



KCS

KOGARAH COMMUNITY SERVICES

ANNUAL REPORT 2019



KCS

KOGARAH COMMUNITY SERVICES

**Community
Hub**



KCS Office



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Report from our Chairperson

Leon Mazarakis

It gives me great pleasure to present the Chairpersons report on behalf of the KCS Board for 2018-19.

We are now one year into our three year strategic plan. We have listened to our stakeholders and consulted with staff to determine the way forward for KCS. It is no secret that there are many challenges to our ongoing viability, with State and Federal Governments changing their criteria for attaining grants within the community services sector. Private “for profit” organisations continue to move into the aged and childcare sectors, aggressively pursuing opportunities for business. Despite these ongoing pressures, we are confident that we have defined a path forward to continue to provide quality, client focused services to our community.

Our management team has worked incredibly hard over the year to secure a new lease with the Department of Education for our Outside School Hours Care (OSHC) at Carlton South Public School (CSPS). Their work ensured that a new lease was issued without the need to go through the tender process, confirming for us that our outstanding quality services are respected by the families and staff at CSPS. Our reputation continued to serve us well in the OSHC environment late in the year, when we successfully negotiated a new lease with Blakehurst Public School, again avoiding the need to go through the tender process.

Financially we have managed our funds well, recording a small surplus this year. We have evolved in our thinking, sourcing new investment opportunities to increase our revenue. We have challenged ourselves as a Board to push the boundaries in order to remain sustainable, whilst continuing to deliver the quality services our community has enjoyed over the last 44 years.

We continue to invest in our people who are the heart and soul of KCS, and we continue to invest in our infrastructure to ensure that we have the resources needed to provide quality services to our community.

At this point I need to make a special mention of the KCS family – the volunteers and staff of KCS. The effort put in every day to service the community of Kogarah and beyond, leaves us as a Board in awe. We are proud to see the passion; integrity, respect and care in which each and every one of you provide services to this community.

I am genuinely excited for the year ahead. The Board is poised to realise our well laid plans and move forward in a more efficient manner, chasing opportunities to ensure we are here for the next 40 years.

In closing, we look forward to the next twelve months after setting a solid foundation to secure our future. There is always work to be done, and as a Board we are committed to supporting the development and growth of the organisation. Of most importance is the ongoing support we receive from our community, with this support, KCS will continue to grow and provide services to this amazing and diverse community long into the future.

Leon Mazarakis
KCS Chairperson

Report from our Treasurer

Joe Notarangelo

This financial year we have continued to successfully deliver against our objectives to deliver services within St George & Sutherland communities.

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

KCS reported total revenue of \$2.7m of which \$1.2m relates to Grants, \$1m generated from Childrens Services and \$0.4m from Client Contributions.

Overall revenues increased 5% from prior years with increases attributed to Childcare 1% and Client Contributions 49%; with a slight decrease in our Grant Funding levels by 1% which demonstrates the competitive nature of grant allocation.

Costs increased 11% from prior years due to ongoing program expenses - additional aged care direct worker

hours for the delivery of private client and home care packages, investment in employee training, computer support and systems – expenditure targeted to improve ongoing efficiencies and service delivery.

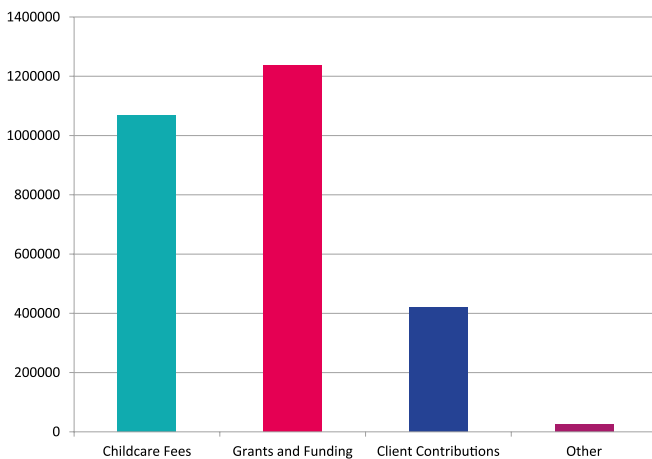
We have maintained our equity reserves so we can respond to unforeseen opportunities and continue to honour existing commitments in the event of a shortfall of income.

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.

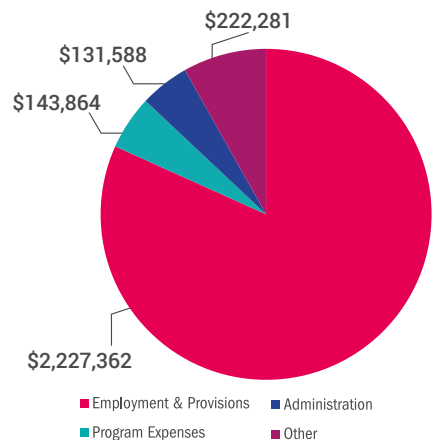
Joe Notarangelo
KCS Treasurer

INCOME



Total - \$ 2,751,202

EXPENSES



Total - \$2,725,095



6. Be friendly
7. Be kind
8. Listening to Daisy
9. Be cooperative

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 2019, 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:

- a) giving a true and fair view of the Entity’s financial position as at 30 June 2019 and of its financial performance and cash flows for the year then ended; and
- b) 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: 25 September 2019

Meoli&Co.

Chartered Accountants



CHARTERED ACCOUNTANTS™
AUSTRALIA + NEW ZEALAND

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

Audit Prepared By:
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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 2019

BALANCE SHEET AS AT 30 JUNE 2019

	2019	2018
CURRENT ASSETS		
Cash	1,338,014	1,250,354
Receivables	150,205	99,210
TOTAL CURRENT ASSETS	1,488,219	1,349,564
NON-CURRENT ASSETS		
Property, Plant & Equipment	34,703	43,794
Security Deposit	400	2,698
TOTAL NON-CURRENT ASSETS	35,103	46,492
TOTAL ASSETS	1,523,321	1,396,056
CURRENT LIABILITIES		
Creditors & Borrowings	257,688	245,944
Provisions	497,102	439,813
Other	73,353	41,229
TOTAL CURRENT LIABILITIES	828,144	726,986
TOTAL LIABILITIES	828,144	726,986
NET ASSETS	695,177	669,070
ACCUMULATED FUNDS	695,177	669,070

KOGARAH COMMUNITY SERVICES Inc.

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
INCOME		
Childcare Fees Received	1,069,157	1,055,389
Grants & Funding Received	1,236,330	1,247,522
Client Contributions & Excursions	419,522	281,173
Interest Received	20,132	18,305
Sundry Income, Donations & Fundraising	6,061	7,831
	2,751,202	2,610,218
EXPENDITURE		
Administration	131,588	152,732
Computer Maintenance & Support	27,162	16,458
Amortisation and Depreciation	9,091	28,977
Employment and Provisions	2,227,362	1,958,848
Insurance and Workers Compensation	50,444	51,129
Motor Vehicle Expenses	40,720	37,797
Occupancy	66,343	55,729
Office equipment & Capital Expenditure Provision	28,281	14,588
Program Expenses, Excursions and Bus Hire	143,864	119,697
Donations and Fundraising	240	-
	2,725,095	2,435,955
NET OPERATING SURPLUS/(DEFICIT)	26,107	174,264

Report from our Executive Officer Shelley Ross

It is with pleasure that I present the Executive Officer report for 2018-2019 – the year that came and went quicker than any other I can remember! The year may have flown by but this didn't stop the dedicated team of staff and volunteers from KCS achieving great things for our community.

As an organisation we have always stayed true to our vision and values and it was no different this year where we delivered our services through the lens of the new KCS vision –

Celebrating diversity

Safety, belonging & opportunity for all.

Some key highlights of the year include; the opening of our street libraries at our Community Hub, success in our application for government funding of \$7,000, enabling KCS to participate in the 18 month Workplace Accreditation process with White Ribbon Australia (WRA). Unfortunately, 9 months into the process we received notification that WRA went into receivership. KCS will continue to uphold the values of this important accreditation model, strengthening our workplace culture of respect, equality and safety, and encouraging greater understanding, knowledge and action around violence prevention, the installation of solar panels at our English St office, our 7th annual One Billion Rising dance event,

the formation of a new partnership with 180 Degree Consulting – UNSW who worked with us to research the challenges of not for profits in the Outside School Hours Care (OSHC). Early in the year we encouraged participants at a one day workshop to “rock the boat” and make great change happen in our world. We commenced delivery of our first Home Care Package in early February and since then we have continued to grow this service exponentially. In May we submitted a new application for Public Benevolent Institute/Deductable Gift Recipient status with Australian Charities & Not for profit Commission in the hope that approval of this application will open the doors to new funding opportunities as well as financial benefits to our staff (at time of writing our application is still being reviewed). We ended the financial year on a positive note with negotiations commencing with the Principal of Blakehurst Public School to investigate the possibility of KCS returning to the school to once again deliver an onsite OSHC.

Financially we were successful with a number of grants to deliver new services to our community including; Playgroups NSW to establish an additional supported playgroup, NSW Government Diversity Grant to ensure the continuation of our choir, Australian Chinese Charity Foundation to resource our playgroups, an Australian Government Stronger Communities grant for signage at our Community Hub, Good Things Foundation to



deliver Be Connected activities promoting digital literacy to over 50's and finally a fantastic one year grant from the Australian Governments Mutual Understanding, Support, Tolerance, Engagement and Respect (MUSTER) Program to deliver an innovative intergeneration program of community based activities that bring together older people and children to engage in activities that build social capital.

None of this work is possible without the dedication of our staff and volunteers. I would like to say a big thank you to all; you are a diverse and talented team and a pleasure to work with. To the KCS Board

of Management, thank you for your governance and leadership throughout year, I look forward to continuing our work on the strategic, business and operational plans for KCS.

To our supporters and sponsors, thank you for a great year, we hope to continue to work with you long into the future. Finally I would like to acknowledge our community; the stakeholders, families, clients, carers and children who access our services daily. You are the reason we turn up every day.

Shelley Ross
Executive Officer

Living our values

In 2018, KCS undertook a strategic review where we identified 5 key values for the organisation. Our values are integral to who we are as an organisation; they reflect the expectations we have for our team each day as they carry out their work; they define how we deliver services to our community and they are the WHY we do what we do. The following pages are demonstrated examples of how we have lived our values over the last year.



Making a difference

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

In partnership with St George & Sutherland Mental Health, we organised the successful, engaging and insightful event "Understanding a Child's Needs and Emotions" seminar. KCS hosted the event in our Community Hub and it included presentations by experienced psychologists and a panel of professionals that discussed the pathways for supporting children who present with anxiety and/or emotional distress. Participants were given the opportunity to ask questions, and at the conclusion of the presentation, they had the opportunity to get additional

information from a variety of stallholders about how they could support their families and children. The event was attended by over 60 parents and caregivers, with feedback from the attendees indicating that it provided strategies for nurturing their children and developing positive responses to a child's emotional wellbeing, building resilience, hope and confidence. This event was a resounding success and made such a difference in the lives of the families who attended that we are committed to delivering future events that will focus on similar topics.



Valuing everyone

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

At KCS we believe that when we work together we can achieve great things. We believe that each person has a contribution to make and we value this contribution whether it is from a staff member, student or volunteer.

Savita Pala has been volunteering with KCS for 5 years; she gives freely of her time each week to support the administration duties in the office. Savita is passionate about her Indian culture and has shared with us many stories of her family life in Fiji as well as her journey to India to experience firsthand her culture as an adult. It is important to us that we celebrate the diversity of our KCS family and annually we recognise Diwali, the Hindu Festival of Light through the sharing of food; cultural dress, music and dance.

“I feel welcomed and comfortable celebrating my culture at KCS. I was so happy to share some of our Indian food and celebrate Diwali with the team in our saris.” – *Savita Pala*.



Acting with integrity

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

Our work with frail aged clients within our Aged Care program is rewarding but can at times prove challenging as we balance the responsibility to meet our duty of care to our clients whilst also respecting their autonomy and freedom to make choices which in turn may expose them to physical, social, emotional and financial risks.

We understand that our duty of care is not about creating restrictions for the clients we care for; rather it is about providing client's options and supporting them to make informed choices. The dilemma for us is to balance a client's

dignity of risk with our duty of care, knowing that over protection can create a learned dependency for our clients and a decreased ability to self-care.

Over the past year we have worked closely to support a client who presents with complex mental health issues, memory loss and numerous physical limitations. This client has tested the boundaries of dignity of risk, with her choices at times having a negative impact on her health and wellbeing. Regardless, our care workers have always acted with integrity, balancing our duty of care with the client's right to self determine what is best for her.



Inspiring each other

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



Our Rock the Boat one-day workshop delivered as part of our “Year of Yes” program was designed to equip passionate community minded people with the framework and skills necessary to create great change in our world using social movement theory to engage and mobilise our community.

Throughout the day the workshop facilitator Mary Freer challenged us to “rock the boat, not tip the boat over” by

asking us to consider that we “are not outside the change, we are the change”. Participants were asked to reflect on previous experiences where by joining with others great things were achieved (at home or work). It was a hands-on, inspirational, highly engaging day where everyone came together to learn and test ideas and approaches, culminating in an understanding that great change happens when people fall in love with a different version of the future.

Working together

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

Providing learning opportunities for students has always been important to KCS, therefore over the past year we have intensified our commitment to further develop our relationships with a variety of new and existing learning institutions including; University of NSW, University of Sydney, Western Sydney University, City University of Hong Kong, TAFE NSW, the team at 180 Degrees Consulting and many local high schools as part of our partnership with Southern Sydney Business Education Network Work Placement Program for year 11 school students. We know that in order to have a strong workforce in the future, it is important

for community organisations like KCS to provide opportunities for students to put their theory into practice. Over the last 12 months students have been provided with opportunities to support our existing programs; organise events and activities including, an anger management group in After School Care, a children's clothing swap, two donation drives and a number of evidence-based talks about mental health issues; parenting and child development. Our students developed skills in assessing and supporting community needs and we continue to be inspired by their energy, passion and perspective from their chosen areas of study.



Our Team

Dianne Arthur
Malaki Awad
Alicia Ballone
Emily Brien
Laurice Chaouka
Nadia Chedrawi
Beatriz Christou
Kristi Chu
Gryffen Cunningham
Margaret Dalrymple
Stephanie Dayton
Lorraine Donlon
Anna Droulias
Danielle Finlay
Georgia Georgiou
Lisa Giannakos
Keffe Gozali
Michelle Green
Comfort Gyimah
Zuzana Hanuliakova
Abdel Harrar
Carolyn Holmes-Lawson
Zoran Ickovic
Blanka Ickovic
Nada Jejina - Babic
Jung Ae Jeong
Abigail Johns
Steven Jory

Kristina Kazamias
Karen (Kyung Ar) Ko
Emily Laimanovska
Shobna Lal
Nancy Lam
Priscila Landman
Vivian Lee
June (Jun Yi) Li
Jenny (Xiao Zhen) Lin
Qiu Yun Lin
Minnie (Minhui) Liu
Chunlan Liu
Vasemaca Loki
Abbey Mahoney Smith
Alyana Marave
Oonagh McGuire
Ian McNamee
Jose Medel
Rozy Mitevska
Trinidad Montalvo
Gregory Moyle
Wendy (Xiao Xia) Muller
Lorraine Murphy
Ysabelle Rose Navalle
Carmen Nguyen
Tahlia Nikolovska
Kristina Nikolovska
Anna North

Ramy (Mi) O'Dowd
Mahlia Ohlmus
Brenton Pickett
Andrew Prasnicky
Jason Pupkovski
Dominador Rescate
Morganne Ross
Jordan Ross
Shelley Ross
Lahra Ruelos
Alison Ryan
Ourania Salagiannis
Ibtisam Saleh
Kennea Salinas-Chandia
Vineeta Sharma
Michael Shaw
Summer Shoults
Jasmine Shoults
Waode Sitti Yusran Sipala
Samantha Steele
Jessica Stojanovska
Tury To
Chelsea (Xiaomei) Wang
Eri Wood
Zoe Wrench

KCS Accountant
Tracy Creasey



Service Awards



5

YEARS

Laurice Chaouka
Nadia Chedrawi
Stephanie Dayton



10

YEARS

Mi (Ramy) O'Dowd

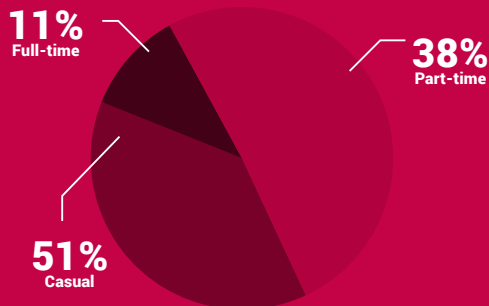


15

YEARS

Qiu Yun Lin
Rozy Mitevka

Employment Type



Gender Diversity



Our Students & Volunteers

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

– Anne Frank

Volunteers

Dario Ballone
Sophia Ballone
William Ballone
Jie Ying Cui
Petula Davies
Alan Davies
Rocky Famiglietti
Angela Maria Giraldo
Martinez
Jean Graff
Purvi Joshi
Leila Khoury
Linda Kwan

Selina Lee
Anna Maria Leon
Shirley Li
Chengyun
Malcolm Long
Cecilia Lu
Hong Ma
Ann Moir
Momtaj Nawaz
Savita Pala
Denise Robinson
Prabha Shrestha
Ah Moi Ye
Jo Zhou Wang

Student Placements

Roiya Albassam
Jackson Beame
Patrick Bertoia
Taryn Camay
Erin Demertzis
Dylan Dos Santos
William Finau
Futami Isogawa
Hope Johnson
Monika Koroj
Helda Lee
Alison Li
Ashley Limnios
Theresa Elleso Ma
Emily Nicholls

Stephanie Pimm
Talia Rata
Amel Saad
Kenea Salinas –
Chandia
Nicole Savage
Anastasia
Sofokleous
Brittany Stibbard
Yudi (Daisy) Su
Savannah Wei
Kim Wong
Jieshu (Evelyn) Wu
Isabelle Zenari
Shiyong (Abigail) Zhou

KCS is fortunate to have a group of dedicated volunteers and students who have assisted with all aspects of our programs including one on one support to our English classes; resourcing our workshops & stalls, preparing children's craft materials, providing information and welcoming people who visit the Neighbourhood Centre. In addition, they have supported our senior's activities and events. We thank each and every one of them for their contributions throughout the year.

Volunteer Focus



We would like to pay a special tribute to **Denise Robinson**, who dedicated over 14 years to volunteering at Kogarah Neighbourhood Centre. It has been a great joy and honour for our team to have worked with Denise over the years, inspired by her generous heart; unwavering commitment to her volunteering position, willingness to go the extra mile and her compassion to support those who have often been forgotten in our community. Denise always greeted visitors to the Neighbourhood Centre with a welcoming

smile; unconditional kindness and a listening ear, which made an enormous difference to their day. No matter the event or task, Denise would put all her energies and enthusiasm into ensuring its success. We are incredibly grateful for the extraordinary contribution Denise has made to KCS and we greatly miss working with her every week. KCS wishes Denise all the very best for her future endeavours and we know that whatever Denise is involved in, she will continue to make a difference to many people's lives.



Children's Services

Year in review

.....

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

Over 230 activities are programed each term at After School Care including:

Sports:

- Cricket
- European Handball
- Soccer
- Basketball
- Netball
- Martial Arts
- Oz Tag
- Softball



Activities:

- Dance
- Arts & Craft
- Nature Play
- Mindfulness program
- Cooking
- Kindy Program
- Gardening
- Sustainability



Growth in number of Supported Playgroups:

2017/18 -> 2018/19

1 -> 3



Program Report

Children's Services

KCS has been delivering OSHC services at Carlton South Public School (CSPS) since 2003 and are delighted to announce that we have recently renewed our lease for another 3+2 years after consultation with CSPS. This lease renewal avoided the need for a tender application due to the success of our long term partnership and the relationship we have developed over the years with the school Principals and the P&C committees. We firmly believe that our existence adds value to the school community. We work together as a team to ensure services are delivered to the highest standards, we connect the school community to a range of child and family workshops and events hosted by KCS and we ensure that our referral pathways connect those families with specific needs to the appropriate professionals.

We continue to support the work of the P&C committee, volunteering our experience and knowledge of the community sector to assist with grant writing and fundraising efforts including the annual colour fun run. This event is a highlight of the year for

our Educators, and whilst it's a fundraising event for the school, it's also a fun raising event with everyone involved having a great time. Our team of enthusiastic educators look forward to this event and the energy it creates for all involved on the day.

Building on our experience and successful partnership with the team at CSPS, KCS are excited to announce that we will be opening a new Before and After School Care service at Blakehurst Public School in term 1, 2020. KCS have come full circle with this announcement; back in the early 2000's we delivered services onsite at Blakehurst before transitioning these families to our site at CSPS. This was as a result of the new OSHC regulations being implemented and concerns that our allocated space at that time within the school would not meet the required standards. Fortunately, we now have access to a range of new facilities within the school and look forward to commencing an exciting new chapter with the Principal and wider Blakehurst school community.



“When you invite KCS into your school community, they become part of your team. They are so important to us that we could not do without KCS and the services they provide. From Before and After School Care to Vacation Care and community programs for our students, KCS continues to enrich and serve beyond our expectations. KCS’s support of our P&C events is unrivalled and we thank them for their invaluable work, support and friendship towards our Carlton South P&C and wider school community.”

—Heidi Breeze, Carlton South P&C President



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.



149 Workshops held at our Community Hub



With 3,703 attendees

3,114 resources produced by KCS

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



16 Awareness Raising Stalls

held at our Neighbourhood Centre

940 attendees



On a typical month in 2018/19 - 782 people were connected with information:



KCS partnered with 47 other organisations



In person



By phone

Via email



136 Community Connection events with 4,160 people attending.



Accessing our resources



"Just wanted to say a big thank you for the recent music workshops you held. Harry absolutely loved them, and it gave me a chance to meet and talk with other parents/carers.

In fact, as a direct result, I found out about Kogarah Sailability and Harry had a wonderful time there last Saturday. While he was out on the boat I met a parent that holds a music group weekly after school and we have now been able to join that.

Great result!!! Thank you all." –Karan

Program Report

Community Engagement

Evidence demonstrates that the most effective way for children to learn social skills is to have them interact in groups and use the teachable moments that are created either intentionally or unintentionally as learning opportunities for them.

With this in mind, KCS partnered with Moving Forward, a local domestic violence service, to deliver the Happy Feet Magical Fitness class each week during school term for children aged 2-5 years. Happy Feet is a fantastically fun and uplifting class providing children with the opportunity to laugh, dance, play, learn, sing and dress up. The response from parents has been overwhelmingly positive each week, noting increased self-confidence in the children to interact with others; enhanced capacity for positive play, positive communication and cooperation with others; learning healthy living practices for well-being; and the opportunity to exercise & enhance gross motor skills.

Happy Feet is one of the many workshops and events that KCS deliver as part of our Community Engagement program funded by the Department of Communities and Justice (formally FACS) via the Targeted

Early Intervention program. Our workshops provide practical skills for children, young people, their families and our wider community focussing on recognising individual resilience skills, behaviours and strengths; reinforcing existing behaviours and identifying easy to implement strategies for improved outcomes. KCS does not simply deliver a workshop; we provide resources, information and inspiration to reinforce learning beyond the content of our presentations and therefore reinforcing the motivation for individuals to implement change (where it is the best outcome). We know that for the best outcomes, participants need the opportunity to be heard, to share their life experiences, within a safe & supportive environment, where they feel valued and worthwhile. We provide supported referrals to ensure that participants are linked into community networks and alternative service providers.

“Jess called this afternoon, she was at the National Park today and wanted to compliment us on how lovely and caring our staff are (she knew who to call because of the signage on the bus) said the staff were so good with the older clients and made every effort to see that they were settled, safe and enjoying themselves.”



Aged Care Services

Year in review

.....

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



29% of service users with memory loss/Dementia/Alzheimer's Disease



7 Home Care Packages



Program Report

Aged Care Services

Doris* is an 87 year old lady who has a diagnosis of dementia, lives in her own home with her adult son and has been attending our social support activities for the past three years. Doris has enjoyed her time with the group up until the last few months when she has been observed by our staff to be quiet, withdrawn and disconnected from the rest of the group. Despite many attempts by our team to find different ways of connecting with her, Doris remained isolated and spent her time observing rather than participating in the various activities available to her.

During a conversation with Doris's son, the concept of "doll therapy" was discussed, and given Doris's love of children, it was decided that she would be given the opportunity to participate in a doll therapy program trial at our community hub.

Doll therapy is a non-pharmacological intervention suitable for some people living with dementia, it was introduced in the 90's with the aim of reducing behavioural and psychological disorders. The positive benefits of this therapy include; an increase in positive social behaviour; enhanced

feelings of purpose and a decrease in agitation, aggression and wandering.

Prior to the commencement of the trial, numerous considerations were made to maximise the chances of its success within this group. Some of these considerations included; spending time discussing the client's parental history, purchasing life like dolls with fixed eyes so not to frighten clients that the baby had died and allowing clients to decide themselves if they wanted to provide care to the dolls whilst attending our activities.

On the first day we introduced the dolls to the group, Doris was immediately interested in them. She chose one of the four dolls available and held him very close to her chest, singing to him and naming him immediately. Now, every week that Doris attends the group, she asks for the baby by name and she spends her time interacting with the baby, giving it cuddles and holding on tight. Staff have reported that Doris is much calmer and less agitated than before the dolls were introduced and they have witnessed first hand the positive impact that doll therapy has had on Doris and the whole group.

*not her real name



Supporters & Sponsors

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

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- Nirimba TAFE
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- St George Dance Centre
- St George Local Area Command, NSW Police
- St George Motor Boat Photography Club
- St George TAFE
- St George Wushu Centre
- Steve Kamper MP, Member for Rockdale
- Sutherland Shire Sector Support and Development
- Sydney Little Wings Children's Choir
- Sydney Model Art Association
- Sydney Self Defence Centre & Stay Safe Personal Safety Australia
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- Western Sydney University
- Zabette Hutchinson-Braun

Contact Us

Office / Community Hub

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- ✉ **CHILD CARE:** childcare@kcs.org.au
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Neighbourhood Centre

- 📞 **CALL US ON:** 9587 6622
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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 2019. Reference to a 'year' in this report relates to the financial year ending 30th June 2019 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 2018–2019 Annual Report.

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