre. In FY2024/25 the Op Shop contributed a net operating profit of \$47,289, up from \$42,892 in 2023/24, providing a strong base for reinvestment into community support.



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To improve efficiency, TNC rented a co-located storage space adjacent to the shop, giving volunteers and staff better capacity to sort, store, and rotate stock. This has improved the presentation of goods, enhanced safety, and allowed for more consistent supply to the shop floor.

The Op Shop has a dual impact: it provides affordable goods to the community while also generating essential funds that enable TNC to deliver programs such as food security, emergency relief, and community engagement activities.

TNC is blessed with the support of long-term volunteers who bring dedication, knowledge, and continuity to the team. Their commitment makes the shop both an affordable place to buy goods and a welcoming community space.

We thank our long-serving Op Shop volunteers whose generosity and commitment ensure both affordable goods for the community and vital income for TNC.

Looking ahead, the Op Shop will continue to be a cornerstone of TNC's sustainability, both financially and socially.

6.4. Targeted Early Intervention (TEI)

The TEI program, funded by the NSW Department of Communities and Justice, focuses on prevention and early support for children, young people, families, and communities experiencing or at risk of vulnerability. The program is led by Bonnie Merz and Jodie Jenkins, supported by a dedicated team of staff and volunteers.

In a typical month, TNC delivers a wide range of TEI services, including:

- Information, advice and referrals – around 152 face-to-face clients and 573 telephone enquiries.
- Community engagement activities – weekly playgroup for 6–8 families.
- Social participation – approximately 181 community meals, 120 toasties, 39 laundry loads through Orange Sky, and engagement of 12 volunteers and 12 school participants.
- Support and advocacy – EAPA assistance for around 7 clients, more than 200 assists, counselling sessions, and distribution of over 120 food hampers each month through OzHarvest and SecondBite.

The program also supports student placements, adding valuable learning opportunities and extra capacity to TNC's work. Looking forward, TEI will continue to provide flexible and responsive services, with an emphasis on community connection, early help, and advocacy for families in need.

We are grateful to our TEI staff and volunteers who create safe spaces and support networks for families, children, and young people.

6.5. TNC-funded Activities

The TNC Funded program represents the activities and supports we deliver through money raised from grants, donations, service clubs, and community fundraising. This flexible funding enables us to respond quickly to emerging needs and to deliver programs that make a direct difference in people's lives.

As examples, in FY2024/25, TNC Funded supported:

- Christmas gifts and lunch, ensuring families could celebrate with dignity, thanks to the generosity of local businesses and donors.
- Community lunches and hampers, meeting immediate food security needs, with support from Bikers Hand, Alinta Energy, and service clubs.



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- Road Safety Program, funding six students from Gorokan High School to access professional driving lessons and sit their licence — building independence and future opportunity.
- Toukley Oukley Sunday Gathering, which began with a Central Coast Council grant but is now sustained by community donations, giving the event longevity into 2026.

TNC Funded also enables us to contribute to major local community events. In 2024/25, this included leading Tinsel Time in Toukley, contributing to Australia Day Eve at Canton Beach, and supporting Taste of Toukley by cooking recipes from our new food blog. These events strengthen community pride, bring people together, and showcase the vibrancy of our local area.

These activities highlight the importance of community support and the generosity of donors, service clubs, and local businesses. They show how TNC uses fundraising and partnerships to fill gaps left by government funding. Looking ahead, TNC Funded will continue to provide a platform for innovation, responsiveness, and celebration, ensuring our community remains connected and resilient.

We extend our gratitude to the donors, service clubs, and local businesses whose contributions make these initiatives possible.

6.6. Closing Note on Programs

Across all programs — ACVVS, NILS, TEI, Op Shop and TNC Funded — TNC's impact is only possible thanks to the dedication of our staff and volunteers. Their professionalism, compassion, and generosity ensure that every program delivers not just services, but genuine connection and care. We extend our gratitude to all who contribute their time and skills to make these programs thrive and to ensure that TNC continues to be the beating heart of our community.



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Artist – Emma Peel, 2022

This one off original Aboriginal artwork is a story of the Toukley Neighbourhood Centre. The bottom part of the painting represents the water, and all the wonderful sea life and creatures close by in the Toukley surroundings.

The top part of the painting features the natural wilderness with native leaves and plants which flourish in this area. The blue depicts the ocean and the changing tides and moods that it displays on a daily basis.

The very special and unique middle of the painting represents the heart and soul of the Toukley Neighbourhood Centre. It shows the helping hands, connection to community and bringing everyone together in peace and harmony.

This painting on a whole is the story of building and creating authentic relationships and loving our Toukley community and surroundings.

This artistic, cultural piece was created on Darkinjung land in 2022



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