

22/23

ANNUAL REPORT



Neighbourhood
CENTRAL

People our Passion – Service our Strength



Contents

Introduction	4
Executive Officer's Welcome	5
Chairperson's Report	6
Board of Directors	7
Our volunteers, our greatest resource	8
Meet our staff	9
About Us	12
Services and Programs	13
Services	14
Aboriginal Project Officer Report	15
Commonwealth Home Support Programme	16
– Social Support (Individual)	16
– Meal Services	17
– Home Modifications	18
– Healthy Lifestyle and Wellness Program	20
Community Transport	22
Community Visitors Scheme	24
Family Support	25
In-Home Care / Aged Care Services	27
Aboriginal Homework Centre	28
Housebound Library Service	29
Parkes Palliative Care Volunteer Service	30
Reports	32

Executive Officer's Welcome

“It was another year of progress, growth, challenge, learning, and success for everyone at Neighbourhood Central.”

In reflecting over the past 12 months, it's hard not to think about the many challenges we have all continued to face, including the devastating floods and the on-going battle with COVID-19. It is also a point of pride, as we have shown what an amazing organisation we are with an incredibly talented, professional and caring team of staff and volunteers. I thank them all for their commitment and support of Neighbourhood Central and our communities.

Over the past year our organisation continued to grow, with the successful acquisition of Lake Cargelligo Community Transport. The Community Transport service area now extends to over an amazing 34,200 square km, reaching many people living in rural and isolated communities in central NSW.

Neighbourhood Central was also successful in securing funding for the new Aged Care Volunteer Visitors Scheme, continuing on from the Community Visitors Scheme which has been in operation at Neighbourhood Central for over 30 years.

Our Family Support and Aboriginal services team continued to deliver a wide variety of support and activities. Practical assistance, information and in-home support for vulnerable families ensure children are safe, healthy and thriving, and activities such as Aboriginal homework centres, youth groups, women's groups and events such as the Paint the Town REaD reading day and the Peak Hill Boori Christmas Party, all help to strengthen families and promote community connections.

The ongoing complex service environment in the aged care services sector saw the government delay the start of the new Support at Home Program until 1 July 2025. However, aged care reforms are continuing to roll out with further changes to take place over the next 12 months. Neighbourhood Central will be closely monitoring and participating in the

reform processes to support the aim of creating a culture to continuously improve delivery of high quality and safe care.

As a neighbourhood centre, our organisation continues to provide access to a range of community services and supports, particularly to people and groups who face hardship and vulnerability. Advice, guidance and access to information has enabled clients to receive support when they need it most.

Looking ahead, Neighbourhood Central is in a strong position to continue to provide valuable community work into 2024 and beyond. The recent investment in computer systems and technology will aid progressive and strategic future growth of the organisation through efficient and streamlined administration processes of aged care client management, human resources, and business procedures.

In addition, progress is being made for a future purpose-built facility that will consolidate our position as a niche locally-based service provider.

Once again, I thank our Neighbourhood Central team of staff and volunteers for their continued efforts to support our communities.

Also, I would like to gratefully acknowledge our supporters and stakeholders, and to all three levels of government for the funding we receive which enables us to provide the services we do every day.

I extend my sincere gratitude to the senior management team for their leadership within their respective areas of work, and acknowledge their efforts to achieving quality outcomes for our communities; Rowen Pearce (Assistant Manager/Financial Controller), Samantha Leonard (Senior Administrator), Tina Nash (Family Support/Aboriginal Programs), Lyn Townsend (Community Transport), and Louise Carruthers (In-Home Care).

And finally, all this progress would not be possible without the support of the Neighbourhood Central Board of Directors who bring a wealth of experience and expertise to organisational governance. Their invaluable guidance and oversight are genuinely appreciated.

DIANNE SCOTT // EXECUTIVE OFFICER

Chairperson's Report

"I am again privileged to write this Chairperson's report on behalf of Neighbourhood Central Limited.

The 2022-23 year has been a year of success and growth for Neighbourhood Central with an audited financial result of a surplus of \$758,988, being recorded. This result should be considered with an understanding that there were one-off transactions that contributed to the result and may not be repeated in the future. In fact, our current forecast for the 2023-24 financial year predicts a much more modest surplus.

During the year Neighbourhood Central completed the take-over of the Lake Cargelligo Community Transport. This merger saw the Neighbourhood Central footprint increase and we now service communities in the Bland, Forbes, Lachlan and Parkes local government areas. As part of the process, a community morning tea was held in Lake Cargelligo with the Board and Senior Management meeting local community members and engaging with them to understand local issues. The Board feels that this level of local engagement is important to assist its understanding of the issues that are important to local communities, we will look to have further meetings in the various local communities that we serve.

It is important for any organisation to plan for the future and Neighbourhood Central's Board and Senior Management have created and adopted a strategic plan that will guide the organisation in its development over the coming years. The plan also acknowledges the challenges that the future holds

such as increasing accountabilities to funding bodies, cost of regulatory compliance, training, staff recruitment and retention, and an increasingly competitive environment. Neighbourhood Central remains committed to servicing our communities as our customer feedback tells us that a local, community-based provider is seen as a preferred option – local people helping local people!

The success of Neighbourhood Central has many contributing factors, not the least being a fabulous group of employees ably led by our Executive Officer – Di Scott. This committed, motivated and highly skilled group is supported by a cohort of over 100 volunteers. These people generously give their time to help Neighbourhood Central provide its services to the community. Without their contribution it would be doubtful that we could deliver all the services that we do. Thank you to the staff and volunteers of Neighbourhood Central, be proud of your involvement and the real difference that you are making to people's lives.

Finally, a big thank you to my fellow directors. Another group of volunteers who freely give their time to provide Neighbourhood Central with guidance, governance and business acumen to ensure the organisation has the best possible chance of success.

I encourage you to read the 2022-23 Annual Report in its entirety, as it is a great portrayal of Neighbourhood Central and what we do.

GRAEME DEAN // CHAIRPERSON

Board of Directors



Graeme Dean

Graeme joined the Neighbourhood Central Board in 2010. Now semi-retired, Graeme has held senior positions in Transport for NSW and Centrelink. Prior to joining government service, Graeme held leadership positions in the private sector with roles in management, finance and accounting.

Graeme holds Advanced Diplomas in Government and in Management, is a member of the Australasian Mutuals Institute and a member of NSW Public Sector Community of Finance Professionals. Graeme sits on the Board of Central West Credit Union, is a member of Parkes Rotary and is involved in community activities.



Kay Craft

Kay joined the Neighbourhood Central Board in 2012. Kay had a longstanding career with Family and Community Services, Housing NSW where she has held the position of Senior Client Service Officer for 30 years. In addition, she has also had previous experience in banking and community services. Kay

represented Housing NSW at the NSW Civil and Administrative Tribunal. Kay is involved in various community organisations in the region as both treasurer and board member.



Lynn Rogers

Lynn joined the NC Board in 2020. Lynn brings to the Board an educational and management background after a 30-year teaching career with TAFE NSW, including the last 19 years as Head Teacher in the Faculty of Business and Administrative Studies. Her experience in a diverse range of business

subjects enhanced Lynn's administrative and organisational skills and provided a sound knowledge of workplace training requirements in line with national training packages. As well as her teaching degree, Lynn's qualifications include Diplomas in Frontline Management, Business Administration, and Training and Assessment Systems. Since retirement she has volunteered in several community organisations, in particular the Parkes Que Club and the Holy Family Catholic Parish.



Peter Buckley

Peter joined the Neighbourhood Central Board in 2014. Peter is a retired local solicitor who has been practising law for over 33 years. He has a Diploma in Law (S.A.B.) and was also a Local Court Registrar for over 17 years.

Peter has sat on many other Boards of Management within the local community including Holy Family School, Red Bend Catholic College and Southern Cross Residential Aged Care Facility where he is currently Chairperson of the Fundraising Committee. In addition, he has been a member of the Holy Family Parish Finance Committee for over 31 years and the Wilcannia-Forbes Diocese Finance Committee for 13 years.



Garry Bokeyar

Garry joined the Neighbourhood Central Board in 2020. Garry is a retired insurance broker with over 40 years of experience and has spent the majority of his career in senior leadership positions.

As an active member of the local community, Garry has also served as a board member for Red Bend Catholic College, Holy Family Primary School and the Parkes Chamber of Commerce.



Felicity Abbey

Felicity joined the Neighbourhood Central Board in June 2022. She has worked as a registered nurse in Parkes since moving from Sydney with her family in 1995. Felicity has been a member of the Nursing Profession for the past 40 years. In this time, she has worked in a

variety of settings, including numerous city and rural hospitals, residential aged care facilities, and in primary health care in General Practice. For the past 11 years she has worked as a Community Nurse with the Lachlan Health Service, based in Parkes. Felicity has raised five children in Parkes and now enjoys being grandmother to several grandchildren. She has also been and is currently involved in a variety of community organisations, including several ministries within the Holy Family Parish in Parkes.

Our volunteers, our greatest resource

“Alone we can do so little;
together we can do so
much.” – Helen Keller

As a not-for-profit, Neighbourhood Central relies on our wonderful team of volunteers to help us support the delivery of our expanding services to the most vulnerable in our communities. The Neighbourhood Central volunteers are our greatest resource. They bring skills, ideas and a vast amount of experience. They are helpful, friendly, reliable and the organisation could not operate without them. They make our diverse range of service teams complete.



Meet our staff



Management, Finance and Administration

Left to right

Zarna Gould, Rowen Pearce, Dianne Scott (Executive Officer), Caitlin Herft, Samantha Leonard, Ashleigh Shields and Emily Harper



Meal Services

Left to right

Tanya Job, Ashleigh Shields and Helen Cusack



Family Support

Left to right

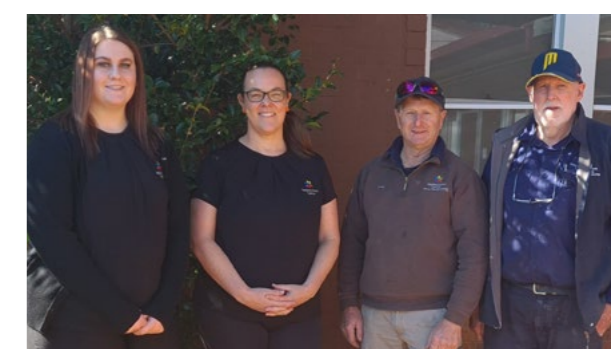
Shonel Redfern, Tina Nash (Coordinator) and Mel Evans



Healthy Lifestyle and Wellness Program

Left to right

Jaide Stewart, Ashleigh Shields



Home Modifications

Left to right

Emily Harper, Samantha Leonard, Craig Thornton
and Malcom Stone



Home Care Services

Left to right
Karren Kinsella, Ruth Barnes, Rachel Brown and Louise Carruthers (In-Home Care Coordinator).

Support Workers

- Condobolin



Left to right
Fe Redenbach, Jeff Piercy

- Forbes



Left to right
Emily Moore, Hayley Quigley

- Parkes



Left to right
FIRST ROW Allana Matheson, Carla Oram, Chris Harper, Deborah Larkings,
SECOND ROW Lerma Tyr-Egge, Megan Reeves, Tina Hawken, Tracey Dumesny

Community Transport

Condobolin



Forbes



Peak Hill



Left to right
Melinda Roberts
Felicity Nolan
Michelle Hunt
Lisa Read

Lake Cargelligo



Left to right
Angie Hayward
Melissa Brown
Skylar Paul
Wendy Byrne

Parkes



Left to right
Christie Green, Lyn Townsend (Service Manager)

West Wyalong



Left to right
Megan Fuller, Jackie Sibraa, Suzanne Smith

Aboriginal Programs



Left to right
Torin Hando, Lisa Read, Rebecca Cohen



Aboriginal Project Officer
Micheal Anderson



Community Support Worker
Renee Keed



Neighbourhood Central

As a neighbourhood centre, Neighbourhood Central provides support to build a stronger and more resilient community by helping people navigate services and activities.

We are committed to the development of place-based solutions to meet the economic, social and civic opportunities and challenges that are currently facing our communities.

Neighbourhood Central supports people in three key areas:



Families and Youth

Practical assistance and emotional support are provided through advocacy and referral, case management, home visiting and parenting skills groups.



Aboriginal Programs

Proudly promoting and celebrating Aboriginal culture and heritage to empower people with information, services and the support they need.



Aged Care

Our care coordinators, support workers and volunteers help older people to access the services and support they need that will help them stay connected and living in their chosen community.

Neighbourhood Central Services

- Aboriginal Homework Centre's
- Aboriginal Youth and Family Support
- Aboriginal Project Officer – Closing the Gap
- Community Luncheons
- Community Strengthening
- Community Transport
- Community Visitors Scheme
- Craft Groups
- Domestic Violence Committee
- Early Childhood Groups
- Family Support Service
- Home Care Packages
- Home Modification
- Housebound Library
- Meal Services
- NAIDOC events
- No-Interest Loans Scheme
- Paint the Town REaD
- Palliative Care Volunteer Service
- Parkes Interagency
- Social Groups
- Social Support
- Referral and Advocacy

Other Services and Activities Hosted at Neighbourhood Central (Parkes)

- Camera Club
- Embroidery Guild of NSW
- Pamper Programme (formerly Look Good Feel Better)
- Parkes Aboriginal Community Working Group
- Prostate Awareness Support Group
- Social Futures
- Companions Thru Cancer



Aboriginal Project Officer Report

The Neighbourhood Central Aboriginal Project Officer has been jointly funded by Parkes Shire Council and Northparkes Mines since 2011.

The Aboriginal Project Officer works closely with Government services, non-profit organisations and the Aboriginal community, demonstrating a strong Government and private sector commitment to address disparities and promote equity.

The role aims to develop and implement initiatives and projects that help to Close the Gap in health, education, employment,

housing and transport for the Parkes Shire Aboriginal community through advocacy, support and assistance to access services, and by supporting, promoting and celebrating Aboriginal culture and heritage.

Cultural development was promoted by helping to organise community events such as local NAIDOC (National Aborigines and Islanders Day Observance Committee) celebrations. In 2022 Neighbourhood Central facilitated both the Peak Hill and Parkes NAIDOC events. Both days enabled cultural affiliation, engagement and promoted a greater awareness and understanding of Aboriginal history with the wider community.

Since September 2022, this position has been filled by Micheal Anderson. Micheal was born and raised in Parkes and is rediscovering his Wiradjuri connections to the Parkes region. He enjoys studying Australian history with a focus on Wiradjuri culture.

MICHEAL ANDERSON // ABORIGINAL PROJECT OFFICER



Commonwealth Home Support Programme

Social Support (Individual)

Dulcie's Story

Dulcie was born and raised in Forbes. She had quite a few interesting jobs in her time before she returned home to Forbes.

One of Dulcie's roles included working at Coles at the counter, completing window dressings and ticketing. She also completed two years at Bloomfield nursing and worked at Kellogg's in Sydney in the shipping department before returning home to Forbes to marry Len.

Dulcie then started her family, having her two sons James and Bryce and taking care of the home. Dulcie and Len have been married for 64 years in December this year.

Dulcie cared for her mother for 23 years prior to her being admitted to Jemalong Retirement Home at which time Dulcie started volunteering at Jemalong, spending time with the elderly reading poetry, painting nails and reminiscing.

Dulcie also spent 12 years volunteering at St Vincent DePaul. She was once presented with a large Silver Spoon and was appointed the biggest "Stirrer" at Vinnies!

Dulcie was involved with the Forbes Show Society, organising the pavilion and was President of the Museum. She also joined Probus and College for Seniors.

She has spent over 25 years volunteering in her community which is amazing. Dulcie has a great sense of humour and has had many laughs on her shopping trips with her support worker, Emily.

Dulcie enjoys reading and she exclaims that reading is her life as she now dedicates her time to caring for her husband Len and spends most of her time at home.

Meal Services

Neighbourhood Central Meals Services provide frozen meals, hot meal delivery and community luncheons to help manage the health and well-being of older people living in their own homes.

These meals make a difference in our client's lives, increasing the time they get to live in their own home while providing nutritious meals.

HELEN CUSACK and TANYA JOB // FOOD SERVICE WORKERS

June's Story

June was born and raised in Parkes and raised her five children here.

When June was asked if she would like to try the hot meals through Neighbourhood Central, she thought "why not?". June says the best thing about receiving the meals twice a week "is that it brightens my day, I get to see someone smiling at my door when they bring me my meal. It's a great surprise each day what the meal will be, I would be a bit flat if I knew what to expect. I just love them; they couldn't be any better". There are no favourite meals for June

"They are all my favourites, there is no way I could pick just one!"

The hot meal delivery has improved June's life by giving her something to look forward to each Tuesday and Thursday.



Home Modifications

The Home Modifications team provide essential services to eligible clients residing in the Parkes and Lachlan Shires.

The team at Neighbourhood Central collaborate with Occupational Therapists to ensure clients receive specific assistance, tailored to their individual needs. The Home Modification Administrator ensures all information is prepared and communicated to the builder, with the builder completing all work onsite for the client.

Clients often state they cannot believe the difference the modifications make. Ensuring clients have safe access to their home and can remain living independently as long as possible are the goals of the Home Modification team. Ably supported by the Executive and Board of Neighbourhood Central, the staff can ensure clients receive the specialist care they deserve. Modifications vary greatly and can be a simple grabrail or handrail, progressing to more complex modifications such as a ramp or bathroom conversion.

The team are grateful for the ongoing support they receive from all teams at Neighbourhood Central and the ability to be able to make a worthwhile change in a client's life. This ensures that those who want to remain living in their home independently can do so, in a safe, supported manner, living a life of their choosing. This encompasses the philosophical base of Neighbourhood Central, with the beliefs "people to make choices in their own lives" and "people to be valued as individuals" at the forefront of the Home Modification service.

SAMANTHA LEONARD // SENIOR ADMINISTRATOR

Dot's Story

Dot was born in 1941, growing up on a dairy farm and attending school in Peak Hill. In year 10, Dot left school and began working as a dental nurse in Parkes, a role she greatly enjoyed. Dot was given the opportunity to work at Gladesville Hospital for 12 months early on in her career. Dot learned a lot from this experience and returned to Parkes after her stint in Sydney.

Dot had met her husband before going to work in Gladesville and after her time in Sydney, she returned home to marry him. Dot went on to have five children, three girls and two boys. A generous and thoughtful member of the community, Dot has volunteered for a variety of local organisations for many years including the Red Cross, CWA, local schools, and scouts. Dot adores her children, grandchildren, and great grandchildren.

Dot moved into her home 42 years ago and loves where she lives. The Neighbourhood Central Home Modification team worked with Dot, in conjunction with an Occupational Therapist, ensuring that her bathroom modification would benefit her. The modification ensured Dot could remain safely living in her home for many years to come. Dot was grateful for the assistance with the modifications, stating that the builders are a credit to Neighbourhood Central.

“Very kind and helpful, great company and outstanding workmanship. Many thanks to you all.”

It was an absolute pleasure to assist Dot. She is so grateful for the modifications and we are so happy that she is supported and can remain living safely and supported in her home.



Healthy Lifestyle and Wellness Program

Neighbourhood Central's Healthy Lifestyle and Wellness Program runs groups in Peak Hill, Parkes and Forbes. Groups include exercise classes, morning teas and luncheons, craft groups, Bunnings craft groups and social trips. Clients that participate in these groups are able to increase their friendship group by meeting like-minded people, connect with their community and are provided with professional, tailored exercises that increase mobility, flexibility and ensure participants are gaining the most out of each class.

ASHLEIGH SHIELDS // SOCIAL SUPPORT GROUP and MEALS PROGRAMS

Helen's Story

When Helen moved back to Forbes, she was looking to rejoin her old friend's group.

"I wanted to rejoin my old social group. Being away and coming back it's hard to just step back into the circle."

Helen decided the groups at Neighbourhood Central were the best way to do that. "They have given me new friends and allowed me to reconnect with old friends." The groups help Helen to socialise with like-minded people and get out of the house.



Community Transport

Neighbourhood Central Community Transport covers Parkes, Forbes, Lachlan and Bland Shires, with satellite offices located in Forbes, Wyalong, Condobolin, Lake Cargelligo and Peak Hill. The service has 79 transport team members and 18 fleet vehicles and buses.

Community Transport has continued to expand its footprint, with the acquisition of the Lake Cargelligo Community Transport service in August 2022. The existing Lake Cargelligo staff, Angie, Melissa and Wendy agreed to continue in their roles, along with many of the wonderful volunteer drivers. We also welcomed Skyla to the team in January 2023.

Service Manager, Lyn Townsend, continued to provide training and support to transport managers, staff and volunteers in the Central West, Orana, Riverina and Murray regions, under the Sector Support and Development role until May 2023.

LYN TOWNSEND // SERVICE MANAGER

The service continues to be well utilised across all regions, reflected in the record-breaking number of trips we have achieved, and number of kilometres travelled over the past twelve months.

A huge thank you to the Administrators across all localities and our wonderful team of volunteer drivers and support. We could not do it without you!

Community Transport have continued to organise social bus trips for youth groups and our Commonwealth Home Support Program (CHSP) cohort.

Pictured are some of our regular Forbes and Parkes clients giving the thumbs up on their Manildra-Amusu movie trip that occurs regularly throughout the year.

Lake Cargelligo Community Transport

Lake Cargelligo Community Transport would like to acknowledge Kay Clarke and Dorothy Johnson from Murrin Bridge for their use of our service over the last 20 years.

Murrin Bridge is located 15kms out of Lake Cargelligo which makes transport essential for this area to allow the ladies to do their shopping, visit family and participate in social activities within the community.

The drivers provide a bus run to Murrin Bridge three times a week. The ladies said they “trust our drivers and appreciate their help, company and reliability”.

Dorothy and Kay also enjoy going on our social trips, visiting different destinations, and interacting with other clients that use our service.

The staff from Lake Cargelligo Community Transport would like to thank Neighbourhood Central for allowing us to become part of their team in the last financial year, which has allowed us to continue to support our community.

THE LAKE CARGELLIGO // COMMUNITY TRANSPORT TEAM



Community Visitors Scheme

During September 2022 the Community Visitors Scheme (CVS) celebrated 30 years in Australia..

The scheme commenced as a pilot project in Queensland and South Australia in 1990 with the service commencing with Neighbourhood Central in 1993.

The CVS supported organisations to recruit volunteers to provide friendship and companionship through one-on-one visits to older people receiving Australian Government subsidised residential aged care who are socially isolated.

In 2013-14 the CVS scope was expanded to include group visits in residential aged care homes and one on one visits to Home Care Package recipients.

The Royal Commission into Aged Care Quality and Safety Final Report was published on 1 March 2021, recommending that the Government should promote volunteers and volunteering in aged care to support older people to live a meaningful and dignified life and supplement the support and care provided to them through the aged care system whether in their own home or in a residential care home, by: 'providing additional funding and expanding the Community Visitors Scheme and changing its name to the Aged Care Volunteer Visitors Scheme, to provide extended support for older people receiving aged care who are at risk of social isolation'.

During 2022 Neighbourhood Central applied for funding in an open competitive funding round for the new Aged Care Volunteer Visitor Scheme and were successful in the continuation of this service across the western area of the Central West Aged Care Planning Region.

We are excited to continue this free service that engages volunteers to make regular visits to older people to provide companionship and help develop social connections.

The ACVVS will deliver services over three years from 1 July 2023 to 30 June 2026.



Linda's Story

Over the past three years, Linda has enjoyed visits from Doris, a Community Visitors Scheme volunteer.

Linda has lost her husband and both of her sons. Since her husband passed away, she looks forward to her visits from Doris. Linda and Doris have known one another for years but lost contact until a few years ago when Doris started volunteering.

Doris visits Linda every Tuesday and together they enjoy a chat and a cup of tea. Linda loves to reminisce about the good days of travelling overseas to countries like Germany, London, Russia, Canada and America, just to name a few. Linda and Doris also enjoy a weekly meal at the local Methodist church.

Every week Linda enjoys playing euchre and going to church and she also keeps herself busy doing Sudoku puzzles. Linda also enjoys art and still displays her lovely artwork which she has won awards for at the local Parkes Show.

As a community visitor, Doris provides valuable friendship and companionship that prevents social isolation and keeps Linda connected to her community.

Family Support



Photo credit to Ken Engsmyr

Driver Simulator Program

Neighbourhood Central Family Support, in partnership with Ken Engsmyr, Rotary Club of Parkes and NSW Police have been delivering the Driver Simulator program at local schools.

With funding provided by the Commonwealth Bank and a state government grant, a Driving Simulator was purchased in 2022 for the Parkes area. The program had been previously delivered with the support of the Driver Simulator from the Rotary Club of Young.

Senior students from local schools in Parkes, Forbes, Trundle and Tullamore spent time learning about the effects of alcohol, drugs, fatigue and the distractions on driving through two training modules of Impaired Driving and Distraction.

During the impaired driving module, a participant has a practice drive on the simulator in normal driving conditions. The simulator is then stopped and switched into impaired driving mode. The screens blur and delays are inserted into braking and steering controls. The experience provides a demonstration of the effects of drugs and alcohol on driving ability.

The distraction module is demonstrated by asking candidates to read text messages and carry out simple mental and physical tasks while driving. Participants experience how difficult it is to maintain control of a vehicle when distracted.

The program is not only about teaching driving skills but enables students to experience – in a safe way – the effects of impairment and distraction on their driving ability.



Early Literacy Day

Neighbourhood Central Family Support and Paint Parkes REaD with the support of Trundle Library, held an Early Literacy Day to help spread the important message of "Read, Talk, Sing and Rhyme to children right from birth".

Students from Trundle Central School, Trundle Children's Centre and St Patrick's Parish School, along with the Reading Bug, were all in attendance on the day and participated in a variety of activities.



TAFE Cooking Course

Peak Hill women's group, with the support of Neighbourhood Central Community Transport, completed the 6-week Simple Dishes – Cook Well, Eat Well Program at TAFE NSW Parkes. The women in attendance had the opportunity to prepare meals each week while learning skills they could use at home. The women thoroughly enjoyed attending and are looking forward to participating in future programs TAFE offer.



Youth Group

Neighbourhood Central Family Support facilitate weekly boys and girls youth groups in Peak Hill during each school term. During term two in 2023, participants had an opportunity to attend Parkes PCYC to take part in a variety of activities including rock wall climbing, boxing, fitness and basketball.

Neighbourhood centres play an important role in sustaining a local approach to supporting people in ways that retain their local connections and help them to meet other local people.

TINA NASH // FAMILY SUPPORT COORDINATOR



In-Home Care / Aged Care Services

The federal budget announcement in May 2023 saw the Federal Government's Aged Care Reforms pushed back until July 2025 in response to stakeholder feedback and to allow time to further refine the design. There are a number of crucial areas of the Support at Home program to be examined, such as service lists, sustainable pricing, and determining how providers can best deliver acute care in the home.

At Neighbourhood Central, we support every initiative that improves the quality of care and quality of life for our older clients, and the delay does not signify we will take our foot off the pedal in terms of preparing for the reforms.

Rather, this is a welcomed gift of time to prepare our organisation most effectively for the transition.

To date, Neighbourhood Central has made enormous progress to position itself to align with the proposed new model of care. We have contended with numerous aged care reforms that are continuing to be implemented, including a new aged care code of conduct for the aged care workforce, the Serious Incident Response Scheme, strengthening provider governance, and a 15% increase to award wages for aged care workers (subject to certain awards and classifications).

The In-Home Care Team has also seen significant administrative staff changes this past financial year, but with all of that behind us, it is now time to focus on building this "little" home care service into a preferred local service provider that will truly benefit our communities.

LOUISE CARRUTHERS // IN HOME CARE COORDINATOR



Polly's Story

Polly became a Neighbourhood Central Home Care Package client in November 2019. Since then, her Home Care Package level has increased to accommodate her changing needs. The increased Home Care Package means that Polly can remain independent, which is her main goal.

Polly was born in Wellington NSW and moved to Peak Hill when she was one year old. She left school in Form 1 to help her mother at home. She also had various jobs cleaning and moving sheep.

Polly moved to Narromine to help look after two local children, which is where she met her husband, Bill.

Polly and Bill had their first son in Dubbo and they moved back to Peak Hill and went on to raise three more boys. Her husband Bill worked as a farm hand and Polly loved raising her sons on the land.

Polly treasures her independence and is very content when her sons and grandchildren visit.

Polly's loves spending time in her garden, and it is a great source of pride. Her son helps her to keep her large garden safe for her to access.

Aboriginal Homework Centre

Neighbourhood Central facilitates Aboriginal Homework Centres in Peak Hill and Parkes with funding provided by the National Indigenous Australians Agency through the Indigenous Advancement Strategy. The Homework Centres are targeted to Aboriginal and Torres Strait Islander students from Year 7 to 12 to improve education outcomes and support families through their child's education.

During the school holidays participating students have an opportunity to attend educational and leisure excursions.

A healthy and safe start to life gives our children the greatest chance of succeeding at school, realising their potential, and making the most of their opportunities throughout their life.

MICHEAL ANDERSON and RENEE KEED //
HOMEWORK CENTRE FACILITATORS



Housebound Library Service

The Housebound Library Service, operating out of Neighbourhood Central and through Parkes Shire Library, started between 1978 and 1979. It was one of the first services offered by Parkes Neighbourhood Centre, as it was previously named. The Centre was located in one of the original rendered buildings which were part of the Court Street Motel/Restaurant, which was destroyed by fire in July.

Back in 1978, the only library items available were regular print books. Now Housebound Library clients have the choice between regular and large print books, magazines, talking books, and music CDs and DVDs covering movies as well as television series.

In the beginning, deliveries were only to private homes, but the service now covers all three Aged Care Residential Facilities in Parkes as well.

There have been many people volunteering their time over the years, some of whom spanned decades of service.

In the past year, fortnightly deliveries have declined from 93 items for 25 clients, to 67 items for 21 clients.

Our seven volunteers have contributed 174 hours of their time and covered over 370 kilometres.

COVID-19 outbreaks at the Aged Care Residential Facilities has resulted in extra time spent and additional kilometres travelled delivering books in the morning and collecting returned items in the afternoon.

This free service is an unfunded activity administered by Neighbourhood Central in conjunction with Parkes Shire Library, and is open to any aged and/or disabled members of the Parkes community.

JOHN SHORT // **HOUSEBOUND**
LIBRARY COORDINATOR



Parkes Palliative Care Volunteer Service

Ten years ago, Bernadette Orange (a Specialist Nurse Consultant in Palliative Care) initiated the idea of training a group of volunteers who could visit and support people diagnosed with a life limiting illness.

After Neighbourhood Central secured grants from the Foundation for Rural and Regional Renewal and the Parkes Services Club, Kittie Dwyer, who had a great deal of experience in aged care and other social services, became the first coordinator of the volunteer service. Volunteers were then recruited and trained under the guidance of Bernadette and Kittie.

Training continues to be very intensive, with a particular focus on respecting the confidentiality of the clients and their families. There is a great deal of diversity in the team of volunteers, allowing the coordinator to choose the right person for each client. The role of the volunteer varies with the circumstances of each family. Sometimes the volunteer may take their client out for a coffee or to appointments or just sit with them. Some clients want a volunteer who can record

or write down their life story for family members to read. Sometimes volunteers visit the carer of the client who may need to talk with someone who understands what they are going through at this stressful time.

Parkes is blessed with a wonderful group of Community Nurses who regularly visit and treat people in their homes. The nurses may suggest that their patient or a family member could benefit from having a volunteer.

Two of our volunteers facilitate a six-week Bereavement, Grief and Loss sessions each year (COVID-19 certainly made that difficult!). There are so many forms of grief and loss, and being able to share with others can make a huge difference in their lives. Quite often, friendships are formed within these groups, and many are still meeting at coffee shops or at their homes.

Our volunteer service has been supported, as always, by Neighbourhood Central. Generous grants from the Northparkes Community Investment Program and Goldfields Masonic Lodge enabled the service to host a local Palliative Care conference and to also attend other training sessions over the past year.

KAYE LINDSAY AND TONY FISHER // PALLIATIVE CARE VOLUNTEER COORDINATORS





**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950**

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Neighbourhood Central Limited which comprises the statement of financial position as at 30 June 2023, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory notes and the Director's declaration.

In our opinion, the financial report of Neighbourhood Central Limited has been prepared in accordance with the *Corporations Act 2001* and *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the registered entity's financial position as at 30 June 2023 and of its financial performance and cash flows for the year ended on that date; and
- (ii) complying with relevant Australian Accounting Standards, the *Corporations Act 2001* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Employee Benefits

Without modification to the opinion expressed above, we draw attention to the basis of presenting Employee Benefits information detailed in Note 14. As outlined in Note 1, the Directors have elected to recognise a provision for non-vesting employee sick leave. This is in departure of the standard which states that such times are only to be recognised in the period in which they are incurred (i.e. taken or paid).

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2023, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950**

Directors' Responsibility for the Financial Report

The directors are responsible for the preparation of the financial report in accordance with the *Corporations Act 2001*, *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so. The directors are responsible for overseeing the company's financial reporting process.

Auditor's Responsibility

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

JOHN L BUSH & CAMPBELL
Chartered Accountants



David Rosetta
Partner

Wagga Wagga
20 September 2023

**NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950**

DIRECTORS' REPORT

The directors present their report on the company for the financial year ended 30 June 2023.

Information on Directors

The names of each person who has been a director during the year and to the date of this report are:

Graeme Mark Dean
Kay Annette Maree Craft
Garry Michael Bokeyar
Lynette Margaret Rogers
Felicity Anne Abbey
Peter John Buckley

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Operating Results

The profit of the company after providing for income tax amounted to \$758,988.

Significant Changes in the State of Affairs

There have been no significant changes in the state of affairs of the Company during the year.

Principal Activities

The principal activities of the company during the financial year were provision of aged and community support services to people living in western New South Wales.

No significant changes in the nature of the company's activity occurred during the financial year.

Events After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

Environmental Issues

The company's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory of Australia.

Dividends paid or recommended

The Company is prohibited by its constitution from paying dividends to members.

Options

No options over issued shares or interests in the company were granted during or since the end of the financial year and there were no options outstanding at the date of this report.

NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

DIRECTORS' REPORT

Indemnification and Insurance of Officers and Auditors

The Company indemnifies, to the extent permitted by law, officers of the Company when acting in their capacity in respect of:

- liability to third parties when acting in good faith; and
- costs and expenses of successfully defending legal proceedings and ancillary matters.

The Directors named earlier in this Report and the Company Secretary, have the benefit of the indemnity.

During the year, Neighbourhood Central paid premiums in respect of contracts insuring all Directors as listed earlier, secretaries and other officers of the Company against liabilities incurred in their capacity as Director or Officer, as the case may be, of the Company.

The contract prohibits disclosure of the nature of the liabilities covered and the amount of premium.

Auditor's Independence Declaration

The lead auditor's independence declaration in accordance with section 307C of the Corporations Act 2001, for the year ended 30 June 2023 has been received and can be found on page 3.

Signed in accordance with a resolution of the Board of Directors:

Director: 
Graeme Mark Dean

Director: 
Peter John Buckley

Dated this 20th day of September 2023

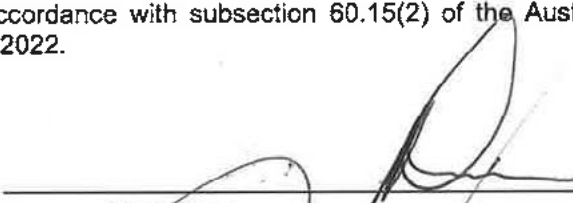
NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

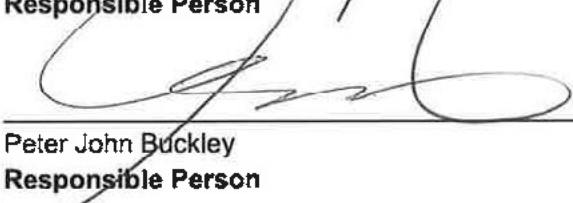
RESPONSIBLE PERSONS' DECLARATION

The Responsible People declare that in the Responsible People's opinion:

- (a) there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- (b) the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulations 2022.


Graeme Mark Dean
Responsible Person


Peter John Buckley
Responsible Person

Dated this 20th day of September 2023

NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023

2022			2023
\$		Note	\$
3,568,611.91	Revenue	3	4,825,497.70
(16,880.00)	Accountancy expenses		(19,525.00)
(10,500.00)	Auditor's remuneration	4	(11,250.00)
(122,108.00)	Depreciation and amortisation expenses		(224,651.00)
(2,203,994.90)	Employee benefits expenses		(2,521,580.37)
338.00	Bad Debts	5	(1,583.00)
(145,793.73)	Motor Vehicle Expenses		(213,659.92)
(126,076.95)	Client Support Services		(140,857.87)
(183,500.00)	Rental of Premises		(193,460.85)
(35,779.74)	Computer Expenses		(113,351.25)
(76,178.45)	Volunteer Expenses		(109,240.62)
(47,868.84)	Expensed Equipment		(79,774.02)
(53,500.47)	Materials & Requisitions		(60,118.80)
(304,242.85)	Other Expenses		(377,457.45)
242,525.98	Profit before income tax	5	758,987.55
-	Other Comprehensive Income		-
242,525.98	Profit attributable to members of the company		758,987.55

The accompanying notes form part of these financial statements.

NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2023

2022			2023
\$		Note	\$
	ASSETS		
	CURRENT ASSETS		
489,478.95	Cash and cash equivalents	6	698,332.73
106,322.64	Trade and other receivables	7	242,567.86
2,909,278.81	Financial assets	8	3,430,892.38
12,470.08	Inventories	9	21,152.48
3,517,550.48	TOTAL CURRENT ASSETS		4,392,945.45
	NON-CURRENT ASSETS		
350,000.00	Investment property	10	350,000.00
879,212.53	Property, plant and equipment	11	890,357.53
150,562.00	Right of Use Assets	12	165,831.00
1,379,774.53	TOTAL NON-CURRENT ASSETS		1,406,188.53
4,897,325.01	TOTAL ASSETS		5,799,133.98
	LIABILITIES		
	CURRENT LIABILITIES		
206,441.11	Trade and Other Payables	13	210,070.45
368,164.78	Provisions	14	485,651.35
90,312.36	Lease Liabilities	15	117,389.87
488,531.96	Other current liabilities	16	486,828.97
1,153,450.21	TOTAL CURRENT LIABILITIES		1,299,940.64
	NON-CURRENT LIABILITIES		
64,124.50	Lease Liabilities	15	51,439.62
26,099.15	Provisions	14	35,115.02
90,223.65	TOTAL NON-CURRENT LIABILITIES		86,554.64
1,243,673.86	TOTAL LIABILITIES		1,386,495.28
3,653,651.15	NET ASSETS		4,412,638.70
	EQUITY		
3,653,651.15	Retained earnings	17	4,412,638.70
3,653,651.15	TOTAL EQUITY		4,412,638.70

The accompanying notes form part of these financial statements.

NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2023

	Retained earnings \$
Balance at 1 July 2021	3,411,125.17
Profit attributable to equity	242,525.98
Balance at 30 June 2022	3,653,651.15
Profit attributable to equity	758,987.55
Balance at 30 June 2023	4,412,638.70

The accompanying notes form part of these financial statements.

NEIGHBOURHOOD CENTRAL LIMITED
ABN 31 813 464 950

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

2022 \$		2023 \$
	NOTE	
	CASH FLOWS FROM OPERATING ACTIVITIES	
3,559,771.71	Receipts from customers	4,660,200.66
(3,467,354.58)	Payments to suppliers and employees	(3,800,123.19)
92,417.13	Net cash provided by operating activities	860,077.47
	CASH FLOWS FROM INVESTING ACTIVITIES	
88,471.81	Proceeds from sale of property, plant and equipment	(41,044.00)
(1,122,488.10)	Payments for property, plant and equipment	0.00
0.00	Payments for investments	(521,613.57)
(1,034,016.29)	Net cash provided by (used in) investing activities	(480,569.57)
	CASH FLOWS FROM FINANCING ACTIVITIES	
-	Proceeds from borrowings	0.00
(57,908.14)	Repayment of borrowings	(170,654.12)
(57,908.14)	Net cash used in financing activities	(170,654.12)
(509,518.57)	Net increase (decrease) in cash held	208,853.78
998,997.52	Cash at beginning of financial year	489,478.95
489,478.95	Cash at end of financial year	698,332.73

The accompanying notes form part of these financial statements.



PARKES

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CONDOBOLIN

7 Melrose Street
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WYALONG

255 Neeld Street
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LAKE CARGELLIGO

28 Uabba Street
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