



Toukley
Neighbourhood
Centre

ANNUAL REPORT 2023/24

11 November 2024

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1. Background

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 connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-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 TEL.
- 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.

1.2.5. Summerside

An additional strategic initiative, known as “Healthy Home,” was progressed in the previous financial year and was implemented this financial year. There has been no update on the timeframe, budget or funding sources for Central Coast Council ‘s (CCC) replacement of the Hedor St building. Accordingly, the decision last year to progress the move to Summerside has proven to be a good one.

Major renovations took place between August and November 2023, with staff moving into Summerside in December 2023. After the end of year break, TNC opened with all services operational from January 2024. Additional renovation shave taken place since the move, to make the facility better suited to our pruposes.

1.3. 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.



Organisation	Activity
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.
University Of Newcastle Student Placements	Social Work student placements to support learningccc and projects of the neighbourhood centre.
We Care Connect	Referrals for children and families.



Organisation	Activity
Wyong Neighbourhood Centre	Emergency Relief funding from DSS to provide Emergency Relief appointments.



2. Chairperson's Report

2.1. FY2022-23 In Review

This year, we have focused on the move to Summerside, rebuilding services that had been constrained by our previous limited accommodation and embedding improved financial management.

Key achievements have been:

- The renovation of, and relocation to, Summerside. This involved:
 - ◆ Submission of a Development Application and receipt of Development Consent allowing the use of the facility as a community centre
 - ◆ Internal reconfiguration to create two workspaces, reception and a community space
 - ◆ Replacement flooring in most areas
 - ◆ Repainting throughout
 - ◆ Rebuild of the storage “shed” to remove asbestos and make it more usable
 - ◆ Installation of external paths and fencing
 - ◆ Installation of a solar PV unit to reduce electricity costs.
- Rebuilding of services:
 - ◆ The community pantry is stocked daily (on weekdays) with collections from Second Bite (predominantly bread and baked goods) and Food Bank (predominantly fruit and vegetables) – this allows people to access rescued food at any time of the day and night
 - ◆ Oz Harvest hampers are now largely managed by our capable volunteer team, freeing up staff to focus on community support
 - ◆ The community meal program has been reenergised and is building a strong following
 - ◆ We now provide toasties to accompany the Orange Sky Laundry service and offer free haircuts on a monthly basis
 - ◆ Playgroup has been relocated to Summerside
 - ◆ We have purchased movie and music licenses to support various program activities and make Summerside a welcoming, interesting place to visit.
- Improving financial management:
 - ◆ A review of Food Care operations determined this was not viable in the longer term and accordingly, we did not relocate to Summerside (as previewed in last year's Annual Report)
 - ◆ We have implemented better financial transaction categorisation, engaged a bookkeeper and implemented more robust budgeting and reporting.
- Expanded our reach into the broader community, gaining support for our work as evidenced by a growth in community donations to TNC.



2.2. Fundraising

The government program funding that we receive is insufficient for the range of services that we provide to our community. This means that we are constantly seeking additional donations and funds.

In the past year, we've been more active in fundraising activities like Bunnings BBQs and fundraising events. These events typically raise over \$2500 for the centre, so can make a real difference.

In early 2024, we were blessed to recruit Michael Cross, a local businessperson and strong supporter of Toukley, as our TNC Ambassador. Michael has been active in engaging with the community to help us with donations, both monetary and goods/services.

The Board has also been more involved in oversight of one-off grant applications and sourcing donations.

In 2023/24, donations and one-off grants of over \$50,000 have been achieved. We head into 2024/25 with a strong pipeline of opportunities.

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, our food programs (Second Bite, Oz Harvest, Community Meal, Toasties), Op Shop, visiting local aged care facilities, helping with our program and service deliveries, helping at our events and were enthusiastic in supporting 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 was supported by the following local businesses. We are grateful for their community minded donation of goods and services.

- Bunnings Lake Haven
- Dulux
- Fence Renew
- Impact Electrical



- Mexicoast Cantina
- Rodger Turner Plumbing
- Wideline Doors.

2.4. FY 2024-25

At the time of writing, we are four months into the new financial year.

In late October, we welcome Donna Tudman into the role of Centre Manager. Donna brings a depth of public service experience and will focus on improving structure and processes within the centre. She will also prioritise volunteer management and pursuing other grant / funding opportunities.

Our priorities for FY 2024-25 are:

- Broadening our engagement with the community, our clients, and volunteers through more effective communications – a revamp of our website is planned
- Revamping and embedding our Aboriginal Action Plan into centre operations
- More effectively supporting the contributions of our volunteers
- Expanding our services and activities to make TNC the heart of the Toukley community, e.g. establishment of the Yadha Community Garden
- Increasing our revenues by proactively accessing grant opportunities and fund-raising activities.

Bronwyn Evans
Chairperson, Board of Management



3. Financial Report

3.1. Financial Highlights

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

Figure 1. TNC P&L FY 2023/24

Toukley Neighbourhood Centre Inc.
ABN 64 997 484 484

Statement of Profit or Loss & Other Comprehensive Income
For The Financial Year Ended 30 June 2024

	Note	2024 \$	2023 \$
Revenue	2	727,271	721,961
Interest revenue	2	7,297	9,586
		<u>734,568</u>	<u>731,547</u>
Cost of Sales		(51,104)	(100,512)
Purchases and direct costs		(152,291)	(135,720)
Payroll expenses		(491,545)	(445,453)
Depreciation and amortisation expenses		(7,776)	(3,330)
Operating lease expenses		(65,756)	(82,090)
Other expenses		(13,829)	(5,486)
		<u>(782,301)</u>	<u>(772,591)</u>
Deficit for the year		<u>(47,733)</u>	<u>(41,044)</u>
Total comprehensive for the year		<u>-</u>	<u>-</u>
Total comprehensive deficit attributable to the members of the association		<u>(47,733)</u>	<u>(41,044)</u>

Revenues in 2023/24 were slightly higher than 2022/23, despite the closure of the Food Care shop (and an associated revenue decrease of over \$110,000). This is reflective of:

- Indexation of program grants
- Additional funding for the No Interest Loans Scheme (NILS)
- Increased fundraising and one-off grant income.

Increases in expenses are attributable to:

- Increases in wages due to award rate increases
- Additional wages, funded by additional funding in NILS



- Additional wages in the Targeted Earlier Intervention (TEI) program to support program delivery
- Costs associated with the Summerside renovations.

Savings were achieved through rationalisation of leases. The installation of a Solar PV system has already delivered electricity savings, even though the weather hasn't been as kind as we had hoped!

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.

The FY 2024/25 budget has been structured to bring operations back to revenue neutral. We note that program funding must be expended in full, in order to be retained.

3.1.1. 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.



Figure 2. Notes to Financial Statements FY 2023/24

Toukley Neighbourhood Centre Inc.
ABN 64 997 484 484

Notes to the Financial Statements
For The Year Ended 30 June 2024

	2024	2023
	\$	\$
Note 2. Revenue and Other Income		
Revenue		
Department of Communities and Justice	168,356	159,203
Community Visitors Scheme	46,274	47,357
Op Shop	73,307	73,936
Food Care	112,348	226,171
Department of Fair Trading (NILS)	120,333	114,060
Department of Social Services (NILS)	116,016	69,614
TNC Funded	97,934	41,206
Total Revenue	734,568	731,547
Note 3. Expenses for the Year		
Expenses		
Department of Communities and Justice	(224,748)	(177,437)
Community Visitors Scheme	(48,036)	(52,719)
Op Shop	(30,415)	(38,786)
Food Care	(117,578)	(236,666)
Department of Fair Trading (NILS)	(121,926)	(120,916)
Department of Social Services (NILS)	(117,129)	(69,592)
TNC Funded	(122,469)	(76,475)
Total Expenditure	(782,301)	(772,591)

3.1.2. One-off Revenues

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

We received notice in July 2024, that Wyong Neighbourhood Centre would no longer be sharing their DSS Emergency Relief funding with us, due to increasing need in their area. We are urgently sourcing additional funding to enable us to provide this support to the community.

Source	FY 2023/24 Funding	FY 2022/23 Funding
Wyong Neighbourhood Centre, DSS Emergency Relief	\$7,500	\$10,509



Donations and other Fundraising (excludes goods/services in kind)	\$31,350	\$21,500
One off Grants	\$41,222	\$0
Hall Hire	\$10,110	\$1,278
Sales of hampers and gifts at Christmas	\$408	\$0
TOTAL	\$90,590	\$32,009

3.1.3. 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) into Summerside, and the closure of the Food Care shop has significantly reduced lease costs with a moderate revenue being generated from hall hire fees.

3.1.4. Detailed Financials

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



4. Program Reports

4.1. Toukley Neighbourhood Centre TEI Programs, Activities and Events

Programs, Events and Activities in the last financial year have been disrupted with the move from Victoria Avenue to Summerside Street. Up until December of 2023, programs were operated out of several locations such as St Lukes Anglican Church and the Uniting Church. For this we are truly grateful to both Churches for their ongoing support. Toukley Playgroup finished their sessions at St Lukes in Term 1 of 2024 and have joined us here at Summerside Street since Term 2.

Community Meals finished in December 2023 with Julie, Brenda and Val each volunteering over 10 years in the organisation and program. Val now continues during the school terms on Fridays for Cheese toasties for Orange Sky clients, and this has been a huge hit. Julie has been assisting the children's holiday program formally Kidzspace now Crafty Fun Space 4 Kidz. Numbers of families accessing this activity has been to capacity with 15 – 20 families attending.

Community Meals is now operated by the new team of Matt, Karin, Suzie and Matt Jnr, each week during school terms. The team gets extra support every two weeks from Northlakes High Students and teachers. They have made placemats, served customers, and learned new skills. The numbers in attendance have increased over time, now around 30 attendees each week.

Orange Sky Laundry has been growing in numbers with the demand increasing each week, clients are now getting their washing done, enjoying a cheese and ham toastie and a cup of coffee or milo for the young pair each week.

Youth Yard had started in term 2, however with little numbers attending, our partnership organisation deemed it unsustainable to continue at the present time. We have applied for a couple of youth grants one from Vicinity Centres for a Youth Week Event at Lake Haven in 2025, two from NSW Government for Holiday break programs, the winter/Spring had been unsuccessful, and the summer has just been submitted.

OzHarvest has been organised by two wonderful teams of 6 volunteers who regularly pack up to 40 hampers a week for clients on the Crisis List. Each Hamper consists of pantry, fruit and vegetables, bread and frozen items. This has amounted to over 1900 hampers in a 48-week period. This is on top of the Emergency Relief appointments and emergency hampers that have occurred.

We are grateful to the students that have completed their placements, especially Rebecca who was 3rd year University of Newcastle student from February to June 2024. Rebecca ran reception, assisted with programs and activities and grant writing. We will miss her work ethic and commitment to her placement with us, and we wish her all the best for her future.

Jodie Jenkins
Programs Officer



4.2. No Interest Loans Program

TNC Wyong Shire NILS team has setting into their new home at Summerside Street. There have been some staffing changes with Sharon resigning in January and Kathleen joining the team in March. The new team of Susan, Wendy and Kathleen works well together.

The FY 23/24 results have been significant, with the number of loans almost double that of the previous year. A total of 1938 loans across NSW were assessed and managed. This amounts to \$2,626,044 in loan value. Of these, 665 loans were located to our area with a value of \$856,572. By assessing out-of-area loans, we gain additional funding to cover resourcing.

I would like to thank Wendy and Kathleen 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



4.3. Aged Care Community Visitors Scheme

This is the first year of the Aged Care Community Visitors Scheme (ACVVS), formerly known as the Community Visitors Scheme (CVS). Although similar in many ways, ACVVS has more accountability with bimonthly reporting with the program. More detailed data with demographics are required about the volunteer, aged care facility and the residents when completing the six-monthly department report. In addition, governance includes mandatory remote attendance of departmental and state meetings and face to face attendance when the state member is in your region. Specific training of volunteers is required to enable them to feel confident and comfortable in their visiting role.

We are funded for 26 volunteers and have met our Key Performance Indicators (KPI) during this funded period.

KPI	Performance 01-Jul to 31-Dec-2023	Performance 01-Jan to 30-Jun 2024
Number of visitations to older people	88%	91%
Number of visitations to cultural and diverse recipients	77%	88%
Activity work plan	100%	100%
Compliance to all terms and conditions of the Grant Agreement, associated legislation and regulations	100%	100%

As this year was the inaugural year of ACVVS, there have been teething problems with the program e.g. new ACVVS letterheads, forms etc not being available until after the program had commenced which delayed us in implementing required forms for the aged care facilities and our volunteers. We created new advertising signs for shop windows, organisation newsletters and new Facebook posts.

There have been numerous aged care facility lockdowns during the year due to regular and often ongoing covid, influenza or gastroenteritis outbreaks at the facilities which has affected some visiting. However, our volunteers are dedicated and during the last six months of this reporting period had 473 interactions with their residents; 391 face to face, 60 phone calls and 22 letters. If the volunteer was permitted to visit, they had to wear full PPE. We maintain positive connections to the aged care facilities where our volunteers are placed.

We have presented volunteers with service achievements to acknowledge their generosity to the scheme; Cassie, Isabel, Alex and Aileen 1 years' service, Janelle 5 years, Helen 10 years and Neryl 15 years. This occurs after our training workshops and morning teas. This year some of our workshops have included grief and loss, dementia, communication and self-care. The coordinator is in regular contact to enable support to the volunteers through phone, text messages or face to face. Regular newsletters are mailed to volunteers. Unfortunately, we lost 5 volunteers this year, 2 relocated out of



area, 1 passed away and 2 resigned due to major health issues. We are continually advertising for new volunteers, but it takes a special person to become an ACVVS volunteer.

Anne-Marie Moon
CVS Co-ordinator



4.4. Op Shop

The Op Shop is grateful for our committed volunteers who contribute so much to making our shop so successful.

We receive outstanding support from locals who keep us operating. Their donations of goods are appreciated, as well as the regular shop patronage.

The TNC Op Shop is well respected by clientele. We keep prices to a minimum with all profits returned to Centre to support our local community.

Going forward, we will be looking for more volunteers to work in the shop.

Annette Starr & Liz Walker





Toukley Neighbourhood Centre

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