



KCS

KOGARAH COMMUNITY SERVICES

ANNUAL REPORT

2018



Contents

EXECUTIVE OVERVIEW	
ABOUT KCS	03
OUR VALUES	04
CHAIRPERSON'S REPORT	06
TREASURER'S FINANCIAL REPORT	09
INDEPENDENT AUDIT REPORT	10
FINANCIAL SNAPSHOT	11
EXECUTIVE OFFICER'S REPORT	12
KCS PROFILE	
OUR VISION	13
OUR PURPOSE	13
STRATEGY MAP	14
THE KCS TEAM	19
STUDENTS & VOLUNTEERS	21
KCS PROGRAMS	
CHILDREN'S SERVICES	23
COMMUNITY ENGAGEMENT	29
AGED CARE SERVICES	35
ACKNOWLEDGEMENTS & CONTACTS	
SUPPORTERS & SPONSORS	41
CONTACT INFORMATION	42
ACKNOWLEDGEMENTS	42
DISCLAIMER	42



About KCS

Established in 1975 by a small group of volunteers in the St George area, KCS has grown into a vibrant not-for-profit organisation, still firmly based in St George, and now also offering services across the South East Sydney region. Our team consists of approximately 60 paid staff and 20 volunteers. We engage with and support about 1,500 individuals and families on average every month across our three service streams.

OUR THREE SERVICE STREAMS ARE:

CHILDREN'S SERVICES

Our Before & After School, Vacation Care and Supported Playgroup services provide a safe, supportive and nurturing environment for our children and their families, encouraging children to express themselves and learn through play. We aim to create opportunities for children to build a strong sense of identity, self-worth and purpose by developing positive relationships with other children, educators and the wider community.

AGEING WELL

KCS offers a variety of care and support enabling older people to remain living independently at home for as long as they choose. Services include social and lifestyle activities, in-home support and dementia services. KCS specialises in culturally tailored services delivered by our bi-lingual staff.

COMMUNITY ENGAGEMENT

Our Neighbourhood Centre, located in Kogarah, is a welcoming community space connecting people to local services and information. At our Community Hub, located along side our administration offices, we offer an extensive range of health and wellbeing-focussed workshops designed to inspire and empower participants. We organise and support a variety of community activities and events aimed at harnessing and celebrating the diversity and talents of our community.

KCS actively promotes and supports volunteering across all of our services as well as in administration and governance roles. We firmly believe that volunteering not only has a positive impact on the community, it also provides exciting opportunities and benefits for volunteers.

The governing body of KCS is a skills-based volunteer Board of Management comprised of individuals with relevant expertise and a strong commitment to locally-based community services.

Our Values



Making a difference

We are committed to making a lasting, positive difference in people's lives.

Valuing everyone

We value and celebrate cultural difference. Everyone matters and everyone has a positive contribution to make.

Working together

We believe the best outcomes are achieved when people work together.

Inspiring each other

We are energised by bold ideas. We aim to inspire and empower others to reach their potential.

Acting with integrity

In all our actions and decisions we will be open, honest and fair.

Report from our Chairperson

Leon Mazarakis

It gives me great pleasure to present the Chairpersons report on behalf of the KCS Board for 2017-18.

In the 12 months leading up to this AGM, the key focus of the Board was to canvas the changes to our environment and plan for the future, ensuring that we continue to provide great services to our community. During this period, the Board consulted with stakeholders and KCS staff. We listened to what is most important to them and together we have developed our strategic plan for the next three years. Having seen the results of this work, I for one am very excited to see this plan implemented and to see KCS continue to evolve with the community.

Financially, it has been a great year for us. We have made modest investments that have returned solid dividends. We have invested in our people, who are our greatest assets, to ensure that the quality of our services is second to none. We have also invested in infrastructure including additional vehicles to enhance our service delivery. We believe we have created a solid foundation to build the next chapter of KCS.

The aged care sector continues to evolve and we continue to adjust to government standards, grant guidelines, and changes to referrals to meet the needs and expectations of our clients. Within the child care sector, private vendors are entering at a record rate chasing contracts and profits. It is becoming evident that this is at the cost of service standards and increased risk to our children. However, we are determined in our resolve to continue to be the fibre that binds our community, offering an alternative to the “for profit above all” model.

At this point I need to make a special mention to our volunteers and dedicated staff of KCS. I think it is more appropriate to call them family as opposed to a team. The effort they put in to embrace the community of Kogarah and beyond, delivering services with passion, integrity, respect and care is genuinely touching.

In closing, make no mistake, more than ever our existence; sense of community, of giving without a supplementary agenda is threatened by changes to government funding and “for profit” private corporations entering the service space. I am, however, confident that with our new strategic plan built from the bottom up with the “on the ground” staff and community support, KCS will continue to grow and deliver services for this amazing and diverse community.

Leon Mazarakis
KCS Chairperson





Report from our Treasurer

Joe Notarangelo

Fiscally, we are in a better position than we were at the end of the prior financial year, while performing well within forecast budget.

Overall revenues increased 9% from prior years with increases attributed to Childcare 19%, Client Contributions 52%; and we increased our grant funding levels 27%, which is commendable given the competitive nature of grant allocation.

Costs increased due to ongoing program expenses, investment in employee training, computer support and systems – expenditure targeted to improve our efficiencies and service delivery; offset by cost reductions in insurance and spend due to new premises.

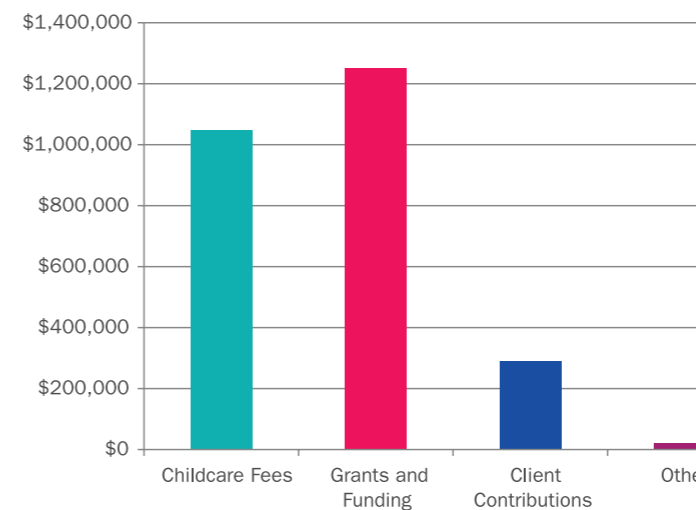
We have maintained our cash reserves, with some improvements in operating expenses due to efficiency gain.

We continue to develop our strategic focus as set down by the Board of Management, tendering for programs which will allow us to grow, remain competitive and secure the future of KCS.

I conclude this report by acknowledging the ongoing commitment of our hardworking team at KCS.

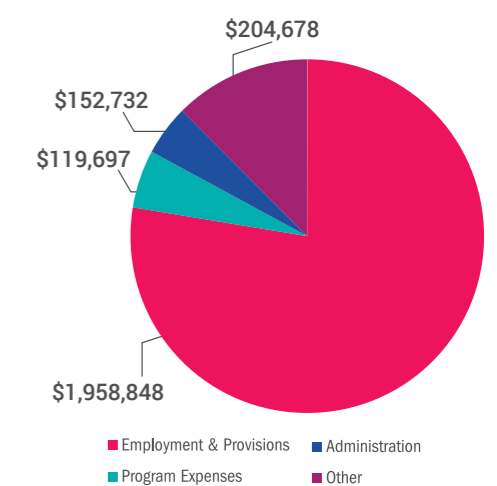
Joe Notarangelo
KCS Treasurer

INCOME



Total - \$2,610,218

EXPENSES



Total - \$2,435,955

Independent Audit Report

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF KOGARAH COMMUNITY SERVICES INC.

Opinion

We have audited the financial report of Kogarah Community Services Incorporated ("the Entity") which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with management.

In our opinion, the accompanying financial report of the Entity is in accordance with the Associations Incorporations Act 2009, including:

- giving a true and fair view of the Entity's financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- complying with Australian Accounting Standards and the Associations Incorporations Act 2009.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Associations Incorporations Act 2009, which has been given to those charged with management, would be in the same terms if given as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Management for the Financial Report
Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards and the Associations Incorporations Act 2009 and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

Those charged with management are responsible for overseeing the Entity's financial reporting process.



Meoli & Co

Flavio Meoli - Partner

Dated: 17 October 2018

Meoli & Co.

Chartered Accountants



Chartered Accountants

FLAVIO MEOLI B.COM., F.C.A.

SARINA MEOLI B.BUS., F.C.A.

Audit Prepared By:

Meoli & Co. Chartered Accountants

ABN: 93 466 745 204

Level 1, 94 Burwood Road, Burwood, NSW 2134

T: 02 9744 3034

Limited Liability by a scheme approved under Professional Standards Legislation.

These financial statements should be read in conjunction with the full audited financial report available on request.

FINANCIAL POSITION SNAPSHOT AS AT 30 JUNE 2018 BALANCE SHEET AS AT 30 JUNE 2018

	2018	2017
CURRENT ASSETS		
Cash	1,250,354	1,082,661
Receivables	99,210	63,836
TOTAL CURRENT ASSETS	1,349,564	1,146,497
NON-CURRENT ASSETS		
Property, Plant & Equipment	43,794	72,771
Security Deposit	2,698	910
TOTAL NON-CURRENT ASSETS	46,492	73,681
TOTAL ASSETS	1,396,056	1,220,178
CURRENT LIABILITIES		
Creditors & Borrowings	245,944	198,491
Provisions	439,813	486,966
Other	41,229	39,915
TOTAL CURRENT LIABILITIES	726,986	725,372
TOTAL LIABILITIES	726,986	725,372
NET ASSETS	669,070	494,806
ACCUMULATED FUNDS	669,070	494,806

KOGARAH COMMUNITY SERVICES Inc.

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
INCOME		
Childcare Fees Received	1,055,389	1,013,540
Grants & Funding Received	1,247,522	1,189,679
Client Contributions & Excursions	281,173	167,872
Interest Received	18,305	19,081
Sundry Income, Donations & Fundraising	7,831	3,646
	2,610,218	2,393,818
EXPENDITURE		
Administration	152,732	109,723
Computer Maintenance & Support	16,458	20,454
Amortisation and Depreciation	28,977	29,230
Employment and Provisions	1,958,848	1,854,206
Insurance and Workers Compensation	51,129	71,890
Motor Vehicle Expenses	37,797	28,767
Occupancy	55,729	53,416
Office equipment & Capital Expenditure Provision	14,588	94,817
Program Expenses, Excursions and Bus Hire	119,697	126,902
	2,435,955	2,389,405
NET OPERATING SURPLUS/(DEFICIT)	174,264	4,413

Report from our Executive Officer

Shelley Ross

It has been a very busy productive and successful year at KCS, and as I reflect on all that we have achieved during this time I am moved by the passion and commitment of our dedicated team of staff and volunteers. Over the past 12 months we have worked together to design and deliver many diverse, unique and engaging activities, events, and seminars to our community. We have developed informative and inspiring resources that have encouraged new relationships; strengthened community bonds, promoted belonging, participation and awareness, connected community members to local history and culture, to creativity, art and opportunities for self-expression. We have continued to focus on the importance of wellbeing, resilience and good mental health, of providing opportunities for our community to come together, to have safe spaces where they can access education, support and information.

Equality and inclusion for everyone has been a focus, but most especially for the Lesbian, Gay, Bi, Trans, Intersex, Queer, + (LGBTQI+) community and this year we joined the Welcome Here Project to promote our safe spaces in the community. Our Welcome Here rainbow sticker is proudly displayed in all KCS spaces. We have further demonstrated our commitment to the LGBTIQ+ community by initiating the process for KCS to become a Rainbow Tick accredited organisation. This process is imbedded into our new strategic plan and the KCS Board has committed the resources needed to ensure that we achieve this important accreditation.

We have had success in many areas, including being awarded financial grants for facility enhancement, purchasing much needed new vehicles to transport clients thanks to the Stronger Communities Grant, a 25 seater bus thanks to Georges River Council, and a donation from South Hurstville RSL to upgrade our website. We were also successful in attracting grants for service delivery and thanks to a number of funding bodies we have had the opportunity to introduce a whole new set of programs to the community including the KCS Choir for seniors, multicultural intergenerational cooking classes, community gardens, walking tours, bus tours, community log table dinners and so much more.

Our successes continued when we were nominated for the Australian Psychological Society Wellbeing Award by Georges River Council for delivering programs that focus on health and wellbeing, with special mention of our Mental Health month program. KCS received the St George Community Organisation of the Year Award and our Childrens Services Coordinator Jordan Ross was acknowledged for his hard work with a St George Young Person of the Year Award.

Strategic planning has been a focus of the past 12 months and during this time the KCS Board of Management has worked with our staff to design a new three year plan that reflects the values, vision and mission of the organisation. We look forward to achieving all that we have identified for a stronger and safer community and most importantly the future growth and development of KCS.

The environment in which we work continues to change and as has been reported for many years now, with our funding contracts with State and Federal governments still in a state of flux. For us its business as usual for the time being but we are constantly looking for opportunities to safeguard and diversify our income streams. This year more than ever we have observed the



increasing privatisation of human services, especially within the Aged Care and Childrens Services sector, where private for profit companies are entering the market at a rapid rate. We continue to lobby government about the inequity in the leasing process for Outside Hours Care in NSW public schools and we have formed an Alliance with other like minded community based providers to continue this important work.

Our Community Hub continues to be a thriving hive of activity and thanks to our local member Chris Minns M.P and a NSW Community Building Partnership grant; we were able to renovate the back yard. This once sad and unused area has now become a beautiful deck with gardens, play space, and storage. This makeover has made such a difference to everyone who uses the area, but most especially to our seniors who love sitting out on the sunny deck and our families who attend our supported playgroups who enjoy the play space and toy area.

Program development has continued to be a focus over the year and we were delighted to achieve approval to become an approved provider of home care packages in May 2018. This will further enhance our already well established aged care program and we look forward to providing these services in the near future.

We have said goodbye to some key staff over the past 12 months including our long term hard working Finance Officer of 12 years Helen Coppock and our energetic and fabulous Community Development Worker of 6 years Cathy Nisbet. Its said that everything has to end so new things can start, and whilst they were big boots to fill, we have welcomed two wonderful colleagues into the KCS

family, with Chelsea Wang joining us in January as our new Finance Officer and Alison Ryan joining us recently as our new Community Engagement Officer. We also welcomed our Operations Manager, Oonagh McGuire back to work in February after her 10 month parental leave. We said goodbye to Jamie Hodgson after three years as a committed and fabulous Board Member. Jamie promises to return once he has completed his studies and I'm keeping my fingers crossed that he does.

Looking forward we have lots of exciting projects to keep us busy. Our new strategic plan will set us in the right direction, leading on to new business and operational plans. Our new service stream in aged care will ensure excellent aged care services to our clients and our partnership with Carlton South Public School will allow us to continue to deliver top quality OSHC to the local school communities. We look forward to moving from an incorporated association to a company limited by guarantee, reporting to ASCI not NSW Fair Trading and we await the outcome of our application for PBI and DGR status.

Thank you to everyone involved with KCS, I appreciate your passion, commitment and dedication to providing quality care to our community. Finally I would like to say a big big thanks to the wonderful staff team at KCS, you are the reason this organisation has a reputation for being honest and reliable in all that we do.

Shelley Ross
Executive Officer

Our Vision

Celebrating diversity

Safety, belonging & opportunity for all.

Our Purpose

KCS is a community-based, not-for-profit organisation.

Originally established in the St George area, we now operate across the South East Sydney region. Working in genuine partnership, we aim to enrich and strengthen our community by:

- Supporting people across all life stages – we provide inclusive services for children, youth, families, older people, and people who are experiencing particular challenges and need extra support.
- Creating meaningful connections through community activities, events and volunteering opportunities.
- Advocating on relevant issues to support community cohesion and wellbeing.



Goal One

A community where people from all backgrounds feel empowered and connected with one another.

**Focus Area 1.1
Reach more people with our services.**

KCS currently provides services across three streams – Ageing Well, Children’s Services and Community Engagement. We aim to expand these services to reach more people.

**Focus Area 1.2
Deliver a wider range of services**

KCS aims to support people across all life stages – children, families, youth, and older people - with a focus on people who are experiencing particular life challenges and need extra support. We will create opportunities to establish new services in response to community needs.

**Focus Area 1.3
Achieve positive outcomes for individuals and the community.**

The services we offer will be based on the latest research about what really makes a difference. We will know if we have been successful by measuring how far our services have made a positive difference in people’s lives.

**Focus Area 1.4
Strengthen cultural safety and celebrate diversity.**

Our community is culturally diverse in many ways, including diversity in race, language, religion, age, education, gender and sexual identity. Recognising that everyone has different needs, we will implement a range of strategies to offer cultural safety within our services and celebrate the diversity of our community.



Goal Two

A diverse team of skilled staff and volunteers who are valued and supported.

**Focus Area 2.1
Expand our team of skilled staff & volunteers.**

We will increase the size and diversity of our team of staff and volunteers and make sure they are skilled in the latest approaches, for example in dementia care or child development. To do this, we will invest in innovative recruitment strategies and training.

**Focus Area 2.2
Ensure KCS is a great place to work & volunteer.**

We will increase our efforts to attract and keep our skilled staff and volunteers. We will do this by making sure people are supported and valued, that the workplace is safe and healthy, and by providing opportunities for staff to connect with each other and have input.

**Focus Area 2.3
Identify and mentor future leaders and key personnel.**

Having effective leaders and key personnel is essential for the success of the organisation. This includes ensuring that there are appropriately skilled people ready to move into leadership and other key positions when current personnel move on. KCS will develop a succession plan with a focus on developing and mentoring people within KCS, providing career development opportunities as well as ensuring continued organisation stability and success.



Goal Three

Effective relationships with our partner organisations and the wider community.

**Focus Area 3.1
Partner with other organisations to achieve common goals.**

There are lots of good reasons to partner with other organisations. Partnerships can help us to reach out to diverse communities, lead to growth and innovation in service delivery, improve cost efficiency and generate income. We will expand our partnerships and make sure they are effective and mutually positive.

**Focus Area 3.2
Put community and client consultation at the centre of what we do.**

Consultation helps us to identify how we can better meet community needs, improve our services, and provide cultural safety for diverse groups in our community. We will strengthen our consultation methods and use the information to shape our services and activities.

**Focus Area 3.3
Keep the community informed about KCS and what we have to offer.**

We will develop and expand our promotional activities to make sure that people know about the services we offer and what is new at KCS, and to encourage the community to get involved.



Goal Four

An organisation that is financially strong and secure over the long-term.

**Focus Area 4.1
Achieve financial security over the long-term.**

The way that community organisations are funded is changing and becoming less secure. To make sure that KCS is secure over the long-term we must have a well thought-out financial plan which realistically considers financial risks and opportunities.

**Focus Area 4.2
Ensure we have the resources and technology to achieve our goals.**

The strategic goals we have identified will require resources such as premises, vehicles, equipment and technology. Our financial plan must identify how strategic goals will be resourced.



Goal Five

A governing body that inspires KCS to continually improve and systems that ensure KCS is accountable and properly managed.

**Focus Area 5.1
Build the skills and knowledge of the Board.**

The Board will evaluate how well it is functioning, assess the skills of the Board as a whole and where needed, undertake training to build skills and knowledge. This process will include making sure the Board has the capacity to function effectively even if there is a change in key personnel on the Board.

**Focus Area 5.2
Lead and support LGBTIQ+ inclusive practice across the whole organisation.**

KCS is committed to achieving accreditation against the Rainbow Tick Standards which support the inclusion of people who are Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTIQ+). To be more inclusive we will need to make improvements across the whole organisation. The Board will lead and support this process.

**Focus Area 5.3
Lead and support KCS to become a Dementia Friendly Organisation.**

Dementia Friendly Organisations have made changes in how they operate to better meet the needs of people with living dementia. KCS is committed to achieving formal recognition as a Dementia Friendly Organisation, which is an important step in the pathway towards creating a Dementia Friendly Community.

**Focus Area 5.4
Ensure governance systems and processes are best-practice.**

The Board will make sure it is following best practice in the way that it maintains compliance with laws, regulations and quality assurance standards, and in its decision-making, planning and monitoring processes.

The KCS Team

“Outstanding people have one thing in common: an absolute sense of mission.”

— Zig Ziglar



Dianne Arthur
Alicia Ballone
Laurice Chaouka
Nadia Chedrawi
Beatriz Christou
Helen Coppock
Gryffen Cunningham
Margaret Dalrymple
Stephanie Dayton
Eyda Dib
Lorraine Donlon
Anna Droulas
Tahany El-Khady
Danielle Finlay
Georgia Georgiou
Lisa Giannakos
Michelle Green
Roy Grogan
Comfort Gyimah
Carolyn Holmes-Lawson
Zoran Ickovic
Blanka Ickovic
Nada Jejina - Babic
Jung Ae Jeong
Abigail Johns

Steven Jory
Kristina Kazamias
Kyung Ar Ko
Priscila Landman Montalvo
Vivian Lee
Jun Yi Li
Xiao Zhen (Jenny) Lin
Qiu Yun Lin
Vasemaca Loki
George Louie
Thi Hoang Hoa Lu
Abbey Mahoney Smith
Alejandra Malagrino
Alyana Marave
Oonagh McGuire
Dalal Miski
Rozy Mitevaska
Trinidad Montalvo
Wendy Muller
Ysabelle Rose Navalle
Carmen Nguyen
Kristina Nikolovska
Catharine Nisbet
Ramy O'Dowd
Mahlia Ohlmus

Brenton Pickett
Andrew Prasnicki
Jason Pupkovski
Monica Pupkovski
Dominador Rescate
Lahra Reulos
Jordan Ross
Shelley Ross
Vineeta Sharma
Michael Shaw
Jasmine Shoults
Summer Shoults
Yusran Sipala
Samantha Steele
Jessica Stojanovska
Christoper Tamm
Tury To
Santo Triolo
Flor Villanueva
Xiaomei Wang
Jennifer Ward
John Whitley
Eri Wood
Zoe Wrench
KCS Accountant –
Tracy Creasey

Service Awards



5 YEARS
Jasmine Shoults
Kyung Ar Ko
Oonagh McGuire

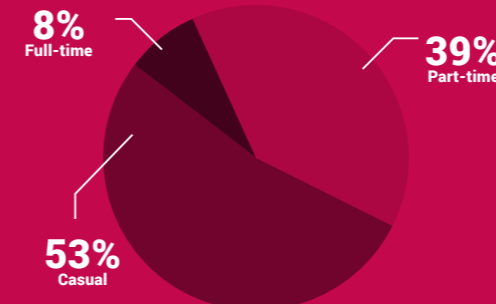


15 YEARS
Trinidad Montalvo



10 YEARS
Alicia Ballone

Employment Type



Team Breakdown



6%
Management



4%
Community Engagement



8%
Drivers



38%
Aged Care



44%
Children's Services

Our Students & Volunteers

“Education is the most powerful weapon which you can use to change the world”

— Nelson Mandela

Volunteers

Dario Ballone
Sophia Ballone
William Ballone
Jie Ying Cui
Rocky Famiglietti
Jean Graff
Pam Hobbs
Carrie Jensen
Sandie Jessamine
Purvi Joshi
Leila Khoury
Selina Lee
Shirley Li Chengyun
Cecilia Lu
Hong Ma
Steve Marney
Montaj Nawaz

Savita Pala
Denise Robinson
Lucy Rolfe
Catherine Ross
Craig Ross
Ah Moi Ye
Jo Zhou Wang

Student Placements

Judy Ann Chua
Roderick Bautista
Rosa Fe Sabalberino
Jenel Hanopol
Teresa Ma
Judy Ravena
Fe Reyes
Laurrene Serrano
Mary Ann Tan

Lovette Yu
Sandie Jessamine
Nicholas Prapas
Jackson Beame
Cristianna Colmenares
William Finau
Panagiota Katrakilis
Kleanthis (Leon) Kolyvas
Ashley Limnios
Hannah Martinez
Elias Meres
Connaugh Murray
Nicole Savage
Anastasia Sofokleous
Selin Yalim
Alexander Zdravevski
Ping Hong
Yi (Ping) Wang

Jenny Oustambasidis
Kaitlyn Ewings
Jackie Chan
Bethany Johnson
Lavinia Karam
Heleni Lata
Venessa Luong
Rui Ma
Liana Rose
Hassan Zeem
Donna Nguyen
Emily Guan
Emily Ma
Joey Xie
Saakshi Amatya
Tia Khan

KCS acknowledges the importance of providing good student placement opportunities, and this year we have been fortunate to support over forty students from a variety of educational institutions on their learning journeys. Every student has contributed in some way to enhance our service delivery and we are grateful for the enthusiastic contribution these energetic students have made into our program planning, implementation and evaluation.



Children's Services

Year in review

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Providing recreational activities where children are encouraged to have fun, express themselves and learn through play.

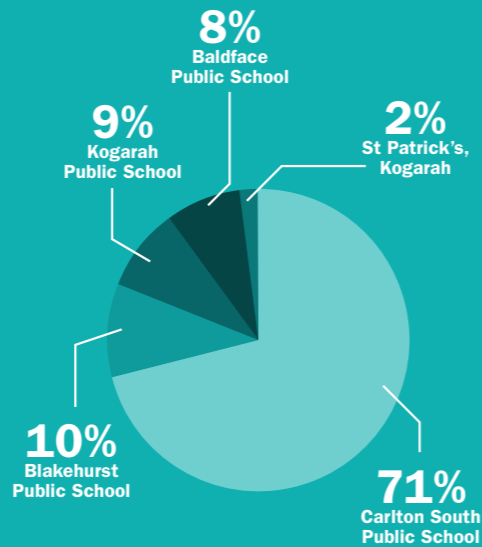


17 Incursions
37 Excursions



26 07
Employee Gender Split

Attendance Split by school



Utilisation

Based on no. of available places:

60 Places 135 Places 105 Places

BSC 96%

ASC 86%

VAC 96%



Supporting Local Schools, Supporting Families

KCS provides Outside School Hours Care (OSHC) at Carlton South Public School (CSPS) daily during school terms with vacation care operating during term breaks. Supporting the needs of local families is important to us, therefore we also provide transportation for children to and from St Patrick's Primary School, Kogarah Public School, Blakehurst Public School and Baldface Public School as these schools do not have onsite OSHC services. We are an Approved Service operating in accordance with the National Quality Framework and were assessed and rated as Exceeding the National Quality Standard in March 2016, making us the first OSHC provider in the St George area to be awarded this rating. We value the important collaboration between the schools, families and our organisation.

We have maintained a great relationship with CSPS and their Parent and Citizens Association (P&C) in supporting children's individual needs, and the school community as a whole. The P&C held their inaugural Colour Fun Run in August and we were delighted to have been involved, with some of our Educators volunteering to assist on the day. We shared the colours, the fun and celebrated with them when they reached their fundraising target for constructing an additional COLA in the playground to meet the increasing needs of the school.

CSPS and their P&C are satisfied with our continuous collaboration in supporting the school and wider community. Taking a step further, KCS will be providing consultative advice to the P&C with funding applications and space development to meet the children's learning needs.



Soccer Program

Sports are always popular to the children in our OSHC. Every afternoon the soccer and basketball fields are filled with enthusiastic children who love to play any type of sport. Earlier this year, our Coordinator Jordan and Educator Jason ran a dedicated soccer program in Jubilee Park which proved to be very popular and resulted in the children becoming more proficient at soccer. It was wonderful to see the children build up their soccer skills, controlling the soccer ball and socialising with other students in their teams. Participating in structured training allowed for the transfer from random soccer play for fun, to a level that challenged the children's physiques, confidence and cooperation with others.

We are appreciative of the commitment and interest shown by the children, and the parents' positive feedback has resulted in the program being scheduled to role out again later in the year. We thank our sporty Coordinator Jordan for his initiative and Educator Jason for sharing his professional knowledge of soccer, developed during his studies of a Bachelor's Degree in Health and Movement which he completed this year. Congratulations to the children and staff for this successful program!

Intergeneration Cooking Program

We respect and acknowledge our different cultures and the older generations who shape the way we are today. This year we made a committed effort to engage both children and older clients in an intergenerational cooking program where we embraced the cultural diversity of residents within the St George area. With funding support from Multicultural NSW, we held 4 cultural cooking programs during Vacation Care including Greek; Lebanese, Chinese and Argentinian. The children were excited to use different ingredients, especially when making the Greek cheese triangles and they learned that goat cheese and olives are the essence of a Greek salad. "You can't be too rough if you want to make perfect rice-stuffed vine leaves", that's what we heard from some of the children when they were learning new skills, just like Lebanese children learning from their mothers in their old traditions. Meat-lovers were keen to make the Argentinian empanadas, and the children told us that they would be able to show their parents the magical skills of making dumplings after the Chinese class!



It was wonderful to see the smiling faces of the children, and it was clear that they enjoyed their cooking experiences. More importantly though, we were pleased to observe the spontaneous interaction between the children and seniors during these cooking events - the children serving food to the seniors, the seniors teaching the children how to make the food, and everyone enjoying themselves whilst they ate the food together.

Thanks to the volunteer chefs and volunteers from KCS Seniors' Group, Ramsgate RSL, placement students from Western Sydney University and internship students from City University of Hong Kong.



Supported Playgroups

The results of a needs analysis we conducted in 2017 indicated that there was no supported playgroup in Kogarah/Carlton to support families with children from 0-5 years of age. With our extensive experience of working with children and families, we understand the importance of services like supported playgroups for addressing social isolation of home-bound mothers in their child care roles; early intervention of children's developmental delays and even complex family issues.

Thanks to the generous support of the Community Underwriting Smalls Grants Program, we were able to establish a supported playgroup for children of 3-5 years old this year. Our qualified and experienced Facilitator has worked hard establishing this playgroup and she has been rewarded with parents and their children returning weekly and providing us with positive feedback at the end of the first term. Our second supported playgroup for children from 0-2 years of age will commence in the last quarter of 2018.

Community Engagement Year in review

The success of our community depends on the connection and sense of belonging that we have to the people and places around us.



150 Workshops held at our Community Hub



With 4,358 attendees

14 Awareness Raising Stalls

held at our Neighbourhood Centre

682 attendees



KCS partnered with 52 other organisations to deliver

20 partnership projects throughout the year.

3,602 resources produced by KCS

which were circulated to participants of our events and workshops throughout the year.



7 fun and interactive kid's themed activity days



On a typical month in 2017/18 - 942 people were connected with information.



In person



By phone

Via email



Accessing our resources





Dinner Under The Stars

“If more of us valued food and cheer and song above hoarded gold, it would be a merrier world.” – J.R.R Tolkien

It has been said that “food is the ingredient that binds us together” and with that in mind, last April we organised a truly unique experience of bringing the community together to enjoy a shared meal under the stars. On a clear evening, we invited members of our community to dine together at a long-table with other community members they may not have known, to share their delicious food from other cultures, with many flavours, made with love. It wasn’t only food they shared, but lively conversation and much laughter. They were entertained by our long-time supporters Kogarah Concert Band and musician Caleb F Chavez, who together created an uplifting and relaxed atmosphere as the sun set. Inspirational guest speakers; Jacki M, Divya

Jany and Patricia Schutz, all spoke passionately about how food is at the centre of their lives.

Our hope for the event was to bring our diverse communities together, to widen their circles of connection over food, something that unites everyone regardless of culture or difference. The heart of the evening was togetherness, fostering a sense of belonging, encouraging people to become engaged with their local neighbourhood. Those who came, left the event with new friends, wonderful memories and of course, full bellies.

Following on from this fabulous event, we also delivered several multicultural cooking workshops, enabling people to continue to share food together and learn new recipes to share with people they know.

Celebrating Diversity

“All young people, regardless of sexual orientation or identity, deserve a safe and supportive environment in which to achieve their full potential.” – Harvey Milk

KCS remains committed to supporting, celebrating and promoting equality for the local LGBTIQ+ community. This year, one of the ways we achieved this was working in partnership with Advance Diversity Services and 2Connect to produce a comprehensive LGBTIQ+ Directory that was then graphically designed by Georges River Council. We wanted to create a resource that would open doors, connect LGBTIQ+ people to one another, and provide opportunities for people to be empowered in whom they are and who they love. We were incredibly excited and honoured to launch this

directory at Georges River Council’s first ever Pride event at Kogarah Library, promoting the message that LGBTIQ+ people belong in our local community. KCS also continues to co-facilitate with 2Connect, the monthly social group for same-sex attracted and gender diverse young people - Glisten, which at its very heart is about belonging and providing safe spaces in the community for LGBTIQ+ young people to connect and be celebrated for who they are. Looking forward, KCS is working towards accreditation with the Quality Innovation Performance Limited Rainbow Tick which will formally demonstrate our commitment to LGBTIQ+ pride, diversity and inclusion. It is important to us that from the moment people step through our door they feel valued and welcome.





One Billion Rising

“There is one universal truth, applicable to all countries, cultures and communities: violence against women is never acceptable, never excusable, never tolerable.”
 – Ban Ki-Moon, UN Secretary General

One Billion Rising (OBR) is the biggest mass action to end violence against women and girls in human history. 1 in 3 women across the planet will be beaten or raped during her lifetime. That’s one billion women and girls. Every February, in countries across the world, including right here in Kogarah Town Square we rise – We rise through dance to express joy and community and celebrate the fact that we have not been defeated by this violence. We rise to show we are determined to create a new kind of consciousness – one where violence will be resisted until it is unthinkable.

The theme of OBR 2018 was SOLIDARITY, urging all of us to “Rise, Resist, Unite!” Together with the generous support of local MP’s, Georges River Council, radio stations, Police, White Ribbon Day ambassadors, and groups of amazingly talented, colourful, and vibrant dancers from many different cultural groups, performing traditional dance routines we danced, sang, listened to stories of survival, and most importantly we rose.

The incredible thing about this event is that it brings the community together to pledge as one to do what we can to address the problem of violence against women; and it connects & empowers people to take action. We love the energy, colour and vibrancy of this event, but it is our dream that one day in the not to distant future there will be no need for us to host events of this type as we hold onto the hope that violence against women and girls will no longer exist.

Connected Families

“We are never more fully alive, more completely ourselves, or more deeply engrossed in anything than when we are playing.” - Charles Schaefer

KCS has continued to design and deliver creative, educational, interactive and engaging activities for children and their families, which are focused on building connections and strengthening relationships; providing opportunities for participation and a sense of belonging in their local community; and providing fun events that stimulate a child’s curiosity, imagination and self-expression. These activities have included: Teddy Bears’ Picnic, Preschooler Scavenger Hunt, art & craft days with the themes African Safari, Chinese New Year and Australian Animals, Happy Feet Fitness classes and interactive child care sessions. We have continued to develop and support our Children’s Craft, Reading, Learning and Play Corner, located at our Neighbourhood Centre.

This is a welcoming and unique space in Kogarah that provides children, parents and carers with the opportunity to interact together; to engage in symbolic play; to read stories; and be creative in arts & craft with our changing themes. We have a large number of regular visitors with parents commenting on how much their children love to come to the Centre. To compliment these activities, we have organised information stalls, promoting the importance of play, healthy eating and National Families Week; and we have worked in partnership with Interrelate to deliver a wide-range of positive parenting seminars, all of which are focused on wellbeing, healthy relationships and supporting a child’s potential & safety.



Aged Care Services

Year in review

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KCS offers a variety of care and support services enabling you to remain living independently at home for as long as you choose to.

Aged Care Clients by type



158
In Home
Service Clients



11,162
Total Hours



188
Social Outings &
Activities Clients



14,964
Total Hours



Domestic
Assistance
1,397 Hours



Personal Care
3,133 Hours



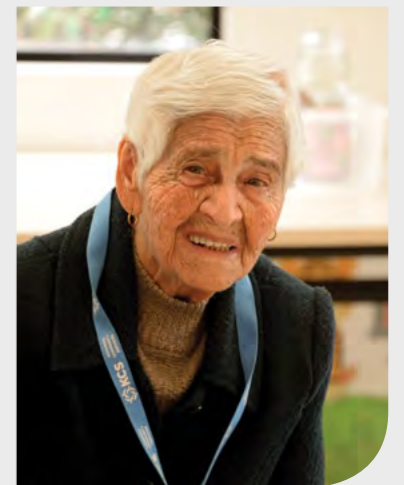
Social Support
5,385 Hours

42 Multicultural
Dementia Group
Outings



189 clients
with mobility issues

Client Gender Split





Elsie's Story

Elsie was referred to KCS in August 2012 by her daughter Pamela. At the time, 89 year old Elsie was living alone in her large two storey home at Kyle Bay that her husband had built for her and their 3 children more than 60 years ago.

Pamela contacted us because she was concerned that her mum was lonely and socially isolated and she wanted someone to visit her, take her on outings, do some light housework, assist Elsie to hang out her washing, make her bed and take her bins out.

At the commencement of service, Elsie was resistant to our community care workers coming into her home and initially she refused to go on any social outings with them. Gradually Elsie's needs increased and therefore the visits from our workers increased to meet her needs. In December of 2012, Elsie accompanied Michelle to the KCS client Xmas party at Mortdale RSL and from all reports she had a wonderful time.

Following on from the Christmas party, Elsie agreed to go on short outings with the KCS workers and soon she was enjoying coffee and cake in local cafes with Michelle. Elsie enjoyed these outings so much that she then agreed to being taken to hair and nail appointments and trips to the local shops.

During the past six years Elsie has come to really enjoy the company of her workers and they have supported her to remain living in her home right up until recently when an admission to hospital eventuated into Elsie being transferred to a residential facility for respite care.

At Pamela's request, Michelle visits Elsie on a weekly basis and whilst she no longer lives in her own home, and its likely that her stay in the facility will become a permanent placement, it is evident from the smile on her face that when Michelle visits Elsie she is very happy to see her and they continue to enjoy each others company regardless of where they meet.

*Dear Nada,
Many years have now passed since we first became associated with Kogarah Community Services, and that in itself says a lot.*

Elsie, who has resided at Kyle Bay, up until her recent fall, has been cared for by the wonderful staff from KCS, who at all times have been so professional in the care given to my Mother. At all times each Carer was aware of my Mothers needs and in their gentle way they fulfilled what was required.

One of the Carers Michelle has cared for Mother for the longest period of time and her & Mother have grown very close to one another in friendship. Mother has always spoken highly of Michelle and personally I believe she is a great ambassador for KCS. As the children of Elsie, my Brother, Sister & I are very grateful for Nada & the Staff, as we feel a heavy load has been lifted off our shoulders, with having the people from KCS. I would recommend KCS to anyone needing support of their family.

*Thank you so much. Kindest regards,
– Pamela, Eldest child of Elsie*

Sing your age

KCS Choir

"Music expresses that which cannot be put into words and that which cannot remain silent"

– Victor Hugo

The concept of forming a choir was born after consultation with our older clients who told us of their difficulty in connecting with others and the loneliness they feel when they are at home and alone. We know that music is a wonderful way to bring people together to make connections, have fun and create friendships, so with this in mind, we introduced the choir idea to our seniors and with their support, we set about to make the KCS choir come to life.

With funding from The Australian National Choral Association (ANCA) through their "Sing Your Age" project which is part of the NSW Ageing Strategy 2016 – 2020, our choir was born in early 2018. What started as a small group of five, quickly developed into a dynamic, multicultural group of fifteen committed singers who have told us of new friendships, social outings and much happier lives.

Under the expert tutelage of choir conductor Mrs. Lihua Jia, the choir meets on the first and the third week of every month, and to date they have performed at a variety of events including International Music Day, Australia's Biggest Morning Tea, and Migrant Information Day. The group has been singing a variety of songs and in different languages, demonstrating their skill level and multicultural backgrounds.



Florica's Story

Dear KCS,

I would like to give my sincere feedback regarding services that KCS has been providing for my sister Florica.

Florica first started to receive services from KCS in 2012. Prior to this she was sad, depressed and in many cases she did not want to talk or listen to anyone. We could see an improvement in Florica soon after KCS staff started to visit her.

In 2017 the National Disability Insurance Scheme was introduced and because of her age, Florica was transferred to a NDIS package. We were desperate for KCS to continue to deliver services to Florica so we negotiated with her NDIS Support Coordinator to broker KCS staff to continue to deliver her care.

Since she has received additional funding from the NDIS which translated into more services from KCS, my sister positively became a totally different person.

Now, her carers have changed her life. She is much happier, social and she found her purpose in life again. Florica likes to go on outings with the group of people she knows and is always looking forward to KCS Friday outings so she can go out with them.

Before the KCS services, Florica did not speak English much; now, her English has improved a lot. She is able to communicate with carers and understand them pretty well.

Therefore, I would like to especially thank Trini, Nada and Dianne for everything they do to help and improve Florica's everyday life.

We, the family appreciate it all very much and we thank you for everything.

Warm Regards,
Florica's Family



Kogarah Community Services



Wellness & reablement

The traditional model for aged care in a community setting has had a focus on illness and dependence by providing passive support to older people. The concept of wellness, reablement and restorative care has replaced this model, and is centred on capacity building of a client, working in partnership to promote independence – ‘doing with’ rather than ‘doing for.’

There is ever increasing evidence to support that this shift in focus produces more favourable outcomes for clients with improved wellness, through achieving greater independence, and consequently reducing the amount and cost of care.

KCS has been actively working towards a holistic wellness model within our aged care program since 2015, and earlier this year we implemented a wellness and reablement plan that is underpinned by a belief that older people can improve their health despite illness and frailty. Independence in performing activities of daily living is encouraged and supported during home visits and also during community access activities.

“Wellness is about providing supports that build on the strengths, capacity and goals of individuals, and encourage actions that promote a level of independence in daily living tasks, as well as reducing risks to living safely at home”.

– KCS Wellness and Reablement Plan 2018

The key to the success of this new model of care, we believe, has been the staff engagement and training received by all care workers and coordinators. They have reported many benefits of the model to our clients including increased feelings of independence; empowerment and autonomy in managing their own health, improved physical and emotional well-being, increased ability to self care and to perform everyday activities of daily living and most importantly, reducing hospital admission for falls, medication errors or chronic disease mismanagement.

Supporters & Sponsors

Supporters and Sponsors

- 2Connect
- A Touch of Salsa
- Abhinay School of Performing Arts
- Adriana Petrosian
- Advance Diversity Services - Nepalese Cultural Dance Group
- All About Swing
- Aluminus Dance Studios
- Bayside Council
- Beti Ford, hug.listen.heal
- Bunnings Rockdale
- Camille Valvo
- Carlton South Public School
- Central and Eastern Sydney Primary Healthcare Network
- Chris Minns MP, Member for Kogarah
- Christopher Smith, Shared Reading NSW
- Continnence Foundation of Australia, NSW Inc.
- CPSA Health Promotion Services
- Dance With Us
- David Coleman MP, Member for Banks
- David Curtain Smith
- Dimitirios Papalexis
- Georges River Council
- Gerry Tye
- Headspace
- Hurstville Community Garden Association
- Hurstville Library Museum Gallery
- International Buddhist Association Australia
- Interrelate
- Jackie M
- James Cook High School
- Janet Lee, Tai Chi Instructor
- Jubilee Community Services
- Kim Ross
- Kogarah Concert Band
- Kogarah Historical Society
- Kogarah Library
- Kogarah Lions Club
- Lina Jebeile, The Lebanese Plate
- Linda Burney MP, Member for Barton
- Loftus Tafe
- Louie Leung, SSROC
- Lynette Overton, Neighbour Aid & Social Support Assoc.
- Lynsey Potts
- Mahdia Rahman
- Mark Coure MP, Member for Oatley
- Maryana Nasour ; St. George Ageing and Disability Sector Support and Development Officer
- Moving Forward
- Natalie Bushett
- OP Productions
- Paula Douglas, Combined Pensioners & Superannuants Association (CPSA)
- Radio 2NBC
- Raymond Terry-Whitall, Books and Gift Direct
- Sarine Perdedjian

Thank you for your continued support of all that we do at KCS.

- SDN Children's Services
- Secure Electronics
- Sing Australia, St George
- Sladana Pavkovic, Dementia Australia
- St George Bank, Kogarah
- St George Dance Centre
- St George Leagues Photographic Society
- St George Police Local Area Command
- St George TAFE
- St George Wushu Centre
- Steve Kamper MP, Member for Rockdale
- Susana Sanmiquel-Curtichs, The Big Drop Collective
- Sutherland Shire Sector Support and Development
- Sydney Self Defence Centre
- The Art of Living
- The St George and Sutherland Shire Leader / Fairfax Media
- The Sydney Morning Herald
- Volunteer Link

Australian Government Funders

- Department of Social Services

NSW Government Funders

- Department of Family & Community Services, Community Services
- Department of Family & Community Services, Ageing, Disability & Home Care
- Department of Education & Communities

Contact Us

Office / Community Hub

- 📞 **CALL US ON:** 9553 6506
- ✉ **EMAIL US:** admin@kcs.org.au
- ✉ **AGED CARE:** agedcare@kcs.org.au
- ✉ **CHILD CARE:** childcare@kcs.org.au
- 📡 **LOG ON AT:** www.kogarahcommunity.org.au
- 📘 **FACEBOOK.COM/kogarahcommunity**
- 📷 **INSTAGRAM.COM/kcsconnectingcommunities**
- 🐦 **TWITTER.COM/kogarahconnect**
- 📍 **COMMUNITY HUB:** 49 English St, Kogarah

Neighbourhood Centre

- 📞 **CALL US ON:** 9587 6622
- ✉ **EMAIL US:** info@kcs.org.au
- 📍 **NEIGHBOURHOOD CENTRE:** 90 Railway Pde, Kogarah



KCS is committed to embracing diversity and inclusion, where people who identify as LGBTIQ+ feel safe, welcomed and valued.



KCS acknowledges Aboriginal and Torres Strait Islander peoples as the First Nations People and Traditional Custodians. We acknowledge that we work on Bidjegal Country and the ongoing connection Aboriginal people have to this land. We pay our respects to Elders past, present, and future.

Disclaimer: Our annual report is a summary of the activities undertaken and financial position of Kogarah Community Services Inc. for the year ending 30th June 2018. Reference to a 'year' in this report relates to the financial year ending 30th June 2018 unless otherwise stated.

Photographs used within this report have been reproduced with the consent of individuals involved. Photographs of children under the age of 18 have been reproduced with the permission of their parents/guardians.

This annual report plays an important role in our ongoing stakeholder communications. Along with our Website, E News, Facebook page and Twitter feed we use this report to tell our story to our community.

We would like to thank everyone involved in the production of this publication, including Vanguard House for the design, preparation and printing of our 2017–2018 Annual Report.

The KCS Annual Report was designed and published by Vanguard House:
adam@vanguardhouse.com.au
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