



Surry Hills Neighbourhood Centre

Annual Report 2020-2021





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Photo credit:

Surry Hills Neighbourhood Centre, Alli Sebastian Wolf & Saad Khan



SHNC Strategic Plan

Our Purpose

We are here to build a strong and inclusive community in Surry Hills.

Our Centre is a place where people are treated as equal and valued individuals. We encourage people to develop to their full potential and aim to support them to live meaningful fulfilling lives.

The Centre operates according to a philosophy of open management and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the community and to the running of the Centre.

Our Values

- We value diversity, respect difference, recognise the whole person and encourage inclusiveness
- We recognise and seek to build on strengths – individual strengths, community strengths and our own strengths
- We value and offer hospitality, warmth and welcome
- We recognise the whole person and work with people ‘where they are at’
- We value people looking out for each other, and community connectedness
- We value and apply evidence-based and theory-informed practice
- We value collaboration and working in partnership with the community
- We value innovation, creativity, learning and growth

Our Strategies and Objectives

Strategy 1: Contribute to a resilient and inclusive community

- Provide opportunities, activities and experiences that build and sustain quality of life and wellbeing
- Build capacity and confidence to enable individuals and families to better manage daily challenges and critical or unforeseen circumstances
- Contribute to the development of community spirit where people naturally pull together in times of adversity
- Contribute to breaking social isolation and cycles of disadvantage

Strategy 2: Deliver a range of services and programs to meet the diverse needs of the community

- Provide learning experiences that builds resilience and support people to realise their full potential working to break cycles of disadvantage
- Provide a place where all people feel welcome, accepted and included
- Provide access to high quality facilities that meet the needs of the community

Strategy 3: Provide high quality Children's Services

- Maintain and develop high quality education and care for children attending our services
- Secure the future of the Children's Services
- Provide a range of accessible family-friendly services and activities that build family resilience and contribute to Surry Hills being a safe suburb for families and children

Strategy 4: Develop our capability as an organisation

- Review and strengthen our governance arrangements
- Ensure the long-term viability of the centre

Our Services

- Creative and educational activities
- Wellness programs
- Children's services: Long Day Care and Outside School Hours Care
- Information and referral
- Advocacy and support
- Surry Hills Market
- Surry Hills Festival

The Chair

I'm pleased to present the Annual Report for financial year 2020-2021.

This report provides an overview of how the team at Surry Hills Neighbourhood Centre has sustained the service and provided support to the community throughout a turbulent year. The report provides and insight in the financial performance, current challenges and future plans.

The Board continued to meet on Zoom during the course of the year. Lockdown made us feel a little distant from the Centre activities however we are grateful that we were still able to stay connected with each other through technology for oversight of the developments at SHNC this year.

We are glad that staff were able to be so agile and adaptive to the continually changing circumstances this year. We thank them for their professionalism and resilience. To ensure we continue to deliver services to benefit the community SHNC will be undertaking a Strategic Review in 2022.

Karina Kreminski - Chair

The Treasurer

The financial year for the period from July 2020 to June 2021 highlights a surplus of \$149,880. To be able to achieve this healthy surplus is in part due to Government's Job Keeper scheme and Child Care Fee Support Payment. This additional support will be available to support the Centre through any unforeseen financial difficulties presented by the economic challenges generated by COVID-19 and the following pandemic.

Our gross revenue was \$1,700,136 arising chiefly from fees received (\$1,189,503) including our recovery of Government subsidies enjoyed by qualifying families, from the Family Assistance Office. Government grants total \$336,265 including the rental subsidy from the City of Sydney for our premises in the Surry Hills Library and Community Centre building.

Our expenses totalled \$1,550,256 of which \$1,100,057 went to payments, provisions or training for our staff and management.

As noted in last year's report, in normal circumstances, the balance between income and expenditure has become very fine. Generally, our costs are growing, but our growth in revenue is slow. Each year we take measures to redress the balance whilst ensuring the community continues to be supported through providing a cost effective and strong program of activities and engagement opportunities. As a result, Surry Hills Neighbourhood Centre maintains its very strong financial position with an enduring commitment to our community.

The board extends its thanks and appreciation for the work and due diligence done by John Ferguson and Anna Kim, our accounting team, for the extensive work undertaken to secure Government support through the pandemic.

Overall the Centre is in a sound financial position, with members' equity now standing at \$1,194,848. We have no debt. We can withstand future financial pressures so long as we maintain discipline.

Tony MacMahon, Treasurer

The Secretary

We are fortunate to have a full board of professional Governor's all of whom lend their exceptional skills to ensure the Governance of Surry Hills Neighbourhood Centre continues to meet high standards and ensure smooth, ethical service delivery to the community of Surry Hills.

The Board of Governors meet bi-monthly to discuss matters relating to Surry Hills Neighbourhood Centre. The financial subcommittee meet a further 6 times during the year to discuss, monitor and agree financial matters essential to running the service. The Board enjoys a cohesive, professional working relationship with the management team, lending full support for our work.

We are currently working together to develop a new strategic plan which will guide the service into the future.

This year the board held 6 full governance meetings as shown in the table below.

The financial sub- committee meetings have been attended by Tony MacMahon, Linda Bretherton and Peta Landman who attended all meetings. All board members are invited to attend the meetings.

Position	Member Name	Attendance
Chair	Karina Kreminski	6
Deputy Chair	Linda Bretherton	5
Treasurer	Tony MacMahon	6
Secretary	Jo Kowalczyk	4
Member	Peta Landman	6
Member	Narelle Clark	5
Member	Jay Scott	5

Jo Kowalczyk, Secretary

Our Staff

Without whom, this Centre would not function.



Gillian Elliott

SHNC Manager



Victoria Baghos

Business Officer



Stephen Lunny

Community Programs Coordinator



Anna Kim

Book Keeper



John Ferguson

Accountant



Sally Ringrose

Administration Officer

Long Day Care Team



Spring Chum Moi Lai
Coordinator-Educational Leader



Sanjana Prakash
Certified Supervisor/Educator



Kavita Dalki
Educator



Joyenti Chowdhury
Educator



Selina Wang
Educator and Support Worker



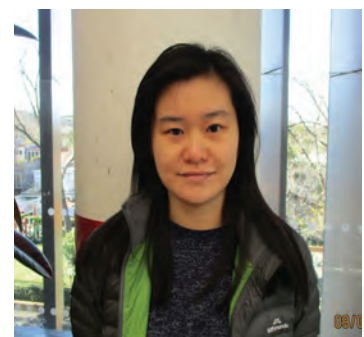
Matt Tran
Early Childhood Teacher



Grace Pei Lun Sun
Educator



Maha Zahid
Educator



Regina Jonatan
Educator (casual)

Out of School Hours Care Team



Helen Pentecost

Coordinator
Nominated Supervisor



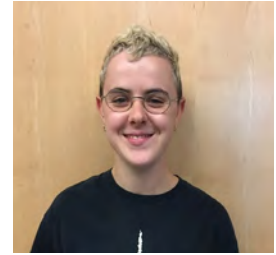
Izzy

Assistant Coordinator
Educational Leader



Mahad

Responsible Person



Celia

Responsible Person



Angela

Educator



Kristina

Educator



Ash

Educator



Nina

Educator



Taylor

Educator



Izzy

Educator



Frankie

Educator



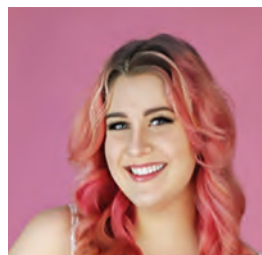
Sophie

Educator



Lucy

Educator



Ellen

Educator



Matilda

Educator

Volunteers

We are deeply indebted to the numerous volunteers who give freely of their skill, talents and experience to lead many and varied groups and activities. A team of dedicated volunteers give their time to make sure our wonderful project continue to be vibrant and interactive. Volunteers bring valuable life and hospitality skills to share with the community. Social interaction and support is also a vital component of this program- not only for the volunteers but also for the large number of regular customers/community members.



Robert - Community Café - Do Drop in



Michael - Hamper Project



Marge - Post lock down haircut and sheer joy



Elizabeth - legend and fashionista



Michael - Volunteer



Community member

Centre Manager's Report

During the year we were delighted to welcome Helen Pentecost, Sally Ringrose and Isabelle Prax to our team. They all come with a wealth of experience and knowledge. With our recent additions to the team came renewed vigor at a time when we needed it most.

As another year living with the pandemic is drawing to a close, here in Australia we count our blessings. If the lockdowns were hard, many of us were grateful to have a home to be locked down in. Our thoughts turned to people struggling in our towns and cities and to people in the wider world. Those who have no home and struggle to survive on the streets, people who have little or no financial support, find it difficult to access medical care and those with few friends and families to see them through the hardest of times.

Our work here at Surry Hills Neighbourhood Centre picked up a pace. We turned towards our community working hard to offer assistance where we were able. Our key Partners during lockdown and throughout the recovery period are City of Sydney, Department of Communities and Justice, OzHarvest and Counterpoint. We worked together to deliver food relief across Waterloo, Redfern, Surry Hills and Woolloomooloo. Through food hamper deliveries it has been a privilege to meet so many of our community members, building opportunities for enduring relationships.

Our Centre provided comfort, support and social connection through our walking coffee program offering one to one support. We provided information, advice and support by phone. We helped people connect with family and friends via Zoom and delivered weekly newsletters updating people with relevant information and advice.

Throughout the year we have overcome challenges presented by the pandemic and delivered a suite of programs and activities. We moved our community café, re-named Do Drop In, to Friday to better serve the local community. We introduced creative tables and ran Daisy Chains, Calligraphy and made masks to give away free with hand sanitizer. The COVID safe packs were delivered to our local community off-site and door-to-door.

We run Connecting Communities working with Digital Mentors to assist people to become familiar with and active in the digital world. We offer a Justice of the Peace service, affordable haircuts, English as a second language classes and Tai Chi. Our most recent addition is an Outreach Service. We work at Northcott Community Centre to deliver additional classes and activities to people on-site, where they live.

The events throughout the year included Seniors Festival, a month-long program of interesting, informative and fun activities held at the Centre. We concluded the healthy eating program working closely with Rainbow Families. You can see the results of this work on one of the videos we created this year <https://www.youtube.com/watch?v=QmnaIqL1RfI>.

With our Board of Governors we ran a strategic review and are working together with local First Nations People and groups to develop a Reconciliation Action Plan. We continue working with the Community Drug Action Team with whom we have sustained numbers and enthusiasm for the work we do together.

I offer sincere gratitude to our hard working and resilient teams. Spring Lai, Long Day Care Coordinator and the team of Educators. Helen Pentecost, Out of School Hours Care Coordinator and the team of Educators. Stephen Lunny and the team of Volunteers. Sally Ringrose and Victoria Baghos for their commitment to the administration and support for the management of the service.

I extend my sincere thanks to the Board of Governors for their support and guidance through the challenges we faced together throughout the year. The whole team and Board extend our sincere thanks to John Ferguson and Anna Kim for their hard work and commitment to ensuring the Centre remains financially robust.

Very best wishes

Gillian Elliott, SHNC Manager



Centre Report

CLASSES & GROUPS

Do Drop in Day

The Do Drop in Day program was created to respond to the growing sense of isolation and increased mental health issues in our community. At this weekly event, community members can increase their sense of social connectedness in a Covid safe way.

People can meet friends, socialise, develop & share their skills, knowledge and experience; learning from each other in an inclusive, relaxing, supportive and safe environment. Staff and volunteers are on hand to support and mentor people learning new skills.



Do Drop in Day

Every Friday 10.30am to 2.30pm
 Surry Hills Neighbourhood Centre

Social Connection
 Information and Referral
 Limited number of computers available
 Bring your own device
 One on One computer support
 Devonshire Tea (no charge)
 \$5 Haircuts (last Friday of the month)
 Telephone available
 Covid safe Practices

Although this is a drop in day, we encourage you to book a one hour time slot as numbers are limited.

FREE
 Devonshire Tea
 Internet access
 1hr visits

To book please contact
 Ph. 93564977 or programs@shnc.org

Come on your own or with a support person. (No groups)

Do Drop in Day offers a variety of opportunities such as; Tax Help, learn your own device, participate in RU OK Day, Naidoc Week and other key events or to just relax, chat, eat homemade food or visit our hair salon for an affordable stylish haircut.

Our signature Devonshire Tea is available at Do Drop in Day. Find the recipe here: <https://www.youtube.com/watch?v=YfxqtX9Jc2k&t=162s>



In partnership with Be Connected laptops are available to those who need them and our Digital Mentors are onsite to support our community members.

On Do Drop in Day community members are encouraged to bring their own device or use one of ours, to increase their capacity to connect online.

Community Mask Making Project

Surry Hills Neighbourhood Centre, with the help of our wonderful community members, are making reusable masks to be distributed amongst our community members who are on low income and may not have engaged in mask wearing yet.

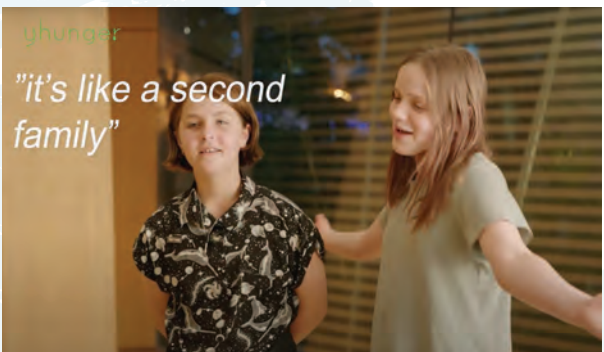
Buying masks and sanitiser can add up in dollar value, we have purchased bulk sanitiser and are filling carry size SHNC bottles.

If you need one pop in on Drop in Day.



You Tube Channel

<https://www.youtube.com/watch?v=Qmna1qL1Rfl>



Surry Hills Neighbourhood Centre News Letter



Dear Community

We are so excited to be able to work with our community in a more open and inclusive way. If you are unable to join us in the Neighbourhood Centre on Crown St come and see us at Northcott Community Centre near Ward Park.

Further information can be found below, Best Wishes.

Community Cafe at Northcott Community Centre

**COMMUNITY CAFE
AT NORTHCOTT
COMMUNITY
CENTRE**

Contact
Shirley
Mission
Australia
on 0436 929
954 for more
information



**JOIN US FOR TEA, COFFEE,
PASTRIES AND
A CHAT...**

Outside School Hours Care

About OSHC

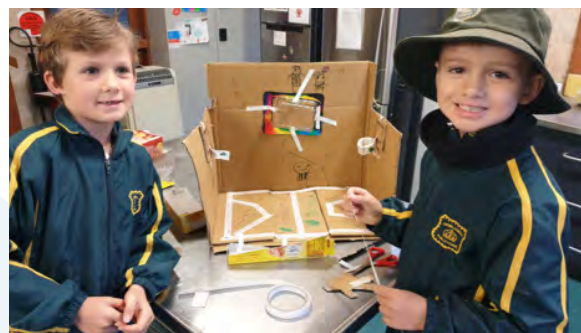
Crown Street Out of School Hours Care (OSHC) provides out of school hours programs for children aged between 5 – 12 years at Crown Street Public School. We aim to provide a quality program that meets the needs of the children and families whilst adhering to guidelines and regulations set by the governing bodies. We aim to provide a safe, stimulating, nurturing, inclusive environment where children can be themselves and have fun, laugh and enjoy creative, physical activities which allow them to develop their interests, and increase their social and emotional well-being. Activities within the program are carefully considered to ensure inclusion of children with special needs, differing levels of age, ability and diverse cultural and linguistic backgrounds.

Our Philosophy

We aim to provide a safe healthy and caring environment for children at an affordable price. We accept and value every child inclusive of all races, cultural backgrounds, religion, gender and abilities. Individual interests are encouraged and we foster independence. We believe it is important to maintain on-going positive communication and relationships between staff, children, families, and community.

Our Centre is a place where children, families and educators are treated as equal and valued individuals. Children are encouraged to develop to their full potential within a safe, caring and supportive environment.

The Centre operates according to a philosophy of open management.



Long Day Care & Pre-School

The strength of the LDC and Preschool is in the excellent team of Child Educators, with Spring Lai at the head. Spring works tirelessly to provide an outstanding service to families. We aim to provide a safe, healthy and caring environment for children at an affordable price. We accept and value every child inclusive of all races, cultural backgrounds, religion, gender and abilities.

Individual interests are encouraged and we foster independence. We believe it is important to maintain on-going positive communication and relationships between staff, children, families, and community. Our ever popular and valued Long Day Care remains at the heart of our service. Many children who attend LDC go on to attend Out of School Hours Care at Crown St Public School. The continuity of care and the deep connection with the community is a source of great pride to Surry Hills Neighbourhood Centre.



Surry Hills Market

The Surry Hills Market has been operating for over 30 years and has become an institution that most locals and visitors of Sydney know about. However, over the years there seems to be a new crowd of shoppers visiting the markets, which has revitalised the overall vibe at the markets.

The Markets has always been great for the whole community, with stalls full of treasure for all ages and plenty of sunny lawn and play equipment. Many people don't realize just how deep the community connection goes. Not only are the markets run by a close family team, this month the mother daughter element was stronger than ever – with at least six stalls run through mother daughter collaboration and half a dozen others where mum/daughters stopped by throughout the day to offer support. There is also a number of stalls run by siblings, partners, best friends and fur baby parents – because families of all shapes are always welcome in Surry Hills.

Connecting with community isn't the only important social aspect of coming here for stall holders. Asako reflected on how important the social element of the markets is, particularly after a year of isolation and separation. "If you're home all the time it's really depressing – with covid I hardly go out or see friends and family so this is really special, I meet so many different people."

"It's the community that keeps us coming back for years and years." Said Jemima "We just love spending time with the people, the other stall holders and the people who come every month to see us – it's our social time."

The effect of all the family influence on Surry Hills Markets is clear – whether it's chosen families or blood families, these connections have created a community that's so much more than the sum of its parts. We feel enriched by the love and laughter that's flowing between the stalls – it's filling a need that's especially vital during these isolating times – a sense of caring and connection much deeper than the euphoria of finding a bargain (though we do love that bit as well). Coupled with the abundance of friendly dogs and beautiful park, The Surry Hills Markets can feel like an oasis in the hurly burly of city life.





405 Crown St, Surry Hills NSW 2010
(02) 9356 4977
shnc.org

Our partners:



Aboriginal Affairs

