



KOOLOORA COMMUNITY CENTRE ANNUAL REPORT

DECEMBER 2023

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Kooloora Community Centre receives its core funding from the NSW Department of Communities and Justice and is supported by NSW Land and Housing Corporation. Kooloora Community Centre also receives significant support from Randwick City Council.

Kooloora is a grass roots organisation addressing the needs of people living in Randwick City Council's South Ward.

Our programs reflect strong working relationships with our partners: Department of Communities and Justice, Randwick City Council, The Department of Planning, Industry and Environment, Prince of Wales Community Health, Housing NSW, Second Bite, Kingsford Legal Centre, Sydney Children's Hospital, Playgroups NSW and others to support the community through professional services and targeted programs.

These programs include Energy Accounts Payment Assistance Scheme, Supported Playgroup, Vacation Care, Kids Zone, Fruit and Veg Coop, Gentle Exercises, Second Bite, Fitness for Seniors, Kingsford Legal Centre free legal advice etc. Kooloora communities rely on these partnerships to provide a comprehensive, inclusive and relevant service operating from a premise of sound social justice principles.

MANAGEMENT COMMITTEE 2022-2023

Geoff Cook | *President*

Jenny Kelly | *Vice President*

Pearl Smith | *Secretary*

Boo Teong Khoo | *Treasurer*

Paul Compton

Jo Bowen

Felicita De Guzman

Gillian Collinson

Ron Harris



MINUTES OF AGM 2022

Annual General Meeting 2022 Minutes
Kooloorra Community Centre
167 Bilga Crescent, Malabar NSW 2036

2nd December 2022

12:45pm – 1:30pm

Attendance: Joanne Bowen, Gillian Collins, Geoff Cook (President), Paul Compton, Felicity De Guzmán, Jenny Kelly (Vice-President), Pearl Smith (Secretary), Ron Harris, Boo Teong Khoo (Treasurer) Apologies: Matt Thistlethwaite (Federal Labor Member for Kingsford Smith), Michael Daley (Member of the Legislative Assembly, Maroubra)

In Attendance: Andre Naumovski (Kooloorra Community Centre Manager)

- i. Meeting chaired by Geoff declared meeting open at 12:45pm
 - ii. Welcome to Country was kindly given by Maxine Ryan acknowledging the Gadigal and Bidjigal people, the Traditional Owners of the Land on which we met that was taken away without their consent, treaty, or compensation. Respects were paid to Elders past, present, and emerging. Recognition was given to Aboriginal and Torres Strait Islander people attending. She spoke of relationships between people the positive contribution of Kooloorra to the community.
 - iii. Speakers: Dylan Parker, Randwick City Mayor
Kindly acknowledged the hard work done by all Kooloorra employees and volunteers during this tough year. Dylan gave Michael Daly's apologies for unfortunately being unable to attend. Dylan was able to pass on Michael's positive news that the \$30,000 Kooloorra's grant application was successful. This grant will be used to upgrade Kooloorra's toilets.
Bill Burst, Randwick City Councillor, South Ward
Bill regaled in stories of community events during the year and how Kooloorra played a part in providing a place of inclusion for the diverse community.
Alicia Seargent, Commissioning and Planning Officer, Department of Communities and Planning. Alicia is new to her position but already provided favourable feedback of her impressions of Kooloorra and hope of developing stronger relations.
- II. Minutes of the previous Annual General Meeting.
 - Moved by Fely, seconded to adopt by Geoff Cook and accepted in the meeting.
 - III. Reports

The President Report for 2022 - Geoff Cook

Geoff Cook praised the hard work of Andre and Charm who dedicate themselves to making Kooloora services a success. Geoff also listed the wonderful contribution some of the various groups and volunteers that provide the services possible at Kooloora.

Manager's Report

Kooloora proudly provides many times over the services than the funding provides.

Towards making this possible, Randwick Council generously funds Vacation Care. The cost of this service is therefore half of the standard it would normally cost the parents of the attending school children. Vacation Care is offered 9 weeks a year. This invaluable community service has seen exceptional growth over the past few years.

Management Committee GM Positions for 2023 will remain the same as this year: Geoff Cook (President), Jenny Kelly (Vice President), Pearl Smith (Secretary), Boo Teong Khoo (Treasurer) and committee members: Jo Bowen, Gillian Collinson, Paul Compton, Felicity DeGuzman, Ron Harris.

Treasurers Report

2022 has seen an increase demand for Kooloora's support and activities. Kooloora is in a strong, solid financial position to meet this need. Revenue is higher than last year due to Andre's diligent application for funding. The net loss result however was due to creating provision for redundancy, insurance costs, and maintenance which not able to be covered by Grants. Andre and Sheryl Lee's (Kooloora Bookkeeper) records however reassures that the Balance Sheet is in a positive position.

Kooloora's operation success has only been possible with the support and assistance of Randwick Council, NSW of Community and Justice, and NSW Land and Housing Corporation.

Election and confirmation of Auditor (Meagher Howard & Wright) for 2022-2023

- Moved by Jo Bowen, seconded by George Collinson and approved in the meeting.

- IV.** Annual General Meeting ended at 1:30pm. The President drew the raffle and declared festive lunch to be enjoyed.

Next meeting: Monday, February 20, 2023 at 12:30pm

PRESIDENT'S REPORT

Kooloora is now operating within our normal programs with health regulations being closely managed.

I would like to thank our volunteer Management Committee, Jenny Kelly, Pearl Smith, Boo Tong Khoo, Paul Compton, Jo-Anne Bowen, Felicita De Guzman, Gillian Collinson and Ron Harris for their total commitment during the last year. It has been a joy to work with them.

Likewise, I'd would like to thank our Centre Manager, Andre Naumovski and our community worker, Charm Culla for their work commitments over the past years. It's a pleasure to be on a committee that is in sync with the manager and the community worker.

After 18 years of service, Nicole from Vacation Care has left us this year. We wish her well in her journey through the school system. Vacation Care is now organised by Charm Culla with the help of Annette Sills and Andre Naumovski looking after financial business and compliance.

All programs are going well this year.

One of Kooloora's essential services - the Energy Assist Program has been running without a break and I'd like to thank all the people who are involved.

Our information and referral services is still available with qualified people to manage them. The Seekers are still doing what they do best.

The Kooloora Playgroup organised by Charm is going well.

The Woodturners are going well with Mario and Antonio in charge.

Angela has our garden blossoming. We are always looking for volunteers to help.

All our food runs are available as usual organised by Jenny and Felicity with the help of the students assigned to Kooloora available on the day.

The senior exercise group run by Aim For Fitness is still available.

Our main toilet block has been refurbished by local builder, Garry Morrison in quoted time with minimal disturbance.

A very big thank you to the Department of Communities and Justice and to Dylan Parker, the outgoing Mayor of Randwick and Philipa Veitch the new Mayor of Randwick Council for their ongoing financial and practical support for Kooloora. Also, I'd like to thank the Clubs in the district for their continued support. A special mention goes to our Government members, Michael Daly and Matt Thistlewaite who have always supported Kooloora on all levels and who show a keen interest in the day-to-day issues and activities at the Centre.

Geoff Cook
President

TREASURER'S REPORT

I am glad to report that Kooloorra Community Centre is in a secure, stable, and strong financial position.

An abridged income statement and balance sheet for the year ended 30 June 2023 has been prepared and included in the Annual Report 2023. The unabridged financial accounts and audited report prepared by our auditors Meagher, Howard & Wright are available on request.

The profit and loss show our revenue was higher than last year being boosted by some new grants. Expenses in line with revenue increasing, expenses also increased driven by repairs, maintenance, and wages. The overall position ended with profit for the year, an increase from loss from last year.

Our balance sheet ended 30 June 2023 is in line with the prior year. It is in a healthy position. Cash position shows total inflows for the year exceeded outflows with a profit of \$1,372. Total members' fund at the end of the financial year is healthy and positive at \$239,808.

I would like in particular to thank Andre Naumovski, our Centre's Manager, for his excellent work, initiative and diligence in securing funding, meeting and reporting on targets, and keeping the Management Committee updated regularly. We also appreciate the great work done by Sheryl Lee, our book-keeper, who helps us keep track of our financial accounting records. We also record our thanks to Randwick Council, NSW Department of Communities & Justice, and NSW Land & Housing Corporation for their great support.

We look forward to another strong financial year with funding and resources received being well stewarded to meet the crucial, diverse, and pressing needs of our local communities.

Boo Teong Khoo

Treasurer

MANAGER'S REPORT

I believe I speak for the entire community support services sector when I say that 2023 has been the year of catch up. Everything that couldn't be done during the Covid related disruption in the previous year or two was somehow cramped into 2023.

We started the year full on in the beginning of January and the pace hasn't slowed down a bit since.

All of our services have been at or over capacity during the entire year which is great. This is a good indicator that hopefully there won't be any lasting consequences of the Covid disruption.

The numbers of visitors this year are consistent with the normal levels.

The demand for food parcels delivered through our Second Bite program has consistently remained high. Our food initiatives received a significant boost from Serving Hands, who generously contribute nutritious cooked meals for the community.

Our Energy Assistance Payment program (EAPA) experienced heightened demand. Dedicated EAPA volunteers played a crucial role in assisting households in maintaining their power supply, addressing the challenges posed by rising living costs and escalating energy bills. Our volunteers administered about \$100,000 worth of electricity and gas vouchers in the past 12 months.

Veged Out team has delivered around 800 bags of fresh fruit and veggies at an incredible price of \$15 per a bag. Our volunteers bring the veggies to Kooloora, pack them and add a free loaf of bread through the generous donation of Malabar Bakery.

Thanks to Charm's creative efforts, Kids Zone, Playgroup and our Waste Education program funded by Randwick Council have flourished, delivering an exceptional afterschool program for primary school-aged children, playgroup for young families and a recycling and waste education for the local community.

Vacation Care has had a steady attendance numbers with the excursions always being booked out. Our long running vacation care Nicole has retired from the program in July, leaving behind her a capable team of educators to continue where she left off.

Within our community services programs, several students are currently undertaking their placements at Kooloora. This arrangement proves mutually beneficial, providing Kooloora with essential helping hands while affording the students invaluable exposure to programs crucial for community support.

A heartfelt thank you goes to our bookkeeper, Sheryl Lee, for her steadfast management of our financial matters.

As we approach another year, I eagerly anticipate continuing our community service under the guidance of the dedicated volunteer members of Kooloora's Management Board. Together we strive to make a positive impact on the lives of those we serve.

Andre Naumovski
Centre Manager

PROGRAMS

SUPPORTED PLAYGROUP



Kooloora's Supported Playgroup has been in the crafty hands of Charm Culla this year. To the joy of all the children in the group, she has lead a great program filled with arts, crafts and fun activities. Our playgroup aims to connect families and children in the community to cultivate new friendships and learn through play. This year we continued to offer engaging and entertaining program for families from last year and we welcomed new families from the community. We were pleased to see carers and children connecting, socialising, and learning together.

Kooloora Supported Playgroup runs twice a week for two hours, starting from 10:00am until 12:00pm. Our Playgroup is supporting children from 0 to 5 years of age. We engage children and their families in a play-based environment to learn, enjoy, and experience activities that support children's physical, intellectual, social, language, and emotional development.

During playgroup, our music time activity has been highly appreciated by children and their families. During our music sessions, the children love to sing, dance, play instruments and reproduce the movements from their favourite action songs. This year, we also introduced storytelling and exploring music and movement using props such as cloths and a parachute. The children truly enjoyed the new experiences. We hope to continue and expanding on them in the new year.



Kooloora remains dedicated to deliver a free service to children and families in our local community. After each playgroup session, we will keep on offering families, fruits and vegetables from our 'Second Bites' program. With the support and engagement of students and staff, our playgroup has been greatly implemented and extremely popular within the community, and we hope to improve further in 2024.



Kooloora's Vacation Care is supported by Randwick Council .

In January we had a scheduled visit from a representative of the Early Childhood Education Directorate to ensure we had implemented crucial components identified during an Assessment and Rating visit in the September Vacation Care program.

The important compliance items that we have improved are:

1. Risk Minimisation Plans with a Communication Plan for all children identified as having a medical condition.
2. Updating the Medical Conditions Policy to include the Risk Minimisation Plan
3. Action Plans for all children identified as having asthma, anaphylaxis or allergies
4. Setting up a designated Chill Out Zone for children to relax when they wish
5. Anaphylaxis signage to inform parents there is a child at the centre with anaphylaxis when need be.
6. Asthma / Anaphylaxis training for staff so that we are compliant with one staff member being onsite at all times qualified with asthma and anaphylaxis training.



Our staff have also completed a Quality Support Program facilitated by ACECQA. The focus was on governance and management which was very useful as we looked at the law and regulations for vacation care and ways to ensure we are compliant during every program. Working with the facilitator of the program Clinton Isle we created a compliance checklist which will be used before, during and after every program.



Some highlights during this year:

We appreciated the new toilets and we worked really hard at ensuring they were kept neat and tidy by the children. We welcomed the students who are on placement at Kooloora, into the vacation care program during the in-centre days. We were grateful for their support with running the morning and afternoon bus runs too. Our Community Kitchen Day was a new initiative whereby the vacation care children cooked meals and packaged them for distribution to the community. This was an excellent day as the children cooked spaghetti bolognese, potato bake and fried rice which were handed out to the community the following day. We hope to continue this day during every vacation care program.

KIDS ZONE



It's been 4 years since Kooloora Community Centre has been hosting the Kids Zone program, and we are still proudly supporting the facility for kids to play around in the Centre's indoor and outdoor areas. We present craft activities such as painting, drawing, and games, as well as providing food, including free snacks every Monday. Our Kids Zone Program now consists of an average of 10-15 children joining us at the Centre every Monday during each school term in 2023. Some of our original families have had to move out due to changes in location, children growing up, and alternative age programs, but we got some new families into the program as well.

Although we have a consistent number of visitors on Mondays, it doesn't stop us from welcoming families who need extra care after school and ensuring our volunteers, Van, together with Fely, are cooking a delicious dinner after activities for the kids.

In addition to the staff and volunteers who work hard in the program, we have university students working on their placement while supporting us. We admit that we have more students than we have ever hosted before due to the delayed placement program. However, it is one of the positive outcomes, as it allows us to meet the new participants. We are confident that we have enough help to look after the kids with student support.

Fely, our resident cook and volunteer, still welcomes the families and provides the same care with her warmth. Kooloora Kids Zone is thankful of her priceless dedication and we are grateful for every bit of her support and her continued stay with us throughout this whole time. Kids Zone has been delivered from its inception by Charm with a great success. There are always new activities to keep our young entertained and educated as well.

FITNESS FOR SENIORS



Our exercise classes for seniors are helping you enjoy a happier healthier you, keep you active, strong and independent. The classes are social and target the whole body with a combination of strength, mobility and balance. Regular exercise has great benefits - improve bone density, coordination, cardiovascular health. This is important to prevent slips, falls and other common injuries. This class is not only beneficial for your physical and mental health, it is also a good opportunity to socialize and meet new friends in your community. Running every Tuesday morning from 9 am delivered by our qualified instructor Paulo, in partnership with AIM Fitness from Prince of Wales Hospital.

The classes are suitable for any fitness level, all equipment provided.

TAI CHI



Kooloora Community Centre has been organising Tai Chi classes that are running in full motion since the beginning of the year 2023. The two incredible people running these classes are Mr. Boo Teong Khoo in partnership with Dr. Boonseng Leelarthaepin.

The aim of holding Tai Chi classes is to get the local community involved in general exercises and promote controlled body movement at pace that everyone is comfortable with. Tai Chi efficiently helps in increasing the energy and stamina of all the participants as it involves focused movements and deep breathing techniques.

Our Tai Chi classes also serve as a great opportunity for our local community members to exercise together and socialise within the community. Our Tai Chi program is available for all and welcomes anyone who is interested. The program is offered for a gold coin donation.

ENGLISH CLASS



The modest beginning of this class lead by Lyn Maidment has transformed into a hub of learning and cultural exchange, where students of all ages and backgrounds come together to enhance their English language skills and foster a sense of community. One of the most striking features of our Tuesday afternoon English class is its inclusivity. People from diverse walks of life, representing various nationalities and cultures, gather in a spirit of mutual respect and eagerness to learn. This rich blend of backgrounds not only enhances

linguistic understanding but also promotes a harmonious coexistence among community members.

ENERGY ACCOUNTS PAYMENT ASSISTANCE

The past 12 months has seen continued high demand for our energy assistance program as people struggle to pay their electricity and gas bills due to the increasingly rising cost of living, riding on the back of challenges of Covid in the previous years.

EAPA is a NSW government program offering emergency financial support to people who are at risk of having their energy supply disconnected.

EAPA is one of the most needed programs at Kooloora. This service is provided by a team of 10 volunteers who do EAPA assessments on Tuesdays each week.

In the past 12 months our EAPA team managed to help around 400 households stay on top of their power bills. Only a small decrease on prior year numbers despite changes to our catchment which allows us to serve our local communities better.



The role of our EAPA volunteers is to assess the needs of the customers making sure all their entitlements and discounts are in place, speak to the energy provider regarding better plans, or payment options and then to process the appropriate amount of financial assistance.

This year we returned to on-site EAPA assessments, moving away from phone-based operations during the Covid environment. We welcome seeing our clients at the community centre and more effective processes with face-to-face interaction.

This is a program which Kooloora offers to enable people to access government assistance for payment of their quarterly energy bills. The volunteers undergo regular training, revision and testing regarding the assessment and processing of individual requests for assistance. Our team of volunteers are: Robyn Alexander, Jo Bowen, Judith Brookman, Paul Compton, Sybille Frank, Leela Hanson, Marilyn McCawley, Lilliane Shuttleworth and Kathy Trezise. We are ably assisted by Christine Garcia. The EAPA team was presented with a 2022 Community Service Award in recognition of the fine work they do.

VEGED OUT



At Veged Out, our mission is to provide a co-op, not-for-profit service to our members with high-quality, seasonal fruit and vegetable bags, and occasionally bread, all at affordable prices. We offer this service at Kooloorra Community Centre every fortnight on Fridays, during the school term, with bag pickups scheduled from 10 am to 12 pm. Our produce is locally sourced from Farmer John's Fruit Bar and Deli, while the bread is generously donated by Malabar Bakery.

Despite the significant increase in food prices this year, we are delighted to maintain our Veged Out bags at the unbeatable price of \$15. Members prepay for their bags before the designated Veged Out date and collect them between 10 am and 12 pm on the day. We strongly encourage and remind members to return the recycled cloth bags for reuse, contributing to our sustainability efforts. The dedicated Veged Out volunteer team is made up of Jenny Kelly, Shane Flint, David Haugh, Nicole Tustin, and Pearl Smith. Their roles encompass driving a van to pick up the fresh produce, collecting the bread, counting, and sorting the products, filling the bags, disposing of empty boxes, whilst maintaining member information records and accounts.

Our Veged Out community comprises a diverse range of members from every demographic within our local community, including low-income earners, pensioners, students, and families. We welcome everyone to join our membership list, and we aim to expand our reach by promoting Veged Out through word of mouth, social media, including Facebook, and the Kooloorra Newsletter.

Currently, we prepare approximately 31 bags fortnightly. Our most recent Veged Out bag was brimming with fresh produce, including potatoes, sweet potatoes, cucumbers, zucchinis, carrots, tomatoes, beans, oranges, red apples, pears, bananas, and strawberries. The bag contents vary depending on what's in season and offers the best value at the time. At Veged Out, we are committed to combatting the rising cost of living by providing fresh, unprocessed, and nutritious food at an affordable price, all while promoting healthy living.

SECOND BITE



The latest living cost index data reveals a 9.6% increase in annual living expenses for the March 2023 quarter. This surge poses a significant challenge for households, particularly those already facing disadvantaged circumstances. In an effort to alleviate the burden on the community's daily living expenses, the Kooloora Community Centre is emphasizing three key programs: Second Bite, Serving Hands, and Vannella Cheese.

Second Bite, a vital component of our charity initiatives, collaborates with various partners to provide food and vegetables to those in need. The program actively engages with manufacturers, retailers, and food growers to rescue surplus and unsold edible items that would otherwise go to waste. These rescued items are then distributed to our Community Centre and other nonprofit organizations. Despite occasional fluctuations in the availability of fruit and vegetable supplies from our partners, Second Bite is run three times a week at Kooloora, aiming to extend its reach to both local and non-local community residents.

Open to anyone in need of food supplies, Second Bite has gained popularity for its inclusive approach. While the program may not consistently receive a fixed quantity of fruits and vegetables due to supplier constraints, its regular operation schedule enhances the opportunity to distribute food supplies to the broader community.

The Vannella Cheese Factory is another valued partner, generously contributing premium cheese donations. These high-quality cheese items are distributed alongside Second Bite and Serving Hand charity programs, further enhancing our community support initiatives.

Gathering donations from our partner supplier and managing transportation through our bus play a pivotal role in our service delivery. Kooloora is fortunate to count on Marius Benson, who serves as a dedicated volunteer bus driver, and Felicita, who leads the bag-packing efforts. As we anticipate the year ahead, we are grateful for the continued commitment of Marius and Felicita in steering this vital service at Kooloora.

THE SEEKERS



The Seekers, a social collective comprised of women aged 45 and above, convene every Monday at Kooloora, indulging in delightful meals while engaged in shared activities of crocheting blankets, mittens, beanies, or crafting teddy bears. Originating in the mid-1980s at the Cottage in the Soldiers Settlement. The group later relocated to the Kooloora Community Centre in 1989.



Since their establishment, the Seekers have been steadfast supporters of Kooloora, extending both financial contributions and practical assistance. Their unwavering presence enhances every event at Kooloora, and their impact is truly invaluable- we cherish their meaningful contributions. Presently, the Seekers boast 11 dedicated members. Their financial backing has proven instrumental in empowering Kooloora's programs, particularly benefiting Kids zone by facilitating the acquisition of children's equipment and materials for the program.

WASTE MANAGEMENT



In the early part of this year, we secured funding from Randwick City to improve waste management in the housing estate situated in Bilga Crescent.

Knowwaste conducted an in-depth visual audit of all the red, yellow, and green bins in Bilga Crescent to assess the level of contamination and identify potential areas for improving waste management. The audit was carried out in late May and June of 2023, with another scheduled at the conclusion of the program in June 2024 to gauge its success.



Charm is leading this project, alongside our new team member, Alexandra, and with the assistance of students completing their placement at Kooloora. We introduced "Sausage Friday," a initiative where we engaged with the community zone by zone, offering sausages in exchange for a brief conversation with residents about their concerns regarding waste management. This allowed us to uncover issues residents are facing and seize the opportunity to educate them on proper waste management practices.

Anil Gupta, in his role as the Waste and Sustainability Education Officer, has been instrumental in fostering communication within the Kooloora community. During our recent tour at the recycling plant, he emphasized the importance of recycling, conveying the idea that adopting green practices can reduce red bins while increasing the use of yellow bins. Anil encourages the community with the message, "One person who is prepared to listen can change the world; together, we can spread the information."

The project is set to continue until mid-next year, and we are optimistic about witnessing positive changes in Bilga Crescent.

THE WOODTURNERS EASTERN REGION



The year has been a good one. The group has attracted six new members as some older members have moved away or retired. Finances are healthy. On Saturdays, our regular open days, almost all the lathes are in use and good use has often been made of the equipment on weekdays. We look forward to another good year in 2024.

/Photo: A busy Saturday morning in the workshop. Three lathes on the veranda are also in use/

Long standing members of our committee, President Catherine Ritter and Treasurer Nicole Arathoon decided not to nominate for re-election in 2023. We are very grateful for their guidance and support over the years. At the AGM in September Mario Dato was elected President and George Xylas was elected Treasurer. Other office bearers are: Secretary Mel Dickson, Public Officer and Guild representative Phil McLeod, Kooloorra Representative Geoff Cook, Catering Officer Mario Dato.

Currently we have 30 active members.

The group's bank balance has been healthy all year. In November we held \$1798 in the bank and \$200 petty cash. Generous donations from the membership have enabled the addition of items of equipment without drawing on our capital.

We now have 5 large capacity lathes and 4 small lathes. We have a very large collection of turning tools and a comprehensive range of saws for preparing blanks.

Poor drainage around the shed has been leading to minor flooding in the shed. Work has been done to improve the drainage, hopefully stopping the floods. Our work lights have been replaced by LED lights.

PARTNERS

KINGSFORD LEGAL CENTRE

Kingsford Legal Centre (KLC) is a free community legal service that helps people in the Kooloora community. KLC gives free legal help to people who live, work or study in the Randwick and Botany Bay local government areas in NSW.

A KLC lawyer comes to Kooloora every fortnight on a Tuesday between 1pm – 3pm during school terms. KLC can provide legal advice on things like fines, debts, domestic violence, housing problems, victim's compensation, criminal law, employment law, discrimination law, and many other things. If you need help with something that KLC can't do, then the lawyer will help you find another service that can help you.

KLC's lawyers and students have helped many people at Kooloora with a range of legal issues. For example, we advised a client at the Centre about how to recover towing fees from a motor vehicle accident. The client had another car crash into her vehicle from behind and was given an invoice for a large amount of money to have her car towed to a car repair company. We gave the client advice and helped her draft a letter of demand to the other party in the matter, demanding that they pay the cost of the towing fees.

To get help from KLC you can just drop into Kooloora every second Tuesday from 1-3pm (during school terms). You can also book an appointment to see a KLC lawyer at Kooloora or at KLC's office by calling KLC on 02 9385 9566, or email legal@unsw.edu.au.



SERVICES AUSTRALIA

Services Australia's fortnightly visiting service at Kooloora Community Centre assists vulnerable multicultural community members to access a range of services:

Help with myGov, enquiries on payments and services, digital coaching on express plus apps and online services, promotion and education on payments and services.

Sharon Abella, Multicultural Service Officer from Services Australia will happily answer questions about Centrelink and Medicare's payments and services, myGov, digital options and more.

The outreach is delivered every second Tuesday in school terms from 10am-12pm.

SERVING HANDS

If there is one thing that that will always be in high demand at Kooloora, that would be the cooked meals. Sometimes it's hard to get the right ingredients to cook or there is a lack of courage to try it. And sometimes it's just too hard to cook for one person, so this is a great way to alleviate an immediate need that many of us take for granted.

Serving Hands is a charity program that provides about 70 freshly cooked and delicious meals each Wednesday to Kooloora. Their meals are always prepared to a high quality standard which makes it always in high demand. Kooloora and Serving Hands first started the partnership during the covid lockdown and it has been running ever since thanks to the commitment from Peter and his team with big hearts at Serving hands.



VANNELLA CHEESE FACTORY

Vannella Cheese Factory produce some fine artisan cheese in their factory in Marrickville.

Our community gets to have the goodies from time to time, thanks to Antony and the team at Vannella Cheese. This year Vannella donated about 350kg of fresh buffalo mozzarella cheese much to the delight of the recipients of donated food at Kooloora.



EVENTS

EARLY COMMUNICATION WORKSHOP

Communication is the cornerstone of a child's development, shaping their ability to connect, learn, and thrive in the world. Understanding the nuances of early communication is crucial for parents, especially those with children aged 0-5 years. To address this vital aspect of parenting, a special workshop was conducted on Wednesday, 1st November, at Kooloora Community Centre. Facilitated by Terry Chou, Speech Pathologist from Sydney Children's Hospital, the workshop delved into the typical development of speech, language, and play, focusing on communication through play and conversational-based strategies, with a special emphasis on bilingual children.

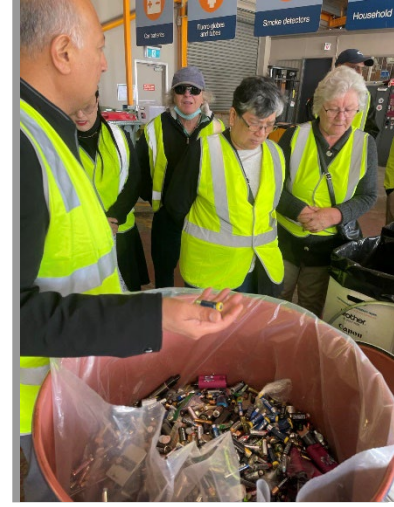
The early years of a child's life are marked by rapid growth and development, including language and communication skills. Parents play a pivotal role in nurturing these skills, and understanding the typical developmental milestones is essential. Terry walked parents through the stages of speech and language development, providing insights into what to expect and how to support their children effectively.

By delving into the typical development of speech, language, and play, exploring communication through play, and learning conversational-based strategies, parents left the workshop empowered with knowledge and practical tools to nurture their child's communication skills effectively.

As parents implement the strategies and insights gained from the workshop, they are not only enriching their child's communication abilities but also fostering a strong bond based on understanding, trust, and meaningful interactions. The workshop served as a reminder of the immense impact parents have on their child's communication journey and emphasized the importance of early intervention and support in shaping confident and expressive communicators of the future.



RANDWICK RECYCLING CENTRE TOUR



In the heart of Randwick, a bustling suburb known for its scenic beauty and vibrant community, lies an essential hub dedicated to environmental sustainability—the Randwick Recycling Centre. Nestled amidst the urban landscape, this centre serves as a beacon of hope, showcasing the possibilities of responsible waste management.

On Friday, October 27th, along with some community members of Bilga crescent, we visited the Randwick Recycling Centre located on Perry Street. During our visit, we gained insights into the various materials accepted at the facility and the recycling processes for the items we send there. It was an insightful experience on what happens behind the scenes and the work that goes through with it.

As you step inside the Randwick Recycling Centre, you are greeted by a sense of purpose and dedication to the environment. The facility is more than just a waste management site; it's a learning ground for visitors of all ages. The tour kicks off with an introduction to the importance of recycling and its role in conserving precious natural resources and reducing pollution. Witnessing the transformation of discarded items into reusable materials is a powerful experience.

The Randwick Recycling Centre tour leaves a lasting impression on every visitor. It serves as a reminder that our individual choices collectively shape the future of our planet. By reducing, reusing, and recycling, we can minimize our ecological footprint and create a more sustainable world for generations to come.

Thank you to Anil and Simon from the Waste and Sustainability Education Office at Randwick City Council for accommodating and educating us about the work they do at the recycling centre.

COMMUNITY POP-UP HUB



In the heart of Maroubra, within the confines of the Lionel Bowen Library, lies a dynamic and transformative space known as the Pop-up Community Support Hub. Organized by the Randwick Council, this hub stands as a testament to the commitment of our community to foster engagement, collaboration, and empowerment. As a representative of Kooloorra Community Centre, I am privileged to share with you the invaluable role that the Pop-up Community Support Hub plays in our community.

The Pop-up Community support hub brings together a diverse array of services such as Centrelink, Revenue NSW, Homelessness and Housing Support services, Drugs and Alcohol support services, Family Support services, Older

people support services (including Carer Gateway), Harp Testing. This collaboration ensures that our residents receive comprehensive support that addresses their multifaceted needs.

It provides a platform for our residents to share their opinions, concerns and ideas, ensuring that their voices are heard by those in positions of influence. This empowerment is fundamental to our mission of creating a community that is not just surviving but thriving.

COMMUNITY GREENING

Community Greening has been working with communities to design and plant natural forest systems. They teach community members how to grow organic food, avoiding the use of fertilisers, developing social harmony with plants and building community and friendships. In September they visited Kooloorra's Garden also known as "Food Forest". They explained how food is medicine and how eating organic food should be encouraged. The pest attacking a plant is way better than using a fertiliser and the dangers of consuming over fertilised food products.

Kooloorra Garden is a food forest because it mimics the diversity of a natural forest where a wide range of plants grow together. By modelling this concept in a garden, plants group together complementing each other, take advantage of niches and microclimates, increase biodiversity, ensure healthy soil and it looks really beautiful. In this garden only fresh organic produce is used and there is zero fertiliser use. This garden provides food for humans, insects and other animals plus it saves on water and nutrients. Community Greening shared some tricks and tips on how to start a food forest and explained the different layers a food forest should have. The benefit of the community gardening is great for the mind, spirit and soul and everyone can benefit from getting their hands in the dirt.



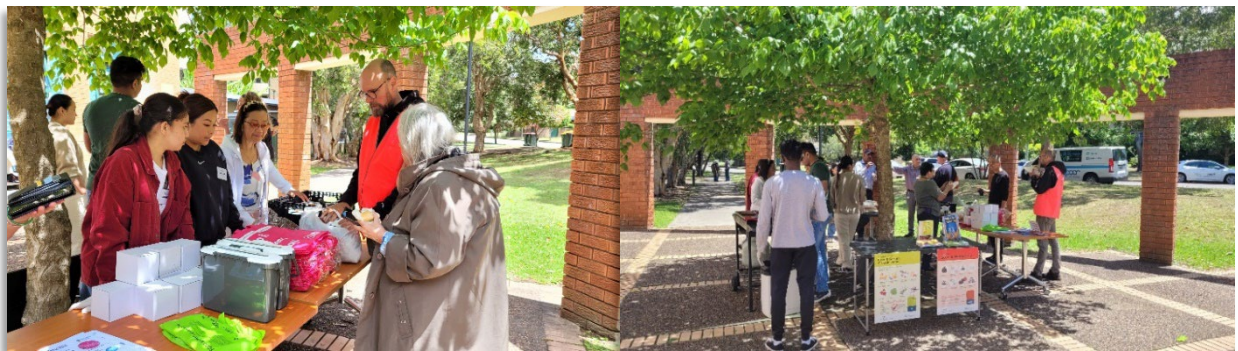
RANDWICK COOKING CLASS



At the service providers' forum facilitated by Randwick Council, food security popped up as one of the main concerns for the households in 2023. In response to this community concern, Randwick Council's Community Development team ran a series of cooking workshops. The workshops were delivered by a qualified nutritionist and took place at Kooloora. A total of seven workshops were delivered with attendance ranging between 15-35 participants per session.

The participants are residents of Randwick LGA. Everyone had the opportunity to watch and take part in the preparation of affordable and tasty meals on a budget. This cooking workshop in a combination with Kooloora's food free and affordable programs Second Bite and Vegedout are in service of the community when the food prices are starting to bite.

NATIONAL RECYCLING EVENT DAY



On Friday, 17th November, we threw some sausages on the BBQ and called everyone in on to mark National Recycling Day. We had a barbecue and invited everyone to come and join us. Christian from RecycleSmart was there to share information about their excellent recycling services. The Randwick City Council also came over to chat with residents and listen to any issues they had. It was a day of learning about recycling and discussing community matters. The event demonstrated the teamwork of RecycleSmart and the council in promoting environmental efforts and encouraging community participation in making positive contributions.

FINANCIAL REPORT 2022/23

Kooloora Community Centre Inc

ABN: 12 466 032 742

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	3		
Grants Rec-Randwick Council		5,636	55,673
Randwick C Vac Care		38,182	-
Randwick C small grants		28,245	-
Randwick - Waste Education		5,500	-
Community Building Partnerships		26,972	-
Grants Received - Clubs		10,940	5,275
Grants Received - FACS		184,774	175,142
FACTS extra Grants - wages etc		8,530	30,605
Volunteers Grant		4,545	-
Grant - Afterschool program		11,818	-
Other grants		-	600
South Sydney Kidzone		-	9,440
SSTF Grant		-	24,600
		<u>325,144</u>	<u>301,334</u>
Total Grants		325,144	301,334
Other income	3	<u>57,268</u>	<u>44,921</u>
		382,412	346,255
Expenses			
Other expenses			
Audit Fees		1,300	1,300
Bank Charges		10	23
Bookkeeping		12,110	12,690
Bus Expenses		4,586	3,430
Capital goods small		2,481	6,681
SSTF grant - expenses Computer etc		-	21,057
Community Development-GST Paid		-	550
Community Development-GST Free		-	500
Cleaning		460	285
computer & electronics		52	5
Electricity		4,333	3,273
Food - Share Cooperative		8,369	5,811
General Expenses		16,236	16,918
Insurance		7,044	6,542
Provisions-Employee Related		2,000	-
Provision for Bus Replacement		9,000	-
Repairs & Maintenance		28,420	15,846
Subscriptions		4,169	3,557
WAGES		260,825	240,795
Workers Insurance		-	3,416
Telephone Expenses		1,497	1,641
Vacation Care Expenses		12,785	8,750
Waste education - Randwick grant		5,362	-
KidsZone		-	1,587
		<u>381,039</u>	<u>354,656</u>

The accompanying notes form part of these financial statements.

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Kooloora Community Centre Inc

ABN: 12 466 032 742

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2023

	<i>Note</i>	2023 \$	2022 \$
		<hr/>	<hr/>
		381,039	354,656
Profit (loss) for the year		<hr/>	<hr/>
		1,372	(8,402)

The accompanying notes form part of these financial statements.

HIGHLIGHTS

KOOLOORA CHRISTMAS PARTY DECEMBER 2022



ABORIGINAL CARERS EVENT AUGUST 2023



VOLUNTEERS AWARDS MAY 2023



COMMUNITY SERVICES AFTERNOON TEA

