

Contents

Contact Details	Page 2
Mission Statement	Page 3
Agenda for Annual General Meeting 2019	Page 4
Committee Nominations for 2019 - 2020	Page 5
Minutes of 2018 Annual General Meeting	Page 6
Message from the President	Page 8
Centre Manager's Report	Page 10
Seniors' Worker Report	Page 13
Education Program Report	Page 16
Centre Support Service Report	Page 20
Treasurer's Report	Page 23
Audited Accounts for year ended 30 June 2019	Attachment

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Management Committee 2018 — 2019

President	Nanette Hickenbotham
Vice President	Robert Stemp
Secretary	Geoff Roberson
Treasurer	Daniel Spooner
General Committee Members:	Beryl Broadbent Tracey Case Nicky Morgan Gail Winters

Staff

Centre Manager Prue Rheuben
Seniors' Program Pam Maher (until March 2019) Janice Nipperess
Support Program Helen Payet
Skilling Queenslanders for Work—Education Program Allison Smith
Finance Julie Kessler—Bookkeeper
Administration Joanna Anderson, Lindy van Slooten

Volunteers

Alison Newman, Suzanne Tree, Lisa Reed, Caroline Straughan

Auditor

Goodman Chartered Accountants
Suite 16, 1st Floor Stanton Place 2—4 Stanton Place SMITHFIELD QLD 4878
PO Box 475 SMITHFIELD QLD 4878
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Our Mission Statement

The Marlin Coast Neighbourhood Centre is an incorporated community-based organisation.

Our vision is to be widely recognised as an organisation dedicated to promoting, supporting and enhancing community, family and individual well-being.

We operate within the Social Justice Principles of Equity, Access, Equality and Participation through:

- professional support
- a friendly, safe and inclusive meeting place
- respect for the individual
- a commitment to the community, and
- integrity throughout the organisation.

The Marlin Coast Neighbourhood Centre receives core funding through the Queensland Government Department of Communities, Child Safety and Disabilities Services and limited funds for Emergency Relief distribution through the Australian Government's Department of Social Services .



Agenda for Annual General Meeting

2019 AGM Agenda

- Welcome and Introductions
- Apologies
- Amendment: Marlin Coast Neighbourhood Centre Constitution
- Minutes of 2018 Annual General Meeting
- Presentation/Acknowledgement of Reports:
 - ◇ President
 - ◇ Staff
 - ◇ Treasurer
 - ◇ Auditor
- Adoption of Audited Accounts
- Election of Office Bearers and Committee of Management
- Appointment of Auditor

2019 - 2020 Committee Nominations

Nominations for Committee Positions for 2019 - 2020

Nominee	Nominated	Position
	Seconded	
Nanette Hickenbotham: Nanette joined the Management Committee in 2014; she is pleased to continue her involvement for the coming year.	Nom: Tracey Case Sec: Geoff Roberson	President
Bob Stemp: Bob has served on the Committee since February 2007 and held the position of President during the relocation of the Centre and was instrumental in establishing the Marlin Coast Men's Shed. Bob is committed to maintaining a strong connection between the two Associations.	Nom: Beryl Broadbent Sec: Gail Winters	Vice-President
Daniel Spooner: Dan has been the Treasurer during the last year; he is happy to continue his association with the Management Committee.	Nom: Nanette Hickenbotham Sec: Tracey Case	Treasurer
Geoff Roberson: Geoff has been involved with the Centre for many years. Geoff currently holds the position of Executive Officer with the <i>Qld Families and Communities Assoc.</i> and is based at the Neighbourhood Centre.	Nom: Tracey Case Sec: Nanette Hickenbotham	Secretary
Tracey Case: Tracey lives locally and is involved in several of the activities that are held at the Centre. She is committed to contributing to the Management Committee.	Nom: Geoff Roberson Sec: Beryl Broadbent	General Committee
Gail Winters: Gail has previously held the position of President and is a committed Committee member. Gail is a long-term active member of the Centre, being actively engaged in a range of Centre activities.	Nom: Geoff Roberson Sec: Beryl Broadbent	General Committee
Beryl Broadbent is the instructor of the highly-successful and popular Armchair Yoga group that has run for many years at the Centre. Beryl is a valued long-term committed member of the Centre.	Nom: Gail Winters Sec: Tracey Case	General Committee
Nicky Morgan, a current member of the Management Committee, is an active member of the Line Dancing group. Nicky volunteers as the leader of the Line Dancers when required.	Nom: Gail Winters Sec: Geoff Roberson	General Committee

Minutes of 2018 Annual General Meeting

Marlin Coast Neighbourhood Centre Inc.

Minutes of Annual General Meeting

Thursday 18 October 2018

PRESENT

Committee: Nanette Hickenbotham, Daniel Spooner, Geoff Roberson, Gail Winters, Rita Salter, Beryl Broadbent.

IN ATTENDANCE

Prue Reuben, Marlin Coast Neighbourhood Centre, Manager
Jesse Richardson, Cairns Regional Council

APOLOGIES

Bob Stemp, Rita Salter, Tracey Case.

Brett Olds, Cairns Regional Council.

Meeting opened at 2.05 – welcome and introductions from Nanette Hickenbotham.

MINUTES OF PREVIOUS MEETINGS

Motion that the Minutes of the Annual General Meeting of 27 September 2017 be accepted -

Moved by Dan Spooner Seconded by Rita Salter Carried.

BUSINESS ARISING

No Business Arising.

CORRESPONDENCE

None of note requiring response.

TABLING OF REPORTS

The President's, Treasurer's, Manager's and Staff Reports have been included in the Annual Report.

Motion that all Reports be accepted -

Moved by Gail Winters Seconded by Dan Spooner Carried.

Minutes of 2018 Annual General Meeting

ADOPTION OF FINANCIAL STATEMENTS

Moved by Dan Spooner Seconded by Beryl Broadbent Carried.

ELECTION OF OFFICE-BEARERS

NOMINEE	NOMINATOR /SECONDER	POSITION	ACCEPT/ DECLINE
Nanette Hickenbotham	Robert Stemp/ Daniel Spooner	President	Accepted
Robert Stemp	Geoff Roberson/ Daniel Spooner	Vice President	Accepted
Daniel Spooner	Nanette Hickenbotham/ Geoff Roberson	Treasurer	Accepted
Geoff Roberson	Nanette Hickenbotham/ Robert Stemp	Secretary	Accepted
Gail Winters	Daniel Spooner/ Robert Stemp	Committee	Accepted
Tracey Case	Nanette Hickenbotham/ Geoff Roberson	Committee	Accepted
Beryl Broadbent	Gail Winters/ Daniel Spooner	Committee	Accepted

Appointment of Auditor

Following discussion, it was decided that a new Auditor be engaged.

Moved that Cairns Beaches Accountancy be appointed as Auditor:

Moved by Gail Winters Seconded by Beryl Broadbent Carried.

The meeting closed at 2.27pm

A Message from the President

Marlin Coast Neighbourhood Centre
2019 AGM – 26 September 2019
President's Report

The past twelve months have seen much activity at the Marlin Coast Neighbourhood Centre (Centre). Patrons, visitors, volunteers, staff and committee members alike have all come together to create a vibrant and valuable resource, both welcoming and dynamic in its capacity to service the diverse and varied needs and aspirations of the community.

The Centre has been busy with new programs introduced to complement existing ones, striving at all times to provide the range of services, programs and activities that meet not only the needs of the community but also provide a means of empowerment through participation and building a cohesive, respectful, representative community that embraces acceptance, diversity and inclusiveness.

In March 2019 the Centre celebrated 30 years of operation and service to the Cairns northern beaches community. A family fun day event was held at the Centre attracting over 150 members of the community who joined in celebrating the Centre's past, present and future successes.

The two QLD Department of Communities, Disability Support and Seniors funded programs, *Community Support* and *Safe and Confident Living*, continue to flourish under their respective Co-ordinators as does the Department of Employment, Small Business and Training funded *Skilling Queenslanders for Work* (SQW) which has now been running at the Centre for three years. The continuation of the success of the SQW program has seen another 40 new graduates obtain their qualifications in Certificate III Individual Support (Aged Care and Disability) with some 80% moving onto employment and/or further study and quite notably the program being one of a few selected on-merit for recurrent funding. The Centre was also successful in gaining SQW funding for a traineeship in Certificate I in Business Administration due to commence in early 2020.

Venue hire has continued to be constant with some new regular hires by external community groups offering programs both within and outside of Centre hours. The demand for the space is a good indication of the awareness of and importance of this venue in providing an accessible and affordable space for groups/activities.

A Message from the President

I would like also to acknowledge the work and support during the year of the Centre staff who go above and beyond to provide excellence in service and support to the community. A special mention and thank you is needed for Beryl, Bob, Daniel, Nicky, Gail, Geoff and Tracey – who comprise the Management Committee and volunteer their time, experience and expertise to ensure the continued efficient operations of the Centre and that it is in good order and ready to hand over to the new Committee. And in closing one more thank you to all the other invaluable volunteers (you know who you are) and the clients and participants without whom the Centre would not be able to successfully operate day-to-day!

Nanette Hickenbotham

President

Centre Manager's Report

2018-19 has seen the MCNC busy and vibrant as the Centre welcomed members of the community through its doors to participate in the varied activities, services and events throughout the year.

Fortunately this past year (with the notable exception of the retirement of Pam Maher: Seniors Support Co-ordinator – Safe and Confident Living Program), the Centre staff remained steady which enabled the Centre to not only consolidate existing programs but also to expand and introduce new services and partnerships to provide increased amenity for the community.

The strong organisational foundation to build on, as well as the centre's geographical location on the northern beaches, helped facilitate this steady growth and also provided a structure to further expand the breadth of services/programs offered through the Centre. The geographical lack of services for some community cohorts inspired the Centre to look for funding to provide these to meet the needs of socially isolated and marginalised members of the broader community including those at risk of or experiencing homelessness and the LGBTQI community and we currently await the results of a number of funding applications to enable these services provisions.

The achievements of 2018 – 2019 reflect the clear focus MCNC has to provide ongoing support for the community on Cairns' Northern Beaches and adjacent suburbs, and the continuing commitment to deliver positive outcomes for consumers. As always, the challenges faced throughout this time required disciplined, prudent and sometimes difficult choices. These choices are having the desired results, and I have great pleasure in reporting that the 2018-2019 year has produced great outcomes.

The achievements of the Marlin Coast Neighbourhood Centre in the reporting period are many, and below is a brief summary of some of the successes and challenges faced:

Successes/Outcomes included:

30th Birthday Community Fun Day event

The Centre celebrated 30 years of operation on the northern beaches with a Family Fun Day event welcoming over 150 members of the community between 10am—2pm. Festivities included a Jumping Castle, Face Painting, Line Dancing exhibition/join in, Cake Cutting ceremony with special guests Councillors Jessie Richardson and Brett Olds, Cairns Smithfield Fire Department with their Fire Engine, Billy's Buddies fun activities, lucky door prizes and showbags to name some! A great day, and so wonderful to see so many of the community come along especially given it coincided with the Federal Election voting day!

Department of Communities, Disability Support and Seniors (DCDS&S) ongoing Funding

Service agreements between DCDS&S were renewed in late 2018 with a new 5-year funding cycle in place. Six-monthly reviews of the two service agreements will continue and we are happy to enjoy a supportive, positive and productive relationship with the department and our Service Contract officer.

- **Skilling Queenslanders for Work (SQW)**

The SQW is an exciting program funded by the Queensland Government which MCNC continues to successfully offer with extremely positive completion and employment outcomes. In late 2018 MCNC was one of a small group of SQW provider organisations to be selected to receive ongoing recurrent funding. This performance-based selection was in recognition and acknowledgement of the great outcomes we have achieved since commencing this program nearly three years ago. Further to this the MCNC was nominated by the Department of Employment, Small Business and Training for the Tropical North Queensland Region Training Awards 2019 in the Community Training Initiative of the Year category. We were extremely proud to be one of three finalists and notably, the winner of this category in the Tropical North Queensland Region finalists went on to win the state award in this category... we were in high calibre company. One of our SQW participants was also nominated in these regional awards in the Equity VET Student of the Year category and won hence going on to the state finals. Needless to say we are very proud of these achievements and of the work done by the SQW Education Support Co-ordinator at the MCNC.

- **MCNC Seniors Computer**

Several funding applications to participate in the *Be Connected Computer Project for Seniors* have been successful and we are proud that we continue to offer this training in the community and contribute to this joint Project with the Australian Government and the Good Foundation. This program ensures the essential digital literacy and connection of seniors in our community.

- **Emergency Relief Program**

The Emergency Relief Funding Agreement was renewed and increased not only the annual amount the Centre receives but also changed from a 3- to 5-year funding cycle.

Challenges Included:

Limited internal space for expansion of Centre auspiced programs/activities and external venue hire groups/activities;

The continuing search for funding for projects;

Meeting the Standards set under the Queensland Government's Human Services Quality Framework. This is an ongoing significant undertaking and involves regular review of policies and procedures, self-assessment and the development and monitoring of a Continuous Improvement Plan;

Centre maintenance is a continuous merry-go-round. In particular the stresses and strains on a facility that is used seven days a week, is self-set up and used by both simultaneous and consecutive multiple users. We are constantly in need of repairs and maintenance;

Continuing growth in demand for external venue hire and providing suitable space for activities continues to be an exercise in tetris however we are hopeful of obtaining funding to allow for a solution to this challenge;

Challenges Included (continued):

- Centre Carpark

Parking has always been a challenge for the Centre with a finite amount provided. The Centre was able to find an additional four places in the carpark by reallocating some disused garden space.

I would like to extend sincere thanks to our members, participants, visitors and Centre friends for their inspiration, laughter and commitment; to staff, paid and voluntary for their focus and reassurance and to all our community partners and stakeholders for their continued support of the Centre.

The commitment, guidance and support of the Management Committee in their governance of the Centre has as always been crucial to its operational success and outcomes. This in tandem with the dedication and commitment of the Centre staff continues to ensure the ongoing success of the Centre in meeting its mission and enabling the provision of services to the community.

Prue Rheuben — Centre Manager

Seniors' Program Report

SAFE AND CONFIDENT LIVING (SENIORS) PROGRAM - SENIOR'S SUPPORT WORKER

ANNUAL REPORT JULY 2018 – JUNE 2019

I commenced in the role of Senior's Support Worker 26 March 2019 with the retirement of Pam Maher. My role has been greatly facilitated by the addition of a volunteer helper Alison Newman in the food preparation for the Tuesday luncheon group, as well as the wonderful support given by the Tuesday Senior's Luncheon group regulars - May, and her band of willing helpers – Alma, Judy, Rhonda, Lani and the many others who help out as needed; Beryl, whose expertise in the Community Garden, is generating some fresh produce as a welcome and healthy addition to our Tuesday luncheons; Gail our entertaining Bingo caller, lotto organiser, cake baker and BBQ chef, and who has also presented some interesting sessions on Mind games and Enduring Power of Attorney/Advanced Health Directives; Ron and Dorothy, helped by a few of our Line Dancers, set up the room for luncheons and help clear up; and Janice our talented keyboard player when we have events or Singalongs. My apologies if I've left anyone out. And although some of our attendees are no longer able to undertake many of the more physical tasks, their continued support, presence, experience and wisdom is greatly valued, and makes it a pleasure to work with such a lovely group of people.

Highlights and main activities:

Bus Trips

Only one bus trip was arranged this year where participants attended a local charity luncheon event at a harbourside restaurant. Significant transport charter cost increases over this period have meant that this type of activity has become unaffordable for most members and therefore specialist Seniors' travel providers offer a viable alternative to interested members.

Positive Ageing Fair 2018

A group decision was made not to hold a Senior's Expo at the Centre this year as it was a duplication of agencies already participating in the Cairns Regional Council's Positive Ageing Fair. Instead, members enthusiastically attended the council's Positive Ageing Fair, with return coach transport arranged at a nominal cost. Feedback from the event was extremely favourable, with all enjoying a free buffet luncheon and easy access to the many stallholder exhibits located on site. The Senior's Support Worker also attended this event as a stallholder providing information and flyers for potential new visitors/members.

Seniors' Program Report

Tuesday Senior's Luncheon Group is held weekly and during this reporting period, **988** attendees have enjoyed a healthy lunch, prior to which there has been an activity or Guest Speaker. **Activities** have included Games, Bingo, BBQ, Birthday celebrations, Singalongs, and "Share your Stories". Through our informative guest speakers, we have gained knowledge about the following: Feldenkrais, Kinesiology, Qld. Railway Tours, Waste and Resource Recovery, Energy and Water Ombudsman, Heart Health, Aged Care Rights, QCWA, Dementia Australia, Australian Hearing, Community Legal Centre, Tech Savvy Seniors Learning Digital Literacy and Accessing Support Services for Seniors. And once again, the group enjoyed a Melbourne Cup luncheon at the Smithfield Tavern.

Line Dancing has continued in popularity with new participants joining on a regular basis. During the reporting period **1006** persons have enjoyed Line Dancing. We are most fortunate to have Sybil as our instructor/caller – who gives of her time in a volunteer capacity – thank you to Sybil for your dedication and good work and also to Nicky who steps in when Sybil is away!

Biggest Morning Tea – was held in May to aid Cancer Research with attendees raising over \$300 on the day. As always, our seniors provided a delicious morning tea to attendees who also participated in the candle-lighting ceremony in memorial to those whose lives have been impacted by Cancer. The Cancer Council also provided one of their personnel to speak to attendees on the value of research and how funds are used to assist patients and their families.

Meet Your Local Candidate 2019 Federal election – this event was organised by the previous Seniors Support Program Co-ordinator, Pam Maher, as an opportunity for community members to meet with local candidates contesting the 2019 Federal election. The event was quite successful with all potential candidates (including current member) attending to share their political message; the event provided a great opportunity for all to engage with candidates on important issues affecting individuals and our local community.

Computer Club commenced in June 2018. This has been run as a group of people interested in computers who come together to share their skills and knowledge with those less knowledgeable. Although anyone is welcome to attend, numbers have been steadily dropping off over the course of the year, and our volunteers Ron and Dorothy advised that they are unable to continue to support this group. Much work has been done by the current Seniors Support Program Co-ordinator to secure additional funding grants to enable a redesign of this activity to provide a professional dedicated tutor who can work with individuals and the group to engage with new digital literacy programs supported by additional funding.

Seniors' Program Report

Outreach - where possible, or as requested, the Seniors Support Co-ordinator's role is to provide information sharing sessions to groups and organisations. During the past year I have attended the Aged & Community Care Interagency Forum and the Age-Friendly Community Forum.

STATISTICS July 2018—June 2019 As required by the Program's funding body:

SERVICE	DESCRIPTION	No.	TIME SPENT
Individual and Community Support	<i>ABORIGINAL AND/OR TSI SERVICE USERS</i>	10	T317 Social, Community and Individual Support Hours (including case management) = 554.15
Information and Referral	<i>ABORIGINAL AND/OR TSI SERVICE USERS</i>	2	
Individual and Community Support	<i>SERVICE USERS FROM CALD (Culturally & Linguistically Diverse)</i>	109	
Information and Referral	<i>SERVICE USERS FROM CALD BACKGROUNDS</i>	0	T325 Information and Referral Hours = 127.75
Individual and Community Support	<i>SERVICE USERS OVER 75 years old</i>	1121	Meetings and Administration Hours = 191.58
Information and Referral	<i>SERVICE USERS OVER 75 years old</i>	5	
Individual and Community Support	<i>FEMALE</i>	1914	
Information and Referral	<i>FEMALE</i>	31	
Individual and Community Support	<i>MALE</i>	223	
Information and Referral	<i>MALE</i>	2	
Individual and Community Support	<i>NEW USERS: MALE & FEMALE</i>	235	
Information and Referral	<i>NEW USERS: MALE & FEMALE</i>	17	

In closing, I would like to thank the MCNC Manager, Prue, for her consistent support and encouragement, colleagues Helen, Lindy, Jo, Allison, and Geoff, for their camaraderie and sharing of knowledge, and the ongoing crucial governance from our wonderful Management Committee.

Janice Nipperess, Senior's Support Co-ordinator

Skilling Queenslanders' for Work Project *Certificate III in Individual Support* Report for Annual General Meeting, September 2019

2018/2019 Overview

August 6th 2018 saw the commencement of the second intake of the 2nd round with 20 participants enrolled. Far North Training and Consultancy continued as our training provider but needed to bring another trainer onboard due to the previous no longer employed with FNT. At the commencement of 2019, MiHaven/MaraWay Training were engaged as our SQW Training Provider, and due to their having training facilities and manual handling equipment at the Colonial Resort in Manunda, our classes are now conducted on a Tuesday there and on a Wednesday at the MCNC. This arrangement has worked out to the benefit of the participants allowing to build their independence, flexibility and ability to adapt. Round 3, Intake 1, completed on July 30th 2019 and is still inside my 3 month support window.

As reflected in the previous annual report for the SQW Project, the strengths of this project were not only the scope of employment opportunities the Certificate III in Individual Support offers but also by delivering it through the Marlin Coast Neighbourhood Centre it appealed to individuals who were not comfortable or able to study/approach education in a more academic setting such as the TAFE or bigger organisations. CALD students have been a highly successful demographic in relation to this Project again, with a diverse number of cultures and languages represented.

The three intakes (2018-2019) comprised of participants from Japan (2), Papua New Guinea (6), Italy (1), Philippines (1), Indonesia (2), Indigenous (4), Taiwan (1), Vietnam (1), Czech Republic (1), Germany (1), South Africa (1), Russia (1), and 8 identified as having a disability including mental illness. There are two students who still need to complete placement and will be doing so with the current cohort and these statistics cover three intakes (August 2018, March 2019 and July 2019).

Over the last 12 months, new and ongoing relationships have been fostered and maintained with a range of providers in both the Aged Care and Disability Sectors: Kewarra Aged Care, Endeavour Foundation and Cootharinga and Pyramid Aged Care have engaged with us during this time period, with Independent Living Services (ILSA), ARC Disability, GSL Disability, Mercy Aged Care, Regis Whitfield and St Johns Community Care continuing their support.

Education Program Report

We have a shared understanding of participant matching regarding placement, providing suitable, skilled individuals who can take advantage of ongoing employment opportunities and a mutual respect for our individual roles within the sectors. Representatives of facilities and organisations are invited to the MCNC to meet and talk to students, either as part of our Graduation celebrations or embedded in specific subject content. By offering 120 hours of professional placement for each participant the level of skill, knowledge and competence is assured at the completion of the Project. The support and relevant content instruction provided by myself, the trainer and the workplace supervisor/buddy is a proven method of delivering a holistic, inspiring and motivating workplace experience. This is also a space where students can demonstrate skill and impress prospective employers, often being offered employment by the end of placement. Participants are encouraged to update their CV's, draft cover-letters and lodge job applications even when they are still engaged in classroom learning. Gaining interview confidence is also a big component of employment success, so applying for jobs and engaging in interviews is an ongoing process.

Four participants in the current intake have already accessed employment but are continuing on to completion of the course, two have found employment and are not doing placement but are still considered as completed, and three participants have engaged in further training and there are several graduates who are training whilst they are employed in a part-time capacity or having gained a job after commencing training. Providing strong, participant focussed wrap-around supports has enabled individuals to remain engaged in the Project during times of internal and external stresses and pressures. Participants have been recruited online through the use of Facebook employment and community pages while others have applied through word of mouth, referred by internal processes, had heard about us through other organisations including Job Agencies or saw our posters up around the Northern Beaches community. Once again, this intake will be made up of a diverse group: Indigenous, Indonesia, Philippines, PNG, German, Czechoslovakia, Russia, Italy, Taiwan, Vietnam and South Africa.

I have been contacted as a referee for several participants from different employers and in each case the individual has found employment through this recommendation. Building the credibility and recognition of the SQW Program in the view of employers in relation to participants strengths, skills and capabilities ensures positive outcomes for individuals in addition to establishing strong relationships between SQW and the health care sector.

Education Program Report

The SQW Project held a graduation in November 2018, with attendance from participants, key stakeholders, placement providers, industry representatives and Government representatives. Both intakes in 2019 will graduate together in November 2019. Graduations are an opportunity for personal achievements to be celebrated, friendships and relationships to be solidified, and industry networking to take place. Experiencing the sense of achievement and accomplishment permeating from the graduating group is wonderful and it makes me proud to be a part of this positive experience.

Good News Stories

Andrew Ferreyra is currently engaging in further Mental Health studies and was also nominated for VET Equity Student of the Year for the Queensland Training Awards, winning his category at the Far North Region Training Awards presentation night on the 26 July. He then attended the Queensland State Awards in Brisbane on 14 September where the award went to a young man from Brisbane... Nevertheless an absolutely fantastic achievement for Andrew!

A participant announced she was pregnant during her study and welcomed a baby girl in April 2019...she completed her placement at ARC Disability and did not think she would work until after the birth of her baby. She enjoyed her work at ARC so much that she applied, was successful and worked a couple of shifts a week until breaking for maternity leave. She was concerned that disability, the sector she is passionate about and is mostly casual, would not be supportive of her having time off when she had the baby and she would not be able to get a job when she wants to return. ARC proved her wrong. She has a job waiting for her when she wishes to return.

A mature aged participant has enrolled in further study online in Dementia Care through the University of Tasmania and will be commencing in the next couple of weeks.

Stats on 3 intakes 2018/19

Participants in 3 intakes	60 (100% KPI)
Completed (to date)	40 (65% KPI so far)
Employed (to date)	28 (45% of 55% KPI so far)
Identified as CALD	22
Identified as Indigenous/Torres Strait	4
Current intake due to complete November 2018.	16

Education Program Report

2018/19 have been positive years for the SQW Project, with the Marlin Coast Neighbourhood Centre submitting a nomination for Community Awards and were successful in reaching the final for the North Queensland region. Both myself and the Manager, Prue Rheuben attended the Awards dinner at Tanks on 26 July 2019 but although we were unsuccessful in taking the award, we feel very proud to have been recognised for our SQW achievements. We are in the process of gathering the information DESBT require for ongoing funding for 2020; being a finalist in the Training Awards is not only an excellent promotion for us but it will no doubt give our pending submission for SQW 2020 a huge boost.

ALLISON SMITH

EDUCATION SUPPORT CO-ORDINATOR

Centre Support Service Report

2018 – 2019 was another great year for the Marlin Coast Neighbourhood Centre—in fact we celebrated our 30 Year Birthday with a Family Fun Day in May. What a fantastic day we had when the local community came together for a wonderful day of fun and community spirit. As the hub of the Northern Beaches we are continuing to build from strength to strength. As a Community Centre we offer a range of programs and also a space in community for other services to operate from. The Centre plays a key role in providing referral, support and information. Through our social groups and programs we offer a soft entry point into other available services throughout the Cairns Region. The Marlin Coast Neighbourhood Centre is playing a key part in building social capital in our local community, which generates social wellbeing and connection. We have a strong volunteer base for which we are very grateful and without whom the Centre could not operate as efficiently if not for their commitment, effort and hard work.

One of our many groups which continues to thrive is the Ukulele group who, despite having lost the co-ordinator earlier this year, still maintains approximately 80 members participating on a weekly basis. The Bridge Club, the Shed Mosaics and the Book Club also continue to use the Centre as a hub and numbers are strong and continually growing. The other key groups and services the Centre provides are:

Emergency Relief Services

MCNC continues to provide Emergency Relief Service to individuals and families to assist them in suburbs north of the Barron River including Smithfield, Caravonica and Lake Placid. Through the Emergency Relief Program, the Centre can support people in the community who are most vulnerable by providing financial and food security support, counselling and referral.

In the 2018-2019 financial year, 208 clients were assisted with immediate material support in the form of Woolworths vouchers, fuel vouchers, Telstra vouchers, pharmaceutical scripts and food parcels.

Anglicare Community Food Store

The partnership formed with Anglicare has continued to grow throughout the year providing low-cost grocery items for people in the community who hold a Health Care/Pension Card. The shop has moved from a Monday to a Thursday morning due to there then being a larger range of fresh produce available.

Oz Harvest

The Centre has also linked in with Oz Harvest who is Australia's leading food-rescue organisation, collecting quality excess food from commercial outlets and delivering directly to more than 1300 charities supporting people in need across the country. This service has added great value to the material support at the Centre enabling the Centre to offer fruit and vegetables, dairy products, snacks and frozen meals in addition to the pantry staple foods already provided.

Centre Support Service Report

Uniting Care Financial Counselling Service

The partnership with Uniting Care has also continued to develop throughout the year. The service provides outreach financial counselling on Mondays in collaboration with the Emergency Relief Service. The service continues to provide great support for our Emergency Relief clients and for all the Northern Beaches community.

Cairns Community Seniors Legal Service

This service is now also outreaching in the Centre. The service presents every second Friday morning to support Senior community members who may require free legal information and support.

Mayor's Christmas Hampers

During December the Centre again was fortunate to distribute these hampers. We distributed approximately 50 hampers to our local community members. The Centre also provided additional hampers for families who had missed out on the Mayor's Hampers. The Men's Shed Trinity Beach also contributed to the Emergency Relief Program over the Christmas period. With the additional funds and toys, we were able to further assist families in the community who were in real financial hardship through the festive time of year. All the families we supported were low-income families who have been accessing Emergency Relief Services in the Centre. Families were extremely grateful for the extra support we could provide them.

Playtime Group

Playtime Group numbers are continuing to increase with a steady number of new families developing friendships and solid support networks. There are many benefits to running a playtime group. It provides a platform to support parental engagement and socialisation, thus strengthening the community connections. Playtime group supports particularly disadvantaged families who are more likely to need a consistently good social support through playtime. Social support is really important in terms of parenting. Children's benefits are significant: it allows children to develop social skills at their own pace helping to build a child's emotional confidence, encouraging physical activity and supporting children's imagination and creativity. Playgroups are a "soft entry" point for many services to offer and deliver programs providing opportunity for communities to build, strengthen and grow by connecting children and families to a wide range of services. Bunnings were kind enough to donate \$150 Gift Card for the purchase of toys and crafts.

Centre Support Service Report

MCNC and the Benevolent Society Early Years Learning Centre (EYLC) have formed a collaborative partnership to better support the young families coming through the Playtime Group. The EYLC provides a range of support workers including a Health Nurse, Speech Pathologist, Child Psychologist and Family Support Workers who also provide outreach into the community. Families now have direct access to all these services and as a result there have already been some extremely positive outcomes.

The EYLC ran an 8-week Circle of Security Parenting course at the Centre in which several young families in our community participated. The course was well attended, and the feedback was extremely positive.

Organic Community Garden

2018-2019 has seen our very dedicated volunteers continuing their commitment by coming in week after week to maintain the wonderful garden. At the time of writing, our garden is looking great and we have had an abundance of fresh produce from the garden. We have also had additional volunteers join the group which has been pleasing to see— a number of people coming together from all walks of life for the love of gardening.

We once again thank Bunnings Smithfield for their ongoing support towards the Organic Community Garden by continuing to provide plants, seedlings, manure and mulch. We also welcomed a group of eight students from Smithfield High School who participated in the Garden Group for eight weeks. The feedback was very positive from the gardeners, students and teachers with the sharing of gardening knowledge and expertise from all involved. In early August we held a special morning tea for the students and parents from Smithfield High School as well as two staff members from Bunnings to thank them for their ongoing support and commitment to the Community Garden Group. The event was well attended and enjoyed.

Grants

Throughout the year I have applied for several grants for the Centre including a Tackle Cyber Bullying Grant in which the Centre would have collaborated with Smithfield High School in a joint project around Cyber Bullying but unfortunately due to circumstances beyond our control we were unsuccessful. I was however successful with obtaining a grant of \$1500 from Cazaly's Community Grant for an up-and-coming Art Group. The Centre has had interest from the community for an Art Group, and we are in the process of finding an Art Teacher through FNQ Volunteers and Cairns Art Society. The grant will be used to purchase Art Supplies to get the Art Group up and running.

In summary it has been a busy and exciting year at Marlin Coast Neighbourhood Centre as there has been so much growth and change within the Centre and I very much look forward to being part of it all again for another great year.

HELEN PAYET SUPPORT WORKER

Treasurer's Report