

## **10.18.North Sydney Community Centre - Joint Strategic Plan Review 2021/22**

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**ENDORSED BY:** Rebecca Aukim, Director Community & Library Services

### **ATTACHMENTS:**

1. 2021-2022 NSCC AGM REPORT - DIGITAL [**10.18.1** - 32 pages]
2. North Sydney Community Centre Strategic Plan Review 202 (3) [**10.18.2** - 8 pages]

### **PURPOSE:**

To report on the 2021/22 review of the North Sydney Community Centre's Joint Strategic Plan with Council.

### **EXECUTIVE SUMMARY:**

North Sydney Community Centre (NSCC) is an independent, not for profit organisation that is run by a volunteer board. The Centre's Joint Strategic Plan 2020-2025 was endorsed by Council 28 June 2021, and each financial year the Centre provides a review of the Joint Strategic Plan.

NSCC's vision is to encourage a collaborative, connected, caring and creative community. The Centre does this through providing a diverse range of programs and services for the North Sydney community. These include: classes and workshops for adults; Music & Movement classes for children; a farmers and artisan food producers' market; After School Care; Explorers Playgroup, community events, and venue hire.

Despite the challenges of 2021/22, NSCC was able to keep connected to the community by providing online courses and workshops during the lockdown period. The Centre also redeveloped their website, and have been doing more to promote the Centre's programs and services.

The community is returning to the Centre gradually, however continued community concern about Covid has inhibited people from attending the Centre. Torrential rain and floods have also impacted on the Centre, with several Northside Produce Markets being cancelled this year.

In September, the Centre celebrated a milestone with their 50-year anniversary and an Open Day which was well attended. The weather was fine, and free, fun and engaging activities were on offer such as live music, pottery, a sustainable art project, culinary demonstrations and craft activities.

**FINANCIAL IMPLICATIONS:**

This has been another challenging year for NSCC with the Covid lockdown in the first 4 months of the 2021/22 financial year, which greatly restricted community use of the Centre. Government subsidies totalled \$91,993 but it was insufficient to cover the final deficit of \$204,661. For 2021/22 NSCC has a total equity of \$397,871.

**RECOMMENDATION:**

**1. THAT** the 2021/22 review of the North Sydney Community Centre's Joint Strategic Plan is received.

## **LINK TO COMMUNITY STRATEGIC PLAN**

The relationship with the Community Strategic Plan is as follows:

### **4. Our Social Vitality**

4.1 North Sydney is connected, inclusive, healthy and safe

4.2 A centre for creativity and learning

## **BACKGROUND**

NSCC was established in 1972 by local women and children and in 1975 it became an independent organisation, known as the North Sydney Leisure Centre.

The current centre was built in 2006 and is now known as the North Sydney Community Centre. Council has provided the premises and financial assistance since 1975. The majority of the Centre's income is raised through the Northside Produce markets, programs and workshops and venue hire.

The Centre's Joint Strategic Plan 2020-2025 was endorsed by Council 28 June 2021.

## **CONSULTATION REQUIREMENTS**

Community engagement is not required.

## **DETAIL**

The North Sydney Community Centre's Review of the Joint Strategic Plan and Annual Report are attached and provide an update on activities over the year.

### **2021/22 Highlights**

- 50<sup>th</sup> Anniversary Open Day
- NSCC and the community supported over 80 individual small businesses by providing teaching and speaking opportunities.
- Celebrated NAIDOC Week with an offering of indigenous workshops which included weaving and identifying bushtucker plants.
- Student and Tutor Exhibition which celebrates students and tutors from a range of creative courses such as expressive painting, pottery, life drawing, print making and water colours.
- Partnership with Early Ed which provides early childhood intervention services for children and their families.
- Partnership with TAFE in which final year students studying Bachelor of Early Education are recruited to complete a three-week practicum with NSCC's Explorers Playgroup.

## **Challenges**

- Sydney's second Covid lockdown 25 June 2021 which lasted three and a half months and greatly impacted the Centre including the produce markets.
- Less consumer confidence in returning to onsite classes after the 2021 lockdown.
- Floods and torrential rains which meant the closure of the produce markets on several occasions in 2022.
- Staff shortages in the Education sector impacted the Centre's After School Care program.

## **Community and Sustainability initiatives**

- The Centre became a Terracycle Community Collection Hub for plastic Nescafe Coffee Capsules.
- Annual collection of items that are collected for refugees and asylum seekers and distributed by the House of Welcome.
- With the easing of Covid restrictions and the single-use plastics ban the Centre reinstated the Bag Depot.
- The Centre provides free bags of shredded paper from the Community Centre to market attendees for home compost.
- Explorers Playgroup promotes the use of Keep Cups.
- NSCC partnered with the Bowerbird Herd and offered two Sustainable Art workshops for adults and children to celebrate World Environment Day. Attendees learned how to give pre-loved items a new purpose as art.
- NSCC hosted a conversation with Carly Robertson from Climate for Change. The event provided information to attendees about actions they could take to help save the planet.
- 'Check In and Tune Up' bicycle service in which sixty-nine bikes were serviced.
- After School Care were selected for a Sydney edible garden grant of \$1,200 to put towards their garden.
- Partnership with Zonta in which NSCC hosted a Breast Care Cushion Sip & Stuff day in which the community could stuff breast cushions to give to women in Sydney hospitals after mastectomies and a Birthing Kit assembly day where people pack birthing kits sent across the developing world.
- Each November NSCC support the Smith Family Toy & Book Appeal by collecting donations for the Smith Family to give to disadvantaged children at Christmas.

North Sydney Community Centre

# Annual Report

## 2021-2022



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# OUR ORGANISATION

North Sydney Community Centre (NSCC) is a vibrant, independent and not-for-profit community centre in the heart of North Sydney. The Centre aims to 'enhance the quality of life for those in the area and wider community'. We achieve this through community programs catering to varied abilities and interests. NSCC is proud to be independent, responsive and dynamic, and fosters social connections and wellbeing. Through a wonderful array of

services, workshops and events, it is a hub of activity and a joy to people of all ages, cultures and backgrounds. NSCC is a beloved part of the community with a rich history since 1972. It is renowned for its welcoming, inspired and invigorating atmosphere and the great team of staff and volunteers who work closely to serve and support the community. We are pleased to be celebrating 50 years this year!



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# WE CELEBRATE OUR 50<sup>TH</sup> ANNIVERSARY







# PRESIDENT'S REPORT

GENIA MCCAFFERY



After several difficult years adjusting our operations to changing Covid lockdowns and restrictions, our Centre has been making the gradual adjustments back to the new normal.

Like many businesses and community centres throughout the country we have reopened our doors but our operations are not returning to the same level as before.

All our activities; Adult classes and Workshops, Playgroup, Venue Hire, Northside Produce Market and After School Care, were affected by Covid-19 outbreaks. This year we've seen children and adults gradually return to our Centre's activities but continued high levels of Covid infections and community concern about them, continue to affect the numbers registering for all our activities. Venue hire is the one area where we've seen a healthy increase in bookings.

Our Northside Produce Market, after facing Covid cancellations, has also been affected by the floods and torrential rain events this year with many of our stall holders unable to provide enough produce for their stalls. Lisa, our Market coordinator, has been doing a fabulous job ensuring the Market still attracts a great crowd on Market Saturdays.

We're also celebrating the 50th anniversary of North Sydney Community Centre this year. It's a great opportunity to celebrate our history and plan the future of our wonderful Centre.

Our staff have been extraordinary throughout this period dealing with a never ending number of challenges and responding with innovative and exciting ideas. Our staff are dedicated and hardworking.

Our Centre's Director, Michelle Worthley, has handled all the crazy challenges of our times with hard work and good humour. We're very lucky to have such a talented positive person running our Centre. Our Centre's Deputy Director, Michelle Nixon, is a critical member of staff, who has been with the Centre for 21 years, and seamlessly steps into the Director's role when needed.

I'm very lucky to have such a terrific, dedicated Management Committee. We're all volunteers but give many hours of work to assist our staff to make the Centre the fabulous place that it is. A special thank you to our Treasurer Trish Cutler and Vice President Lynne Oswald.

I'd like to acknowledge again North Sydney Council for their ongoing support including the provision and maintenance of our wonderful building and annual grant.

I have great hopes for a healthier and more vibrant year ahead.





# DIRECTOR'S REPORT

MICHELLE WORTHLEY



It's quite a milestone as North Sydney Community Centre (NSCC) celebrates our 50 year anniversary in 2022!

Thank you to each of our valued Committee members for their commitment to NSCC and for sharing North Sydney Community Centre's values and vision. I'm very pleased, and grateful, for how well the Committee works together in navigating all of the changes to the Centre over the past two turbulent years! I also commend the amazing Centre staff with their impressive ability to adapt to ever-changing factors, and their dedication to providing such excellent programs and services.

I would like to acknowledge the support of the NSW Department of Communities & Justice for our Seniors Festival grant, along with the North Sydney Council

operating grant, we are very grateful for these funds. Thank you also to Norths in Cammeray for the ClubsGrant which enabled us to print bookmarks and loyalty cards to promote Playgroup and run a project that allowed us to offer 100 days of free playgroup sessions, after ten visits, to parents of young children (a free day per loyalty card). We also appreciate Council replacing the sail shade above the outdoor stage and repainting the inside of the Centre, it looks wonderful.

Last July we encountered a lockdown which administratively kept us on our toes with shuffling classes, refunding/crediting bookings and rescheduling. Our community was very pleased, even with QR codes check in, cleaning protocols, social distancing and masks in place, to return to the Centre. We were greeted with cheerful enthusiasm from returning students when re-opening and it is a credit to the staff and community to adapt to the changes. As restrictions eased the community welcomed a more "normal" process of coming and going.

In 2020, we learned how to keep the Centre operating during periods of lockdown, last year we redesigned our programs and services to operate online, dealt with increased-risk environments and varying restrictions. So far, this year it's been about staff, some shortages and changeovers in all of our service areas as some retired, had babies, moved onto other pursuits or relocated. The recruitment process to hire staff and tutors has been ongoing, currently we are a small and supportive team. Our Marketing Coordinator Sheila Campos returned to Brazil and we were thrilled to have Gretel Duque join the team. We were also very pleased to welcome Marianne Yag to





oversees our Venue Hire administration which has become busy as people were anxiously awaiting to hold Birthday parties again. It has been great to have volunteers return to the Centre including: community members, Tafe students doing practicums hours, university marketing interns and high school students completing community service or Duke of Edinburgh hours – always a changeover of volunteers as we welcome new people and say farewell we are very appreciative of their time and efforts. The primary action we're taking to set up for success coming out of 2020/21, other than minimising our expenses as much as possible, was focussing on our core services and programs. Despite restrictions and closures we were always working hard to keep our community engaged and connected to our programs and services. We continue to produce a Whats On Guides each term, send out a weekly e-newsletter, post on social media and of course have good chats over the phone or in person at the Centre.

We continue to feature a range of programs, Adult Classes, Workshops and Events yet we've noticed less consumer confidence in returning to onsite classes after the 2021 lockdown compared to the 2020 lockdown. In November we participated in Council's Lost Bird Found project – a great initiative to promote awareness about mental health. Also, we became a Terracycle Community Collection Hub for plastic Nescafe Coffee Capsules.

In After School Care (ASC) we undertook organising our management system (QikKids), updating our ASC policies and procedures, as well as registering and redeeming the government BASC vouchers. Facing staffing shortages in the Education sector, we went without an Educational Leader and our wonderful ASC Coordinator Gus took on a large load. Thus, we slightly restructured and welcomed Linda Ramsden to the ASC Program Admin role. With Linda's help we also launched our reconciliation action plan (RAP) and celebrated National Reconciliation week with various activities for the kids as part of this.

The Northside Produce Market has always prided itself on having some of the finest food producers. We faced challenges due to flooding, staffing shortages and Covid which affected stallholder and customer attendance,

yet the market continues to thrive and it is wonderful to welcome people to shop, eat, drink and sit in the park.

Our Explorers Playgroup is such an essential community service and makes a big difference to our local families. We continually receive feedback about how our service is paramount to carers' health and wellbeing, being a wonderful opportunity to socialise safely with their kids. It is a place for people who are new to the community to find support and connect with others in the area, particularly if they have no family support locally. We are also pleased with our partnership with Early Ed next door.

A great organisation we're pleased to partner with is Zonta, whose sole aim is to serve and advocate for women everywhere. Each year we host two projects: a Breast Care Cushion Sip & Stuff day where people come and stuff breast cushions to give to women in Sydney hospitals after mastectomies and a Birthing Kit Assembly day where people pack birthing kits sent across the developing world. Another event we hold every May is a Biggest Morning Tea to raise important funds for Cancer Council. This year it was held during a Playgroup session and everyone was pleased to enjoy morning tea outside in the sunshine. In June my office fills with items that are collected for refugees and asylum seekers and distributed by the House of Welcome. We are very pleased to continue these efforts annually and our partnership with House of Welcome. It is very heart-warming to see our community so generously donate to this worthwhile cause. Each November we're also proud to support the Smith Family Toy & Book Appeal by holding a collection of donations in support of this initiative, to give disadvantaged children toys and books at Christmas.

Last, but certainly not least, I would like to acknowledge the support of the North Sydney Council, for which I am sincerely grateful. Also, thank you to the Committee for their ongoing support and altruistic and helpful efforts they put forth. In addition to appreciating our very hard-working staff, I'd like to acknowledge Julie Dahlberg our Bookkeeper, Ben Gleitzman our Graphic Designer and David Stone our IT Consultant for the very professional jobs they do.



# MANAGEMENT COMMITTEE



**GENIA MCCAFFERY**  
President

Genia joined the Committee in 2017. She has lived in North Sydney since the 1970s and says the Centre has been part of her life since then. She's done yoga and meditation here, her two kids went to Playgroup and to After School Care. She loves the Centre's markets, events and courses. She brings experience in local government, community development and her tenure as the mayor of North Sydney for 17 years. She's thrilled to be part of 'such a vibrant, compassionate Centre in our community'.



**TRISH CUTLER**  
Treasurer

Trish joined the committee during 2018. She has lived in the area since migrating from South Africa in 2000. She currently runs her own small business, providing bookkeeping, BAS Agent and software consulting services. She has a B Comm from South Africa and is a member of the Institute of Public Accountants (IPA). She has always loved the Saturday markets and enthusiastically attends various adult classes.



**LYNN OSWALD**  
Vice President

Lynn joined the committee in 2005 and was elected Vice President in 2013. Lynn was a market stallholder for many years and regularly volunteers at the NSCC Info Stall at the markets. Lynn spent two years volunteering in Tanzania at the School of St Jude where she enjoyed exploring her passion for all things African, including her love of animals. Lynn is a great supporter of Centre events and fundraisers.



**BEATE REINHARDT**  
Secretary

Beate joined the committee in 2009 and brings skills from her professional background in administration, HR and accounting. In addition to being Centre Secretary and on the Finance Sub-Committee, Beate is a frequent student at the Centre, participating in latino dance, Zumba and drawing classes. Beate supports the Centre by volunteering at the Info Stall at the markets as well as at numerous events throughout the year where her warmth and energy are appreciated.

**BARBARA DEGRAFF**

Barbara rejoined the committee in 2015. Her involvement with the Centre began when her sons attended After School Care from the mid 1990's through the mid 2000's. They loved their time at 'Leisure'. Barbara has over 30 years of marketing experience and is passionate about online marketing. She was raised in Albany, New York but considers herself a happy transplant. Barbara loves the sense of community the Centre offers and is a regular volunteer at the produce market.

**VIVEK SAMDARSHI**

Vivek joined the committee in 2019. He brings a background in Strategy and Finance with over 15 years' experience in the commercial sector in addition to his qualification as a Chartered Accountant. He is involved in initiatives to optimise Centre performance and looks to provide a long-term lens on Centre sustainability. Vivek enjoys giving back to community and was drawn to join the committee for this particular reason. He is interested in issues around economic wellbeing, social welfare, fine arts and enjoys collaborating with people.

**CORINNE MADDEN**

Corinne joined the committee in 2017. Corinne, originally from France, coordinated Playgroup for 10 years and got to know the dedicated people working at the Centre and loved being creative and providing a warm, fun and safe environment for Playgroup. After retiring from Playgroup, Corinne has pursued her lifelong passion to teach French as a second language and maintains her special bond with Centre by belonging to the committee and contributing to the various events held by the Centre.

**JOHN PLAYFORD**

John re-joined the Committee in December 2020. His original involvement with the Centre was when his youngest son attended After School Care in the mid 1990's. John quickly formed the view that the Centre was unique in terms of its diversity and visions for the future but most of all, the staff were very special people. He joined the Committee at that time to part of a Community based organisation that North Sydney was rightly proud of then and now. John rejoins after a 25 year break so he is "well rested" and ready for 2021. John has a long career in Industrial Relations and we value his assistance on the Committee.

**JANE AELLIG**

Jane joined the committee in 2018. She brings with her a strong background in finance gained over 10 years in the commercial and professional services sectors in addition to her qualification as a Chartered Accountant. Jane was excited and enthusiastic to join the committee being a local north shore resident and markets attendee and assists the Centre through volunteering at events and applying her professional qualifications.

# STAFF

**DIRECTOR:**

Michelle Worthley

**ASST. TO DIRECTOR:**

Michelle Nixon

**PROGRAM & EVENTS COORDINATOR:**

Anna Gray / Rosalynde Gray

**MARKETING COORDINATOR:**

Sheila De Campos / Gretel Duque

**PROGRAMS ADMINISTRATOR:**

Rosalynde Gray

**MARKET COORDINATOR:**

Lisa MacDonald

**AFTER SCHOOL CARE COORDINATOR:**

Gus Gomez

**PLAYGROUP COORDINATOR:**

Gill Alborough

**VENUE HIRE ADMINISTRATOR:**

Marianne Yag

**ASC STAFF:**

Elsa Jara, Roopa Jambur, Sneh Villanova, James Eriksson, Joanne Parry, Callum Boyd, Sue Barnes, Eliza Nicholls, Catherine Donohue, Andrew Hanna, Ella Nugent, Bianca Salis, Ellena Hicks, Linda Ramsden

**PLAYGROUP STAFF:**

Debra Rifai, Louise Tully, Roopa Jambur, Hajar Torkaman Dehnavi, Claire Pascoe and Volunteers: Catherine June, Sally Lockrey, Narra Deluck and Jessica Kuo

**MARKET CREW:**

Oliver Stone, Shayne Kraal, William Chan, Angela Yoshikawa, Jack Sambrook, Joanna Moriarty and Yasuko Ohara

**OUR VOLUNTEERS:**

Pratham Gupta, Tove Hooper, Rosemary Garrett, Sandy Boyd, Helen Ritchie, Jane Barnes, Jules Miner, Mary-Ann Jackson, Lichimi Karu, Judi Green, Zoe Campbell, Adel and Rafat Adl and Jim Bradfield (our amazing handyman!)

**HIGH SCHOOL VOLUNTEERS:**

Jessica, Brigitte, Georgie, Oscar, Lucy, Emily, Nell, Alice, William, Isabella, Izzy, Katie, Hannah, Cara, Zoe, Bella, William, Lily and Scarlett

**SPECIAL THANKS:**

**BOOKKEEPER:** Julie Dahlberg

**CARETAKER:** Johnny Pitt

**CLEANER:** Maya Kantar

**DESIGNER:** Ben Gleitzman

**IT CONSULTANT:** David Stone

**MARKET TOURS:** Tawnya Bahr

**PHOTOGRAPHER:** Zara King







# PROGRAMMING, CLASSES & EVENTS

## ROSALYNDE GRAY



2022 has been a year of ups and downs. Anna Gray went on maternity leave and Heather Lloyd briefly took up her position before Rosalynde Gray took on the role. NSCC Programming and Marketing focused on facilitating classes, workshops and events to keep our community connected through the continuing Covid Pandemic. Enrolments throughout 2022 have fluctuated each term, our community has been a mix of hesitation and enthusiasm with regards to enrolling into classes. Popular classes such as Pottery, Expressive Painting, Life Drawing, Mahjong and Marion Claridge's exercise classes have continued to fill with regular students. However, our workshops and other term-long classes have struggled to get enough enrolments to run each term.

In 2021, NSCC farewelled two of our language tutors, Nathalie Suet and Gianna Di Genua and welcomed Thouraya

Lahmadi and Roy Gerente. In 2022, we were saddened by the sudden death of our long-time Mahjong tutor Ron Yap, who passed away in April and were grateful to Allen Ling who was available to step into some very big shoes.

We would like to thank North Sydney Council for the much-needed subsidising of our Friday Lunchtime Choir for Terms 3 & 4 2022, and the continued support of our Centre and programs.

NSCC is proud to say that, throughout the year, NSCC and the community have supported over 80 individual small businesses by providing teaching and speaking opportunities.

We saw an average of 858 enrolments per term bringing life back to the community through this difficult pandemic time.



### STUDENT AND TUTOR EXHIBITION

The 2022 Student and Tutor Exhibition returned to the Centre in June. The exhibition celebrated students and tutors from a range of creative courses such as Pottery, Watercolours, Expressive Painting, Life Drawing and Printmaking.



### WORLD ENVIRONMENT DAY

We were thrilled to partner with the Bowerbird Herd to offer two Sustainable Art workshops for adults and children to celebrate World Environment Day. In these workshops, attendees learned how to give pre-loved items a new purpose as art. Thank you North Sydney Council for supporting this creative workshop



### SENIORS FESTIVAL 2022

We were grateful to NSW Department of Family and Community Service, and to North Sydney Council for awarding Seniors Week funding to support our Seniors Festival Program. In this year's festival, workshops ranging from drawing, writing, languages, meditation and fitness courses were offered along with a talk from Kieser Cammeray on Strength Training for Seniors.



### INTERNATIONAL WOMEN'S DAY: #BREAKTHEBIAS FINDING YOUR OWN VOICE

We presented a conversation to celebrate some of our local North Sydney women. Women, who have been an imperative part of the Centre's history. Our guests included Victoria Alexander, a long-time supporter of the Northside Produce Market and Centre, Susan Kennett, the driving force of NSCC for 23 years, and Carol Dettmann, Committee member for many years and awarded OAM. Bridie Connell was emcee and music was provided by Heather Lloyd and her musicians. It was a morning of storytelling, sharing of knowledge and experience and inspiration and beautiful music. We thank North Sydney Council for funding the videographer for the day.



### NAIDOC WEEK 2021

We celebrated NAIDOC week four months later in November due to the Pandemic. We partnered with Clarence from Bush to Bowl, Tegan Murdock and Karleen Green to offer indigenous workshops to our community. Tegan Murdock held a Weaving Workshop where attendees learned how to weave with Raffia grass and Karleen Green ran a Traditional Basket Weaving Workshop. The Bush to Bowl workshop taught attendees how to identify a range of traditional bushtucker plants, how they were used by Aboriginal people and how to use the plants to prepare bushfoods.



### CLIMATE FOR CHANGE

NSCC hosted a conversation with Carly Robertson from Climate for Change in June. During this event, attendees were informed about a range of actions that they can implement to help save the planet. This event was an open and frank discussion about Climate Change and its impacts.



### COMMUNITY TALKS PARTNERSHIP WITH LOCAL SERVICE PROVIDERS

**James Kelly** - Owen Hodge Lawyers

**Gill Bechard** - Kieser Cammeray

**Surf Life Saving NSW**

**Ann Manning** - Nurturing Self-Compassion

# MARKETING

## GRETEL DUQUE



The North Sydney Community Centre implemented new brand guidelines and styles to have a cohesive design across the website, the E-News, and the social media channels. NSCC has a new colour palette that will represent each service of the Centre, new eye-catching images and a new font.

NSCC is re-designing its website to increase traffic, add functionality to improve the user experience and generate more enrolments. Having a consistent look and feel across the website will make visitors feel empowered to navigate the site and find what they are looking for with a better user-friendly customisation.

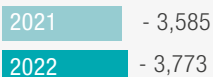
NSCC's social media had a positive performance this year due to its high interaction with the community. The Centre started sharing interactive videos, which increased NSCC services awareness around the area. Facebook had an

increase in followers by 5%, ending the financial year with 3,773. Instagram, on the other hand, had an incredible performance where the levels of engagement, reach, and followers dramatically increased, ending with 2,825 followers representing an increase of +51%.

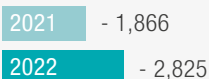
We've continued to produce a quarterly What's On Guide highlighting our programs, classes and services and we submit posters to North Sydney Council (NSC) as part of the Council community notice board program. The E-News has a new design that has helped to build a relationship with our NSCC audience and resonate with them. Having a clean, short and colourful newsletter will increase the number of enrolments as it promotes what is relevant for the week, highlighting workshops and activities happening at the Centre. NSCC E-News had an average Open Rate of 29.4% and a Click Rate of 3.7%, showing a great performance in email marketing.

### Nscc:

**FB followers:** Increased **5%**

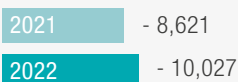


**IG followers:** Increased **51%**



#### E-news

**subscribers:** Increased **16%**

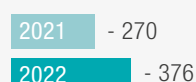


### Explorers Playgroup:

**FB followers:** Increased **12%**



**IG followers:** Increased **39%**



### Northside Produce Market:

**FB followers:** Increased **9%**



**IG followers:** Increased **19%**





# EXPLORERS PLAYGROUP

GILL ALBOROUGH



2021 -2022 has been a year of continued challenges for Explorers Playgroup (EPG), La Nina weather patterns and the ongoing Covid cloud continues to prevail in our lives and those of our little Explorers but thankfully we are all learning to dance in the rain in more ways than one. From October 2021 to June 2022 we had an average of 32 children a day attending (a total of 3161 children from Oct - June).

Our TAFE partnership has been invaluable with final year students, studying Bachelor of Early Education, recruited to complete a three-week practicum with us. The students have been dedicated and immersed themselves into our Explorers Playgroup environment. It has been an excellent way for the team to keep fresh and current with great ideas straight from these new graduates.

With funding from Norths, our loyalty card has proved very popular with our regulars, it would be wonderful to acquire funding next year to continue this program. Due to the extended lockdown at the end of last year the Children's

Festival in October was replaced with an online art exhibition. The Biggest Morning Tea in May was a great success, many carers were so pleased to be able to have a chat over a cuppa and some delicious goodies made by staff and parents.

There is so much that we are grateful for our supportive Committee, our wonderful Director Michelle and the amazing Admin team, our fabulously enthusiastic Explorers Playgroup team Deb, Hajar, Roopa, Louise, Gill and our new casual Claire and finally our dedicated volunteers Jessica, Sally Lockrey, Nara and Catherine June. Our Explorers Playgroup would not exist without the carers, parents and grandparents and of course little Explorers and, for this, we are most thankful.

From a famous Gandhi quote 'Be the change you wish to see in the world' it is clear that, in our team, each of us focus on a strength based initiative to ensure our program grows from strength to strength in these changing times.



# NORTHSIDE PRODUCE MARKET

LISA MACDONALD



Sydney entered its second Covid lockdown on June 25, 2021. Northside Produce Market (NPM) traded for one market after the lockdown began before North Sydney Council (NSC) closed the market for three months. To connect our customers to our stallholders we reopened the Virtual NPM. This was established in the two-month market closure the year prior, so customers could order from stallholders who were able to have their goods delivered, to help support them. We also recommenced a social media video campaign to engage NPM's social media audience, so that our audience remained interested in the market, and would be fully aware of when we reopened.

The market reopened on October 16 much to the market community's relief and elation! The market perimeter was barricaded as mask wearing and QR Check-in was compulsory and no food or beverages were allowed to be consumed on site. Come November, Omicron arrived and as it surged through Sydney, the perimeter of barricades and the practice of QR Check-in remained in place until

the February 5 market. November also brought with it, La Niña which did not officially end until June 22. During that time, eastern Australia saw rain and flood records smashed, with Sydney experiencing its wettest year to date and its wettest autumn on record. La Niña has impacted the market with some of our farmer stallholders no longer able to attend the market and some having reduced quantities of produce. The wet weather also affected the market's customer attendance, yet when the sun comes out everyone flocks to enjoy!

We are grateful for NSC's support in being able to continue to offer our much enjoyed, free 'Behind the Scenes' market tours led by Tawnya Bahr who tailor-makes the tours for kids, adults and seniors. After we reopened in 2021, it was great to see the first market session of our free 'Check In and Tune Up' bicycle service, inundated - 69 bikes were serviced. We thank NSC for the ongoing support of this community program.









# AFTER SCHOOL CARE

GUS GOMEZ



Another 12 months is behind us, even though we faced some changes and challenges, we were able to keep the service operating. There is a lot to comment on over the last year, but most important is our people.

## THE TEAM

Recruitment has been one of the most challenging factors in the children services field last year. This has been no exception here at NSCC, however, we have faced it and emerged with a well-balanced team. In November we said farewell to Jo Parry (former ASC Coordinator and Educational Leader) and James Eriksson in December (after 29 years of service) and we officially started our team rebuilding process. Team meetings are now a helpful and productive space, with effective communication in place and everyone following the supervision plan.

Casual educators: In 2021 we welcomed Bianca Salis (Previous Leisure attendee as a child) and Andrew Hanna (experienced Youth worker). In 2021 we welcomed: Ella Nugent (Community member, produce market experienced), Claire Pascoe (new member of the community) Ellena Hicks (signing teacher) and Katrina Kelly (Primary graduated).

Permanent part time educators: Callum Boyd (from 2012), Roopa Jambur (from 2022), Catherine Donohue (from 2022)

Educational Leader: From January 2022, Linda Ramsden joined the NSCC team and she is now our Educational Leader. As a former owner of a local childcare, Linda

knows the community and the field well. She understands the team and the Leisure community while preparing our weekly program. Linda has been a great and helpful addition to the team, she brings with her a holistic concept and knowledge about mindfulness and embedding Aboriginal and Torres Strait Islander perspectives through our program and practice at Leisure.

## PROMOTION/MARKETING

Regarding our goal of recovering the numbers (increase bookings and attendance), from October 2021 we are receiving children from Cameragal Montessori School and a student from Wenona School.

The addition of the new Marketing Coordinator (Gretel) to the NSCC team has been a positive impact to ASC. Her experience in the OSHC field has brought new strategies such as school newsletter ads, posters/flyers in our community (coffee shops, small businesses) and contacting local schools.

We continually receive excellent feedback from our families, and communication has improved via formal emails, phone and in person.





## FINANCES

Considering our finances, we have been using existing resources prior to purchasing new materials. Consequently, our monthly expenses have been strict and minimal. Some other points of interest are:

- From the Term 3 2021, all our families were reorganised under the same billing cycle (Fortnightly). This is a huge step and improvement in terms of direct debit process through our system and to guarantee our billing procedure is done efficiently every fortnight.
- More than \$5000 was recovered during last financial year from overdue balances. It is an ongoing process with families which are still overdue.
- BASC NSW Vouchers have been used by families at Leisure from last February 2022 for a total of \$27500 (corresponding to 55 families).
- New fees have been applied from Term 3 2022 (\$32/ day permanent bookings and \$40/day casual bookings).
- We have been selected for Sydney edible garden grant (\$1200) to put towards our garden.
- The new CC software Xplor has been approved and the migration is done. We started using Xplor from Term 3 2022.

- Updated policies and family handbook are now on our website.
- We have an approved "Inclusion Support Case" (November 2021).

### 2021 - 2022

	Booked	Attended	Days opened
<b>Total</b>	9632	5497	197
<b>Average</b>	49	28	

FY Average Bookings	Mon	Tue	Wed	Thu	Fri
2019 - 2020	76	89	89	90	86
2020 - 2021	43	60	49	57	51
2021 - 2022	43	58	47	54	39

# VENUE HIRE

## MARIANNE YAG



The current North Sydney Community Centre was architecturally designed and built-in 2006. Situated in lower north shore, ten minutes from Sydney CBD, our community centre is surrounded by a vast and lush green park, in honour of past Mayor of North Sydney Council, 'Ted Mack', named "Ted Mack Civic Park", with a tall sandstone traditional water fountain and large greenery park for the use for all general public.

With unprecedented times, with Covid lockdowns, social distancing restrictions and our endless months of rain, venue hire was at a standstill, but fortunately our community centre, kept close contact with the public, to keep in touch and help people to be part of a community network, to learn a new skill and exercise online, in the comfort of their home.

Once the Covid restrictions eased, we opened our doors to venue hire and it's been incredible to see all our party rooms are booked out with many different types of themed birthday events for both adults and children. People have been very pleased and impatiently waiting to be able to host children's Birthday parties again after the restrictions lifted after not being able to hold large gatherings.

Venue hire accommodates for all parties with adult and children tables, chairs, hot water urn and free WIFI portable stereo. Our venue hire rooms, are popular with large, sunny and spacious rooms, that all open up to a large and secured playground area with multiple parking areas, thank you to North Sydney Council to allow Ridge Street Council car park and Kelrose Lane car park to be free on weekends, which helps to accommodate the public and our party guests. This past year, venue hire has hosted many milestone celebrations and educational fundraising and cultural events and across the board, supporting non-profit groups, such as the Country Women's Association, which advocates for women's support groups in rural areas.

Our Wattle Room, the most popular children's party room has hosted many children's birthday parties with families hiring entertainment activities with an animal petting zoo for children to embrace animal interactions, while enjoying the sun-drenched sandpit, monkey bars playground, undercover timber stage and a large area to accommodate the ever so popular jumping castle. Our Jacaranda Room has been popular with children's parties and Mother's Group reunion luncheons and cultural & fundraising festivities. The Moreton and Bay Rooms are most popular for larger groups and has hosted an elegant wedding celebration, fairy birthday parties, Gymparoo birthday parties, high-energy teenager disco parties, anniversaries and special milestone celebrations of 70th and 80th birthday parties.

With the growing popularity of people coming together to celebrate special events, we accommodate all our venue hirers the comfort and the needs of their party requests. We have witnessed, more people bringing their party ideas to our centre, for personalised and unique theme parties. It's incredibly joyful to see an array of people bringing in their own BBQs and hiring catering companies to cook and present a full smorgasbord buffet of speciality, a delicious array of international cuisine and assorted drinks served.

We are pleased to announce recent guests who have been invited to our Centre from other parties, have been so pleased with the facilities on offer, and have booked multiple events throughout the year. Even party entertainers have highly recommended Centre to people to host their party celebrations at North Sydney Community Centre.

# MUSIC & MOVEMENT

SIMONA GREEN



The Music and Movement classes that the North Sydney Community Centre has been offering for the last forty years tell a story of true commitment and dedication to children and families in nurturing their love of music.

It is remarkable how the program has strived and succeeded to be meaningful and affordable for decades.

The foundations were strong, and based on the highest standards of early childhood education. Thanks to Doreen Bridges and Jane Boyd, generations of young boys and girls experienced a first understanding of music concepts through play. Throughout the term, children explore singing,

kinaesthetic and creative movement, percussion instrument ensembles, dramatisation, nursery rhymes and poems, and social interaction within their own age group.

In recent years I have taken on the responsibility of running such well-regarded and cherished classes. Thanks to Jane Boyd's teaching and mentoring, I am committed to preserve her legacy with integrity and hopefully bring the joy of music to many more children in many more years to come.

"Music gives a soul to the universe, wings to the mind, flight to the imagination, and life to everything." Plato





# TREASURER'S REPORT

TRISH CUTLER



## FINANCIAL YEAR ENDED 30TH JUNE 2022

2022 proved to be another challenging year for the Centre, with a Covid lockdown taking up the first 4 months, severely limiting community use of the facilities. Government subsidies totalled \$91,993 but it wasn't enough to cover our final deficit of \$204,661

Cash reserves reduced by 23% with \$570,466 available at year end, still providing a comfortable reserve for funding future operations (see Note 2 of the Financial Statements). The Centre's total equity was \$397,871. Staff and tutor costs currently comprise approximately 83% of the Centre's total expenses.

The individual program performances were as follows:

## AFTER SCHOOL CARE

After School Care remained open through lockdown with substantially reduced numbers and income. There has been a gradual climb in participant numbers since then. The annual income was 28% down on prior year, \$207,037 including childcare subsidies received for eligible families.

## EXPLORERS PLAYGROUP

Playgroup achieved an income of \$39,040, slightly down on the previous year.

## ADULT CLASSES AND EVENTS

Classes and Events attendance have been slow to pick up, with participant numbers also being curtailed due to Covid concerns. Income for the year was \$295,774 (2021: \$502,629). The program generated a surplus contribution towards overheads of \$88,410.

## NORTHSIDE PRODUCE MARKET

The markets are an important part of the local community, despite facing numerous challenges recently not only from Covid restrictions, but floods and rain that affected stallholders as well as attendance. The two produce markets per month provided a gross income of \$172,300 (2021: \$248,275), with a contribution to overheads of \$86,469.

## VENUE HIRE

Venue Hire is a small but growing contributor to the activities at the Centre. Income for the year was \$30,789, up on the previous year (2021: \$22,616).

## ADMINISTRATION COSTS

Administration costs include the cost of management and administrative staff, coordination and marketing of the Centre and its programs and central shared operational costs (insurance, IT, accounting etc.) This amounted to \$568,470 for 2022. The Centre is in the process of redeveloping the website in 2022/2023 which will draw on our financial reserves, but this is necessary as the operating platform has a scheduled end of life.

We are extremely grateful for the substantive support from North Sydney Council that included grants totalling \$73,100, the use of the wonderful Centre building and various other areas of assistance.

# COMMITTEE REPORT

Your committee members submit the financial report of the North Sydney Community Centre for the financial year ended 30 June 2022.

## COMMITTEE MEMBERS

The names of committee members throughout the year and at the date of this report are:

Genia McCaffery  
Lynn Oswald  
Corinne Madden  
Jane Aellig  
Barbara DeGraff

Beate Reinhardt  
Trish Cutler  
Vivek Samdarhsi  
John Playford

## PRINCIPLE ACTIVITIES

Providing services to the community such as children's services and adult education.

## SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

## OPERATING RESULT

The result for the year amounted to a deficit of \$204,661.

Signed in accordance with a resolution of the Members of the Committee.



.....

Dated this 6<sup>th</sup> day of September 2022.

# INCOME & EXPENDITURE STATEMENT

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
<b>INCOME</b>		
Grants & Subsidies		
- North Sydney Council	71,100	67,225
- Dept Health & Family Services	80,823	106,624
- ATO Cashboost	-	50,000
- Jobkeeper	-	434,150
- Jobsaver	76,993	-
- Small business COVID grant	15,000	-
Interest Received	3,108	4,943
After School Care Fees	126,214	181,901
Class and Event Fees	284,584	502,629
Market Income	172,300	248,275
Playgroup Fees	39,040	40,743
Venue Hire	30,789	22,616
Other Income	13,721	4,916
	<u>913,672</u>	<u>1,664,022</u>
<b>EXPENDITURE</b>		
Accountancy & Audit	12,037	12,674
Advertising & Promotion	25,974	34,451
Administration expenses	9,409	9,544
Equipment Purchase/Replacement	1,154	6,498
Entertainment & Materials	25,133	30,536
Insurance	15,611	37,309
Repairs & Maintenance	3,593	3,246
Staff expenses	780,844	875,160
Tutors Fees	152,198	260,723
Other expenses	92,380	132,125
	<u>1,118,333</u>	<u>1,402,265</u>
<b>(DEFICIT) / SURPLUS FOR THE YEAR</b>	<b>(204,661)</b>	<b>261,757</b>
<b>Retained Profits at the beginning of the Financial Year</b>	<b>602,533</b>	<b>340,776</b>
<b>Retained Profits at the end of the Financial Year</b>	<b><u>397,871</u></b>	<b><u>602,533</u></b>

The accompanying notes form part of these financial statements



# BALANCE SHEET

## BALANCE SHEET AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
<b>CURRENT ASSETS</b>			
Cash	2	570,466	736,522
Receivables	3	-	1,684
<b>TOTAL CURRENT ASSETS</b>		<u>570,466</u>	<u>738,206</u>
<b>NON-CURRENT ASSETS</b>			
		-	-
<b>TOTAL NON-CURRENT ASSETS</b>		<u>-</u>	<u>-</u>
<b>TOTAL ASSETS</b>		<u>570,466</u>	<u>738,206</u>
<b>CURRENT LIABILITIES</b>			
Payables	4	58,271	40,091
Provisions	5	92,586	80,962
<b>TOTAL CURRENT LIABILITIES</b>		<u>150,858</u>	<u>121,054</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	5	21,736	14,619
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>21,736</u>	<u>14,619</u>
<b>TOTAL LIABILITIES</b>		<u>172,594</u>	<u>135,673</u>
<b>NET ASSETS</b>		<u>397,871</u>	<u>602,533</u>
<b>EQUITY</b>			
Retained Profits		397,871	602,533
<b>TOTAL EQUITY</b>		<u>397,871</u>	<u>602,533</u>

The accompanying notes form part of these financial statements

# NOTES FOR THE FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 2022

## NOTE 1 - STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act (NSW) 2009*. The Committee have determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

### a. Property, Plant and Equipment

Purchases of equipment are expensed in the period of purchase.

### b. Recognition of Revenue

Revenue is brought to account on a cash basis.

	2022 \$	2021 \$
<b>NOTE 2 - CASH</b>		
Cash on Hand	860	860
Cash at Bank	269,606	235,662
Term Deposits	300,000	500,000
	<u>570,466</u>	<u>736,522</u>
Attributable to:		
Asset replacement	100,000	100,000
Provisions for employee entitlements	114,322	95,582
Emergency response reserves	100,000	100,000
Available to fund operations	<u>256,144</u>	<u>440,940</u>
	<u>570,466</u>	<u>736,522</u>
<b>NOTE 3 - RECEIVABLES</b>		
Trade Debtors	-	1,684
	<u>-</u>	<u>1,684</u>
<b>NOTE 4 - PAYABLES</b>		
Creditors and Accruals	57,955	39,458
GST Payable	317	633
	<u>58,271</u>	<u>40,091</u>
<b>NOTE 5 - PROVISIONS</b>		
<b>CURRENT</b>		
Annual Leave	53,522	40,932
Long Service Leave	37,943	39,276
Parental Leave	1,121	754
	<u>92,586</u>	<u>80,962</u>
<b>NON-CURRENT</b>		
Long Service Leave	21,736	14,619
	<u>21,736</u>	<u>14,619</u>
Total Provisions	<u>114,322</u>	<u>95,581</u>

# STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of North Sydney Community Centre Inc. as at 30 June 2022 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that North Sydney Community Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

President 

Treasurer 

Dated this 6<sup>th</sup> day of September 2022





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## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NORTH SYDNEY COMMUNITY CENTRE INCORPORATED**

### **Report on the Audit of the Financial Report**

#### **Opinion**

We have audited the accompanying financial report, being a special purpose financial report, of North Sydney Community Centre Incorporated (the Association), which comprises the balance sheet as at 30 June 2022, the income and expenditure statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of committee.

In our opinion, the financial report presents fairly, in all material respects, the financial position of North Sydney Community Centre Incorporated as of 30 June 2022 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

#### **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 for the Audit of the Financial Report* section of our report. We are independent of the entity in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical 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 regarding basis of accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the *Association Incorporation Act 2009*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### **The Responsibility of the Committee for the Financial Report**

The committee of North Sydney Community Centre Incorporated are responsible for the preparation and fair presentation of the financial report, and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the *Associations Incorporation Act 2009* and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control as the committee and management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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**Auditor's Responsibilities for the Audit of the Financial Report**

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 Australian Auditing and Assurance Standards Board website at: [www.auasb.gov.au/auditors\\_files/ar4.pdf](http://www.auasb.gov.au/auditors_files/ar4.pdf). This description forms part of our auditor's report.

**Nexia Sydney Audit Pty Ltd**

A handwritten signature in black ink, appearing to read 'B. Hanger'.

**Brett Hanger**  
Director

Dated in Sydney this 6<sup>th</sup> day of September 2022





Phone: 02 9922 2299

220 Miller Street, North Sydney, 2060

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## Appendix 1

**North Sydney Community Centre - Review of the Joint Strategic Plan 2020 – 2025      Date: June 21, 2022**

The North Sydney Community Centre's 2020-25 Strategic Plan is framed around the following five Stream Plans which include five Strategic Stream Pillars with Key Business Risks & Opportunities.

Note abbreviations: North Sydney Community Centre (NSCC), Playgroup (PG), After School Care (ASC), Northside Produce Market (NPM)

STRATEGY – NORTH SYDNEY COMMUNITY CENTRE	Achieved – Yes/No/Comment
<ul style="list-style-type: none"> <li>• <b>Optimise centre volume across all programs &amp; services</b></li> </ul>	Struggling. Post COVID – hesitancy/lower numbers returning to programs and services (i.e parents working from home consequently lower ASC enrolments).
<ul style="list-style-type: none"> <li>• <b>Invest in centre Brand &amp; Marketing</b></li> </ul>	Yes. Website redesign & redevelopment imminent. New Marketing Coordinator Gretel doing an amazing job promoting all programs and services, new brand colour palette and staff also promoting on various socials.
<ul style="list-style-type: none"> <li>• <b>Maintain fun &amp; creative spaces</b></li> </ul>	Yes, always. Great for NSC to arrange payment of the painting of the interior of the Centre.
<ul style="list-style-type: none"> <li>• <b>Remain relevant &amp; affordable through partnerships</b></li> </ul>	Yes. Every effort is being made to increase partnerships i.e. free community talks and Early Ed partnership with PG.

## Appendix 1

<ul style="list-style-type: none"> <li>• <b>Focus on People, culture &amp; building leaders</b></li> </ul>	Yes. People are our primary focus. PG and ASC highlighting cultural activities.
<b>STREAM PLAN – AFTER SCHOOL CARE</b>	<b>Achieved – Yes/No/Comment</b>
<ul style="list-style-type: none"> <li>• <b>Maintain steady state of current enrolments (permanent)</b></li> </ul>	Yes. Although challenging with changes in personal circumstances, post COVID and parents working/not working from home.
<ul style="list-style-type: none"> <li>• <b>Cross promo marketing &amp; environmental sustainability</b></li> </ul>	Yes. Enrolments are currently coming from three local schools, with another in progress. NSCC programming includes family friendly activities, children’s garden, Kids’ Market Tours (& adult market tours).
<ul style="list-style-type: none"> <li>• <b>Develop an activity framework that caters for choice</b></li> </ul>	Yes. Activities cater for all ages, babies – under 5yrs PG and 2 – 5years M&M, Kangatraining mums and bubs, ASC for 7-12 years and Adult classes and workshops and events. Also some family friendly workshops & events and NPM for all ages.
<ul style="list-style-type: none"> <li>• <b>Build partnerships &amp; networks of shared labour resources</b></li> </ul>	Yes. We welcome and support volunteers in all NSCC services & programs. Partnership with Gowrie (Vacation Care) re: staffing and promotion.

Appendix 1

<ul style="list-style-type: none"><li>• <b>Clear staff policies &amp; guidelines around training and performance</b></li></ul>	Yes. ASC regulated by ACECQA. Strict policies and guidelines in place. ASC policies and procedures and Parent Handbook were recently updated.
--	---



## Appendix 1

STREAM PLAN – ADULT CLASSES	Achieved – Yes/No/Comment
<ul style="list-style-type: none"> <li>• <b>Optimise centre volume across all courses</b></li> </ul>	<p>Challenging - post COVID hesitancy in returning back to programs and services. This is a priority and work in progress.</p>
<ul style="list-style-type: none"> <li>• <b>Leverage in house &amp; cross promotional marketing capability</b></li> </ul>	<p>Yes. Use of posters and flyers give us exposure. Whats On Guide is printed 4x year. Explorers Playgroup bookmarks and working on an ASC flyer to include with Guide distribution.</p>
<ul style="list-style-type: none"> <li>• <b>Focus on relevant courses with high demand that leverage centre infrastructure</b></li> </ul>	<p>Yes. Important to maintain financially viable courses and workshops. Always looking at new courses and workshops to offer based on community wants and needs.</p>
<ul style="list-style-type: none"> <li>• <b>Leverage network of skilled and engaging tutors</b></li> </ul>	<p>Yes. Longevity and popularity confirm that we have a great team of tutors. Feedback and surveys assist with decision-making.</p>
<ul style="list-style-type: none"> <li>• <b>Embrace diversity &amp; cultural influences</b></li> </ul>	<p>Yes. This is always considered in our programming. NAIDOC week &amp; Reconciliation week activities and RAP in progress.</p>

Appendix 1

STREAM PLAN – NORTHSIDE PRODUCE MARKET	Achieved – Yes/No/Comment
<ul style="list-style-type: none"> <li>• <b>Growth through creating unique experiences</b></li> </ul>	<p>Yes. It is a farmers and artisan food producers market, which is the unique experience in terms of the shopping experience:</p> <p>-Being able to buy directly from the actual growers and artisan food producers, rather than shopping in a supermarket or online. therefore experiencing a greater connection to the producer and the food.</p> <p>-Being able to buy produce so fresh that it lasts so much longer.</p> <p>-This is primarily what the serious shoppers are coming for and then there people who want an outing, etc.</p>
<ul style="list-style-type: none"> <li>• <b>Build In-house marketing capability &amp; understanding our customer</b></li> </ul>	<p>Yes. The Info Stall staff collect and monitor customer feedback, survey available via our website. Press release sent before each market along with a boosted FB post &amp; Instagram.</p>
<ul style="list-style-type: none"> <li>• <b>New &amp; innovative staff offerings with focus on all things sustainability</b></li> </ul>	<p>Yes. With the easing of the Covid restrictions and the single-use plastics ban, we have reinstated the Bag Depot and have also introduced free bags of shredded paper from the Community Centre given to market attendees for home compost.</p>

Appendix 1

<ul style="list-style-type: none"><li>• <b>Supporting grass roots community initiatives</b></li></ul>	Yes. We are constantly doing this by giving free stalls to community initiatives.
<ul style="list-style-type: none"><li>• <b>A thank you culture that shares stories &amp; builds rapport</b></li></ul>	Yes. This is done continually via the NPM social media and E-newsletter.



## Appendix 1

STREAM PLAN – EXPLORERS PLAYGROUP	Achieved – Yes/No/Comment
<ul style="list-style-type: none"> <li>• <b>Grow engagement through an affordable program</b></li> </ul>	<p>Yes, parents are grateful to have a family charge for up to 3 children. Comments – Ridge Street Car Park too expensive. Supporting Marys House as mothers are able to attend for free.</p>
<ul style="list-style-type: none"> <li>• <b>Cross promotion marketing, social media growth &amp; interactive mediums</b></li> </ul>	<p>Yes, we are posting more material onto our media platforms and it has increased our coverage. Continued marketing efforts to increase number of attendees and also to promote use of keep cups for those in attendance.</p>
<ul style="list-style-type: none"> <li>• <b>Keep it relevant via development of fine motor skills &amp; interactive mediums</b></li> </ul>	<p>This is ensured through the engagement of practical students from the TAFE Bachelor of Early Ed. Fresh ideas and input from almost graduate students keeps it relevant</p>
<ul style="list-style-type: none"> <li>• <b>Leverage Legacy &amp; Loyalty</b></li> </ul>	<p>Many of our parents are dedicated attendees. We were fortunate enough to receive funding for a loyalty card and have been delighted by how many attendees have qualified over the last 6 months.</p>
<ul style="list-style-type: none"> <li>• <b>Consolidate a sense of pride &amp; connection to a place</b></li> </ul>	<p>This past year we introduced and very simple acknowledgement of place before our sing along and story time giving our children and carers a sense pride and connection. ASC does an acknowledgement of country each day with all of the children.</p>

Appendix 1

**NOTES ON FINANCES**

<b>Grants</b>	<b>NSC</b>	<b>Other</b>		
	71 100	76 992 Job Saver 15 000 Covid grant		
<b>Turnover</b>	<b>Year</b>	<b>Income</b>	<b>Expenditure</b>	
	YTD	913 672	1 118 333	
<b>Sustainability</b>	<b>Year</b>	<b>Result</b>	<b>Reserves (Equity)</b>	<b>Funded liabilities</b>
	YTD	(\$204 661) Deficit	397 871	0