



Casino Neighbourhood Centre Inc.
ANNUAL REPORT

2014





Casino Neighbourhood Centre Inc. (CNC)

ABN: 93 675 256 197

Incorporation No: Y 04621- 44

CNC is endorsed by the ATO as:

- An income tax exempt charity
- A deductible gift recipient (DGR)
- Public Benevolent Institution (PBI)

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Acknowledgement of Indigenous Custodians

CNC acknowledges the traditional custodians of the land in which we work and live.

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ABOUT US Our Vision & Our Mission

Casino Neighbourhood Centre Inc (CNC) is a not for profit community based organisation incorporated under the Associations Incorporation Act 2009.

CNC delivers a range of services and programs to and beyond the Casino LGA and surrounding region, which make a positive difference and benefit the wider community.

Casino Neighbourhood Centre Incorporated aspires to be:

1

A highly regarded, client focused, professional organisation that is responsive to individual and community needs.

2

Instrumental in identifying gaps in community needs and services and to be effective in making positive changes to address these gaps.

VISION

MISSION

- Provide support to disadvantaged families and individuals and carers, regardless of their gender, religion, race, sexuality or nationality.
- Provide high quality and professional services that are empowering and enriching and maximise the potential of all families and individuals.
 - Lead a progressive, proficient, professional team of staff and volunteers.
 - Provide support to the community within the organisation target areas that assists in addressing the needs of the community.



VALUES

Integrity

Confidentiality

Respect

Community

Accountability

Partnerships

Integrity

We are ethical, honest and trustworthy in our dealings with all people.

Confidentiality

We pride ourselves in how we respect the right to privacy for all people, services and departments.

Respect

We value and respect each other and acknowledge and honour our differences.

Community

Together we create safe, comfortable and encouraging environments where people can grow and thrive personally and professionally

Accountability

We manage and conduct the organisation, services and projects in accordance with specifications and guidelines that maximise benefits and outcomes for clients.

Partnerships

We provide services in collaboration with other organisations and services, where this will lead to better outcomes for our clients, and we recognise and support the role of government in the provision of care to our clients and the community.



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ABOUT US

Some of our Services & Programs

The Neighbourhood Centre delivers a range of services and programs for the needs of individuals and families in the community. Some of these services extend well beyond Casino and its surrounding towns, and villages

Our services and programs include:

Casino Neighbourhood Centre

Providing information, emergency relief, support, advocacy, referral and access to resources.

Early Intervention Services

For young people including skills development, programs and activities for young people 12-18

Respite Care

Services for people with intellectual/physical disabilities from birth to 64 years.

Employment, Access Learning Disability Service

Programs and activities for children and young people leaving school that have a intellectual/physical disability.



Family Disability Support Services

Programs and activities for children and young people 5-18 that have an intellectual/physical disability.

Links Social Support

Programs and activities for people with a mental illness

Homelessness Prevention and Early Intervention

For Aboriginal women escaping domestic violence.

Aboriginal and Torres Strait Islander Access Service

Support provided for greater access into mainstream and Aboriginal service for Aboriginal aged and disabled members that live within the Far North Coast.

Aboriginal Social Support Service

Programs, activities and community access for Aboriginal aged and disabled people living in the Casino Kyogle community.

Community Projects

Community building across Casino including events, information and projects which foster social inclusion such as the Casino Community Garden.



Brighter Futures Early Intervention Service

A range of coordinated support, programs and activities for disadvantaged and vulnerable families that have a child/children under 8 years of age.

Advocacy & Networks

We advocate on issues relevant to the community of Casino and provide network support for a number of local inter-agency such as Casino Youth Inter-agency.

ABOUT US

Our Current Staff & Board

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Board

President

Lawrie Bonner

Secretary

Eliza Cotton

Treasurer

Diana Newman

Members

Leigh Hicks
Angela Pollard

Volunteers & Students

Margaret Allen (Retired)

Steve Attewell

Joseph Callinan

Ken Baglin

Colleen Barrett

Pat Bugden

Ian Campbell

John Herbert
(Retired)

John Quirk

Walter Harding

Max Williams

Tony Walsham

Adele Gifford

Derek Tremain

Emma Allen

Wayne Armfield

Jesava Arthur

Amanda Bagley

Lyn Baker

Robyn Baxter

Amanda Bracey

Brett Bradley

Danielle Bright

Michelle Burnham

Stacey Burton-Clay

Julie Collins

Rodney Conroy

Karen Cornish

Dianne Creighton

Chelcee Dauscher

Tracey Donnelly

Dolly Fletcher

Linda Foster

Cheryl Fredericks

Anna French

Ruth Faye

Karen Gall

Paul Gardner

Julie Gauld

Robert Gibson

Ashlea Glasby

Kerri Green

Catherine Halligan

Colleen Hickling

Emily Hughes

Marc Hurst

Michelle Hyde

Aemmalan Jurd

Jennifer Jurd

**Thank you
to a great team!**

Ashlee Northfield

Pauline King

Amy Lattimore

Lorna Lorz

Brenda McCormick

Cathryn Mcmillan

David Mcmillan

Elaine Mugridge

Mary Mills

Susan Mulcahy

George Mudford

Sandra Murray

Annika Olsson

Tricia Pitt

Liana Riemer

Maryanne Robinson

Kathleen Rowsell

Sonja Rudolf

Sharna Sheather

Gemma Smith

Vicky Spooner

Joanne Timbery

Rangi Tutaki

Peter Wallis

Sharon Ward

Luke Wiggins

Linda Wimble

Roderick Worts

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PRESIDENT'S REPORT

Thank you for reading this year's annual report for Casino Neighbourhood Centre (CNC).

Firstly I would like to acknowledge everyone who is behind CNC, the staff, volunteers, and those who just lend a hand because they are committed to the work we do and who we work for.

CNC is a large operation with over 70 employees, many volunteers, over \$4+ million turnover and a great number of people depending on our services. I need to express my appreciation to my fellow **board members** who show great responsibility and dedication in governing the organisation. The board members have put in a lot of time over the last financial year which, when calculated, would equate to many thousands of dollars of paid hours.

I want to pay a special tribute to **Angela Pollard** who is retiring from the board this year. Angela's skills, expertise and commitment during difficult times have been most welcomed and have had a huge impact on the organisation.

The 2013/14 Year has been particularly challenging. CNC has experienced a significant year of change: major changes in government policy agenda, decreased funding, staffing changes and other sustainability challenges.

I am however pleased to report the CNC board has been proactive in addressing these challenges and have a solid platform to build on entering into 2015 - one we are very excited about.

Some of the key issues that impacted on CNC during the year were:

- SAL Consultancy was employed to conduct a thorough disability service review. The report contained 56 recommendations which have been our priority to implement. On completion the governance of CNC will comply implicitly with the NSW Disability Standards.
- The Government's 'Going Home Staying Home' Reforms which lead to the closure of our Young Women's Accommodation Project. CNC has just commenced a new Domestic Violence Service for Aboriginal Women as part of a consortium with On Track.
- The Federal Government has re-tendered all Emergency Relief services with the CNC's funding finishing in Feb 15. We have re-tendered in partnership with the Consortium of Neighbourhood Centres (CONC).
- National Disability Insurance Scheme (NDIS) & preparation for verification against the NSW Disability Standards.
- Delays in the development of our new Neighbourhood Centre building.
- The wind up of the Community Transport Project which is returning to be delivered centrally by Northern Rivers Community Transport.

2015 – Looking Ahead

At the time of putting together this report we are preparing to move into our new building. This will provide a major new piece of infrastructure for the community of Casino.

The vision for the centre is to offer an even broader range of services and programs that will meet the needs of the community into the future and we are already receiving strong interest from other organisations taking up spaces either on a permanent or flexible basis.

- At the time of writing this report work is underway to seek verification against the NSW Disability standards which will prepare us for the NDIS and ensure across the organisation that we have the strongest systems and practices that will enable us to deliver the highest standards of service to the community.
- We are looking at building new highly visible branding for the centre to really open ourselves up to the community we work in so we are easily recognisable.

- Build new collaborative relationships with a range of organisations and local businesses.
- We will be looking to review our strategic plan in line with all the change that has occurred over the past 12 months.

Whilst being on the board of such a large complex organisation can be challenging, it is a rewarding experience. We are always looking for people with various talents, skills and capabilities to join the Board and encourage everyone to be involved in this excellent community service.

Thanks for all your support of the Casino Neighbourhood Centre.

Lawrie Bonner
President

Kerri Green tells us some of her responsibilities as a Support Worker with REAL:

1

Supporting individual clients to achieve goals and complete tasks for daily living, work experience and community activities.

2

Compiling documents for client files, liaising with parents for information, working with the co-ordinator to compile ISP's.

3

Keeping records (medical, incidents, activities, case notes, progress notes).

4

Designing programs such as the cooking program, library program to coordinate the client to staff ratio.

5

Liaising with the community to arrange activities and programs.

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COMMUNITY PROJECTS

Casino Links Service

Our Links service provides support, information, advocacy, and referral for people in the Casino LGA experiencing issues involving mental health and social isolation. Referrals are made through the Casino Mental Health Team, a component of Casino Community Health.

In 2014 the Links Service had eight service users registered with the program with five people regularly accessing the service and three people accessing the program dependant on activities that were of interest to them. There have been no clients exited from the program during the year.

The Links Service provides a range of activities two days each week in six weeks duration for each program. At the end of each six week program, clients are given the opportunity to provide feedback regarding the programs and activities they participated in and provide input and suggestions for the next activity program/s. In response, program activities that were not so well received are removed from future programs and activities which most participants enjoyed are added.

Programs and activities that the clients participated during the year included:

- Healthy and nutritious meal preparation- included discussions on recipes, purchasing ingredients, preparation of the food, eating meals together and discussions on nutrition and budgeting
- Craft and Art Activities- including painting, sewing, mosaics, clay work, and gift making
- Visits to other appropriate local services and places of interest including the Casino Library, The House with No Steps, Casino Community Garden, Opportunity shops and The Men's Shed
- Bush walks, visit to local beaches, swimming, BBQs and picnic lunches
- Movies, ten pin bowling, golf (driving range) and lawn bowls
- Eating out in local restaurants and cafés
- Attending Mental Health Month Events



Community Development

Casino Neighbourhood Centre delivers a range of community development and community building project with funding received through the Department of Family & Community Services. The aim of community development is making the community stronger by bringing people together and fostering sustainable community-based changes.

2013/14 saw the Casino Community Garden as the main project. While it does not have specific clients, there are a number of volunteers who currently work alongside the project in managing the garden. Of these volunteers, most of whom are members of the Community Garden, there are 28 paying members with some more active than others.

There are also approximately six Work-for-the-Dole volunteers at the garden at any given time, and these are always changing as participants gain employment or go on to other training, etc.

Earlier this year there was also a new program started which allows students from Casino High to attend the garden on Thursdays for garden-related activities.

In addition to the garden, we provide information, referral, and resources through our neighbourhood centre such as a resource kits for volunteering in Casino. We coordinate a range of committees, local networks and inter-agency as well as deliver a number of key events to raise awareness of community issues and to resource and support volunteering.



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COMMUNITY PROJECTS

Emergency Relief

Whilst many individuals and families come to the neighbourhood centre for a range of support, advice and information, CNC specifically deliver some Emergency Relief for people in urgent need. Emergency Relief funding is provided by the Department of Social Services.

A worker at the centre can provide assistance from a range of resources and referrals to longer term support or to alternative services for people we are unable to assist with available resources.

During the reporting year the Emergency Relief funding was re-tendered following a review of funding by the Government. Casino Neighbourhood Centre has tendered as part of a consortium (CONC) to continue to deliver this funding into the future.

Community Transport

For many years Northern Rivers Community Transport (NRCT) has provided transport services to the elderly, frail, people who have disabilities/mobility issues and carers. Funded by the Home and Community Care Program (HACC), NRCT has worked with us to deliver services in the Casino area.

NRCT provides two vehicles and funding to Casino Neighbourhood Centre for:

- Transport to health/medical appointments, local and long distance
- Weekly access bus services around the Casino township
- Group social outings
- Veterans transport to medical appointments

At the time of writing this report, the future of the Emergency Relief is unclear but the Federal Government has given us an extension to early 2015.

The Emergency Relief covers:

- Food vouchers
- Electricity Vouchers (EAPA)
- Telephone Vouchers (Telstra)
- Financial Counselling (provided by Lismore Financial Counselling services)
- Tax Help and a range of other support

In the past financial year we had 2420 visitors (walk-ins) seeking assistance. 669 of those used centre facilities such as phone, fax, internet, brochures and forms and 1548 accessed welfare services (food, electricity or phone bills).

A total of 2730 medical transport trips were arranged through the Casino Office. The total recorded volunteer hours contributed to this service for the financial year was 235,145 hours.

NRCT will be in future coordinating all transport services in Casino, and Casino Neighbourhood Centre has now transitioned this service back to NRCT. We would like to thank everyone involved in this project over the years, especially our volunteer drivers.

We also thank NRCT for our long standing partnership, and wish them the best of luck taking on this work into the future.

Aboriginal & Torres Strait Islander HACC Access Service

The Aboriginal and Torres Strait Islander HACC Access Service is funded to raise the awareness of the new Australian Government Aged Home Support Program and the NSW Government Disability Care Supported Program to increase access and service take-up by eligible Aboriginal aged and disabled community members residing in the Tweed, Richmond and Clarence Valley Local Government Catchment Areas.

The project is responsible for developing relationships with key community groups, service providers and sector workers by attending regional network forums, stakeholder consultations and participating in significant community gatherings and Aboriginal specific cultural events.

This year has seen the long awaited launch of the NSW (ADHC) Ability-Links program which is the NSW Government's approach to local area coordination for people with a disability and is a critical component of the NSW transition to person centred and individualised funding arrangements.

The program objective is to improve the way people with a disability, their families and carers are supported by placing them at the centre of service decision making processes.

The Ability-Links program will be delivered through coordinators known as 'Linkers' and 'Peer Linkers, who will be a locally based first point of contact.

Also, in 2013-2014 the Service Coordinator achieved the key program indicators by:-

- Providing information and advocacy support to potential consumers and current service users

- Improving referral pathways and access to aged care and disability support programs for the Aboriginal community
- Acting as a resource to community groups and other service providers involved in the provision of service delivery to the target group
- Supporting mainstream agencies to develop culturally sensitive services through implementation of a cultural competence framework

In addition, the service coordinator represented the Aboriginal target group's interests at selective regional, state and national Aged and Disability conference, forums, various events and networks, including (but not limited to):

- Seniors Week, Carers Week, Dementia Awareness Week, National Disability Day
- National Aboriginal & Torres Strait Islander Week (NAIDOC)
- HACC/Aged Inter-agency meetings
- ADHC Regional Aboriginal HACC/Aged Care Service Network Group
- NSW Aboriginal HACC Gathering Committee (NCOSS)
- Commonwealth Carelink Centre – (Advisory Group)
- Aboriginal Disability Network- NSW (Member)
- Local Health Working Parties – (Discharge Planning & Aged Care Alliance)
- Community Care Practice Groups – (Local Services Inter-agency)

The ATSI HACC project continued to work in collaboration with mainstream organisations to identify barriers preventing Aboriginal people from accessing community care services as well as encourage mainstream organisations to employ Aboriginal care workers to deliver direct care to Aboriginal consumers.

During the year we provided the Aboriginal HACC target group with a range of information, as well as implementing cultural competency sessions to regional mainstream organisations staff on best practices when engaging with Aboriginal people who are aged or disabled.

Q&A**Marc Hurst**
REAL Coordinator**What do you enjoy most about working at CNC?**

The diversity of the organisation, the staff, people and service users I have the pleasure to interact with in the course of my role.

What does your role involve?

Supervising staff and providing services and supports as asked for by our service users.

What are some of the biggest issues you face in your role?

Keeping the wrinkles off my face from the constant smile I have from seeing the staff interaction and support for service users to succeed towards their life goals.

What was your highlight for 2013/14?

Seeing service users grow their skills and confidence is the highlight and is the reason I get constant satisfaction from my position.

Richmond Employment, Access & Learning (REAL)

The CNC REAL service aims to support and encourage young people who have a disability to achieve their goals and reach their full potential. REAL offers access to clients who live in the following areas Richmond Valley, Kyogle, Lismore and Ballina.

There are two major parts of the service which include community participation and transition to work. Programs offered include:

- Case Management
- Support to access training through TAFE and/or other course providers
- Individual and group support
- Life skills development
- Work experience and volunteering
- Access to new experiences
- Information referral and advocacy.

During the 2013/14 financial year a great effort has been made in securing and relocating "REAL" service to our new location at 38 Johnston Street Casino.

The new facility provides clients the opportunity to develop life skills in an environment even more inspired to learning. Clients have had the opportunity to participate in work placements, volunteer work, Art and Craft, Music, Computer skills. Clients have attended Community events such as NAIDOC Week, Casino Drag Races and Lismore Show. An open day gave everyone an opportunity to view the premises and see all the great programs and activities available.



Respite

Respite with Casino Neighbourhood Centre provides a break to family and full time carers of children or adults who have an intellectual and/or physical disability.

The person with the disability is able to receive care in their own home or with a support worker for a few hours, overnight or a few days, depending on their needs and available resources. It can be an opportunity for the person being cared for to access the community and have different experiences outside the home.

Services include overnight respite care, regular social and recreational activities, and assistance with access to other local services with outings to community events, monthly Red Dove Dances and coordinate regular weekend respite.

"The best part of my job is being able to support people to achieve their goals and seeing the looks on clients' faces when they have a new experience!"

Emily Hughes
Respite Coordinator

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ABILITY & AGEING SERVICES

Family Disability Support Service

Casino Family Support Service is a service for children and young people aged 5-18 years with an intellectual disability, their families and carers;

The service objectives are to:

- Improve or maintain an individual's functional capacity
- Provide a range of community support services
- Provide development opportunities for children and young people with a disability
- Enable children and young people to be independent and possible.

The service specifically works closely with parents, carer, siblings, professionals and other providers to develop effective interventions in response to the needs of the family unit.

We achieve this by providing family centered case management and group based activities parent support, recreational and social programs.

In 2013/14 With our support working with the families we had had the privilege seeing children overcome challenges, fears and gain strength in areas of weakness growing to reach their potential.

Next year our focus will be to support and advocate anxious parents asking questions in regards to the new change coming in the National Disability Insurance Scheme (NDIS) by providing information and resources.

Aboriginal Social Support Service

The aim of the Aboriginal Social Support Service is to help and encourage ageing elders and younger people with a disability to remain living at home independently within their local community. The service is part of the Home and Community Care (HACC) program and covers Woodenbong, Tabulam, Casino and Kyogle.

This culturally specific service provides assistance to eligible Aboriginal clients who are feeling isolated to gather for regular recreational activities and planned community outings including beach outings and picnics, bush tucker barbecues, arts and crafts, games and yarnning/story telling. The service allows for participants and their carer to reconnect with local country, kinship groups and traditional gathering practices.

In addition to the social support services, a lot of work is undertaken to ensure promotion and collaboration with other providers and networks and involvement in key events for the Aboriginal community such as NAIDOC.

During the 2013/14 year CNC were involved in a range of relevant networks including but not limited to:

- Richmond Valley Kyogle Casino - Disability Inter-agency Meeting
- Far North Coast Aboriginal Disability Workers Group Meeting
- Casino Aboriginal Inter-agency
- NAIDOC Committee
- Northern Region Combined Koori Network Meeting

Brighter Futures

The Brighter Futures Early Intervention Program CNCI was established in November 2006 and has been fully operational since August 2007. It was established post Wood Commission into the Child Protection System in an attempt to move into prevention and early intervention.

The program aims to enable children to live safely at home and thereby reduce:

- The rate of child protection reports
- The rate of entry to and length of time in Out of Home Care (OOHC)
- Future demand for services, such as child protection, corrective or mental health services.

The Brighter Futures program is based on strengths-based practice principles that recognise a family motivation to change and participate in a service which can greatly increase when their strengths are recognised.

It services Casino, Woodenbong, Bonalbo, Kyogle, Urbenville and Tabulam and surrounding districts by providing families with the necessary support and services needed to appropriately nurture and care for their children and prevent an escalation of the problems they may be facing.

During 2013/14 This project saw a significant shift which has resulted in CNC working with clients at Risk of Significant Harm. The Brighter Futures Target group will begin to transition from Children whose risk level do not currently meet the risk of significant harm (ROSH) threshold, to include eligible children and families where the ROSH threshold has been met.



There will also be an increase in the service provision to vulnerable families where child/ren have been identified and reported to Community Services as being at “risk of significant harm”, a referral pathway to the local Brighter Futures service for those families that meet the service thresholds will occur.

In the financial year the project:

- Achieved 472 referrals to the program since commencement. From 66 referrals, 11 families were transferred through the Helpline Pathway and 55 through the Community Pathway.
- Provided support to 84 families with 71 children, 36.9% of whom are Aboriginal Families and one CALD client
- Delivers Child Care, an essential component of support to families. Currently 13 children enrolled in Current Lead Agency child care/day care with an average of two days per week. Community Services requests for child care have been very low with two children receiving the service.

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COMMUNITY SERVICES



In addition to direct service provision, the team for Brighter Futures undertake a range of systemic work, engagement, collaboration activities and group work including (but not limited to):

- Child Protection Week
- Kyogle Domestic Violence Committee
- Engagement with Aboriginal Communities
- Yarn Group: (Women's Group)
- Bring up Great Kids Training
- Windara Family Day
- Involvement in the Casino Strengthening Children and Young Persons Inter-agency (SCAYI)
- Our partnership with Jumbunna Community Preschool and Early Intervention Centre providing access to playgroup, cultural celebrations, child development assessments, Jumbunna Intensive Parenting Program, Circle of Security Parenting Program and enrolment in the services offered by Jumbunna.

Specialist Homelessness Services (SHS)

In June 2014 the Minister for Family and Community Services announced a three year funding package valued at \$515 million for a new approach to addressing homelessness known as 'Going Home Staying Home'.

This meant Casino Neighbourhood Centre along with all NSW agencies currently delivering funded homeless services went through a tender process to bid for the new contracts.

This proved a significant challenge for organisations such as ours. The new approach saw a regionalisation of homeless services, and specialist services such as our young women's accommodation project being lost to more generic homeless service delivery.

In this context, Casino Neighbourhood Centre worked with a large regional consortium of agencies with On Track Community Programs as the lead partner to tender for a range of regional packages.

The Women's Alliance (lead by On track) were successfully awarded contracts to deliver under the new arrangements for Women's services and Specialist Aboriginal's Domestic Violence Services.

At the time of writing this report we have commenced delivery of this new initiative, whilst being disappointed that such a vital specialist service has gone from Casino. We will be monitoring closely the success of the new initiatives and to ensure that Casino gets much needed services for homelessness people into the future.

This reform also marked the end of our role as a Tenancy Manager, with all the properties moving under new management. We have secured one property for our service thanks to On Track.

So, the 2013/14 year has been a very busy year, with the majority of our time being dedicated to transitioning from the NRYWAP to the new service model, the Casino Aboriginal Women's Homeless Service.

There have been many challenges for the NRYWAP and its staff, but throughout the transition process clients, as always, came first and staff showed enormous resilience and dedication to the families they worked with.

The new Aboriginal Domestic Violence Service will provide a range of flexible support to prevent and intervene early to ensure women do not become homeless, achieved through:

- Information, advice, assessment, referral and coordination services
- Practical and emotional support
- Access to legal services, police liaison, other women's specific services
- Flexible client centred case management
- Support to access housing with a focus on sustaining tenancies and private rentals.
- Wrap around support services including mental health, counselling, financial support etc.

With any new service, the early focus will be on raising awareness of our new service, creating strong referral pathways and collaborating with a broad range of partners to prevent homelessness from occurring in the first place.



Casino Youth Early Intervention Services (CYS)

With funding from Family and Community Services NSW Casino Neighbourhood Centre is able to provide an early intervention service specifically for young people who are usually experiencing low to medium needs.

This service offers individualised support for young people aged between 12-18 and their parents or carers by providing:

- Information, advocacy, support and referral services to enable a network of support for young people
- Working relationships with schools and others services to ensure a smooth and seamless continuum of support
- Program based interventions that engage young people in a diverse range of activities with social, health and educational outcomes
- An after school program and homework assistance.

Highlights for the Casino Youth Early Intervention Service for the year include:

- Casino Youth Service Network Provider meetings which explore resolutions to local issues and gaps in service provision.
- Building a social media presence to better connect with our young people and hear directly from them about the issues that concern them. Our Facebook page is under development and will be live in time for the move to our new premises.
- Building stronger partnerships with other service providers and collaborating on several community projects/events throughout the year. Our collaborations with Solid Mob have enabled us to maximise our presence in the community and promote our service to young Aboriginal people and their families who have otherwise not been familiar with our service. Increasing awareness of CYEIS has made us more approachable; without a current drop-in facility, this increased awareness has assisted us to reach more young people and their families.
- Collaborations with PHaMs, GROW, CDP and RAMHP have facilitated events such as the Casino Mental Health Awareness Forum, the first of its kind in Casino. This event opened the doors of support services to people living with mental health issues and their carers and encouraged open discussion around the particular issues faced by this group. It also led to the establishment of Casino's first GROW group – a peer support self-help recovery-based group now held at Casino Community & Cultural Centre each Wednesday at 10am.
- Becoming part of Richmond Valley Domestic Violence Liaison Committee, NAIDOC Committee, and Positive Adolescent Sexual Health (PASH) Consortium among others, has also strengthened our community presence and promoted the youth service and has also enabled CYEIS to become involved in projects that we could not have achieved on our own. By maintaining a 'think big' attitude, the young people using the service have had greater opportunities, eg. attendance at the Splendour in the Grass festival to promote positive sexual health messages to young people and let our hair down!
- Launching new and exciting programs including 'Stitched Together', our weekly sewing program run in partnership with Nortec Youth Connections based at Casino High School; and a Casino group which now travels to Lismore once a week to attend 'So Big' Therapeutic MMA run by INTRA Youth Services.
- Painting our first Richmond Valley Council approved street art Anzac mural; through the process, meeting some like-minded souls within council and in the wider community and establishing positive partnerships; and finally, paving the way for many more exciting projects to come.

Art of remembering



ANZAC PROJECT: Members of Casino Youth Early Intervention Service, Chloe, Lili and Stephanie do the stencilling of their Anzac Public Art project thanks to funding by Richmond Valley Council and support by Essential Energy who allowed their substations to undergo the make-over. Co-ordinator Annika Olsson said the murals were a way to recognise the contribution of the many Aboriginal and Torres Strait Islander people in international conflict since the First World War.

FINANCIAL REPORT

Treasurer's Report

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Dear Members,

It is no surprise that finances are a challenging topic in the not for profit sector. The majority of our initiatives run from the neighbourhood centre are financed via a range of government grants from various State and Federal Government Departments. A small proportion of our financing is received from small one-off grants, donations and rents.

Given the big picture challenges across this sector, I can report Casino Neighbourhood Centre has a strong financial position at the end of the 2014 financial year and in addition we are in the process of investing in work that we need to do to in 2015 to remain a strong community organisation for Casino.

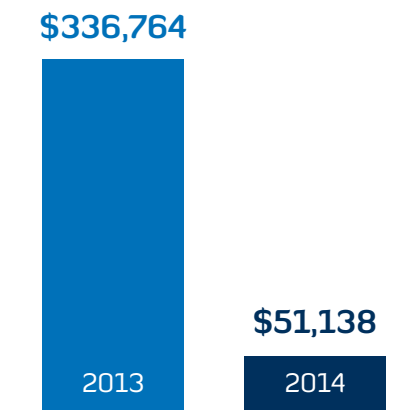
This includes:

- A new building due for completion in early 2015
- Better back office and strong HR systems
- New server and Information communications technology
- New positions to ensure we deliver excellence in services and become an accredited organisation in a range of areas

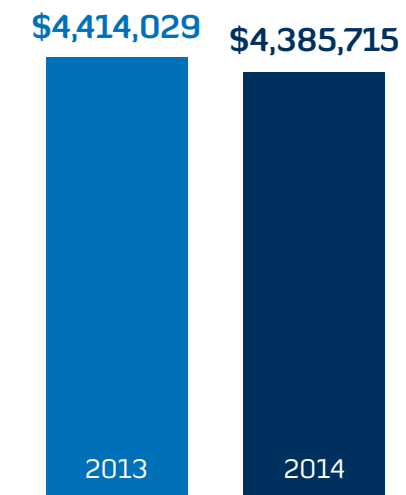
As one would expect of a service delivery organisation, staff costs remain the largest element of the organisation's expenses, and with building work of our new centre I am still pleased to report CNC finished the year with a modest operating profit of \$51,138 and recorded a total turnover of \$4,385,715.

I would like to specifically thank the finance team at CNC for their hard work and also Crowe Horwath who completed the CNC Auditing.

Diana Newman
Treasurer



Operating Profit



Total Turnover

22

LOOKING AHEAD What's in store for 2015/16?

Casino Neighbourhood Centre despite the current challenges, increased demand on services, reduced funding availability has potentially its most exciting year ahead.

Some of the projects we are working on in 2015/16 include:

Brand new Neighbourhood Centre

We are excited about opening our brand new centre located on Canterbury Street which has new, improved facilities, disability access, consultation rooms and extra office space.

We are currently in talks with a range of providers who will be co-locating, or taking up a permanent office space with us, which will enable us to deliver a much more broader and comprehensive range of supports to the community.

Lifting our standards

We are currently preparing to become verified against the NSW disability standards, and enhancing our Human Resources and Quality Systems more broadly across the organisation.

Developing new branding

We are currently in the process of developing a new brand, logo to represent the neighbourhood centre. This will include a new website, stationery, social media and a large promotion drive with the launch of our new centre to ensure we are highly visible and accessible to the community.

www.everyaustraliancounts.com.au

Count me in

NDIS | Revolutionising
disability services

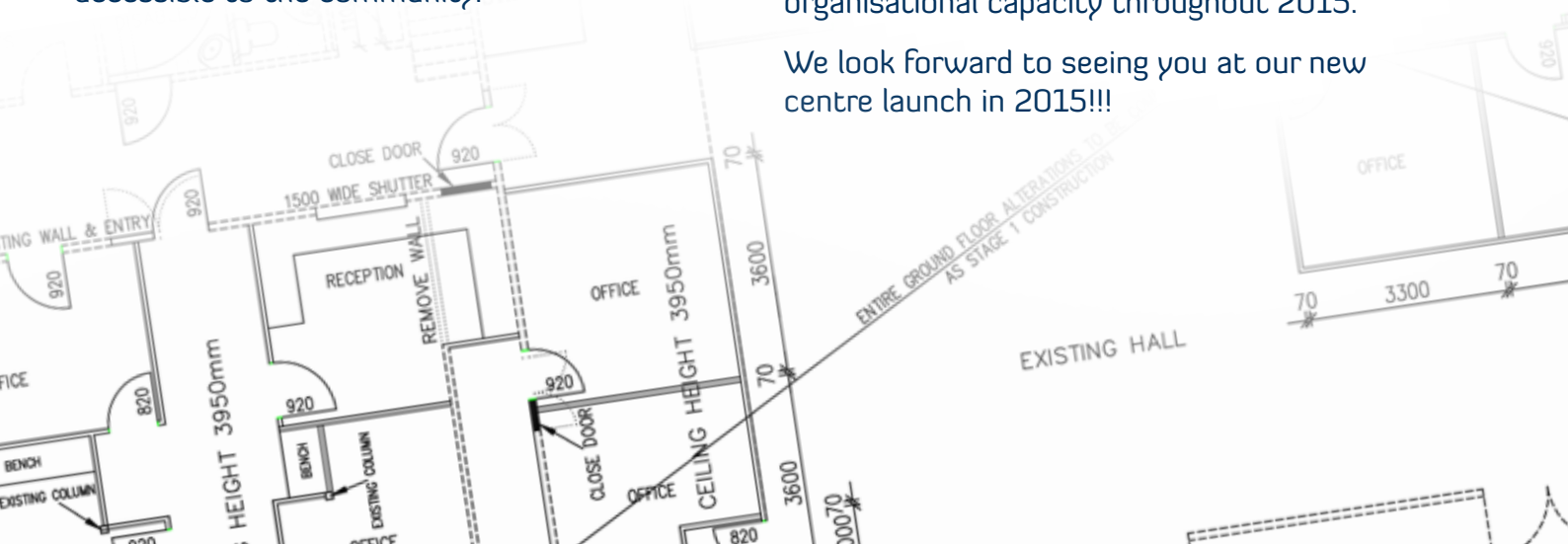
NDIS readiness

This is a major task for all organisations around Australia. We are excited by the possibilities and the potential to meet the needs of those who will be participants in the new National Disability Insurance Scheme.

Enhanced organisational capacity

With new Information Communication Technology across the organisations, freeing staff up to do more with people and less paperwork, better communications across sites with a new phone system, and integrating our large team onto the one IT network we will achieve enhanced organisational capacity throughout 2015.

We look forward to seeing you at our new centre launch in 2015!!!



SUPPORT THE CNC

What can you do to help?

23



Why Get Involved?

Our community is facing challenges and it is important that we are able to keep our community safe, healthy, and sustainable into the future.

Supporting our community not only seems like the right thing to do, but it also makes economic sense. By preventing serious social disadvantage which can lead to issues such as homelessness, crime and mental health the impact on the health, justice, and homelessness systems is reduced.

How you can Help

There are lots of ways you can support the work of CNC including but not limited to:

- Donating - we are a deductible tax recipient which means all donations are tax deductible
- Providing in-kind support of expertise
- Volunteering
- Sponsorship
- Coming to one of our events
- Joining our Board and contributing specific skills (eg. accounting, legal)
- Providing our participants with work opportunities or other experiences
- Doing a student placement with us, or
- Simply promoting our work with your friends and networks!!



Become a Member

Casino Neighbourhood Centre values its members' support and commitment. If you would like to become a member please contact us for more information.

**Thank you
to all of our
funders, partners,
sponsors and donors
for your time, talent
and dollars!**

**Over the last year we have had
fantastic support to run programs
and to provide prizes and expertise
to our young people. We could not
achieve what we have without
these generous people and services.**

NSW Families and
Communities Services

Department of Social
Services

NSW Dept. Ageing
Disability & Home Care

Casino Community
Health

Northern Rivers
Community Transport

Lismore & District
Financial Counselling

Vision Care (Ray Harrison)

Lismore Community
Gateway

Autism Spectrum Australia

Richmond Valley Council

Kemp Agencies

Richmond Waste

Consortium of
Neighbourhood Centres
(CONC)

On Focus

Casino Community Centre

National Disability
Support Agency

Staples

Smith Family

Windara

Coles Casino

Woolworths Casino
Sharon's Hair and Beauty

North Coast Community
Church

Kyogle Cinema

Birch Carroll and Coyle
Cinema Lismore

St Vincent De Pauls Casino

Salvation Army Casino

Disabled Surfers
Association

Mark and Linda at the
Community Garden

Centrelink Casino

Casino Fire Station

COW-FM

City Toyota Lismore

Complete Staff Solutions

On Track Community
Programs

Quayside Motors Lismore

Casino Neighbourhood Centre Inc.

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