



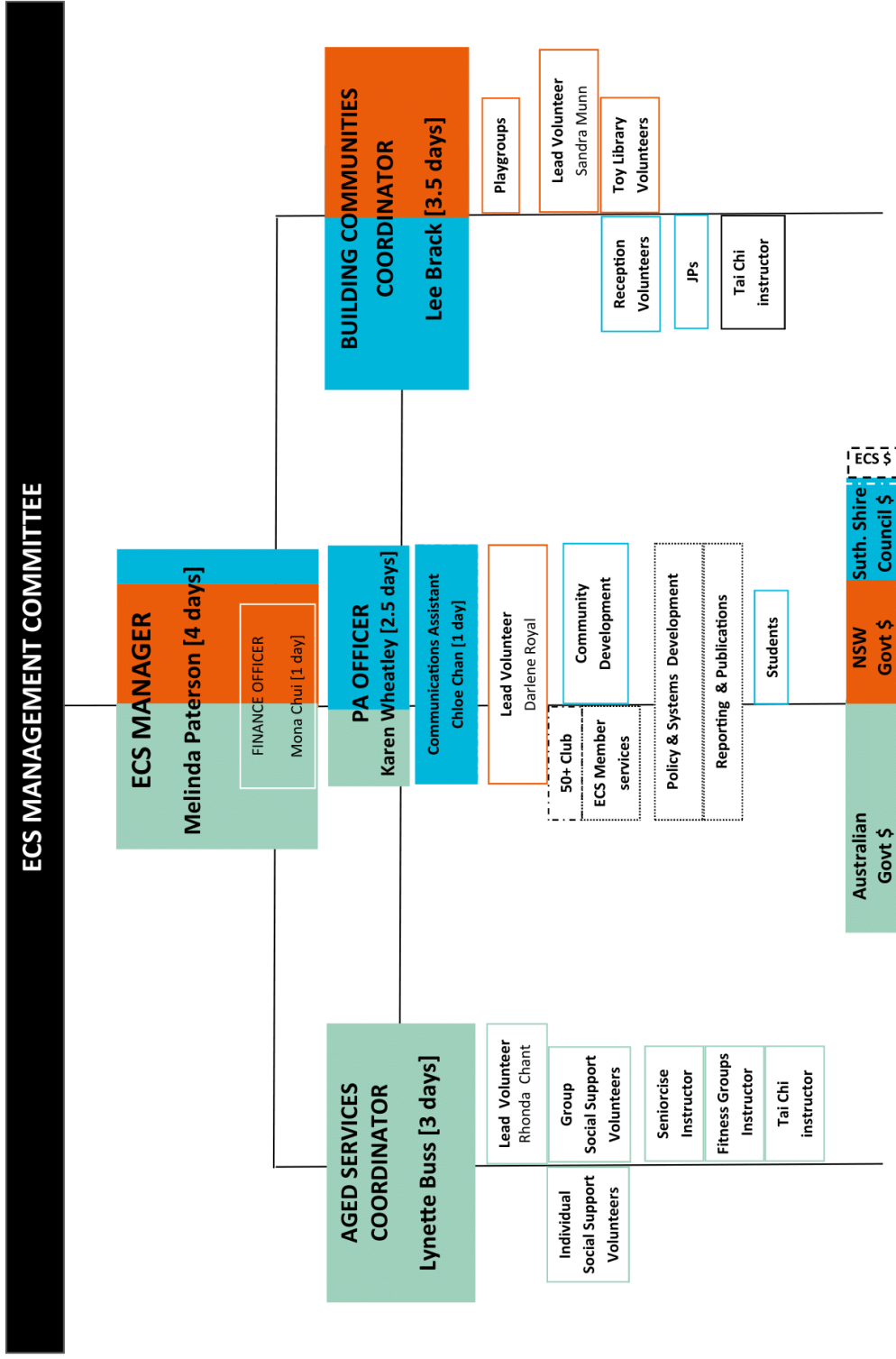
**ECS**

**ENGADINE COMMUNITY  
SERVICES INC  
ANNUAL REPORT  
2022-2023**

SERVING THE COMMUNITY  
FOR OVER 50 YEARS



# ORGANISATIONAL STRUCTURE



# List of Contents

<b>ECS Structure</b>	2
<b>President’s Report</b> [ <i>Suzanne Jenkins</i> ]	4
<b>Treasurer’s Report</b> [ <i>Leanne Haynes</i> ]	5
<b>Funding Programs</b>	6
<b>The ECS Volunteer Team</b>	7
<b>Manager’s Report</b> [ <i>Melinda Paterson</i> ]	8
<b>Introduction</b> [Julie Dale]	9
<b>ECS Services</b>	
Aged Services [ <i>Coordinator, Lynette Buss</i> ]	10
Child & Family Services [ <i>Building Communities Coordinator, Lee Brack</i> ]	11
<b>Special Projects</b>	
<b>Volunteer Reports / Students’ Reports</b>	12
<b>Auditor’s Report</b> [ <i>Maher Partners</i> ]	15




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## ECS MANAGEMENT COMMITTEE MEMBERS

Suzanne Jenkins	Chairperson
Garry Keir	Vice Chairperson
Leanne Haynes	Treasurer
Kim Potts	Secretary
Susan Ransom	Member
Gillian Brookfield	Member

## ECS PAID STAFF

Melinda Paterson	Manager
Lee Brack	Building Communities Coordinator
Lynette Buss	Aged Services Coordinator
Mona Chui	Finance Officer
Karen Wheatley	PA Officer
Liam Stacey	Communications Assistant

# Chairperson's Report

Another year has flown by! Changes have been the big challenge for us at ECS this past year. We have met these challenges and maintained a high standard of service to the community. Government instigated changes, which were beyond our control, were just one of many in the mix.

The resignation of Melinda, our manager, saw all hands-on deck by the Management committee, getting things in order. A new manager was appointed after advertising and a rigorous interviewing process. Welcome to our new manager, Julie Dale, who commenced work on 11<sup>th</sup> September. We hope you will be happy and enjoy the job.

The Annex construction has finally been approved after 3 years and several submissions to the Council – yay. Can't rush these things.

A big thank you to the staff, who were the glue that held us together during this tumultuous year. Lynette, Lee, Mona and Karen - you are the "best".

ECS relies on volunteers and we are blessed to have wonderful ones. A big thank you to all of you for the caring and the work that you do.

I have had 3 years as President and now it's time to pass the baton on to someone else. I would like to thank the Management committee and staff for your support especially over the past year. Your commitment to ECS is unsurpassed. It's been so great working with you all. I will be staying on the committee and will continue to do all I can for ECS. I look forward to our continuing friendships and what next year brings.

Suzanne Jenkins.

President.



# Treasurer's Report

I must start by acknowledging the tremendous efforts of our accountant Mona, who is so on top of our financial situation, and has provided me as treasurer with the support and documentation I have needed quickly and efficiently. Thank you Mona!

This last year was perhaps a little more challenging for our organisation financially. After drawing on reserves in previous years ECS management team sought to run a more balanced budget for the Financial Year 2022-2023. Our target was to run a very small deficit however, due to considerable efforts from ECS staff and management and with some additional external funding, we were able to run a small surplus for the year.

It was no easy task to achieve this for a small organisation like ours. All staff assisted with this endeavour which including a period with reduced working hours, where the team managed to keep our priority services running without disruption at the required level of service. Thank you ECS team!

The challenge for the new year as always is how do we get more funding and how can we more cost effectively provide services for the local Engadine Community.

With the appointment of a new ECS manager and a slightly more robust financial situation combined with a great ECS team we are sure we can meet that challenge and we can look forward to an exciting and productive year ahead.

***Leanne Haynes***



# Funding Programs

## **COMMONWEALTH HOME SUPPORT PROGRAMME [Australian Government Department of Health & Aged Care]**

CHSP is the entry-level tier of the aged care system, offering choice and flexibility to older people. The CHSP aims to support frail, older people aged 65 years and over (50 and over for Aboriginal and Torres Strait Islander people) to live as independently as possible in their own homes and community for as long as they can, and wish, to do so. The programme offers low intensity ongoing support, such as domestic assistance and care services, or higher intensity support and care services on a shorter term or episodic, basis such as allied health and respite for carers. Services provided take into account each person's individual goals, preferences and choices, with a focus on pathways and activities that embed wellness, independence and reablement when required. The CHSP helps older people stay living in their own homes to delay, or altogether avoid, the need to move to more complex forms of aged care. ECS receives CHSP funding for Social Support, both Individual and Group.

## **TARGETED EARLIER INTERVENTION [NSW Government Department of Communities & Justice]**

TEI provides funding for a range of services to strengthen communities and build their capacity. These services include community centres like ECS, where people can meet and access resources that help improve the community's connectedness and capacity by providing information and referral on local services, access to the internet, access to skills training, and a place for local groups to meet. ECS Playgroups and the Toy Library aim to assist families and give kids the best start at life.

## **COMMUNITY CENTRES FUNDING [Sutherland Shire Council]**

ECS operates a community resource centre, which provides amenities to the residents of Engadine and neighbouring suburbs. The resource centre services include a volunteers program, social support groups, disability access toilet and adult change table, children's toilets, mothers' breastfeeding chair and baby change table, Tax Help, JP Service and information about Shire services and events, especially those run by the Council.

## **ABUSE COLLABORATIVES [NSW Ageing & Disability Commission]**

ADC is an independent agency of the NSW government; tasked to better protect older people and adults with disability from abuse, neglect and exploitation from someone they know living in their home or community, and to promote their fundamental human rights. ECS received a grant as Secretariat for the Collaborative Against Abuse of Older People in Sutherland Shire to distribute resources to community leaders about responding to abuse, as well as informing the public generally about the pandemic impacts for seniors at risk.

# The ECS Volunteer Team

## Aged Services

Rhonda Chant [Lead]  
 Philip Dennis  
 Narelle Field  
 Mike Fernando  
 Haylee Hagen  
 Vicki Jeffree  
 Garry Keir  
 Virginia Malcher  
 Trish Murray  
 Denise Pond  
 Helen Robinson  
 Leanne Waddell  
 Phillip Byrne  
 Beryl Cross  
 Phillip Byrnes

## Office

Darlene Royal [Lead]  
 Deborah Scott [Reception]  
 Gloria Branson  
 Alan Brownscombe  
 [Computers]  
 Rhonda Jones  
 Sandra Munn  
 Liam Steacy  
 Stephen Circosta [Tax Help]

## JPs

Lynette Alexander  
 Greg Anderson  
 Kerry Baldwin  
 Marjorie Birss  
 Stephen Black

Sandra Bowley  
 Michael Bretherton  
 Jillian Brookfield  
 Bruce Campbell  
 Garry Eggert  
 Rebecca Fisher  
 Jennifer Follett  
 Peter Gill  
 Michael Goldrick  
 Ken Hammond  
 Warren Kelso  
 Christine Kent  
 Connie Morris  
 Peter Sheehy  
 Greg Tall  
 Kim Murphy  
 Robyn Perry

## Toy Library

Sandra Munn [Lead]  
 Helen Dorman  
 Keryn Johnson  
 Rochelle Zats  
 Michelle Spencer  
 Maureen Flynn

## Committee

Suzanne Jenkins  
 Garry Keir  
 Leanne Haynes  
 Susan Ransom  
 Jill Brookfield  
 Kim Potts



# Manager's Report

As you are all aware, Melinda Paterson, Manager for E.C.S for the past 5 ½ years resigned suddenly in the End of May 2023 because of ill health. We all wish her the best in her future and hope her health improves dramatically. As

Melinda is unable to present her Manager's Report I will present extracts from her monthly reports she submitted to the Management Committee.

It must be remembered that Melinda worked tirelessly for this organisation and by no means what is condensed into this report is all that she did. She was regularly on Committees, heavily involved in organising presentation days, other informative meetings and the everyday requirement of managing a successful organisation.

Listed are a range of Melinda's responsibilities:

- Organisation of training for first aid; Extensive number of Policies and Procedures thoroughly examined and then signed by Committee; Unfortunately the reduction in staff wages and hours due to COVID being present and thus closure of the Office; Job keeper being looked at. (June 2022)
- Several Projects discussed the previous Mgt Meeting activated. Recruitment of Volunteers ongoing project; it was determined that staff had excessive Annual Leave and Melinda discussed ways that could be reduced that allowed ECS to still operate and the Organisation was legally within its boundaries. Melinda reported about the Aged Care Commission Assessment (over 50 pages) and all conditions met. (The Mgt Committee were extremely proud of the staff for their work). ECS was to be a focal point for RAPID Antigen Tests. Council lease agreement was favourable for ECS. (July 22)
- COVID still around. Measures in place re protection of staff, volunteers and visitors. Annex had a new builder (no 3) due to incorrect materials being used. Applying to State Member, Mr Lee Evans for an assistance grant for Annex. Agreement between ECS and John Paul Village (JPV) re bus lease. (Aug 22)
- Reduced staff hours making it difficult to conduct organisational work. Grant from CHSP applied for. Busy month in preparing for AGM in Oct. (Sept 22)
- Shire Lease accepted and favourable for ECS. Staff hours were discussed again and unfortunately not increased at this stage. (Oct 22)
- Completion of the CHSP Wellness and Reablement Report; meeting with Abuse Collaborative; meeting with UNSW Academics re ACCOM data; presentation to Aged Care Forum; Vital Forum of Charities; funding letters to State and Federal Politicians. (Jan 23)
- Funding from the state government for the funding of the Annex; Leave balances for staff had being reduced; Shutting on Fridays from 1pm was discussed and approved; Extra hours approved for staff when required; Award Pay Increases from the state government will apply later in the year. (Feb 23)
- Financial Report discussed especially to the budget impacted by Aged Care where they pay one month behind the actual work done. Report to the Aged Care Reform and how it would impact our Organisation. Staff in acceptance re staff hours being cut; (Mar 23)
- Council informed of several issues but they informed Melinda that ECS was responsible for those repairs as per new lease conditions. Another builder, Dane to do the Annex; Updating staff to some new procedures within the office; Staff Appraisal to be undertaken; (Apr 23)
- Financial report for the financial Year; (May 23)....

Shortly afterwards Melinda resigned. Complied by Garry Keir (Vice President of ECS Mgt Committee) and now I would like for our New Manager, Julie Dale to introduce herself.





# Introducing Julie

Hello, my name is Julie Dale and I am honored to be the new manager at Engadine Community Services (ECS). I have lived in Engadine for many years and have worked as a volunteer on school and sporting committees.

My background for over 20 years has been working for not for profit organisations within the community welfare industry. I have extensive management experience in both community services and family dispute resolution.

I am delighted to be working with ECS to support and offer excellent services to the local community and continually support emerging needs in the area. I look forward to meeting everyone associated with ECS and working alongside you to support the wonderful work that is carried out at the centre.

Warm regards

**Julie**



# Aged Services Report

Well, another super busy year for ECS Aged Services. We are very proud to be of assistance to our many clients looking for fun and friendship in their local community.

A giant THANK YOU to all our wonderful Aged Services volunteers, who without them ECS would not function quite so well. Thank you to the bus hostess and the bus team, the helpers in the Parkinsons Fitness classes, the individual shopping support workers & our busy office team. We are very happy and grateful that you chose to volunteer at Engadine Community Services.

Each month we provide 35 exercise classes to over 144 My Aged Care/CHSP (Commonwealth Home Support Programme) clients and 18 private clients, for classes of differing needs and energies.

Seniorcise classes are always full and aerobically active with great music, Seniors' Fitness concentrates on core strength, flexibility, balance, posture and coordination. Parkinson's Fitness class is low impact and offers the same as Seniors' Fitness but with seated exercises and support by volunteers, and our Tai Chi sessions, also very popular are very calming and controlled and designed to build on strength and improve balance. Our social craft group is popular with the ladies who bring along whatever project they are working on and enjoy the friendship and afternoon tea. Gentlemen are invited to join this group if they would like to enjoy some company and sadly our Men's Cards group & Men's Social group ended this year.

We are very happy to report the bus outings have been popular again with 34 shopping trips to venues like Southgate Shopping Centre at Sylvania, Menai Marketplace, Warrawong Plaza & Figtree Grove on the beautiful south coast. This included four dedicated Christmas shopping days at these same venues.



*1 What happens on the bus stays on the bus*

We planned seven special 'Big Day Out' day tours to interesting and exciting places, like our 2022 Christmas In July celebration at Yarra Bay Sailing Club at Phillip Bay. The floral outing to Sunrise Nursery at Helensburgh then on to Kiama Leagues Club for lunch with a scenic tour on the return trip, the Clients' December Christmas Party at Engadine Bowling & the fabulous Christmas Lights tour visiting Bonnet Bay, Kirrawee, Taren Point, Sylvania, Engadine & Woronora Heights- including a dinner, prepared and served by the ECS team. 2023 delivered outings to Fairfield City Museum & a wonderful lunch at Smithfield RSL, the National Communications Museum at Bankstown where many remembered George the Talking clock, then off to Club Rivers at Riverwood for a great lunch in their new indoor dining balcony. May found our bus guests at Hurstville Museum & Gallery for a reminiscing session and an exhibition tour of St George area in 1920's – 1960's, which brought back lovely memories to many of our clients.

Ideas for future shopping trips are Glenquarie Town Centre, Minto Mall & Campbelltown Mall.

Buses are courtesy of a special arrangement with St Vincent's Care Services Heathcote- formerly known as John Paul Village and we are very grateful for their support.

We have hosted students from the Community College who have been a great help to all our projects, and helping us with anything and everything. We thank them immensely.

My final thank you is to all the ECS team for their ongoing assistance and who provide me with laughs, and some comic relief especially when times are tough and we are stretched to the limit. Also to Mel for being the Aged Services assistant and helping me along the way with the right word when I was looking for one and for being my sounding board as well as the ECS Manager.

Till next year...

**Lynette Buss [Aged Services Coordinator]**



*2The men on the bus go here and there*

# Child & Family Services Report

It was great to have a year without any COVID lockdowns. We welcomed back all our groups, though with our Grandparents playgroup we have had to restart as all our play groupers graduated to big school, we welcome any new grandparents to our group. We had to start a new open playgroup on Tuesdays and it is so popular. Jana has started Messy playgroup on the 4<sup>th</sup> Friday of the month, it is a big hit, it is good to see the joy of the children having fun and getting messy. Jana also organised a few information sessions for our parents.



3 Messy Playgroup

Jana and I also attended The Kids Expo at Jannali this year, we displayed some magnetic toys and threading toys from Toy Library as we had to display an activity, I suggested we take a couple of large ride on rockers to entertain the kids. It was a great day, and good to network with other TEI organisations.



4 The Kids Expo @ Jannali

Toy Library has had approval for an annex in the courtyard to store all the larger toys, hopefully soon it will be completed. Sandra our lead volunteer with the help of Gloria, Kieran, Helen, Rochelle, and Michelle keep the database up to date and the toys in working order. The children enjoy picking up their new toys, but sometimes we will have a few tears as some do get attached to a ride on or garbage truck. I would like to thank all our volunteers, including Darlene, Rhonda and Deb for their assistance in the office as well as our students Luke, Sukenya, Jana & Michelle, I hope they learnt enough. Maureen started our Community Library, she has organised books and DVDs, anyone pops in usually takes a book and comes back to do a swap.



5 Alan our Computer Tutor

I would also like to thank, Alan B for his endless calmness and knowledge as our volunteer for Computer Classes for seniors. You can see the “light bulb” turn on when he shows our clients how to use their laptops, tablets or smart phones. Many say we ask our children or grandchildren and they just whizz through and don’t explain but Alan takes his time and is very patient. In addition, I would like to thank Stephen who is only with us a short time every year, but he assists us with TAX Help, those he helps appreciate his efforts.

Since COVID we have found an increase of syringe disposals for the Sutherland Shire residents. The syringe bin fills quickly, within a week, after it has been cleared. We also have been giving out free RATS as part of NSW Health for the Aged and those with a disability but are not on NDIS.

I would like to thank Melinda our previous manager for all the support and encouragement she gave me during her tender and welcome our new Manager Julie. I hope we have many years of hard work and fun together. Thank you also to the committee for their support this year and to Lynette, Mona, Karen & Liam. Thank you for keeping me on the straight and narrow in the office, we are a great team who like to bounce ideas of each other to find a solution.

**Lee Brack [Building Communities Coordinator]**

# Volunteers' Reports

## Rhonda J

I have been ECS for 1 ½ years now, after retiring 6 months earlier. I engage with people through making friendly phone calls to isolated elderly clients. These people experience severe loneliness; these calls are often their only chance to engage in conversation. It gives them a chance to talk about their feelings and thoughts, reducing their anxiety and depression.

I have also had the pleasure to accompany clients on bus trips. One great day was to the Fairfield Museum and Smithfield RSL. The excitement on the bus was lovely to be a part of, everyone was chatting, new friendships and connections were made and memories were rekindled.

The benefits of one bus trip did not end on the day as clients kept talking and giving positive feedback on how inclusive ECS was for all to enjoy. I look forward to many more trips.

## Keryn J

I have been a volunteer here at ECS for 6 years. Mainly doing Toy Library on Monday afternoons. During the COVID lockdown, we were badly affected and a new borrowing system had to be introduced. Now everything has to be ordered online for pick up and returns. This system is still in place. Members order toys and a time and day when they can exchange the toys. We have found all is working really well and new members have helped build our membership numbers.

Also, I have been helping the Parkinson exercise clients, who need to wait for their pickup person to arrive to take them home. I have some wonderful conversations with many of them. I like to help with any enquires for the front desk whilst the office staff are busy; I find it very interesting the many different questions people have when they walk in the front door.

Volunteering here at ECS is enjoyable and very worthwhile way to help our community.



# Students' Reports

By Jana I [2022]

My time at ECS by Jana Imison

I am Jana and I am currently studying Certificate IV in Community Services at TAFE. Part of my study is 200 hours of work placement at a community centre. I count myself very lucky to have found a placement at ECS for so many reasons. As a local resident, I was thrilled to be able to conduct my work placement so close to home. My experience, however, exceeded my expectations.

Throughout my stay here at ECS, I felt like a part of the team. Everyone has been so welcoming and understanding. They are always happy to help when I struggled with a new situation or a task I haven't done before. I always felt comfortable to ask for help and felt supported through my course and various assignments.

Given my childcare background, I have been asked to help with some of the playgroups run by ECS. Again, the ECS Team, and especially Mel, have been so welcoming towards my ideas and supported me through all aspects of running the playgroups. We have introduced a playgroup with breastfeeding support with a local lactation counsellor who helped clients, answered their questions and troubleshoot problems with breastfeeding.

We have also conducted two information sessions for parents of young children as part of the ECS contract. I helped with the set-up, promotion and running of the session itself. It has allowed me to learn my strengths and weaknesses in planning, communication and coordinating staff members and volunteers as well as getting to understand more about the importance of the centres policies and procedures. I have also helped with the Grandparents' playgroup on Mondays, as well as the Czech and Slovak playgroup on Fridays.

I have two young children myself, and know the importance of playgroups and the role that community centres play, particularly in the support network of families. During my work placement, my children's preschool days have changed and Melinda was so kind to let me bring my two year old to work with me while I tried to find alternative care. This made a huge difference to me, as we don't have any family in this area to help. This is exactly what ECS stands for - inclusion, diversity and care.

I have thoroughly enjoyed my work here and meeting so many lovely families, making new friendships within the team and I look forward to staying on as a volunteer. Thank you ECS for the wonderful opportunity to grow and learn from the best.

## **Michelle Balgos [2023]**

### My learnings in ECS

Experience is the best teacher. It teaches a person so many things and impart lessons that can be remembered for a lifetime. This provides learnings that goes more than the theoretical knowledge. I experienced number of placements for having different courses as international student in SGSCC but this one in ECS is my most favorite one.

I am currently working as a nursing assistant in an aged care facility. It was good to be surrounded by seniors because I know how to deal with them. I discovered way before I do the work placement that ECS has services for both old people and young kids. To cater both ages was very challenging. I was really excited to take part in all the programs that contribute to the community and I wanted to participate in the services they offered.

Prior to the practicum, I was interviewed by Mel, the ECS Manager. She introduced me to all of the staff and volunteers that I would work with and it was followed by a warm welcome by everyone. My first impression of Mel was that she is very dedicated and really intelligent lady and that never failed me as I continued to work with her while I do the work placement every day from February 20 until April 6, 2023. Meeting her made me realized the knowledge and skill I should develop if I want to work in community services related job.

To begin with, Mel gave me the list of organizational policies and procedures that I needed to read and keep in mind. As a student, it is my responsibility to know the policies and procedures such as the proper way of communicating with clients and the playgroup policy. I also had to study the Work Health and Safety policy and Duty of Care policy that includes basic principles I need to be equipped with.

On regular days, I helped set up playgroups, Mondays for grandparents and Tuesdays for moms, both at 9:30 to 11:30 AM. Playgroups are one of the early intervention services of ECS that aims to support parents and children.

I am full of gratitude to be a Toy Library volunteer, led by Sandra and Gloria. Assisting return and borrowing of toys in the Sutherland Shire Toy Library every Thursday mornings. The toy library has been running for more than thirty-five years so to be part of it is such a proud moment for me because it has been the source of fun and creativity for children.

I also experienced being the receptionist who answered calls and helped people at the front desk to sort questions for clients. My duties included appointment bookings for the JP services on Thursday mornings. Some days, I assisted people who had syringes that needed to be properly disposed of in the yellow bin. For all those times, Lee guided me all throughout the way.

One time, I joined the Big Day Out. For the month of March, on the last Wednesday, the senior's Big Day Out social bus went to Australian Communications Museum in Bankstown in which the history of the telephone was explained. It was very informative and interesting knowing the development of telecommunication equipment. Everyone enjoyed the fantastic collection at the museum including old phones.

The Messy Playgroup with Jana is one of the most memorable experiences for me. I created and printed the flyer for this new program so I am glad that it is a huge success and a lot of family came.

In conclusion, I learned so much about how the organization worked. I attended a training with the management committee that was conducted by 3bridges. I now have a birds-eye view of the legal considerations and laws for a not-for-profit organisation.