

The Neighbourhood Centre's meeting room facilities are used by many groups

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Community Justice Centre
 Computer Training
 Computer use - Individuals
 Counselling
 Dad's in Distress
 Database Update
 DIAS - Client Meeting
 DIAS - Management Meeting
 DIAS - A G M
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 English Tutoring
 Enneagram Workshop
 Emotional Wellbeing Support Group
 Family Drug Support
 Family Violence Awareness Group
 Form Help
 Gamblers Anonymous
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 Insight Services Group
 International Day for Volunteers Lunch
 Josephine Foundation Finance Meeting
 Josephite Foundation NLS Board
 Josephite Foundation - Staff Meeting
 Juvenile Justice Interviews
 Knitting Group
 Konect Rehabilitation
 Learner Driver Program
 Legal Advice Clinic
 Life without Barriers
 Mental Health Support Group
 Migration Advice
 Orange Local Aboriginal Council
 Our Time Support Group
 Overeaters Anonymous
 Private Meeting
 Probus
 University of the Third Age
 Board Meeting
 Crime Fiction
 Mail Out Mahjong, Quilting/Sew Fine, Read and Share
 Reading Group
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 Westward Renovations and Modifications
 Rehabilitation Management
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 Southern Cross
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 The Neighbourhood Centre Annual General Meeting
 The Neighbourhood Centre Builders Meeting
 The Neighbourhood Centre Management Committee
 Veritas House
 Volunteer Interviews
 Volunteer Management Network Meetings
 Volunteering Central West
 Wanderer's Social Club
 Wires Wildlife – Central West



Supporting inclusive and strong communities

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<http://www.facebook.com/TheNeighbourhoodCentre>



Services and Activities



The Neighbourhood Centre's purpose is to connect people, resources and ideas to support individuals and strengthen their communities.

The Neighbourhood Centre is the name adopted by Bathurst Information and Neighbourhood Centre in December 2014.



Community Engagement

We have initiated the "Hearing the Voice of the Community" activities to gain greater understanding of the key issues and ideas that community members feel are important. This information will assist in the development of strategies that are relevant and achievable.

The Community Engagement strategy has involved conducting conversations with the people of Bathurst and Oberon to identify what they feel the community is like. Conversations have been held at community events which have included the Family Fun Day, Farmer's Markets, the Illuminate Bathurst Festival and speaking to people in shopping centres and out on the street. The Neighbourhood Centre recognises talking to a diverse demographic, hearing their ideas and thoughts will be the only way to collect this important information.

Hundreds of ideas have been gathered as a result of discussions held. This had led to several more in depth discussion groups being held. These group discussions have provided opportunities to build further awareness of The Neighbourhood Centre's services and activities, they have also aided information dissemination and collection and further supported the organisation vision: *supporting inclusive and strong communities.*



Volunteer Contribution

Activities and Programs

The **Neighbourhood Centre** provides an information and referral service. The Centre maintains up to date information about local associations, interest groups, leisure activities, self help groups and community services.

Meeting and interview room spaces are available for groups and organisations. and

Over 200 volunteers each year donate in excess of 5000 hours to the range of The Neighbourhood Centre activities. A conservative figure



Volunteer Receptionist, Jane

for this aggregated contribution is in excess of \$120,000 however, the value of this involvement is immeasurable both to centre and to the local community.

Staff and volunteers also continue to assist around 100 people each day with inquiries and the delivery of services including:

To assist in the provision of information our volunteers update the community services and activities information on **The Community Database** at www.bathurst.nsw.au.

The Diary which is printed weekly in the Western Advocate is produced thanks to the fantastic tenacity of our Front Desk Volunteers. This team also collects the statistics for the inquiries, use of the meeting rooms and collates the data into relevant categories. Over 2000 volunteer hours are given each year to undertake this task in order to increase service delivery.

Infrastructure Services

Community members are able to access **fax, photocopying and phone** services. The Neighbourhood Centre welcomes the opportunity to provide assistance to everyone especially those in need.



Funding provided by NSW Government, Community Services, Community Builders.

Community use of The Neighbourhood Centre's facilities

Services Co-located at The Neighbourhood Centre

DIAS (Disability Information Advocacy Service) is a free and independent information and advocacy service for people with disabilities, their families and carers.

DIAS is a service for people with disability that can include physical, intellectual or neurological disabilities.

DIAS also provides an Outreach Service to Cowra, Dubbo, Mudgee, Orange and Parkes.

Ph: 02) 6332 2100
Email: admin@dias.net.au



Josephite Foundation No Interest Loans Scheme

No Fees No charges No Interest

The program enables low income earners to access an alternative form of credit to purchase essential household items. Loans are provided to people who have the capacity to repay the loan in small fortnightly repayments. The amount that can be borrowed is up to \$1,000 for general items and services and up to a maximum of \$1,200 for energy efficient electrical goods.



Ph: 02) 6332 4866

Step Up Loans

A small loan can be a big Step Up

StepUp is a low interest loan for people on low incomes who have difficulty accessing credit from a bank.

People can borrow from \$800 to \$3,000 with up to 3 years to pay back. There are no fees.
Ph: 02) 6332 4866



MERIT

A special **Magistrates** program that provides the opportunity for some defendants with drug problems to work towards rehabilitation, on a voluntary basis, as part of the bail process.

Ph: 02) 6392 6800

University of the Third Age

The Bathurst U3A is part of the worldwide University of the Third Age movement which arranges courses in which people over 50 (the 3rd age) can use their leisure time to learn and teach together.

U3A conducts many of its classes in the meeting rooms at The Neighbourhood Centre which is also acts as communication point.

Mail and Messages

Community groups that do not have a fixed contact point such as a mail box can use The Neighbourhood Centre as a contact point.



The Neighbourhood Centre's meeting room facilities are used by many groups

A A Steps
AA
Australian Home Care Services
Australian Pony Stud Book Society
Australian Taxation Office – Tax Help
Baby Massage
Banner Under One Banner activity
Bathurst Asperger's and Autism Support Group
Bathurst Branch Cake Decorating Guild of N.S.W.
Bathurst Community Climate Action Group
Bathurst Diabetes Support Group
Bathurst Highland Society
Bathurst Multicultural Reference Group
Bathurst Multicultural Women's Group
Bathurst Roleplaying and War Gaming League
Bathurst Wholefood Co-operative
C V S Coordinator's Network
Carillon Slimliners
Caro Consultancy and Capable Kids
Central Tablelands Rowing Club
Central West Pony Stud Book
Clinical Psychological Services
Commonwealth Rehabilitation Service

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The Neighbourhood Centre Builders

The service is provided by qualified trades people to deliver home modifications and maintenance for the frail aged, younger people with disabilities and their carers under the Commonwealth Home Support Program (CHSP).

Services Available

The type of services include: internal/external ramps, hand rails, hand held showers, tap turners, widening doorways, removing shower hobs, etc.

Priority Is Given to Work that Involves

Making your home a safer place, allowing you to move around your home more easily, helping you to be more independent in bathing and using the toilet and preparing meals.

What Will It Cost You?

Fees are charged to cover the cost of the materials and a small hourly rate.

The cost of all work will be set out in a service agreement, to be signed by you before any work will commence.

The aim of the Neighbourhood Centre Builders service is to assist people to remain in their own home rather than having to move into a nursing home or hostel accommodation. Clients often show their appreciation by providing feedback to management and staff, the comments below are typical of their response.



The Neighbourhood Centre Builders Staff



Lawn Mowing Service provides lawn mowing services to the frail aged and younger people with disabilities.



Specialists in Home Safety

The Neighbourhood Centre Builders in now offering (non subsidised) services to all community members. The service provides a variety of different building projects to the residents of Bathurst and surrounding areas. This work will contribute to the ongoing viability of the service.



Providing safe, affordable and accessible home modifications and maintenance.

Meeting Rooms There are a variety of spaces available for meetings and interviews. These can be booked ahead but priority will be given to not-for-profit organisations, community groups and self-help groups.

Tax Help Program provides free assistance to people in genuine need, to help them comply with their tax obligations at tax time.



Form Help is a service provided without charge by skilled volunteers to assist with letter writing and filling in forms.

Work Development Orders The Neighbourhood Centre is an approved organisation for Work Development Orders which enables eligible people to pay off their debt through volunteer activities.

Legal Advice Clinic provides a free legal advice clinic at The Neighbourhood Centre every Thursday. The Neighbourhood Centre takes bookings and gives support to the clients.

Translating and Interpreting Service (TIS)

if you need an interpreter you can call the Translating and Interpreting Service on 131450 and they will contact T Neighbourhood Centre for you, alternatively The Neighbourhood Centre can organise an interpreter.



Technology Tutoring

Support and tutoring is provided on a broad range of devices, software and apps. The



Volunteer Computer Tutor, Allison

centre is fortunate to have dedicated and knowledgeable tutors who have given many of their students skills enabling them to stay connected with friends and family.

These services could not be provided without the support of the many volunteers who generously contribute their skills, knowledge and time. In fact, The Neighbourhood Centre services rely on the governance provided by the volunteer members of the Management Committee.

We are able to provide quality services through the contribution, dedication and commitment of our Management Committee, volunteers and staff. The Neighbourhood Centre is very appreciative of the generous contribution our dedicated volunteers continue to make to the Bathurst community.

Learner Driver Program This highly successful program continues to assist disadvantaged people in the community obtaining their driver's licence.

How does the program work? Following registering with the program you will be linked to a local driving school to assess your driving skill level. If the assessment indicates a sufficient safety level you will be linked with a Volunteer Mentor who will help you attain your 120 hours of supervised driving. We will help you prepare for your driving test for a Provisional Licence, including practicing driving at night.



Volunteer Driver Instructor Warren and student Tanmoy

Bathurst Eisteddfod Catering is provided by volunteers and a volunteers and a volunteer committee. The group provides light refreshments at reasonable prices to people attending the Eisteddfod. Funds raised are donated to various local community organisations.

Knit-Ins is a group of enthusiastic knitters who are both productive and enjoyable for knitters enjoying using their skills in a social gathering.

Projects the knitters have worked on include: Squares and rugs for the ABC Wrap with Love, socks for Daffodil Cottage, scarves and socks for Father Chris Riley for Kids on the Street and garments for babies in East Timor.



Multicultural Women's Group meets on a monthly basis at the centre to chat and share multicultural food.



Social meetings held on the second Friday of the month. The group meets at 12pm to 2pm at The Neighbourhood Centre 96 Russell Street, Bathurst.

Highlights and Achievements

Family Fun Day

The Family Fun Day is another opportunity for staff and volunteers to get out in the community to promote our services and activities and continue speaking with members of the public about issues that are important to them.



National Volunteer Week

National Volunteer Week provides a great opportunity for organisations to say thank you to their volunteers who spread happiness in the community. Research shows that those generous volunteers are happier as a result.



Recently we were thrilled to recognise six volunteers with a combined 100 years of service at the centre.

Thank you Helen, Margaret, Rita, Paul, Daphne and Management Committee Chairperson Brian (absent).

Harmony Day

Harmony Day celebrates Australia's cultural diversity. It's about inclusiveness, respect and a sense of belonging for everyone.

The 'Sounds Live' choir providing music at The Neighbourhood Centre Harmony event, whilst the Orange Fibre Artists Group adds a splash of colour with their amazing weaved art work.

A wide variety of delicious multicultural food was on offer, thank you to all who helped make this event so enjoyable.



Volunteering

Volunteering Bathurst is a referral service for people wishing to volunteer and volunteer involving organisations. The Neighbourhood Centre has many positions available and also refers to community and not-for-profit organisations.

Volunteers are interviewed and carefully matched to these organisations based on their passions and skills. This enables them to utilise and improve their current abilities, whilst giving them the opportunity to gain new skills.

The service supports 100 listed organisations within Bathurst and these organisations have in total over 500 different roles:

- **Welfare** - Community Workers, Drivers, Driving Tutors, Kitchen hand/cooks, Social Support, Administration
- **Sport and Recreation** - Riding for the Disabled, Guides & Scouts, Sporting Clubs, Events, Activity Programs
- **Education—Play** Group Assistant, Homework Club, Literacy/Numeracy Tutor, Computer Tutoring
- **Health** - Visiting, Receptionist, Art & Crafts, Office Assistant, Research Assistant, Cosmetic Care, Helping those with a disability
- **Environment** - Gardener, Conservation Volunteer, Landcare
- **Culture, Art and History—Tour** Guides, Publicity Officer



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Volunteering Central West (VCW)

VCW aims to engage, promote, provide leadership, best practice and tools for volunteer managers and volunteers across Central West and Orana Far West NSW.

Volunteering Central West identified a need for volunteer managers to have access to training that would improve their ability to work with and retain volunteers whilst delivering a cost effective service.

VCW provides training in best practice to Volunteer Management organisations involving volunteers. Managers need management tools that are time efficient and that help them achieve the desired result.

Workshops are delivered to provide organisations with the tools for implementing a volunteer management program that addresses the National Standards for Volunteer Involving organisations and CHSP Standards.



Training being delivered by Training Officer, Kinga Macpherson



Community Visitors Scheme

The Community Visitors Scheme (CVS) is a national program funded by the Australian Government Department of Health and Ageing. The CVS aims to enrich the quality of life of residents of aged care homes who are socially isolated or lonely, and would benefit from a friendly visitor.

Volunteers are matched with an appropriate resident taking into account interests and backgrounds. Both parties often find that a strong bond of friendship is developed and that this relationship becomes a lasting, positive and rewarding experience.

The CVS also helps to establish links between people living in aged care homes and their local community.



Migrant Support Service

The Migrant Support Service is a free regional program which provides help and support to migrants moving into the Central West, with emphasis on those who have recently arrived from Non-English speaking countries.

Information and Assistance to Individuals

The Migrant Support Service provides information, referral and casework services to newly arrived migrants and those of a refugee background.

Information & Assistance to Service Providers

If you are a service provider and would like to make your service more accessible to people who come from other countries/cultures, we can help by:

- Organising workshops on cultural competence for staff
- Providing resources for staff
- Providing information and referral to individual clients
- Providing information in a variety of languages, on a range of health and social issues
- Provides links to other migrant services

Information and Assistance to Groups

There are a number of existing Multicultural Groups in the community including the Multicultural Women's Group which meets on a monthly basis at The Neighbourhood Centre.



Multicultural Newsletter

A twice yearly Multi-cultural Newsletter helps keep community members informed and also gives migrants of the region important information about services and events.

Language Tutoring

Skilled volunteers provide English/Australian language tutoring to help and conversation. The tutoring is provided to meet individual language requirements.

The NSW Settlement Partnership (NSP) is funded under the Settlement Services Program funded by Department Social Services.