



SHNC Annual Report

2024-2025



Surry Hills
Neighbourhood Centre

Building a strong and inclusive community in Surry Hills since 1978

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Chairs Report

It has been an inspiring year for Surry Hills Neighbourhood Centre. As Chair, I have had the privilege of working alongside a board, staff team, and community who demonstrate unwavering commitment to equity, inclusion, and care.

This year we have seen our services grow in both scale and impact. From children's programs that continue to excel, to social hubs that connect hundreds of people each week, SHNC has proven its role as a cornerstone of our neighbourhood. The recognition received at state and national levels reflects the depth of our work and the importance of community-led responses to local needs.

We extend our heartfelt thanks to the **Board of Governors**, whose diligence, expertise, and guidance provide the foundation for Surry Hills Neighbourhood Centre's success. Their careful stewardship ensures that SHNC remains both accountable and visionary, balancing good governance with a deep commitment to social justice and community wellbeing.

The board's diverse experience—from finance and governance to community development and advocacy—strengthens our capacity to respond to challenges and seize opportunities. Their dedication is evident in the time, thought, and care they invest in shaping SHNC's direction and ensuring its sustainability.

Board Members 2024–2025

- **Cathy Lovell**, Chair
- **Peta Landman** Deputy Chair/ Secretary
- **Ricardo Cheung**, Treasurer
- **Narelle Clark**, Public Officer
- **Karina Kreminski**, Board member
- **Melanie Hayden**, Board member
- **Caroline Christian**, Board Member/minute taker

We are deeply grateful for the collective wisdom and diligence of our board. Their unwavering support enables SHNC to remain a strong, resilient, and inclusive hub at the heart of Surry Hill

Treasurer's Report for the Year Ended 30 June 2025

Dear Members and Supporters of the Surry Hills Neighbourhood Centre,

I am pleased to present the Treasurer's Report for the financial year ending 30 June 2025. This year has been marked by significant achievements and a strong financial performance, reflecting our commitment to serving the community effectively and sustainably.

The financial standing of the Surry Hills Neighbourhood Centre was maintained for the fiscal year spanning July 2024 to June 2025 (FY25) compared to the prior year (FY24).

We report a net deficit of \$3,420 for FY25, largely due to increased staff wages and higher operational costs. We anticipate a return to profit in 2025–2026 (FY26). Retained earnings remain strong at \$1,303,094.

Revenue

Gross revenue for the period was \$2,346,555, an increase of approximately 12.3% from the previous year's \$2,090,279. This growth reflects our successful efforts in expanding programs and enhancing community engagement.

| Revenue Source | FY24 (\$) | FY25 (\$) | % Change |
|-------------------------------|-----------|-----------|----------|
| Fees received | 1,428,462 | 1,551,415 | 8.6% |
| Government grants and support | 366,524 | 486,458 | 32.7% |
| Miscellaneous income | 147,279 | 155,700 | 5.7% |
| Total Revenue | 2,090,279 | 2,346,555 | 12.3% |

Expenditure

Total expenses for the year increased to \$2,346,555, up from last year's \$1,993,404—an increase of 17.7%.

| Expenditure Category | FY24 (\$) | FY25 (\$) | % Change |
|--------------------------|-----------|-----------|----------|
| Staff & Management Costs | 1,496,833 | 1,822,304 | 21.7% |
| Operations Costs | 275,557 | 289,492 | 5.1% |
| Consumables | 70,987 | 82,973 | 16.9% |
| Total Expenses | 1,993,404 | 2,346,555 | 17.7% |

Financial Outlook

Each year, we strategically take measures to enhance our financial position, ensuring that adjustments are always made with the community in mind. Our aim is to continue providing a cost-effective and robust program of activities and engagement opportunities that serve the Surry Hills community. This approach ensures that the Centre not only maintains its stable financial position but also honours its enduring commitment to community wellbeing.

The Secretary

We are fortunate to have a full Board of Governors, each bringing professional expertise to ensure the Surry Hills Neighbourhood Centre maintains high standards of governance and delivers services to the community with integrity and effectiveness.

The Board meets bi-monthly to consider matters relating to the Centre's operations, while the Finance Subcommittee meets an additional six times each year to review and make decisions on financial matters critical to the organisation's sustainability. The Board and management team maintain a strong, collaborative working relationship, grounded in mutual respect and a shared commitment to the Surry Hills community.

In the past year, the Board convened six full governance meetings. The Finance Subcommittee—comprising Cathy Lovell, Peta Landman, and Ricardo Cheung—also met six times, with all board members invited to attend.

All board members are invited to attend the financial subcommittee meetings.

| Position | Member Name | Attendance |
|-------------------------|--------------------|------------|
| Chair | Cathy Lovell | 6 |
| Deputy Chair /Secretary | Peta landman | 6 |
| Treasurer | Ricardo Cheung | 4 |
| Public officer | Narelle Clark | 4 |
| Member | Melanie Hayden | 5 |
| Member | Karina Kreminski | 5 |
| Member | Caroline Christian | 6 |

Centre Activity Report

A record of key activities, achievements and challenges, compiled by

Managers and Coordinators for the information of the members.

The 2025 Annual Report for the Surry Hills Neighbourhood Centre (SHNC) reflects another year of commitment, innovation, and compassion in supporting the wellbeing of our diverse local community. Over the past year, our team has continued to strengthen connections, promote inclusion, and deliver programs that improve the health and quality of life of those we serve.

At the heart of SHNC's mission is the belief that everyone—regardless of age, background, or circumstance—is offered access to opportunities that support wellbeing, dignity, and belonging. Our programs continue to reflect this ethos, providing vital social, nutritional, educational, and cultural support across the Surry Hills and Northcott communities.

Children's Services continued to play a central role in fostering the growth, creativity, and confidence of local families. Through our inclusive early learning programs and family engagement activities, we provide children with a safe, nurturing, and stimulating environment that supports their development and wellbeing.

Our dedicated educators work closely with families to ensure that every child feels valued, supported, and inspired to learn. The children's services team also continues to embed cultural awareness and inclusiveness into daily practice, helping to build a generation of curious, kind and community-minded young people



Community Development

After more than ten years of dedicated and thoroughly enjoyable work establishing our two cafés (Friday Café and Northcott Café), this year has seen significant gains which both acknowledge the efforts invested and contribute importantly to the financial sustainability of these valued programs. This advancement ensures that community members particularly social housing tenants continue to have a welcoming place to connect with each other and with onsite services.

The cafés are funded through the City of Sydney Grants Program and supported by the Local Drug Action Team (LDAT). Their role is deeply rooted in creating a place and space for community gathering relationship-building and wellbeing. The LDAT funding specifically supports the establishment of protective factors within our community to help prevent harmful use of alcohol and other drugs. (This aligns with findings from The Community Café Approach, which notes cafés facilitate social connections that moderate negative effects of stress and support healthy outcomes.

On-site at both cafés is a strong suite of community services and activities, including:

- The City of Sydney Food Support Program, offering bread, fruit, vegetarian meals and other no-charge menu items;
- Computer support and access;
- Services Australia services onsite;
- Kirketon Road Centre drop-in support;
- Creative activities and volunteer opportunities;
- A vibrant volunteer program where community members can engage, learn employment skills, and become part of something meaningful—our heartfelt thanks go out to them.

Highlights of the Year

- Our Programs Officer, Stephen Lunny, has made a significant contribution to the community development efforts this year, including being acknowledged via:
- - A Community Recognition Statement in the Legislative Assembly from Alex Greenwich, local Member of Parliament, acknowledging the importance of both cafés;
 - A visit by the National CEO of Services Australia to Friday Café, recognising the innovative and effective work being done;
 - Approval of a second funded LDAT program to partly support Friday Café;
 - An invitation to attend and participate in the Sydney Drug Summit;
 - Attendance at a parliamentary breakfast in Canberra to commemorate World AIDS Day



Service providers also tell us the cafés are not only a great engagement opportunity but often their favourite day of the week.



Feedback from the community shows strong support for the Cafe's and highlights how crucial it is that these continue.

"The cafe and team have literally saved my life by being as place where I can come and feel better about life", -woman experiencing homelessness

"It's our gathering day" - Social Housing Tenant explaining the Northcott Cafe to a fellow tenant.

"We'd have nothing if we didn't have the Cafe on Wednesday "(Northcott Cafe)

Service providers also give positive feedback about our Cafes for not only being a great opportunity to facilitate engagement with community but also, "Their favourite day of the week".

Thank you to all involved including the wonderful community members that attended.



Playgroup

Our weekly playgroup (for children 0-5) has been growing, with around 40 people attending each week. It's exciting to see kids playing and learning together, and to see their grown-ups share their experiences and connect in our space. We're always thinking about ways to grow our range, so stay tuned for exciting plans next year!



Venue hire

Our Centre has played host to a wide range of activities, from dance classes to anniversary parties, strategic planning meetings to creative workshops, climate cafes to book launches, and plenty more! We love providing a space for so many different community activities, and seeing the space come alive with ideas and connection is always a delight.



Service Collaborations

It's important to stay up to date on what's happening in our sector and what other services in the area are up to. It's always great to be able to attend meetings and interagency, and arrange service visits, to help us collaborate to deliver the best possible support to our community.



[LCS/DCJ 'Shared Commitment' Launch]



Digital Skills Classes

With funding from Good Things Australia, we've recently reinstated our BeConnected Digital Skills classes. The skills to navigate the digital world are becoming more important every day, so we're thrilled to be able to offer classes to help community members be more confident and safer online.



People accessing our services

Our various programmes and services are attended by a wide spectrum of community members. We're proud to see people of all ages come through our doors and find connections, community, information, and support.



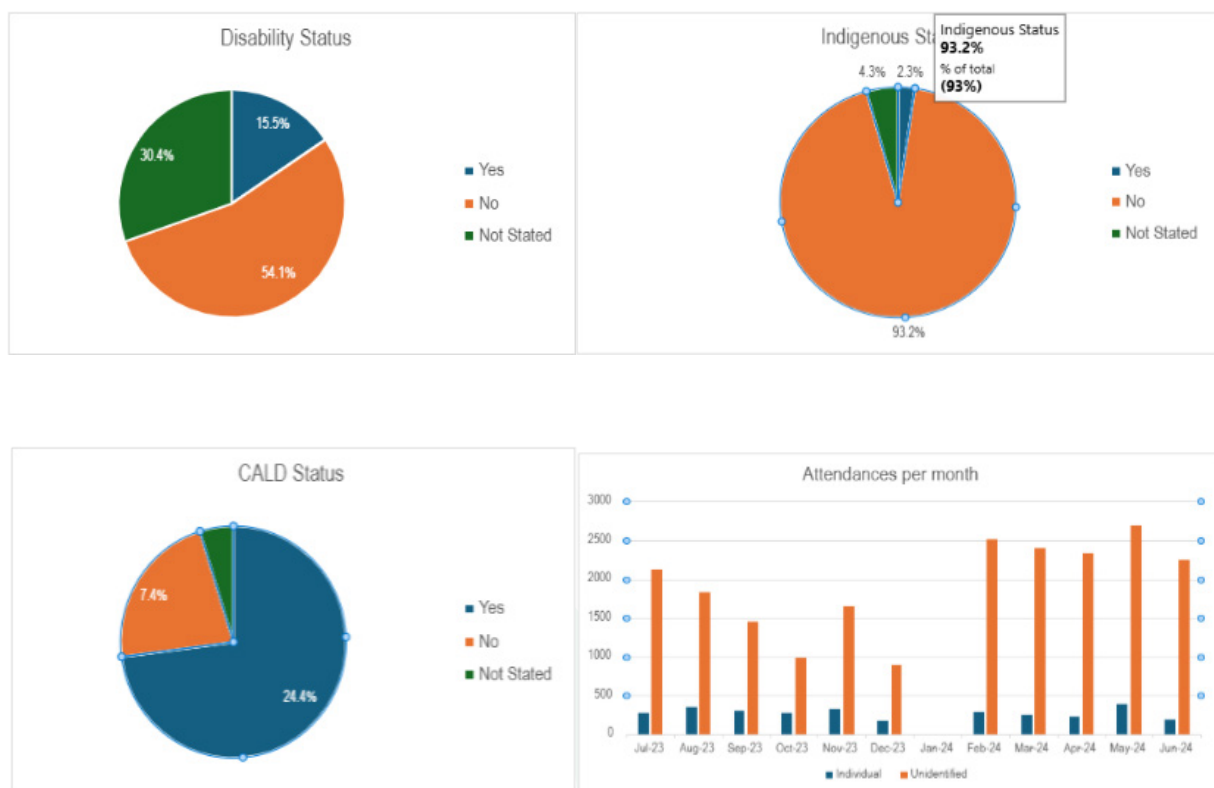
Admin Officer's Report

People accessing our services (DEX)

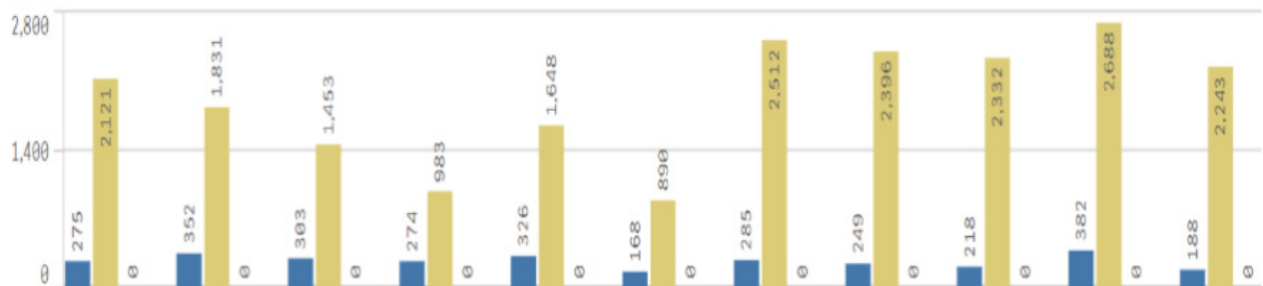
Our services are accessed by a wide segment of the community, including people from diverse backgrounds, of various genders, and from a broad spectrum of ages. We see a huge number of people through our doors every month.

As the cost-of-living crisis continues, and more people need support, the volume of requests for information, advice and referral has risen drastically. Through close collaboration with other organisations, we are able to help those seeking services we don't provide to find what they are looking for in the local area.

SHNC Stat's for 2024-2025



Attendance per month



Children's Services

Long Day Care

At Long Day Care, our dedicated team of educators, under the leadership and expertise of Spring Lai, continues to provide warm, nurturing care for children and families. Each day, they pour their creativity, love and commitment into their work, so every child in our service thrives and feels welcome and safe.

Over the past year, we have held a strong focus on compliance and child safety to strengthen our care and educational programs. As part of our commitment to continuous improvement, Spring Lai joined the 10-week Compliance Support Program facilitated by an ACECQA consultant. The program allowed us to reflect deeply on each Quality Area of the National Quality Standard, with a particular focus on Quality Area 2 – Children's Health and Safety. During the review of our day-to-day practices, the facilitator commended our service for the personal and individualised transition processes, which support children to feel safe and secure when moving from home to Centre, as well as our pro-active supervision practices that prioritise child safety.

Later in the year, the Government made changes to the National Regulations to enhance child safety in the early childhood education and care (ECEC) sector. In response, we reviewed and updated our policies and risk management plans relating to digital technology and online safety, notification timeframes, and vaping. The National Model Code for taking images and videos of children in the ECEC also became mandatory. While we have already followed its guidelines, allowing the photos of children to be taken only on Centre issued devices, we have since updated all our policies to align with the Code. To strengthen our child-safe culture, all educators have enrolled in Child Safety eLearning modules, with a dedicated time scheduled to complete the training.

Like many early childhood services, we experienced lower attendance in the first half of the year due to a decline in birth rates. However, enrolments are steadily increasing – the parents are making enquiries, booking Centre tours and enrolling their children. Some families shared that they didn't expect to see how quiet our service was, not chaotic. They commented on our welcoming atmosphere and warm interactions between children and educators. This feedback reflects the commitment and passion of our educators, who work tirelessly to build secure attachments and nurture the potential of every child.

Parents comments

Our daughter spent two years at SHNC Long Day Care, and we could not have been happier with the experience. I was quite nervous about it, but the staff were absolutely incredible. It is rare to find a daycare that so clearly cares more about the children than it does about profits. This is an incredibly warm, nurturing place and I highly recommend it

A wonderful daycare centre on top of the library with a large outdoor area. The educators are really lovely and care so much for the kids. They're fed very well and our daughter has such a good time every day. She loves it

My son started at SHNC in July after being at a different daycare from February - July. I cannot say enough good things about our experience, and how glad I am that I moved my son. He's just a year old, but he loves going in; he's affectionate with his teachers, and they are with him. SHNC gives him a consistent and stimulating environment, in the time since he's been enrolled, he's grown tremendously, he's pointing, bringing books to me so we can read them together. He's really thriving and I feel so comfortable saying goodbye each morning. I really cannot say enough good things!

Surry Hills Neighbourhood Centre Long Day Care in Surry Hills, NSW 2010 | CareforKids.com.au



Out of School Hours care

Our dedicated and compassionate OSHC team, led by Frankie Peterson & now Tahlia Mills-Doyle continues to create a friendly, inclusive, and engaging environment for all children and families. Each day, our educators bring creativity, care, and enthusiasm to their work, ensuring that every child feels valued, safe, and supported while developing a strong sense of belonging in our program. On top of our educators, we have also had numerous providers for Extra-Curricular at OSHC with activities such as art, basketball, soccer, dance, coding, mandarin & architecture. During the Holidays we have also taken children on numerous excursions; families appreciate the variety and engagement our Vacation Care program offers.

Over the past year, we have maintained a strong focus on compliance, child safety, and continuous improvement across all areas of our service. As part of this commitment, OSHC staff have undergone various training such as food safety, first aid & child protection. Educators have been running their very own long-term clubs with the children which provide activities such as cooking, science, arts & craft, photography and drama. These clubs help continuously improve our program and quality of education that is provided at OSHC. We have reviewed our Policies & Procedures to ensure they align with our service's philosophies and compliance. Our new

coordinator, Tahlia, has brought the team a wealth of knowledge in compliance and children's safety. She has helped improve our supervision and engagement with the children, emphasising on the safety and wellbeing of children.

In response to recent changes to the National Regulations, we reviewed and updated our policies and risk management plans to ensure alignment with new requirements relating to digital technology and online safety, notification timeframes, and vaping. We also revised our procedures in line with the National Model Code for taking images and videos of children, which has now become mandatory. Although our service was already adhering to these principles — using only OSHC-issued devices for taking photos — all related policies have been updated to reflect full compliance. To further strengthen our child-safe culture, all educators are currently completing Child Safety eLearning modules, with dedicated time provided to support this professional learning.

Our service has experienced a large amount of growth this year with Before School care averaging 30-40 children from Monday to Friday and After School Care averaging 110-130 children Monday to Thursday and 60-70 on Fridays. Vacation Care was at capacity almost every day with 45-50 children in attendance. Families will choose to send their children from other schools to our Vacation Care Program as they have been impressed with the activities, planning and variety that we offer.

Crown Street OSHC: Vacation Care Program

January 2026

| Monday 19/01 | Tuesday 20/01 | Wednesday 21/01 | Thursday 22/01 | Friday 23/01 |
|--|---|--|---|--|
|  <p>Ranger Jamie - Bola Creek \$110 Excursion Time: 9:40am-4pm Bus Journey: 1 hr 10 mins. Today we explore the rainforest with Ranger Jamie's expertise! With hands on games and activities everyone will enjoy!</p> |  <p>Sailability Penrith Lakes \$105 Excursion Time: 9:15am-4pm Bus Journey: 1 hour Today the children embark on an adventure learning to sail. Suitable for all children in boats that virtually cannot capsize! An exciting adventure for all!</p> |  <p>Hijinx Hotel \$115 Excursion Time: 10am-4pm Bus Journey: 15 min. With 10 rooms at Hijinx Hotel, 1 hour of karaoke and a pizza lunch children will be sure to have a blast. Topped off with a play at Sydney Park!</p> |  <p>Wollongong Science Space \$110 Excursion Time: 9:30-4pm Bus Journey: 1 hr 15 min. (+ stop). Today we have a long bus ride to an exciting science museum! With hands on activities, shows and games the kids are sure to enjoy!</p> |  <p>RELICS & The Key is Under the Mat \$100 Excursion Time: 10am-4pm Bus Journey: 10 min. Today we visit the 2 most exciting exhibitions in Sydney right now! With a KFC lunch in Hyde Park between the 2! What a day!</p> |
| <p>Monday 26/01/26 - Public Holiday - Service Closed!</p> <p>We are anticipating this to be a popular day, please book in early to avoid disappointment.</p> <p>Lunch is included today! check the program to see what it is</p> |  <p>Peak Pursuits \$110 Excursion Time: 10-4pm Bus Journey: 40 min. Children will climb on a variety of different courses today at Peak Pursuits, with something for everyone! Afterwards we stop ELS Hall Park on route back to school!</p> |  <p>Reverse Garbage \$105 Excursion Time: 10-4pm Bus Journey: 20 min. Children will explore Reverse Garbage in Marrickville, checking out their warehouse and then joining in a creative challenge. Afterwards heading to Mackay Park to play!</p> |  <p>Bowling, Arcade & Movies \$130 Excursion Time: 9:50-4pm Bus Journey: 10min. Our survey showed families love entertainment! There's nothing better than 3 activities in one fun-filled day! 1 hour of arcade access, a game of bowling and a movie! Bonus: POPCORN!</p> |  <p>Raging Waters \$135 Excursion Time: 9:30-4pm Bus Journey: 40min. The day that everyone has been waiting for! Raging Waters! Children will be split into groups to explore this water park - ensure your child/ren has a rash shirt/ T-shirt and a hat!</p> |

Crown Street OSHC: Vacation Care Program

January 2026

Excursions, Excursions, Excursions!

January Vacation Care is filled with jam packed, fun filled daily excursions! With renovations occurring at school throughout the holidays, OSHC will be heading out on adventures every day. With this in mind, children will be using bus transportation to get to our venues. Some are close by, others are further.

If your child gets bus sick, we'd suggest noting the bus distance for each excursion. Some children may require medication, or you may decide that day is not suitable for your child. Feel free to chat to our friendly team if you'd like.

Key Changes

Families need to note:

The service will be opening at 8:30am.

Children will need to have breakfast before VacCare or bring along breakfast.

Families will need to pack morning tea, lunch and afternoon tea.

Bookings

All Vacation Care bookings can be made via the OWNA app from the bookings calendar. We encourage families to book as soon as possible to avoid missing out. Please email Tahlia at oshc@shnc.org for assistance.

Child Care Subsidy (CCS) will be applied for eligible families to reduce the out-of-pocket cost.

Please ensure your child has the required bookings before coming to the service. We will not be able to accept children into care without a booking.

Monday 12/01



Sydney Park + OOSH TV \$95
Excursion Time: 9:30am-4pm.
Bus Journey: 15 min.
Today we head to Sydney Park with OOSH TV. Children will play water games and head to the playground, with the option to stay cool in the pavilion.

Tuesday 13/01



Campbelltown Art Gallery \$90
Excursion Time: 9:50am-4pm.
Bus Journey: 50 min.
Today we explore the art gallery in a hands-on tour and workshop. Children will bring home their very own masterpiece. Followed by a play at the park!

Wednesday 14/01



Ku-Ring-Gui Wildflower Garden \$100
Excursion Time: 10am-4pm
Bus Journey: 40 min.
Today we head to the wildflower garden on a ranger led, art and survival themed adventure. Children will explore the bushland and gardens.

Thursday 15/01



RollerFit Excursion + Tempe Reserve \$115
Excursion Time: 10am-4pm
Bus Journey: 25 min.
Strap on your roller skates and dust off your hula hoops! This workshop will teach you the basics + some fun new tricks. And enjoy a play at Tempe Reserve!

Friday 16/01



Clifton Gardens \$105
Excursion Time: 10am-4pm
Bus Journey: 25 min.
A fun filled picnic with a sausage sizzle lunch! We will bring along some new and exciting equipment, play at the park and the option to swim with lifeguard supervision!

Volunteers, Students, and Interns

We are deeply grateful to the volunteers, students, and interns who support our work each year. Their talents, skills, and time are essential to our mission, and their contributions make a significant impact. To each of you, we extend our heartfelt thanks and appreciation.



Surry Hills Market

The Surry Hills Market is a vibrant and eclectic marketplace that perfectly captures the creative, diverse spirit of Sydney's inner city. Held on the first Saturday of every month at Shannon Reserve, the market is a community-driven treasure trove for vintage finds, unique handmade items, local art, and eclectic clothing. It's popular not just for shopping, but for its friendly, buzzing atmosphere that reflects the Surry Hills vibe.

What stands out most is the incredible range of vendors, each with their own distinct flair. Vintage clothing stalls sit beside artists selling handcrafted jewelry, and local artisans to display pottery, leather goods, and original artwork. For those who love retro pieces or repurposed decor, this is a dream come true. The market also does a great job in supporting small businesses and independent sellers, fostering a community where creators and customers can engage directly.

In addition to shopping, the Surry Hills Market draws diverse crowds, from locals and tourists to artists and families, creating a lively and inclusive atmosphere. Food options from nearby cafes and food trucks add to the experience, letting you grab a coffee or a snack while you browse. There's also a good chance of catching some live music or street performances, which makes the outing even more enjoyable. Overall, the Surry Hills Market is more than a market; it's a monthly event that brings people together to celebrate creativity, community, and sustainable shopping. It's a must-visit if you're looking to explore Sydney's local culture, support small businesses, and find one-of-a-kind treasures.





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Our partners:



We would also like to thank and acknowledge Surry Hills Social Housing Tenants, the Neighbourhood Advisory Board and The Langton Centre.