



NEWSLETTER

www.redlandcommunitycentre.org

PO Box 337 Capalaba 4157

JUNE 2011

From the President

Consistent with our Strategic Plan 2010 / 2013, our membership sub-committee has been actively developing the guidelines for pursuing one of the objectives contained therein. . i.e. ‘*doubling our membership*’ by 2013. To support this initiative we have produced a new *MEMBERSHIP* application brochure, two copies of which are included with this newsletter.



As part of this process, we’ve created the “helping hand” image that appears on the front cover. We think it distinctively conveys the essence of our core business at the Centre.

We’d be interested to receive your comments on this *image* which could have wider applications in RCC communication materials over time . . . plus we invite you, as an existing financial member of the Redland Community Centre, to introduce a new member whom you feel could readily identify with our aims, aspirations and culture and who would like to help make a difference in our community.

Another medium for modern communication is of course the internet and I invite you to visit our recently revamped website www.redlandcommunitycentre.org which better reflects our current structure, programmes and services. This update of our website is being progressively implemented with the assistance of Past President, Daryl Henbery, to whom we are most grateful.

We are still tracking in line with our earlier forecasts for this financial year and have no reason to believe we won't achieve the previously budgeted outcomes set for the 30th of June 2011.



You might recall in earlier newsletters, comments relating to the challenges associated with operating a Childcare Centre in today's highly competitive / regulated environment.

At the recent May meeting, your management committee supported a proposal to engage an experienced industry professional to conduct an independent review of our operations with the view to identifying any initiatives that would improve our ongoing viability.

A feature of the last several months activities has been the generous community support we enjoy through both in-kind and monetary donations, the latter amounting to \$16 913.50 at this point in the financial year. This support, both in-kind and cash, is fully utilized in RCC programmes aimed at alleviating social pressures in our community. To acknowledge the value of their support, we have been conducting 'Supporter's Morning Teas' where we express our appreciation and bring participants up to date with our achievements. The most recent event was conducted in May when Manager, Paul Leis, made one of his customary informative and entertaining presentations to the highly valued supporters who attended.

We have been monitoring the Redland City Council's plans for developing a *Community Wellbeing Hub* to address the needs of the emerging community in the southern Redlands, including the catchments of Southern Moreton Bay Islands and Mount Cotton. We have registered our interest in participating in this project as it complements our own strategic / growth plans.

We look forward to welcoming all members at the AGM scheduled for 7pm 13 September 2011. AGM Notices will be circulated closer to the time, but please make a diary note now.

Mike Venes

FROM THE MANAGER AND STAFF MEMBERS

This newsletter gives us the chance to share information about some of the activities and outcomes at the centre. It's not a complete picture but we hope it provides some insight into the organisation you support.

If you'd like to know more or would like to visit the centre and receive a "cook's tour", please feel free to contact me on 3245 2117 to arrange a convenient time.

Emergency Relief

The Centre provides an essential and effective Emergency Relief (ER) program which aims to assist community members who are in immediate financial crisis. Support in the form of food packages, clothing, assistance with accommodation costs, including energy costs, chemist/health costs and care packs is provided through this program.

Last financial year, we expended a total of \$77 138.86 in the ER program. This does not include the value of donated items or some related ER projects. So far this financial year, we have expended the \$37 000 alone in food pack buy-ups, \$13 604.69 in rental/accommodation assistance and \$4 626.81 in health costs.

During 2009/2010, we managed a total of 3 024 visits. This was the highest number of visits the centre has ever received. This was a 25% increase on the previous year. 2 007 visits were provided through our Capalaba centre while 1 017 were provided through the Cleveland office. So far this financial year, we have managed 2 153 visits.

The ER service is provided by our trained volunteer ER workers. We are fortunate to have dedicated people, who so willingly give of their time to work voluntarily in what is a rewarding but often demanding area.



Mike Venes has mentioned the wonderful in kind support we receive from a variety of individuals, church groups and community organisations. This in-kind support really makes a difference to our ER service.

Cleaning products drive undertaken by Trinity Uniting Church, Wellington Point

I sincerely thank all those who provide cash and in kind donations. We value the trust you place in us.

Volunteers

Much of what we do at the centre is provided by volunteers.

To date this financial year, our 67 active volunteers have contributed 5 782.25 voluntary hours

There are a number of different areas and roles being performed by volunteers each week at the Capalaba and/or Cleveland offices. These include:

- Member of the Management Committee
- Emergency Relief Worker
- Receptionist
- Brumby's bread collection (after hours)
- Bread packers on Tuesday mornings
- Packing of Emergency Relief Food Packs and extra ER supplies
- Food delivery to Cleveland office
- Collection and storage of donations
- Maintenance work around Centre including Child Care
- Assisting with volunteer functions
- Laundry – tea towels and bread collection bags
- Preparation for groups – room set up and pull down
- Caring for plants
- Groups and activities – a number of groups and activities are facilitated by volunteers – Family History Group, Appliqué Group, Job Application Support Sessions, Music and Song Group
- Project Work - Christmas Project, Back Pack to School Project, Personal Care packs, craft resources for Music and Song groups
- Administration Work and signatories.



All volunteers are inducted and trained using our well regarded induction and training package.

The Tuesday morning bread donation packaging team.

Supporting our volunteers.

Victoria Point Bendigo Bank recently made a donation of \$1 500.00 which is being used to support our volunteer activities. Garry White, Director, and Justine Kennedy, branch manager, attended a volunteer meeting and made the presentation to our President, Mike Venes.

Garry spoke of the importance of volunteering in our community and Victoria Point Bendigo Bank's commitment to supporting volunteers. The funds will be used to cover the costs of our monthly volunteer meetings and contribute towards our end of year volunteer function.



Garry White and Mike Venes, presentation of donation cheque.

Counselling

We offer no cost counselling with an experienced tertiary qualified Family Support Worker. This is a high demand service. During March and April, our Family Support Worker has conducted 131 counselling sessions and worked with 8 Emergency Relief clients and 4 Emergency Relief Case Management clients. Due to the high demand for this service, we have had to place a hold on counselling referrals.

Legal information workshops

In conjunction with Bayside Community Legal Service, a Legal Information Session was held on 30 March 2011. This was a very successful session specifically focused on Family Law covering child residency, family law changes and property settlement for married and de-facto relationships.

These Information Seminars are offered three to four times a year with a focus of different topics that the community identifies as a need. The next workshop will be held on 22 June when the topics will include Civil Law, debts/small claims and traffic offence issues.

Assisting parents enhance their parenting skills.

We continue to provide a number of family/parenting focused activities, often in partnership with other agencies and government agencies eg Department of Health.

During March 2011, we conducted a number of parent education workshops. These included a Toilet Training workshop, a Stool Toilet Refusal workshop and a Speech and Language workshop. The workshops were conducted by Occupational Therapists and a Speech Pathologist from Wynnum and Redland Health Service Centre.

The workshops were ideal as they highlighted information and provided learning opportunities for parents / grandparents. The value of the workshops is evident through written feedback from participants. Feedback included:

- *“The Toilet Training workshop was very informative on lots of aspects on parenting.”*
- *“The Stool Toilet Refusal presentation was very informative, non-judgmental and positive.”*
- *“The Speech and Language workshop showed that what I’m doing is right and how I can improve.”*
- *“The strategies at the end of the Speech and Language workshop were very useful.”*

Childcare

We have a 21 place childcare centre which caters for 15 month to 5 year old children.



The centre provides outstanding programs and is staffed by experienced and caring qualified child care workers.

Our fees are modest (\$61 per day) and we have vacancies each day so if you know of

someone who needs childcare, please ask them to contact Jo, our Childcare Director, on 3390 2050 for a no-obligation discussion and tour of the centre.

Capalaba Rover Scouts

We are currently working collaboratively with the Capalaba Rover Scouts in reaching out to the community by assisting with home yard maintenance. The most recent working bee was held on the 15 May when three families in the community benefited from the work of David and his team of Rover Scouts. This project is usually offered every three months.

Self Esteem workshop

A six week Self-Esteem Course was conducted during March and April and the participants' evaluation/feedback was especially positive. The facilitator, our Family Support Worker, reported that nine people started the course and six completed. There were two who gained employment while doing the course. They expressed how much the course had helped them through this process. This was a great achievement and outcome for themselves and the course. The Self Esteem course is offered at different times throughout the year and the next one starts on 4 July.

Mount Cotton Project

We recognise the need to extend our services in the southern part of the Redlands City Council area. This is a demanding task as we have limited space to provide the services we would like to. We have clearly indicated our interest to Redland City Council and the state Department of Communities.



Margaret and Robyn were involved in the Mt Cotton Project, 'Come and Play the Mt Cotton Way' which was held on Wed 16 February 2011 at the Mt Cotton State School Hall from 11am – 1pm.

Robyn and Margaret set-up a display of RCC brochures, which

included, the RCC information flyer, What's On Courses & Activities brochure, Parent Education Workshops/Seminars brochure and the New Parent Info booklet. They also displayed colourful posters and a selection of craft items made from recycled materials, created by Robyn and Meg. Children were provided with the opportunity to decorate items with stickers, pre cut-out hats and butterflies. Robyn, who played her guitar, led a-sing-along, while encouraging children and parents to join in.

Use of the Centre

Many other community organisations use the centre to provide community services. The following agencies used the centre in May - Relationships Australia, Alcoholics Anonymous, Interlock, Kumon Education, Youth Justice, Carers Qld, Disability Services, Acquired Brain Injury group and Alanon.

We're pleased to be able to host these services to further enhance community based services in the Redlands.

Personal Care and Toiletry Packs for Mental Health Unit – Redlands Hospital

We were recently approached by a Community Support Worker from Adult Mental Health at Redlands Hospital seeking support by providing women's and men's personal care packs for patients at the hospital. We provided a total of 80 packs each containing shampoo, conditioner, deodorant, toothpaste, toothbrush and shaving cream (for the men's packs) We also provided 20 discharge packs, consisting of a towel, face washer, soap and a further supply of the above items. The items were packed into fabric dillybags donated by and sewn by the members of our Wednesday Appliqué group.

Courses and Activities

We're in the process of finalising our courses and activities for the next 3 months (July to September). Many community members engage in the courses and activities we provide. For example, 38 people attended our Friday afternoon Art class during May while 64 people were involved in our multicultural group, WeR1, during the same period.

New Parent Info Books

We took delivery of a further 2800 New Parent Info books which have been delivered to interested agencies and parents who attend our parenting workshops. These booklets are valued in the community. We'll try to publish another edition later this year.

Paul Leis
Manager