



Toukley
Neighbourhood
Centre

ANNUAL REPORT 2022/23

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1. Executive Summary

1.1. Acknowledgement of Country

We acknowledge the Darkinjung people as the Traditional Custodians of the land and waters on which we work with our community. We pay our respects to Elders past and present, and to all future knowledge holders.

Where we gather is, was, and always will be, Aboriginal land.

1.2. About Toukley Neighbourhood Centre Inc. (TNC)

1.2.1. Vision

TNC is the heartbeat of a community that is connected, supported, empowered, inclusive and thriving. We join with the community to share what we can and provide a hand up to those in need, so they can Wallumba-bayn (come back) and join us in delivering our vision.

1.2.2. 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.

1.2.3. 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.
- Fulfil their future potential
- Make the best choices in their own life.

1.2.4. Values

We believe in the following values

- Advocacy on behalf of our clients and community, where issues arise.
- Assistance in the relief of food insecurity, support, and social isolation.
- Education by providing informal, referral, advice, and counselling.
- Empowerment for every individual by encouraging them to make their own choices



- Engagement by providing opportunities for consultation and listening to the community.
- Inclusion by actively creating opportunities for the community members to participate, connect including supporting cross-cultural connections and relationships.
- Integrity by being honest, transparent, open, and accountable in all that we do.
- Needs based activities and programs that are aligned with TEI.
- Partnership by being committed to working in mutually beneficial and enriching partnerships with the community, colleagues, and members.
- Privacy by adhering to Privacy legislation.
- Research of evidence-based practice and community needs in services for vulnerable and disadvantaged children, young people, families, and community members.
- Respect by being non-judgemental and valuing everyone.

1.3. Strategic Objectives

TNC Board and Staff conducted a strategy session in February 2023 which resulted in determination of four strategic initiatives for the calendar year. These are:

Initiative	What Success Looks Like
Increased BAU Funding	• Increased funding to enhance programs, both current and new • Increased community engagement and promotion of TNC • Hosting major events, embedding TNC in the heart of the community • Fundraising events assigned to cause, promoting the different programs that TNC runs
Communications	• Analytics indicate increasing engagement with stakeholders • Monthly emails out to supporters • Shared authoring responsibilities
Reconciliation Action Plan (RAP)	• Actioning RAP • Monthly meeting with working group
Increased community engagement and events	• A variety of regular and inclusive events targeting children, young people and families, Aboriginal people, and the wider community • Events are accessible, held at various locations, times, days, weekends, and seasons • Collaborate with other organisation and attend other local event opportunities • Conduct a survey with a sample of event attendees

1.3.1. Healthy Home

An additional strategic initiative, known as “Healthy Home,” was progressed through the year and is currently being finalised.

Central Coast Council (CCC) confirmed early in 2024 that the Hedor St building is at end-of-life and that TNC cannot return to the building. CCC will rebuild on the same site, but no timeframe, budget or funding sources have yet been identified.

Accordingly, TNC Board determined to look at alternative solutions for a period of around six years. The former Uniting Church building at 7-9 Summerside St became available, and the Board determined it was a workable solution to relocate services and program delivery there. A lease was



signed in August-2023 and works to upgrade the facility to make it suitable are currently in progress with a view to having everything operational early in 2024 calendar year.

The facility will be known, simply, as [Summerside](#).

1.4. Partnerships

TNC maintains relationships with the following organisations:

Organisation	Activity
Central Coast Community Legal Centre	Referrals and outreach for free legal advice appointments.
Central Coast Orange Sky Laundry	Provides a weekly mobile van service with a team of volunteers every Friday from 9.30am-12noon. The volunteers wash and dry our homeless clients' laundry using "Tumbles" industrial washing machines and dryers.
Coast Hands	Donation of 30-40 Frozen meals delivered each week.
Community Women's Community Health Centre	Evidenced based parenting programs with childcare available.
Connect NOW (North of Wyong) Interagency	Partnership with Benevolent Society Kanwal Hub to convene meetings and work on local gaps, needs and community events with organisations and workers to attend from the North of Wyong area, meetings and events are sometimes held at the Neighbourhood Centre. The "Who is In Your Neighbourhood?" community and information event is held annually during Mental Health Month in October.
Food Bank NSW & ACT	Toukley Neighbourhood Centre's Food Care purchases food weekly.
Lifeline	safeTALK suicide awareness programs.
Monash University Student Placements	Counselling available by appointment.
Oz Harvest Newcastle	Delivers rescued food on Wednesdays and Fridays to TNC.
Phoenix Youth Support	Referrals for youth, activities, and events.
Pop up TNC	Partnership with St. Mary's Primary, Toukley Primary School, Toukley Community Based Preschool, Little Coast Kids (Toukley), Play to Learn Preschool, Gorokan Preschool.
Second Bite	Food Care collects from Coles Toukley and Budgewoi.
The Bikers Hand	Donations of non-perishable food staples for our community pantry.
Together 4 Toukley Interagency	Partnership of many local key stakeholders who plan community events for children, families, and young people in the area. This involves working with Toukley Public School, St Mary's School, Toukley Lionesses and Lions, Wyong Shire Council, Toukley Preschool, Little Coast Kids, Northlakes Toukley Rotary, and Toukley Seniors Centre.
Uniting	Supported Playgroup every Tuesday during school terms for 0-6 years and their family.



Organisation	Activity
University Of Newcastle Student Placements	Social Work student placements to support learning and projects of the neighbourhood centre.
We Care Connect	Referrals for children and families.
Wyong Neighbourhood Centre	Emergency Relief funding from DSS to provide Emergency Relief appointments.

1.5. Financial Highlights

TNC recorded a loss for the financial year, per the table below from the Financial Accounts.

Toukley Neighbourhood Centre Inc. ABN 64 997 484 484

Statement of Profit or Loss & Other Comprehensive Income For The Financial Year Ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	2	721,961	805,699
Interest revenue	2	9,586	4
		<u>731,547</u>	<u>805,703</u>
Cost of Sales		(100,512)	(132,419)
Purchases and direct costs		(135,720)	(148,228)
Payroll expenses		(445,453)	(404,547)
Depreciation and amortisation expenses		(3,330)	(3,967)
Operating lease expenses		(82,090)	(60,046)
Other expenses		(5,486)	(2,376)
		<u>(772,591)</u>	<u>(751,583)</u>
(Deficit) / Surplus for the year		<u>(41,044)</u>	<u>54,120</u>

Revenues in FY2022-23 were \$731,547 – an amount of \$74,156 lower than the previous financial year. The reduction in revenues is accountable by reduced sales in the Food Care shop \$89,445 and smaller one-off grants, although these were offset to a small extent by recurrent grant increases and increased sales in the Op Shop.

Expenses also increased in line with the grant funding and award wages increases. Note that the reduced sales in Food Care also resulted in decreased inventory costs.

The deficit has been funded from TNC's reserves and was a decision made by the Board. The organisation's cash (and equivalents) asset base less liabilities is strong, meaning that TNC remains solvent.



1.5.1. Recurrent Grants

The majority of TNC's funding comes from recurrent program grants, per the table. These grants are contracted for a fixed term, and re-tendered at the end of the term, so are not guaranteed revenue sources.

However, these grants have increased over the previous financial year. In particular, the CVS and DSS NILS grants have had substantial increases, reflecting expanded services provided by TNC.

Source	FY2022-23 Funding	FY2021-22 Funding
Australian Government – Department of Health and Aged Care (DHAC) Community Visitors Scheme (CVS)	\$47,357	\$38,212
Australian Government – Department of Social Services (DSS) No Interest Loans Scheme (NILS)	\$69,614	\$45,750
NSW Government – Department of Communities and Justice (DCJ) Targeted Early Intervention (TEI)	\$159,203	\$150,905
NSW Government – Department of Fair Trading (DFT) No Interest Loans Scheme (NILS)	\$114,060	\$108,112
TOTAL	\$390,234	\$342,979

1.5.2. One-off Revenues

In addition to recurrent grants, TNC receives some other occasional funding from the following sources.

Source	FY2022-23 Funding	FY2021-22 Funding
Wyong Neighbourhood Centre DSS Emergency Relief	\$10,509	\$20,700
Central Coast Council (CCC) E.g. Event funding: Tinsel Time in Toukley	\$10,000	\$24,422
Donations	\$11,500	\$2,385
Fund Raising Activities	\$0	\$0
TOTAL	\$32,009	\$47,507

TNC needs to look to expand on these revenue sources, and this is one of the purposes of the *Increased BAU Funding* strategic initiative. In FY2023-24, TNC is actively working on submitted grant applications to CCC's various grant programs and on other fund-raising activities (e.g. Bunnings BBQ, social events).

1.5.3. Cost Management

One of the considerations for consolidating TNC services and programs into the Summerside has been the significant increase in facility leases.

In FY2022-23, TNC operated from offices in Victoria Ave, shops in Main Rd (Food Care) and Ron Alt Lane (Op Shop), and various venues for individual programs. Operating lease costs in FY 2022-23 increased to \$82,090, with additional associated costs for utilities.



The consolidation of all services (except for the Op Shop) will reduce lease costs by half and offer the potential for additional revenue from hall hire fees. Despite the six-month fit out period, it is expected that the move will start to positively impact the bottom line in calendar year 2024.

In 2024, the operating model for the Food Care shop will need to change to be more like that of the Op Shop, where most resourcing is provided by volunteers, thereby reducing the significant wages cost that impacts the bottom line of this social enterprise. Relocation to Summerside will mean that staff are accessible, but not required to be present in the enterprise.

1.5.4. Detailed Financials

For more detailed financial information, refer to the Audited Financial Report.



2. Chairperson's Report

2.1. FY2022-23 In Review

This year, we have focused on building a solid foundation for the future of TNC.

Key achievements have been:

- Embedding key governance functions, such as:
 - ◆ Improving the financial reporting provided to the Board, to enable better and more transparent decision making – more work needs to be done in this area
 - ◆ Greater rigour of Board meetings with clear, consistent reporting and accountabilities
 - ◆ Establishing a risk management framework with accountability to the Board
 - ◆ Correcting historical governance issues
 - ◆ Establishing a Board Charter
 - ◆ Establishing a Code of Conduct for staff and volunteers
 - ◆ Uplifting policies
 - ◆ Updating the Constitution (at the last AGM held in Nov-2022)
- Improving operational management, such as:
 - ◆ Migration of IT services to the cloud
 - ◆ Implementation of multiple cloud-based software solutions to support fund raising and sales
 - ◆ Review of Food Care operations to determine benefit and ongoing viability, resulting in a decision to relocate Food Care from the Main Rd store to Summerside
 - ◆ Reduction in costs by move to Summerside (see next section)
- Establishing a set of strategic objectives to guide the organisation, albeit progress has not been as much as anticipated
- Initiating the move of services delivery and programs to Summerside, to be operational in early 2024.

There is still a significant amount of work to be done, but the current focus is on the Summerside relocation.

2.2. Summerside

A 3 + 3-year lease has been signed for the Summerside facility, and the expectation is that Summerside will be TNC's home for the next six years. Accordingly, the renovation project has been significant. The work is being undertaken in the current (FY2023-24) financial year and will be detailed in the next Annual Report. However, the scope of renovations includes:

- Some internal building works to make the facility more useable for our programs and services
- A full internal repaint
- Refresh of most floor coverings (excluding in the main hall)
- IT&T installation, including a security system.

The renovations are being undertaken wherever possible using volunteers. The contribution of volunteers, and some of our local businesses, has been significant. This move would not have been possible without our volunteers as the financial costs would have been prohibitive.

The Board is excited at the opportunities that our new home will provide, including the ability to re-establish some services that we have been unable to provide due to the constraints of the temporary office accommodation in the Victoria Ave premises.



2.3. Appreciation

I would like to thank my colleagues on the Board for their contributions and engagement. There has been a significant focus on building a more active and engaged Board, with greater accountability for governance of the organisation. The team has stepped up and I thank them for this.

Our local community is feeling the effects of economic troubles and have turned to TNC in increasing numbers. Our staff have continued to deliver programs and services to more and more people, and we see that this will continue for some time. Our staff have shown resilience and dedication in spreading their support to the community. We are grateful for the contribution and diligence of our staff.

TNC could not operate without the support of our volunteers. Volunteers help in Reception, Food Care, Op Shop, visiting local aged care facilities, helping with our services (e.g. Kidzspace), providing services to our community, helping at our events and in the Summerside renovations. Every volunteer makes a difference and contributes to the success of the organisation. We are fortunate to have so many willing helpers.

TNC has benefited from the donations of local businesses, organisations, and individuals within the community. Financial contributions have helped with emergency food relief, funding additional staff (where government funds are insufficient), providing blankets and other resources to the homeless, providing Xmas hampers and gifts, and more. Thank you for helping TNC to help those who need our help. And thank you also for the many contributions made to the Op Shop stock.

The Summerside fit out has been supported by the following local businesses. We are grateful for their community minded donation of goods and services.

- Bunnings Lake Haven
- Dulux
- Impact Electrical
- Roger Turner Plumbing
- Wideline Doors.

2.4. FY 2023-24

At the time of writing, we are four months into the new financial year. Our priorities for FY 2023-24 are:

- Completing the move to Summerside
- Broadening our engagement with the community, our clients, and volunteers through more effective communications
- More effectively supporting the contributions of our volunteers
- Increasing our revenues by proactively accessing grant opportunities and fund-raising activities.

Bronwyn Evans
Chairperson, Board of Management



3. Staff Reports

3.1. Toukley Neighbourhood Centre TEI Programs, Activities and Events

During July 2022, the small staff and volunteer team had once again settled into another commercial office, in the Toukley Town Centre located at 46 Victoria Ave, Toukley. The new workspace presented with some challenges in reception, including one exit door into an arcade to work with clients. We quickly set up a café table and chairs in the arcade for clients to wait when needed. Thank you to the generosity from the Lions Club of Toukley, we provided new warm winter blankets and “Oodies” to vulnerable children, young people and families who were homeless and living in vehicles with the rental crisis and lack of accommodation on the Central Coast.

A huge thank you to the Uniting Church and the St Luke’s Anglican Church for providing much needed space to continue our regular programs and services at outreach sites. Despite relocating once again, the participation rates at “Kidzspace” school holiday events, Toukley playgroup, Community Café and Orange Sky laundry continued to steadily grow each week which continue to provide support, community connection and social inclusion.

We were also extremely fortunate during the second half of 2022 to have another 4th year Social Work Student placement from the University of Wollongong. Nicole successfully completed her qualifications and final placement and is now permanently employed in a Social Work role. Whilst Nicole was here at TNC, she supported the staff and volunteer teams, with client work, data entry, planning and delivery of programs, services, and events.

Figure 1 “Santa” at Tinsel Time in Toukley



Our partnership with “Together 4 Toukley” community groups, was successful in planning and delivering the Christmas community event “Tinsel Time in Toukley” on Saturday 2nd of December supported by a \$10,000 grant from Central Coast Council. About 250 local children and young people performed on the night from local preschools, schools, dance schools, choirs, singing groups and about 3000 spectators in attendance enjoyed the visit from “Santa” and the lights on the Christmas Tree. Thank you to all the volunteers, community groups and staff involved to make this event a huge comeback after the Covid-19 restrictions.





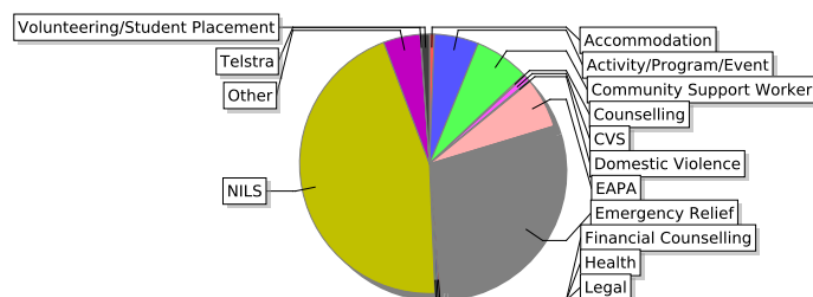
TNC was successful in applying for a \$10,000 grant from the Commonwealth Bank to support the delivery of Christmas Hamper support post Covid-19. With this huge boost in funds, we provided over 150 boxed Foodbank NSW & ACT vegetarian hampers, over 100 x \$25 Coles vouchers to purchase meat or Christmas goodies, 100 x \$25 TNC Food Care Vouchers for much needed food staples and provided over 350 Christmas gifts to vulnerable children and families with the help of other financial sponsorship from anonymous donations and the Lions Club of Toukley,

In January 2023, as the demand for services and support increased, we were able to remove the wall upstairs and build a larger reception area. This also enabled the downstairs space to be used for Oz Harvest deliveries twice a week to help meet the growing need for food assistance and non-perishable hamper food. In March 2023, the 355 Committee was finally closed due to the mould returning to Hedor St Toukley and Central Coast Council declared the building at the end of its life cycle. TNC will now need to work with the CCC to build a new facility on the site in Hedor St and this could take many years.

We celebrated Reconciliation Week with another fantastic Starr Cup at Harry Moore Oval with Year 6 students from Toukley Public School, St Mary's Catholic Primary School, and referees from the local High Schools. The 10 teams in bright colours play fun touch football games and enjoy a delicious BBQ lunch cooked by the Lions Club of Toukley. The "Pop Up TNC" program visits 2 local schools and 5 local preschools to engage with parents and provide information and referrals each school term including significant days and events like the open day at Play to Learn Preschool or the NAIDOC Week fair at Toukley Public School.

From 01-July 2022-30- June 2023, Toukley Neighbourhood Centre provided over 6500 information, referral and support enquires annually. This chart represents the breakdown of several types of enquiries with Emergency Relief, Food Assistance, Electricity & Gas bill help (EAPA) and No Interest Loans. This year the demand for NILS, Emergency Relief, Food Assistance and Client support has increased again due to increased cost of living expenses like rent, utility bills and groceries.

Enquiry Statistics for 01-July 2022- 30-June 2023



Emergency Relief Statistics for June 2021- July 2022

The total value of our annual financial and material aid support was \$79, 635.53, this included contributions from TNC fundraising, Commonwealth Bank grant funding, DSS funding from our partnership with Wyong Neighbourhood Centre, generous community donations and other community partnerships. This value of community support increased by \$5,000 from the previous financial year.

Thank you to the Board of Management volunteer team for their ongoing governance and recent strategic planning for the organisation. A huge thank you to all the amazing volunteers dedicated to the fundraising success at the Op Shop and providing the rescued food program at TNC Food Care, to empower the community and address food insecurity for vulnerable and disadvantaged community members. Thank you to the reception volunteers and program volunteers for their adaptability working at various sites and helping to support valuable activities like playgroup, Kidzspace, Community Café, workshops, activities, and events. The volunteer contribution to the organisation is significant and one volunteer helping for 15 hours a week for 49 weeks a year totals $15 \times 49 \times \$30 \text{ p/h} = \$22,050$. TNC has over 60 regular volunteers and student placements in various roles and this value to the organisation achieving outcomes for the community is over \$1.3 million dollars!

To the TNC staff team, Susan, Anne-Marie, Bonnie, Wendy, Sharon, Jodie and casual team members, Alison, Jacky and Cathy, your experience, knowledge, resilience, dedication, and inspiring work whilst managing the increased community need for all programs and services has not affected the caring, creative, and adaptive way we continue to work with and support our vulnerable children, young people, families, and community, thank you!

Bronwyn Barnes
Executive Officer



3.2. Toukley Neighbourhood Centre No Interest Loans Program

TNC Wyong Shire NILS continues to grow we have had another successful year despite a few challenges along the way.

Wendy was on extended leave after having knee surgery and gradually returned to work on limited hours in October 2022, she is now back to her regular hours assessing and submitting loans. During this time, Kalmain resigned to take up a full-time Aboriginal Identified position in Sydney. Alison stepped in and worked casually until she returned to her university course. The NILS team were successful in getting a small amount of extra funding to work with DV clients and after advertising our vacant Aboriginal identified position in the NILS team, we interviewed and employed Sharon who continues to grow the relationships with local and remote indigenous organisations. This has strengthened the trust and rapport with many clients who have never felt comfortable applying for a NILS loan or did not have any knowledge about NILS loans or Good Shepherd.

The total NSW loans assessed and managed for the last financial year was 1,333, amounting to a total of \$1,672,408.00 with 447 local loans submitted by Toukley Neighbourhood Centre NILS team with a total value of \$557,982.

I would like to thank the NILS staff, Wendy, Alison and Sharon for their commitment and dedication over the last 12 months, without this teamwork, we could not have achieved the excellent outcomes for clients using this program and their added contribution to the amazing reputation and continued success of TNC Wyong Shire NILS.

Susan Crossley
Centre Administrator & NILS Manager



3.3. Community Visitors Scheme

Community Visitors Scheme celebrated 30 years of the program in October 2022. It involved all auspices on the Central Coast, where we collaborated to ensure a successful celebration for everyone. This event was held at the Diggers RSL at The Entrance, and the Federal Member for Robertson Gordon Reid and several other Local State members attended the festivities.

In October 2022, Bronwyn Barnes and Anne-Marie Moon submitted the tender for the new program, the Aged Care Volunteer Visitors Scheme (ACVVS). We were notified in March 2023 that we were successful in our tender for the new ACCVS program, which will replace the current CVS program that will commence on the first of July 2023.

We started a cultural Maltese CVS group at one of our aged care facilities. Two of our Maltese CVS volunteers facilitated the group of eleven participants. In the first six months, 95% of volunteers were active in the program, and in the last six months, there were 104% of volunteers actively visited residents.

We continue to recognise our dedicated volunteers and two of our volunteers received a 1-year service CVS badge, and another received her 10-year service badge.

Anne-Marie Moon
CVS Co-ordinator



4. Social Enterprise Reports

4.1. Food Care

This financial year has had many challenges. The team have achieved so much since I started leading the team in August 2022.

We have managed to grow the team, recruit 11 new volunteers and retain them. They received a Highly Commended Volunteer award in May 2023, and all have taken on training and learning new skills in new areas that have sparked their interest. Five volunteers have taken on the responsibility of cash handling, and operating the cash register, three have been learning the Foodbank NSW & ACT ordering, a few have assisted and will step in to be a replacement driver for Secondbite collections. The TNC Food Care Shopify website has been continually updated with brand new pictures, and the ability to automatically remove items out of stock to offline and other small improvements.

We have successfully applied for a Community Support grant from Central Coast Council to purchase new upright freezers. We also had a generous local community member donate money towards another new freezer. With the increased cost of living, we have engaged with many new customers in the last few months. Many customers who are struggling with food insecurity have been referred to the Neighbourhood Centre office or other organisations close to where they live for further support.

We have been opening on Saturday mornings since May and with the new signage, the new opening hours was steadily gathering interest from some new customers.

Jodie Jenkins

TNC Food Care Co-ordinator

Figure 3 TNC Food Care Volunteers



4.2. Op Shop

2022/2023 has been a busy and productive year. We have gained four new volunteers who have settled into various teams, doing an excellent job. Without our volunteers THE OP SHOP would not function and service the community.

Our teams have formed great friendships and trust with our loyal regular customers. They often comment on the friendly, welcoming attitude of our staff and great, prices.

Sadly, Alan retired after many years of volunteering and hard work. He will be greatly missed.

Our net profits have contributed for the betterment of our community. Thank you to our hard-working volunteers, without you we would not achieve.

Thank you to the Centre staff for your support.

Working as a collaborative team has enabled us all to achieve.

Looking forward to 2023/2024.

Annette Starr & Liz Walker





Toukley Neighbourhood Centre

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