



ANNUAL REPORT 2016-2017

Inspire, Grow and Strengthen Community



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2016-2017 MANAGEMENT

2016-2017 Management

MANAGEMENT COMMITTEE

Chairperson	Clory Carrello
Vice Chairperson	Joni Gephart
Secretary	Kerry Fryers
Treasurer	Samara Jelinek
Committee members	Anna Agnew Kelly Brown Ann Gerlach Michelle Pozzi Maria Quaggan Sharon Tourtouris Amanda Wright

STAFF TEAM

Manager	Samantha Williams
Children's Services	Joanne McGillivray
Finance/Admin	Julie Taylor
Educational Leader	Hollie Pattinson
Educators	Deanne Bartlett Holly Forbes
Support Educators	Salma Al Saliby Monica Budiyanto Elena Crump Mandy Sawiak Toni Jelinek Jess McQueen Debbie White
Cleaner	Cynthia Alpine Louise Vandersluys

The Yangebup Family Centre is a not for profit organisation that provides a range of services to the local community focusing on children, families, seniors and the CaLD community.

MAJOR PARTNERS

Department of Communities
Department of Education and Training
City of Cockburn
Linkwest

CENTRE USER GROUPS

Child & Adolescent Community Health
Choir4Kids
Crafternoon Tea
Creative Crafters
Jesus Reigns Ministry
Serbian School
Sewciables
Women of the World
Yangebup Leisure Group
Yangebup Progress Association

MEMBERSHIPS

Connecting Communities for Kids
Linkwest
South West Metropolitan Partnership Forum

CHAIRPERSON'S REPORT



Chairperson's Report

YFC management is proactively working with other organisations in the region to prepare for the tender process, including looking at how we can more effectively partner and work in collaboration with others to meet community needs.

Although we continue to face various organisational challenges, the last financial year has again proved to be very successful for the Yangebup Family Centre (YFC).

During the year, it was agreed that the Centre should focus on providing services to a very culturally diverse community, with almost 20% of the community not speaking English at home, and this will continue to be a focus going forward. Additionally, we recognised that while the Centre is a hub for service provision, we should investigate options to provide outreach services in the local Cockburn community and look at service gaps that we could work with partner organisations such as the City of Cockburn to address community issues. There is still a lot of work to be done in relation to this, but from a viability and sustainability perspective, we believe it is an important focus for the YFC to ensure we remain a relevant part of the community.

There is still a lot of uncertainty in relation to the State Government funding the Centre receives, as the Government has committed to undertake a tender process for the service provision provided at the site and in the region. The next 12 months will be an important time for the YFC as we address this issue while not losing sight of our focus on community needs and the best outcome for community rather than individual organisational needs.

This is my last annual report as I have chosen to step down from the YFC Committee after 4 years in the role. I have enjoyed being part of the Centre and its growth over the last 4 years and have some pride in seeing how far it has come over this time. I need to thank Sam and the staff for their hard work and also Committee members for volunteering their time. I am grateful for their efforts. In particular, I wish to thank retiring Committee members Samara Jelinek, Sharon Tourtouris, Kelly Brown, Amanda Wright and Michelle Pozzi for their work on the Committee and the support they have provided. I can't speak highly enough of the contribution they have made to the YFC and I know they will be missed.

At the recent 25 year celebration of the YFC, a range of community members who had contributed to the establishment and ongoing operations of the Centre were invited back to the site to help celebrate the day. I am certain that they would have been proud to see how the Centre has evolved over time. I look forward to being invited back to the Centre in future years to help celebrate its ongoing achievements.

Clory Carrello

Chairperson, Yangebup Family Centre 2016-2017

TREASURER'S REPORT



Treasurer's Report

The centre has had another successful year finishing with a surplus result of \$8,605. Overall, the centre is in a strong financial position to enter the new financial year with adequate cash reserves to meet its future obligations.

It is with pleasure that I present the Treasurers report for the financial year ending 30 June 2017. The centre has had another successful year finishing with a surplus result of \$8,605.

The cash reserves held by the centre have increased by eight percent (8%) in comparison to the previous year. The income generated by fees did decrease slightly however expenses remained flat. The surplus was impacted by auditing fees not accrued in the previous financial year (impact \$4,000 in current years result). This was identified at last year's audit but was not determined to be material and therefore was not required to be adjusted. Overall, the centre is in a strong financial position to enter the new financial year with adequate cash reserves to meet its future obligations.

In accordance with our Australian Charities and Not-For-Profits Commission (ACNC) obligations, the 2017 Financial Statements have been audited. Our auditors, William Buck, have reported that the statements fairly reflect the financial performance, financial position and cash flows of the centre, and comply with relevant Australian Accounting Standards. Further to this, no major internal control issues were identified which is a credit to the strong financial management skills demonstrated by the centre.

The Yangebup Family centre is an integral part of the Cockburn community. It seeks to bring people from all walks of life together and provide much needed support to local families and the broader community. The quality of the services provided are outstanding and continue to be appreciated by the families attending our centre.

This will be my final report as I am stepping down from my role as Treasurer this year. I have found my role with the centre to be very rewarding, and it has been wonderful to be a committee member and a part of the centre for the past two years. I would like to thank Sam and Julie for their hard work and support during my time as Treasurer. Thank you also to the Management Committee for their support and continued dedication to the success of the centre. I wish the centre, staff and committee all the very best for a successful year ahead.

Samara Jelinek

Treasurer, Yangebup Family Centre 2016-2017

FINANCIALS

THE YANGEBUP FAMILY CENTRE INC
ABN: 11 263 561 438

Income and Expenditure Statement
For the year ended 30 June 2017

	Note	2017 \$	2016 \$
Income			
Fee income		261,429	265,965
State Government recurrent grant		63,909	62,902
Commonwealth Govt recurrent grant		13,950	13,770
Other Grants	2(a)	11,474	13,535
Other income	2(b)	46,748	48,602
Total Income		397,510	404,774
Expenditure			
Wages and Salaries	2(c)	(310,648)	(311,194)
Consumables		(7,592)	(6,861)
Administration expenses	2(c)	(64,445)	(67,007)
Depreciation expense		(6,220)	(5,831)
Total Expenditure		(388,905)	(390,893)
Net current year surplus/(deficit)		8,605	13,881

Want more detail?

The full audited financial statement can be found on our website:
www.yangebupfamilycentre.org/meetings

FINANCIALS

THE YANKEBUP FAMILY CENTRE INC ABN: 11 263 561 438

Statement of Financial Position As at 30 June 2017

	Note	2017 \$	2016 \$
Current Assets			
Cash and Cash Equivalents	3	209,011	193,124
Trade and Other Receivables	4	27,475	34,380
Total Current Assets		236,486	227,504
Non-Current Assets			
Property, Plant and Equipment	5	44,864	45,837
Total Non-Current Assets		44,864	45,837
Total Assets		281,350	273,341
Current Liabilities			
Trade and Other Payables	6	25,752	22,630
Income received in advance	7	31,795	36,857
Employee Provisions	8	16,704	15,841
Total Current Liabilities		74,251	75,328
Non-Current Liabilities			
Employee Provisions	8	4,660	4,179
Total Non-Current Liabilities		4,660	4,179
Total Liabilities		78,911	79,507
Net Assets		202,439	193,834
Members' Funds			
Retained Surplus		202,439	193,834
Total Members' Funds		202,439	193,834

MANAGER'S REPORT



Manager's Report

Successful partnerships have increased our capacity to respond to the priorities identified in our community. We are able to build on our strengths and provide services that encourage life skills, social support and personal development opportunities.

The past year has been a challenging one with uncertainty surrounding the future funding of the the centre. We have been greatly supported by Linkwest and our community during this time and as a result our current funding has been extended to the end of 2018. A consultation process to develop a new funding pathway has commenced and this is a positive outcome for place-based services like ours.

Successful partnerships have increased our capacity to respond to the priorities identified in our community. We are able to build on our strengths and provide services that encourage life skills, social support and personal development opportunities. We have also continued to provide quality children's programs and maintain a warm and welcoming environment.

The rejuvenation of the Totem Poles with the City of Cockburn and the Women of the World Group has created a welcoming entrance to the centre. We were successful in being selected for the Linkwest Co-Design for Thriving Communities project and look forward to working more closely with the South Lake Ottey Centre. We collaborated with the Connecting Community for Kids and Success Primary School to provide a playgroup on school grounds and addressed social isolation by providing holiday play sessions.

We also held a number of very successful events including a Family Fun Night, a Christmas Party and Market, Suq Al'usra Family Market with almost 300 people attending and a Celebration of 25 years at our Open Day.

This year we will farewell our Chairperson Clory Carrello. I would like to take this opportunity to thank him for his dedication and strong leadership. He has been instrumental in making the centre a vibrant and welcoming community hub. The committee and staff continue to provide great support. Thank you to our management committee for volunteering your time and providing your expertise to assist in the development of the Centre. We are very fortunate to have an amazing staff team who do a great job to ensure the smooth running of the Centre programs and I would like to thank our staff for all their hard work. Our regular user groups are a very important part of the Centre and I would like to acknowledge their support and the great work they do in providing for the community. Finally, I would like to thank our members who provide valuable support to the Centre every day.

Samantha Williams

Manager, Yangebup Family Centre 2016-2017

CHILDREN'S SERVICES REPORT



Children's Services Report

It has been an amazing year and the staff should be commended on the wonderful work they are doing. We, as a team are committed to helping the centre grow and offer the best for the families and user groups that come through our doors and the local community.

This financial year has been one of uncertainty with the tender and building process going on with the State Government. Through this our staff continue to be amazing even though there are concerns about the centre's future. Our team of ladies work together collaboratively and we always have a laugh and enjoy each other's company. This role models respectful and positive relationships to the children in our care.

Holly Forbes resigned in December 2016 to spend time with her young family. We went out for a farewell lunch with the staff. Holly keeps in contact and would like to do relief in the near future. She also attends playclub with her daughter. Cynthia Alpine, our cleaner retired in March 2017 after 15 years working at the centre. We had a farewell morning tea with staff to celebrate. Louise Vandersluys commenced her employment in March 2017.

Hollie Pattinson and Jess McQueen have continued in their studies for Bachelor of Education (Early Childhood). While Salma Al Saliby, Mandy Sawiak and Elena Crump have almost completed their Diploma in Early Childhood and Care.

A huge congratulations to Jess Sawiak and Sean McQueen who were married on the 7 January 2017. Hollie Pattinson got engaged to David Moreton and the staff were invited to their engagement party on the 31 March 2017. Toni Jelinek is on maternity leave. We celebrated with her on the delivery of little Ivy in May.

There have been some changes to our Children's Programs this year with only three Kindy sessions provided and numbers in Occasional Care have been low due to the current economic environment. Hollie and Mandy are to be commended on the outstanding job they are doing in Kindy delivering a professional curriculum that is inclusive and offers children an environment that is safe and secure to learn and have fun. Deanne and Salma have been doing a wonderful job in occasional care, with Elena, Monica and Debbie providing great support, to create a nurturing and stimulating environment.

New Programs have included Little Movers, Stay and Play Sessions at Success Primary School in partnership with Connecting Communities for Kids (CCK), holiday play sessions and mobile crèche.

Joanne McGillivray

Children's Services Co-ordinator, Yangebup Family Centre 2016-2017

STRATEGIC PRIORITIES

Strategic Priorities

STRATEGY AREA	OBJECTIVE	KEY ACHIEVEMENTS
Community Collaboration and Partnerships	Welcome all current and potential partners and community members to actively participate in our Centre	<ul style="list-style-type: none"> • Rejuvenating the Totem Poles project with CoC and Women of the World Group • Working more strategically with the City of Cockburn and other Service Providers to enhance service provision across Cockburn • Co-Design for Thriving Communities project with Linkwest and the Ottey Centre
Community Education and Participation	Connect individuals, families and services	<ul style="list-style-type: none"> • Successful Suq Al'usra Family Market with 300 people attending • Introduction of mobile crèche service • Partnership with CCK and Success PS to trial playgroup on school grounds • Introduction of school holiday sessions • Celebration of 25 years in the community
Organisation and Governance	Provide high standards of governance and financial sustainability	<ul style="list-style-type: none"> • Updated Policies and Procedures • Efficient accounting systems and checking mechanisms • Enhanced reporting frameworks • Organisational Health Check completed • Advocating for our Centre

I feel so lucky to have found Yangebup Family Centre, moving to the area I knew no one. Attending the play group me and my daughter Maggie have made some life long friends. The playgroup always has a variety of awesome activities that both stimulate and educate my daughter. I felt totally at ease on our first day as Jo was so welcoming and introduced us to all our lovely friends. I would highly recommend any parents out there who are feeling a little lonely to check out this awesome centre. There's heaps to do and they constantly putting on courses such as parenting/first aid etc. Thanks guys you're all awesome. Gemma Collins – Aug 2016

A PLACE TO BELONG

A Place to Belong



ART REPRESENTS DIVERSITY OF COCKBURN

The Totem Poles at the Yangebup Family Centre were upgraded to create a welcoming entrance reflecting the cultural diversity of the Cockburn community.

The City of Cockburn provided a Cultural Grant of \$3 860 to the Yangebup Family Centre to replace the original Totem Poles which had been badly damaged by termites. Jahne Rees, the original artist who assisted with the creation of the Totem Poles in 2008, was commissioned for the new community art project.

Jahne worked with the Women of the World, a multicultural women's group that meets at the Yangebup Family Centre, to bring the Totem Poles back to life. The participants designed and painted three poles representing the flora, fauna and landscapes of their native countries. With the final totem pole, Yangebup Family Centre members were invited to write 'welcome' and 'hello' in their native languages. The children that attend the centre then had great fun adding their handprints to the Totem Poles.

The result is a vibrant art piece that celebrates cultural diversity as well as being a celebration of the individuals and families that attend the centre.



A PLACE TO BELONG

SUQ AL'USRA PROMOTES BELONGING

On Friday 5 May almost 300 people attended the Suq Al'usra Family Market. "Suq Al'usra" is Arabic for "Family Market" and was chosen to celebrate the cultural heritage of staff member, Salma Al Saliby, who is originally from Jordan.

The Suq Al'usra Family Market was proudly supported by Linkwest who provided \$500 as part of the Neighbourhood House Week celebrations. Neighbourhood House Week, is a nationwide initiative to celebrate the role of neighbourhood centres in the community. A common thread that runs through every Centre across Australia is their inclusive nature: anyone and everyone is welcome, and members of the community are encouraged to help in the Centre's organisation, management and use. All this makes Neighbourhood Centres like the Yangebup Family Centre real hubs of their community, places where friendships are formed and nurtured, and where people of all ages and all walks of life can really feel that they belong.

In 2017, Neighbourhood House Week celebrates this sense of Belonging. Neighbourhood Centres belong to the community, and in turn they offer the community a welcoming space where they can feel a part of something: a place to belong.

Yangebup Family Centre Manager, Samantha Williams, said that the Suq Al'usra Family Market was a great opportunity for the local community to come together. "There was a great atmosphere with live music, food and entertainment. The henna and 'turbans and trust' were very popular. Turbans and trust tie turbans on for people to wear during the event to experience something new. It was also an excellent opportunity to talk with people from our community".



A PLACE TO BELONG

HARMONY DAY

We celebrated Harmony Day on Thursday 16 March by opening the centre and having all of our groups together in the one space. Families were invited to share their stories and their culture by bringing in a traditional item, singing a childhood song or bringing a customary plate of food.



A PLACE TO BELONG

YANGEBUP FAMILY CENTRE RECEIVES TOP HONOURS



The Yangebup Family Centre was recognised for its hard work taking out two awards at the 2017 Linkwest Conference for Inclusion and Sustainability. The awards honour the work undertaken by Linkwest member Centres and the positive difference they have made within their communities over the past 24 months.

The Inclusion Award is given to the Centre that has made an outstanding contribution to supporting diversity and fostering inclusion. The Yangebup Family Centre has actively sought greater engagement with Culturally and Linguistically Diverse members of our community. In partnership with the City of Cockburn, the Centre has established and successfully run the Women of the World program, a community support group for women who have moved to Perth from interstate and overseas. The program has led to a range of successful events and programs, and as a result, many linkages and friendships have been formed, and the confidence of participants has blossomed.

The Sustainability Award recognises the Centre that has demonstrated commitment to the development of initiatives that improve the short and long term sustainability of their organisation. The Yangebup Family Centre has shown that a clear shared vision, planning for meaningful outcomes and galvanising the community, makes for a vibrant Centre. With a vision for diversity, Yangebup has encouraged new members from its community by arranging thoughtful events and providing a warm welcome to all. The Centre's Suq Al'usra Family Market, and Harmony Day were two major events. This year the Centre also celebrates 25 years of serving the Yangebup and surrounding communities.

A PLACE TO BELONG

ADVOCATING FOR OUR CENTRE

In response to the proposed new Supporting Communities Program, and its movement away from the place-based model, Linkwest launched a campaign which aimed to embed the thinking that place-based services such as Neighbourhood Centres are not just important, but as essential to the local community as schools, hospitals or libraries.

We had an overwhelming response from our community who sent photos, signed petitions and wrote letters to the Minister as part of the **#APlaceToBelong** and **#HandsoffourCentre** campaigns.



"Having a place like Yangebup Family Centre, which brings families together, is what we need in the community, from low cost workshops, social events to playgroup sessions."

– Lauren Bursnall,
Yangebup Family Centre community member

The Hon Simone McGurk, Minister of Community Services, has extended our funding to the end of 2018 and a new consultation process has commenced to create a place-based model for the new Supporting Communities Program. This could not have been achieved without your support. We are quietly optimistic of a positive outcome for the centre.

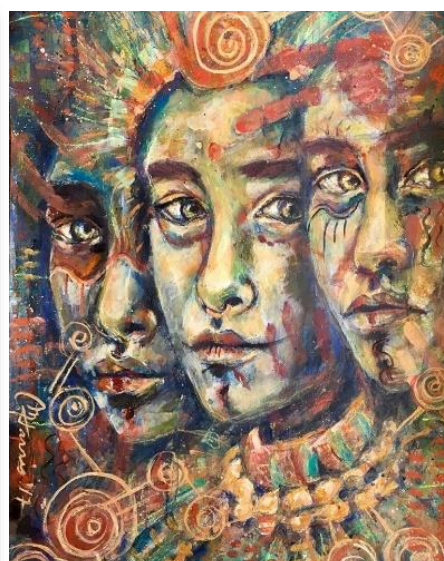
SUCCESS STORIES

Linkwest organised for McCusker Intern, Maxwell Watkins, to visit the centre and interview a number of staff, Centre users and volunteers, capturing their stories on film. The resulting videos can be viewed on the Linkwest YouTube channel: [Linkwest335](#)

Thank you to Anna Agnew, Salma Al Saliby, Monica Budiyo, Christy Harris, Jo McGillivray, Huey and Kim Teoh for sharing their stories.

Christy Harris has been attending the centre for the past five years. Christy was introduced to art through a session held at the centre and has since become a paid working artist selling her works. Christy very kindly donated one of the paintings created in collaboration with her daughter to the centre and this now hangs in the foyer.

Christy says "that this has completely changed mine and my family's life. I would not have this whole aspect in my life without the family centre making this connection for me. Because of the Yangebup Family Centre, my daughter and myself are thriving in the community."



Co-Design

CONNECTING COMMUNITIES FOR KIDS

The Yangebup Family Centre co-designed and hosted play sessions for 0-5 year olds during the October 2016 school holidays with Connecting Community for Kids to help reduce social isolation during this time. The activities were further refined to include 0-10 year olds over the summer holidays and these have continued to be part of our program. Collaborating with the CCK increases our capacity to respond to community priorities.



OUR ROADMAP FOR CHANGE
TOGETHER WE CAN HELP OUR CHILDREN THRIVE!

WHERE IS THE ENERGY? A CASE STUDY ON SOCIAL AND CULTURAL ISOLATION

Acknowledging what we learned through engagement and our understanding of community rhythms, Connecting Community for Kids conducted a co-design with our Cockburn Decision Making Group and identified that school holiday play sessions could assist in combating social isolation. We applied our Learning Loops and Program Logic to determine whether this project was aligned with our outcomes and could be identified as a circuit breaker for change.

HUNCH

Early research in both Cockburn and Kwinana revealed family isolation as an area of concern. We created a survey to seek further information that was conducted online via Survey Monkey and face-to-face at Children's Week events, pop up cafes and coffee catch ups. 62 respondents completed the survey showing one third of families rated high for children not attending playgroups or other social engagements prior to attending school. During the September Community Conversations we delved deeper into social isolation and held a brainstorming session and further discussions with parents indicated a lack of activity during the school holidays. Many programs in both Cockburn and Kwinana run on a term basis, leaving families isolated and in need of engagement during the school holidays.

TEST

Connecting Community for Kids identified an existing service provider in the Cockburn area who was willing to trial a

school holiday play session. Yangebup Family Centre co-designed and hosted sessions for 0-5 year olds during the October 2016 break, supported by Connecting Community for Kids and our foundation community members. Our Community Facilitator took the opportunity to meet with parents and carers to gain feedback on future activities that would assist in reducing social isolation. Two sessions were held at no cost to participants. 41 adults and 61 children attended the two play sessions.

REFINE

As a result of the feedback attained through the October play sessions, and through further conversations with community members, we found that families with a mix of ages (under and above school age) were still unable to attend events that only catered for the younger age group, or other school holiday activities that accommodated older children. It was decided to trial expanding the age group of participants to 0-10 years and continue with the play sessions for the January 2017 school holidays. A cost of \$7 per family/per session was introduced to cover costs of the Facilitator. During week one, 11 families attended (18 children aged 0-10 : 5 aged 5-10) and week two had 12 families attend (21 children aged 0-10 : 6 aged 5-10).

The purpose of this refined program was to reduce social isolation and provide a low cost activity for families with children aged 0-10. It was also an opportunity to promote child development through play sessions as a means to improve social and emotional development, helping others,

following instructions/routines/rules, helping clear mess, and self-control in various emotional states. Families were also presented the opportunity to develop peer to peer support networks, which is particularly helpful for families who are new to the area or country.

VALIDATE

With 4 play sessions delivered and well attended, it is evident that ongoing school holiday play sessions are needed. Extending the age enabled new families to attend and supported parents in networking and transition to school arrangements. Parents stated that they would prefer to pay a small fee than have the responsibility of taking on tasks and running a community led playgroup. Expanding the age of kids able to attend allowed new families access to the play sessions.

CONFIRM

Yangebup Family Centre has sustained the school holiday play sessions, conducting 2 sessions during the April 2017 school holidays. 14 families attended session 1 and 11 families attended session 2. This program now forms part of the regular activities provided by the Yangebup Family Centre and has become an additional, successful engagement opportunity for both the Centre and the local community.

CO-DESIGN

CO-DESIGN FOR THRIVING COMMUNITIES

The CoDesign for Thriving Communities project aims to develop and support centres' capacity for community engagement, with a focus on co-design of service models and programs.

By bringing together the wisdom and expertise that exists in Neighbourhood and Community Resource Centres and enabling Centres to share accumulated knowledge and experience around community and stakeholder engagement.

Linkwest offered four Centres, including the Yangebup Family Centre, the opportunity to participate in a codesign engagement process including:

- Training, mentoring, co-facilitation and resources to support engaging local communities and other stakeholders in service model co-design.
- An integrated framework for codesign and facilitation for engaging community and other stakeholders based on the principles of Asset Based Community Development and Results Based Accountability.

With the support of Linkwest the Management Committee has mapped our current stakeholders and engagement strategies and identified new ways to engage. We have provided a range of engagement opportunities and have had a wonderful response from people in our community. Sam (pictured above with Liz Nicholas and Bree from Kalannie CRC) was also invited to present at the Linkwest Conference and share our progress with other centres.



CELEBRATING 25 YEARS IN OUR COMMUNITY

Celebrating 25 years in our Community

This year we celebrated 25 years of providing for our community with special Community Open Day held on the 12 August.

Special guests including Hon Simone McGurk (Minister for Communities), Hon Dr Carmen Lawrence (former Premier), Hon Fran Logan (Minister and Member for Cockburn) and Mayor Logan Howlett (City of Cockburn) mixed with locals, past members, committee members, staff, partners and volunteers for a day of celebration.

The Leeming Area Band Clarinet Ensemble and Choir4kids provided entertainment. There were a host of activities for the kids including henna, face painting, reptile handling, karaoke and a bouncy castle. A wide range of community stalls provided local information which included Neighbourhood Watch, resident associations, Little Athletics, Girls Brigade, City of Cockburn Family and Support services, Connecting Communities for Kids and centre groups like Crafternoon Tea and our seniors group, the Yangebup Leisure Group.

A special presentation was held with Minister McGurk and Dr Lawrence presenting awards of recognition to past members of the Yangebup Family Centre. Minister McGurk said “Centres like this really are the pulse of the local community and, from a State Government point of view, we recognise that and we want to do all that we can to continue to support centres like this. “



CELEBRATING 25 YEARS IN OUR COMMUNITY



The Yangebup Family Centre welcomed Dr Lawrence back to the centre after originally opening the centre on 14 August 1992 as part of a government initiative to invest in a program that would be good for the long term. Dr Lawrence said “They work extremely well. The education of children, play opportunities, the connection of parents, the reduction of isolation, the place for people to come and do other things. These were all our goals and I’ve seen them realised in spades. That small investment all those years ago, and frankly the small investment today still on a recurrent basis, produces outcomes that I think we should never underestimate.”

Over the years the programs provided at the Yangebup Family Centre have changed as the community has evolved. From Tai Chi to Facebook for Beginners, from the Country Women’s Association to Women of the World. The centre currently provides a home to 14 regular groups and a wide range of workshops with around 500 families attending regularly.

Dr Lawrence added, “This is not about service delivery, this is about community building community participation.”

CENTRE USER GROUPS

Centre User Groups

The provision of social support and personal development activities is a priority for our community. We aim to provide individuals and families with a warm and welcoming environment to meet others with similar interests or experiences in their area and increase their participation in community activities.

YANGEBUP LEISURE GROUP

The Yangebup Leisure Group is our seniors group that meets every Tuesday from 9.30 – 12.30pm. Activities include bingo, minigolf, quoits, board games, crafts, speakers and outings. This is a long established group with many of the ladies having lived in the area for over 50 years. They are a wealth of local information



and are always happy to welcome someone new to the area into their group. The Leisure Group create beautiful woollen items to donate to local aged care facilities and raise money to support various charities. Some of the speakers have included the Assistance Dogs Australia, Stay on your Feet and Daily Living.

CRAFTERNOON TEA

Crafternoon Tea sessions are held during school terms on a Tuesday afternoon from 12.30-2.30pm with a crèche provided to support local mums. This group attracts a range of people of all ages who enjoy participating in craft in a social environment. The facilitator, Ann Gerlach, also holds monthly craft evenings at another local venue and many of the participants also attend this activity and are able to meet other people in the community.

SEWCIABLES

The Sewciables group commenced at the centre in 2015. They meet monthly on a Saturday to catch-up, share afternoon tea, swap ideas, help each other out and show off projects they have been working on. The ladies sew and embroider a large variety of items, such as bags, quilts, cushions and tablecloths.

CREATIVE CRAFTERS CLUB

The Creative Crafters commenced at the centre this year. They meet monthly on a Saturday from 1.30-4.30pm. This is a group for people to come and enjoy some scrapbooking while meeting new people and chatting while crafting.

CENTRE USER GROUPS

Following the success of previous years, we invited two of our groups, Crafternoon Tea and Yangebup Leisure Group, to provide small items valued at \$5 for a **Mother's Day craft stall**. Each group provided between 30-40 items and volunteers from each group were the 'shopkeepers' for each kindy day. The kindy children brought \$5 to buy a present for their mum at the shop. They wrapped the present to give to their mums who attended the centre for afternoon tea. This was a great community activity that involved many different groups in the centre working together. The money raised for Crafternoon will provide participants with a free celebratory session at the end of the year and the members of the Leisure Group used the money to buy materials to produce much needed knitted items for the Graceford Aged Care facility.

JESUS REIGNS MINISTRY

The Jesus Reigns Ministry meet at the Yangebup Family Centre on Sundays for a church service followed by a shared lunch. The congregation is made up of members of the Filipino community. This year they have commenced meeting at the centre on a Saturday evening from 5-9.30pm to practise playing music and provide social support. The Jesus Reigns Ministry has also assisted us in providing and setting up their PA system for us to use at our events.

SERBIAN SCHOOL

Local community group has returned to the centre to provide Serbian language lessons on a Thursday evening at the centre as they now have a new generation of younger members.

CHILD AND ADOLESCENT COMMUNITY HEALTH CENTRE

The Child and Adolescent Community Health Centre is co-located in the same building as the Family Centre and the Child Health Nurse provides a series of four workshops to new parents in the area. These workshops provide new families with parenting skills and the opportunity to meet other new families in the local area. This is often the first time that they have accessed the centre and we are able to welcome them to the centre and provide them with information about the services we provide. The centre has partnered with the Child Health Nurse to have a staff member attend one of the sessions for each new parent group and provide information about the centre and services provided and collect details for our newsletter mailing list. This is a great opportunity to engage with new families and we find that many return to the centre to attend programs over the subsequent years.

CENTRE PROGRAMS AND WORKSHOPS

Centre Programs and Workshops

WOMEN OF THE WORLD

In 2013 it was identified that the centre needed to provide more opportunities to engage the CaLD (Culturally and Linguistically Diverse) target group which makes up 19% (2016 Census) of the local community.

The OMI Southern Corridor Consultation Summary report (Nov 2014) identified the Women of the World group as



being an important step in supporting CaLD members of the community and noted “the value of programs such as ‘Women of the World’ for CaLD women to help overcome social isolation and connect women to available services and support structures”. ‘Women of the World’ has been a very popular term course at the centre which has now become a weekly program as a direct result of requests from the group and our commitment to provide for this target group.

The Women of the World group is a great benefit to women who have moved to Perth and have left family and friends behind. It is provided by the City of Cockburn Support Service in partnership with the centre and a variety of activities are provided including arts & craft and speakers to meet the needs of the group. A crèche is available so that mothers, who generally do not have family support to look after children, are able to have some valuable time out. The centre is able to promote other services to the group and some of the participants go on to attend other programs in the centre.

The crèche was excellent & staff, the admin staff is friendly. The women of world group is excellent!

I go to The Women of the World programme. It's awesome because it is such a relaxing atmosphere. The staff at the centre are amazing, bubbly and just easy going. I am fortunate to get free crèche when doing the programme. My son just loves it there, it puts my mind at ease knowing he is in a safe place and that he is comfortable

CENTRE PROGRAMS AND WORKSHOPS

HEALTH AND WELLBEING WORKSHOPS

The Centre Survey conducted last year identified Health and Wellbeing Workshops as a priority for centre users with 68% of respondents indicating that they would like to see these types of courses offered at the centre.

The centre provided 5 week **Hatha Yoga** workshops in Term 3 and Term 4. The first workshop series was well attended however numbers dropped in the second series possibly due to the end of the year and getting closer to Christmas.

In October 2016 the centre, in conjunction with the City of Cockburn, provided a three session workshop on **Working with Anxiety** designed to equip participants with the knowledge and skills to help manage and reduce anxiety in their daily life. The centre provided a crèche so that parents could attend knowing that their children were well cared for in a safe environment for this workshop series.

We developed a new five week cooking program for parents to attend with their children aged 2-4 years called **Little Chefs**. This program encouraged children to prepare healthy simple foods from scratch with the assistance of their parent. Recipes such as pancakes, pizza dough, sausage rolls and couscous salad and fun ways to encourage eating fruits and vegies.

The **Food Sensations** participants had the opportunity to learn new and exciting ways to create healthy eating options for their family on a budget. This program was run in conjunction with the City of Cockburn and Foodbank in November 2016 and March 2017. Crèche facilities were provided. Feedback included “I enjoyed the social aspect and learning more cooking styles” and “Cooking together and learning about healthy food”.



We provided a new five week movement program for parents to attend with their children aged 18 months to 3 years called **Little Movers**. The program aimed to encourage parents to learn movement challenges for their children that they could continue to develop at home or local playground. The sessions encouraged singing nursery rhymes, fine and gross motor skills and exploring hand apparatus. Feedback included “The workshop was a great programme. A nice length,

interesting activities and reasonable price.” and “I enjoyed the involvement for parents/grandparents.”

CENTRE PROGRAMS AND WORKSHOPS

PARENTING WORKSHOPS

The Centre Survey identified Parenting Workshops as a priority for current and potential users of the service with 68% indicating they would like this service provided by the centre.

Best Beginnings provided a **Circle of Security** five week course in July – August 2016. The centre provided a crèche. Many of the participants also enrolled in a **First Aid Demonstration for Parents** workshop running at the centre in September.

Sleep is a significant issue for parents of young children so we ran two workshops over the past 12 months. In August 2016, we partnered with Ngala to provide **Sleep & your growing baby** Workshop and in April 2017 we used a local provider who ran the **Gentle Sleep Workshop**. Both workshops were well attended.

Providing local opportunities for parents to attend First Aid workshops at a reasonable price without the pressure of exams is a priority for the centre. We linked with St John Ambulance to provide three **First Aid Demonstrations for Parents** and Royal Life to provide two **Heart Beat Clubs**. One of these was provided for free through a grant from Royal Life to encourage CaLD member participation.

Tuning into Kids was a five week group provided by City of Cockburn Early Years to support parents in understanding their children's behaviour. It ran in April and May 2017 and a crèche was provided. Some examples of the feedback included;

- "Life changing. Thank you"
- "Very organised, great material and lovely presenters. We had a great group that shared and grew together"
- "I am feeling more confident in my skills as a parent due to the program"

LIFE SKILLS WORKSHOPS

In 2015-2016 the centre received funding as part of the Beyond Gambling program. Through this program we were able to trial a number of initiatives. This included providing different workshop opportunities to enhance life skills. We have been able to further develop this area of our program this year and have offered a range of workshops.

We were able to offer a series of workshops provided by Sarah Cordiner called **Business Success** in November 2016. Sarah is an internationally recognised presenter and author. She discovered our centre as a new mum and we were able to provide her with guidance and support when she needed it most. She offered to provide workshops at the centre at greatly reduced fees compared to her normal rates as part of giving back to the centre and community. This was very well attended by local mums who were looking to start their own businesses that would fit around their children. Sarah was an amazing presenter and the ladies who attended the sessions were able to successfully implement many of her strategies to help build their online businesses. Feedback included "Motivated, enthusiastic, wealth of information" and "Super helpful in getting me thinking about how to build my business."

CENTRE PROGRAMS AND WORKSHOPS

After having the opportunity to trial some events as part of the Beyond Gambling program last year we have run a number of very successful events including:

- We had a great turnout for our **Friday Family Night** event on the 26 August 2016 with around 120 people attending. Lots of challenges, craft, games, sausages and disco dancing.
- **Christmas Party** held on the 3 December 2016 with stalls, kid's activities and a visit from Santa.
- On Friday 5 May 2017 almost 300 people attended the **Suq Al'usra Family Market**. "Suq Al'usra" is arabic for "Family Market" and was chosen to celebrate the cultural heritage of staff member, Salma Al Saliby, who is originally from Jordan. It also celebrated the diversity of our centre with activities including henna, turbans and trust, middle eastern food van, African music and belly dancing.

With all of these programs we have worked together with our partners to promote the workshops. We have had new people coming to the centre to attend the workshops who have then continued on to other workshops or who have started attending one of our regular programs. These learning experiences are provided in a non-threatening environment. Participants learn new skills, discover ways of communicating, build confidence and open the door to other opportunities. These courses have enabled individuals and families to learn new skills, interact with others and collaborate on ways to assist each other.



CHILDREN'S SERVICES

Children's Services

PLAYGROUP

The Yangebup Family Centre playgroup sessions provide an opportunity for dads, mums, grandparents and carers, with their children aged under 5 years, to meet other local families in a relaxed and playful setting. Our facilitator provides activities and support for local families to learn about children's development through play, talk through an issue, and find out about other activities and services in the community. Our staff provide support, information and role models parenting techniques but the focus is on providing a social experience for parents vs structured learning. The playgroup with leader has been very successful with numbers growing steadily since it was introduced at the end of 2013. The group on Tuesday from 9-10.30am continues to be full with a waiting list. The mums attending this year have organised a number of social outings including playdates and dinners and have formed strong friendships outside of the playgroup.



SATURDAY PLAYGROUP

This year we have continued to offer a Saturday playgroup, that was introduced to the centre in 2015, for working parents who are unable to attend the centre during the week. This is a great opportunity for dads to attend the centre with their children with about 50% of participants being male. Saturday playgroup is offered a couple of times each term from 9.30-11.30am with facilitators providing activities, bouncy castle and morning tea.

CHILDREN'S SERVICES

SUCCESS PLAYGROUP

In 2017 we partnered with the Connecting Communities for Kids Initiative and Success Primary School to provide a facilitated playgroup on school grounds as Success has been identified as a priority area through the recent AEDC results. The playgroup commenced in March 2017 and has continued to grow with about 10 families attending regularly. Feedback provided includes "It has been fantastic having the playgroup at the school and starting soon after school start time. It is so convenient for those of us with kids at the school. This has been great for my child and we look forward to it every week." We are working with the school to continue running a program in 2018.



CRÈCHE

The centre provided one crèche session in 2013 to support parents attending crafternoon tea, this continued in 2014 and an additional crèche session was provided for parents to attend other workshops offered at the centre. In 2015 we introduced a third crèche session so that we could provide Crafternoon Tea and the Women of the World with ongoing support and continue to provide a variety of other workshops with a crèche. This year we have introduced a mobile crèche so that we can further assist families in being able to access education and social support.

PLAYCLUB

The Yangebup Family Centre provides Playclub programs that help families to develop life skills and positive self-esteem. In 2016 we offered two sessions of 1.5 hours so that we could provide more children with the opportunity to attend Playclub. We found that the sessions had low numbers in the first half of the year so in 2017 we have offered one class in Term 1 & 2 and added an additional session for Term 3 & 4. The program is provided in the activity room with access to age appropriate toys and a large outdoor play area with safe play equipment. Playclub targets young families with children of the ages 2-3 years. In this Playclub friendships are formed and support with early childhood issues is discussed between parents/care givers and facilitator. Our Playclub with crèche session (which runs concurrently with the workshops and crèche) was introduced in 2014. This has been well received by those parents who could not normally attend Playclub as they didn't have anyone to look after their younger child. Playclub provides an opportunity for Pre-Kindy children to be introduced to a classroom environment with parental support. Playclub promotes a fun filled learning environment whilst encouraging independence and social interaction.

CHILDREN'S SERVICES

KINDY

Our 3 year old Kindy program ran four days a week in 2016 and was reduced to three days in 2017. We believe that this is due to the financial hardship faced by many families in the current economic environment and that even though we are able to provide fees much lower than other providers in the area it is still not affordable for many families at the moment. The program is based on the early years learning framework. The 3 year old Kindy Program offers fun, educational activities that are developmentally appropriate in a semi-structured form. Kindy is an opportunity for young children to familiarise themselves with classroom routines. Kindy provides emotional, physical and intellectual development as well as social awareness and interaction skills. We have a diverse range of families attending our kindy program with over 20% from Culturally and Linguistically Diverse backgrounds.



KINDY ORIENTATION

We have continued to offer kindy orientation sessions in February. The parents spend the first hour in the room with the children and leaders, they then left the room for the second hour. We provided refreshments, an opportunity for parents to meet each other and a presentation which included information about the centre, how we support the community and the other services that we offer. From these sessions we have had several parents join other programs in the centre.

OCCASIONAL CARE

Our Occasional Care program runs three days per week from 9am to 3pm. The program provides an opportunity for parents to attend to other commitments whilst their children are cared for in a safe, nurturing environment. Occasional Care offers an educational program provided by qualified and experienced staff. Childcare is available for children 8 weeks to 6 years old and we are CCB & CCR Approved.

Care provided to 130 children from 107 families

Average Attendance 13.4 per day

VOLUNTEERS

Volunteers

We are very fortunate to have a strong committee of community members who help to drive the strategic direction of the centre and support our staff. A huge thank you to our committee members.

This year we will farewell our Chairperson **Clory Carrello**. I would like to take this opportunity to thank him for his leadership over the past four years. He has been instrumental in making the centre a vibrant and welcoming community hub.

Samara Jelinek has been an amazing treasurer for the Yangebup Family Centre over the last two years. She was a finalist for the Linkwest Volunteer of the Year Awards. We would like to thank Samara for all her support. Treasurer, Samara Jelinek, was also a finalist for the Volunteer of the Year award recognising her outstanding voluntary contribution that has made a positive impact on the Centre and our community.



The Success Playgroup is facilitated by **Monica Budiyanto** who came to the centre last year to volunteer in our children's programs. She is originally from Indonesia. With the help and support of staff, she decided to enrol in a Certificate III in Early Education and Care course. The Centre has been a place where Monica can grow her confidence while studying and preparing to join the work force. In addition to running the playgroup she has now completed her certificate and is working for the centre on a casual basis. She has become a valued member of our staff team and she believes the Centre played a big part in her finding her newfound career and a place to belong.

We were contacted by **Karen Watkins**, a massage student who wanted to volunteer her time to practise giving massages. We felt that this would be beneficial to our community. We ran a number of sessions in August 2016 including Cuppa'n'Chat sessions with massage and also a Pamper Day with local community members also volunteering to providing minifacials and manicures. Feedback included "As a new mum without family in Australia having the opportunity to be around other mums, make friends, have fun, chat and enjoy some mum time is great."



Emma Hill is a regular member of the centre who has an established art business and is now studying art therapy. She offered to volunteer to facilitate some workshops at the centre to develop her skills while studying. Emma provided Art Mindfulness & Relaxation workshops in August 2016, April and June 2017 with a crèche provided. Feedback included "This was fantastic." "I learnt techniques to relax. Gave new ideas I hadn't thought of." "I enjoyed having timeout to connect to myself".

VOLUNTEERS

Sharon Tourtouris is one of our members who offered to volunteer her time to run some workshops at the centre around her interests to develop her public speaking and presenting skills. These workshops all attracted new people to the centre. Workshops have included;

- Facebook Basics (September 2016) which was attended by a number of older locals who had not attended the centre previously
- Facebook Business Basics (September 2016) which was attended mostly by ladies interested in improving their online and social media marketing of their business
- Make Your Own Hairbows (March 2017)
- Skincare Pamper (June 2017)

Feedback from these workshops included;

- “Sharon was very knowledgeable and could answer all our questions.”
- “Full of great ideas and so inspirational”
- “I enjoyed connecting with other ladies”
- “Loved to meet new people”
- “So much fun, easy explanation of steps”



Scholastic Book club is offered at the centre to encourage families to buy books as reading to your children is so important. We would like to thank **Catherine Winstanley** for being the book club co-ordinator for the past four years.

In 2014 we commenced with a volunteer who collected bread from the local bakery once a week. We would like to thank **Greg Gendron, Jodi Newman** and **Angela Hartley** who have assisted with the collection of bread over the past 12 months. This brings new people into the centre who come to collect bread for their families and start to find out about what other services are offered at the centre. Free Bread Wednesday is a popular event at the centre.

We have also had numerous volunteers assisting in our children’s programs and other areas. We would like to thank the following people for volunteering at the centre;



- **Madeline Kay** – nominated for Cockburn Inspiration Volunteer Awards – Youth 2016
- **Jaxon Mann**
- **Sarah Ogden**
- **Maricar Permejo**
- **Rhoda Sampaga**
- **Sarah Zamanzadeh** – nominated for Cockburn Inspiration Volunteer Awards - 2017

CUSTOMER PERCEPTION SURVEY RESULTS

Customer Perception Survey Results



Service outcomes	The Yangebup Family Centre % agreed (n=125)	Community and Neighbourhood Development Services % agreed (n=2378)
I was satisfied with the service	98%	98%
The service met my needs	100%	98%
Developed knowledge, confidence and skills		
I obtained useful information	91%	77%
I feel more confident	73%	76%
I developed my skills	77%	74%
Linked to community resources		
I learnt about other helpful services and resources in my community	91%	85%
Develop support networks		
I met people I can talk to	93%	93%
I met people who I can ask for help if I need it	87%	89%
Increase community participation		
The service led me to join a club or to volunteer	40%	44%
The service gave me ideas on how to be involved with the community	77%	72%
I'm more involved with community events and activities since using this service	66%	63%

The Customer Perception Survey was conducted by the DLGC – November/December 2016

Want more detail? The full report can be found on our website www.yangebupfamilycentre.org/meetings

PARTNERSHIPS

Partnerships

The operation of the service is supported by our major funding partners;

- Department of Communities (formerly DLGC) through the Community and Neighbourhood Development Services (CNDS) Funding
- Department of Education and Training through the Community Support Program (CSP)
- City of Cockburn through Donations and Grants program

The Yangebup Family Centre has established a range of partnerships which has enabled it to increase its capacity and reach within its service delivery area of Yangebup and surrounding suburbs. The centre has established a range of linkages and networks which has enabled it to keep informed of emerging trends within its service delivery area, and up to date with best practice throughout the wider Community and Neighbourhood Development Services program area.

We meet regularly with stakeholders such as;

- Linkwest
- City of Cockburn
- South Lake Ottey Centre
- Meerilinga
- Child & Adolescent Community Health Centre
- Yangebup Primary School
- Connecting Communities for Kids
- Fremantle Family Support Network

The centre has developed a strong partnership with Linkwest over the past years.

- Linkwest co-ordinate a Board Matching Service through the Service at Our Community website. Through this service we have engaged two new committee members over the past 12 months.
- Capacity through Collaboration Workshop was held at the centre in October 2016. It was attended by committee members and partner organisations.
- Linkwest provided an opportunity for us to record Success Stories at the centre which were edited into videos that are available on YouTube.
- The Yangebup Family Centre partnered with the South Lake Ottey Centre to apply for a Co-Design for Thriving Communities project and were successful in being selected to be involved in this project which commenced in May 2017.



CoDesign for **Thriving Communities**
Maximising your Centre's potential through community collaboration and engagement

PARTNERSHIPS

The Yangebup Family Centre is a member of the Joint Leadership Team for the Connecting Communities for Kids Initiative. This initiative is funded by Woodside and involves partners from State Government agencies, City of Cockburn, City of Kwinana, Meerilinga, Ngala, KEYS and the Smith Family. The project is about empowering parents, local services, industry and civic leaders in the community to work together and make a difference in the lives of children pre-birth to 8 and their families. The Yangebup Family Centre was involved in some of the initial steps including promoting the survey, holding a “Conversation in a Box” with twelve parents from the centre as part of the consultation phase of the project and attending meetings to develop the governance structure. We were invited to attend the Joint Leadership Team from September 2015 and this has been ongoing over the past 12 months. This initiative has provided an opportunity to collaborate with other agencies, gain knowledge and engage in new ways.

- Several parents from our centre have joined the Cockburn Decision Making group and have been able to provide feedback on how they feel the initiative can best assist families.
- Through the initiative the centre has partnered with the Success Primary School to provide an outreach facilitated playgroup in an area identified as high risk through the AEDC results.
- We have also partnered with the CCK to introduce holiday playgroups as an area of need identified was the lack of places to go with children during school holidays where social support was available.
- Through the CCK we have had the opportunity to participate in Community Conversations (like the one pictured above) to identify community priorities.



The Yangebup Progress Association meet monthly at the centre. We are working together to promote local information by sharing Facebook news and promoting activities through our networks. We have worked together to promote community clean up days, planting days, community ideas to upgrade playgrounds and an Islam awareness session with Special Guest Speaker, Imam Kamran M Tahir (pictured left).

PARTNERSHIPS

The centre has commenced providing a mobile crèche service to assist partners in providing services to more people. This service commenced in 2017 and we have provided a mobile crèche at other venues for Connecting Community for Kids and the City of Cockburn.

The centre has also participated in programs promoted by other organisations such as;

- National Families Week with Families Australia
- Neighbourhood House Week with Linkwest
- Harmony Week
- NAIDOC week
- Red Nose Day
- Pirate Day
- National Superhero Week

These events raise awareness about others and provide support pathways to individuals and families.

Staff and committee from the centre have attended the following meetings and workshops where they also have the opportunity to network with many other organisations and partners

- Joint Leadership Team Monthly meetings
- Connecting Community for Kids Workshops
- CCK Cockburn Decision Making group
- Purely Early Years Meetings
- Fremantle Family Support Network meetings
- Fremantle Region Education and Care Services Leaders Networking Meeting
- Sustainability workshops
- Linkwest Conference
- Linkwest Network Meeting
- Protective Behaviours Workshops
- KidsMatter presentation
- SDERA (School Drug Education and Road Aware) Workshops

In August 2016 we commenced a project with a local speech pathologist for **Wize Therapy**. This project will see a speech pathology student attend the centre to produce resources to assist children in kindy and childcare. Speech Pathology student, Abigail Ong, from Wize Therapy attended the centre on Wednesdays to work with the children and teachers to develop a pack of resources that child care centres could use to support children with poor speech and language skills. She attended on Wednesdays during the kindy and occasional care programs. Through the partnership we have been able to incorporate some new ideas and the prepared resources into our centre to better assist children with language and speech development. We have also developed a great relationship with Wize Therapy and are able to refer parents who need more support on to the service.

PARTNERS

Partners

We are proudly supported by the following partners;

The Yangebup Family Centre is funded by the State Government through the Department of Communities



Australian Government
Department of Education and Training



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