

Hunters Hill Ryde Community Services Annual Report 2013



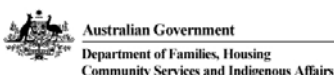


Funding and Sponsorship



**HUNTERS HILL RYDE
COMMUNITY SERVICES INC
IS A LOCAL NOT-FOR-PROFIT
ORGANISATION FUNDED BY:**

- Ageing, Disability & Home Care (ADHC)
- Community Services
- Department of Families Housing, Community Service and Indigenous Affairs (FaHCSIA)
- Department of Health and Ageing (DoHA)
- Hunters Hill Council and the City of Ryde support and assist Hunters Hill Ryde Community Services Inc
- Through the Ryde Community Grant program we receive additional financial assistance from North Ryde RSL, Ryde-Eastwood Leagues Club and Gladesville RSL



HUNTERS HILL RYDE COMMUNITY SERVICES WOULD LIKE TO THANK ITS SPONSORS & SUPPORTERS:

- Bakers Delight Gladesville
- Boronia Park Public School
- Eurobyte IT Solutions
- Gladesville Public School
- Gladesville RSL Community Club
- Hunter Holden Ryde
- Hunters Hill Ladies Probus Club
- Hunters Hill Public School
- Marist Fathers Australian Province
- North Ryde RSL Community Club
- Northern District Times
- Probus Club of Hunters Hill
- Rotary Club of Gladesville
- Rotary Club of Hunters Hill
- Rotary Club of Ryde
- Ryde-Eastwood Leagues Club



Volunteer Board and Staff



BOARD OF DIRECTORS

| | |
|---------------------------------------|---|
| <i>President & Public Officer</i> | Robyn Harvey |
| <i>Vice President</i> | Gary Traill |
| <i>Treasurer</i> | David Button |
| <i>Secretary</i> | Sharon Vincent |
| <i>Board Members</i> | Warren Bell Andrew Clark Joanne Stone Carolyn Burlew |

Sub Committees:

| | |
|--------------------------|--|
| <i>Finance Committee</i> | David Button – <i>Treasurer</i> Gary Traill |
|--------------------------|--|

| | |
|-------------------------------------|--|
| <i>Strategic Advisory Committee</i> | June Beck Warren Bell David Button Mary Carey Joanne Stone Colin Dean Robyn Harvey |
|-------------------------------------|--|

| | |
|------------------------------|--|
| <i>Development Committee</i> | Gary Traill Mollie Bainton June Beck Sharon Vincent Mary Carey Robyn Harvey Joan Lloyd |
|------------------------------|--|

STAFF AS AT 30 JUNE 2013

| | |
|--------------------------|------------|
| <i>Executive Officer</i> | Mary Carey |
|--------------------------|------------|

Finance and Administration

| | |
|---------------------------------|---------------------|
| <i>Finance Manager</i> | Margaret Heppell |
| <i>Project Manager</i> | Branka Ivkovic |
| <i>Administration Officer</i> | Barbara Cruickshank |
| <i>Administration Assistant</i> | Betty Music |
| <i>Payroll Officer</i> | Christina Ho |
| <i>Casual Employee</i> | Cristina Leontini |

Social Support

| | |
|---|---|
| <i>Team Leader</i> | Maria Maguire |
| <i>Community Visitors Scheme</i> | Margaret Brown |
| <i>Volunteer Visiting</i> | Norah Palmer |
| <i>Social Support ABI/In-Home Respite</i> | Gaynor Starkey |
| <i>Social Support</i> | Branka Ivkovic |
| <i>Social Support CALD</i> | Tina Liu Kate Lee |
| <i>Carer Support</i> | Rosemary Liu |
| <i>Emergency Relief</i> | Margaret Vuli |
| <i>Casual Employees</i> | Maddalena Panuccio Christine Hannan Jolyn Hersch Chris Hart-Smith Reuben Manmothe Sharon Patterson Kristina Barisic Linda Sigmundsdottir Hiroko Kawashima Jing Yu Xu |

Community Support

| | |
|----------------------------|--|
| <i>Team Leader</i> | Anna Buddo |
| <i>Day Centre</i> | Maria Antonich Neil Ballantine Rane Chen Alice Cheng Kwok Wai Cheung Lynette Guthrie Christina Ho Mina Lloyd Fiona Ng Melodie Pike Richard Roebuck Don Warren Bernadine Wijesekera |
| <i>Outreach/Men's Shed</i> | Roxanne Chant |
| <i>Food Services</i> | Kaye Batten Robin Hall Sandra Mollica |
| <i>Transport</i> | Greg Williams |
| <i>Casual Employees</i> | Georgia Sinclair Michael Laker John Wyper |

There have been a number of highlights during the year including the opening of the Woolwich Day Care Centre to the appreciation of all its clients. For one client this was her old school room – a return to her alma mater. A new program for the Day Centres saw our clients using Asus Android Tablets. The Men's Shed opened and operates two days a week. It is a great working and meeting place for men. They can use their hands making things out of timber – a service to themselves as well as to the community. Another highlight was Hunters Hill Wine and Food Festival, HHRCS are grateful for the opportunity to be involved on the day and the significant donation HHRCS received.

upon by people within government on its professionalism. The Board was saddened at the death of Ed Gooley during the year. Ed had been a foundation member of HHRCS Board and his expertise in the financial area as well as his very witty personality has been missed at the meetings. We also lost the services of Colin Dean for personal reasons.

A number of consultants have assisted the Executive Officer. Consultants have advised on transitioning of the SCHADS awards and updating job descriptions, on implementing a marketing campaign for the Food Services section, and on introducing a Quality System in readiness for the ISO 9001 Accreditation. Risk Management Assessment is being conducted at the moment. Some Board members attended an Enablement Workshop on self directed care.

Finally, the Board of Directors would like to thank the funding bodies, the staff, volunteers and clients.

Robyn Harvey – *President*

Executive Officer's Report

2012/13 has been a busy and eventful year for Hunters Hill Ryde Community Services (HHRCS). Community care services are evolving on a scale not seen for many years. Significant changes are occurring as part of the Commonwealth Government Living Longer, Living Better strategy and HHRCS is committed to meeting these new challenges.

Mission

During the year we reviewed our mission statement and the Board approved a new mission statement to guide our service into the future:

"We aim to be a respected organisation, providing dynamic services, which enable our diverse community members to realise their potential."

We are excited by the new statement and will do our best to strive to achieve it on a daily basis through our many services delivered to the local community.

Continuous Improvement

HHRCS is committed to continually reviewing and improving the services we provide to our clients and local community. As part of this commitment we reviewed and revised all policies and procedures to ensure compliance with the Community Care Common Standards.

We also published a regular Continuous Improvement Bulletin to educate staff and volunteers about new procedures and organisational improvements.

We established a Continuous Improvement Committee to review policy and procedure, identify and implement improvements, monitor and treat work health and safety and manage risk.

We participated in a quality review process with Family & Community Services called the Performance Management Review. HHRCS was commended and found to be fully compliant with all elements of the review framework.

As part of our funder requirements for Ageing, Disability & Home Care we commenced implementation of quality systems to achieve compliance with the ISO9001 Quality Management System standard and expect to achieve certification in early 2014.

Planning and Governance

Our Strategic Plan was revised and a new one developed in February 2013. The plan has a two year timeframe and identifies a number of key result areas for HHRCS in terms of future developments and systems.

The plan will be a valuable blueprint for HHRCS over the next few years.

The Board also undertook a review of Board Committees and this has resulted in the formation of the following committees:

- Finance and Operational Performance
- Governance and Risk
- Strategic

Marketing and Promotion

HHRCS invested significant time and energy into expanding our social media presence during the year. Our Facebook page was regularly updated with upcoming HHRCS or local events. We also launched a new HHRCS website with improved functionality.

In March/April 2013 we conducted a marketing campaign for our Food Services which saw a postcard being sent to residents in our LGA's to promote awareness of our Meals on Wheels program. This resulted in a number of new clients coming onto the program and increased awareness of HHRCS within the local community.

In May HHRCS attended the Hunters Hill Food & Wine Festival. Our presence at the festival with an Information Booth raised our profile with local people and gave us a unique opportunity to promote our many services. I would like to acknowledge the great team effort by Board Members, Volunteers, Managers and Staff of HHRCS in making the day such a success. We were also extremely fortunate to be the beneficiary of a large donation from the Hunters Hill Food & Wine Festival Committee and for this we are extremely grateful.

Model of Care

In 2012 we formally adopted the Enablement Model of Care for all of our community care programs. This model uses a strengths based approach to identifying and meeting clients' needs. A workshop was held to introduce the concept and a Community of Practice has been established to support staff to implement the approach as part of their service delivery. We also launched the concept of Active Ageing Champions to promote a healthy approach to ageing in our community and these case studies have been well received.

Client Feedback

Client Feedback is an important element of our approach to service improvement at HHRCS. During the year we implemented the following systems to encourage feedback:

- Tell us what you think – this form seeks feedback from clients, staff and volunteers alike on ways in which our services can be improved.
- Client Satisfaction Survey – significant time was spent designing a survey tool that would be user friendly and also give us valuable feedback on our services. The survey tool was piloted in July 2013 and then it will be progressively rolled out to all programs.

Conclusion

I would like to thank the Board of Directors, Management Team, Staff and Volunteers of HHRCS for their ongoing support and commitment to excellence in serving our local community.

Mary Carey – Executive Officer

Most Popular Reasons for HHRCS Customers Using HHRCS Services

"I love being socially active"
(75% of base)



Segments more likely to use HHRCS service(s) for this reason:

- Male
- Under 70yrs old
- Living alone
- Italian, Spanish, Indian, Iranian
- Involved in Volunteer Visiting, Food Services, Social Support, CALD
- Using 3 HHRCS services

"Convenience" (39% of base)



- Male
- Under 70yrs old
- Living alone
- Iranian, Italian
- Involved in Food Centres, Volunteer Visiting, Social Support
- Using 3 HHRCS services

"It helps me stay at home and be independent" (32% of base)



- Male
- Under 70yrs old
- Living alone
- Iranian, Australian
- Involved in Food Services, Volunteer Visiting, Social Support
- Using 2+ HHRCS services

How Satisfied are our Customers with the Services we Deliver?

- Strong overall customer satisfaction (95%)
 - 51% of total base are 'very satisfied'
 - 44% of total base are 'satisfied'

| "Provision of HHRCS Services" Statements | % who 'Strongly agree / Agree' |
|--|--------------------------------|
| 1. The services I use are organised and delivered to a high standard of quality. | 87% |
| 2. I have no intention of discontinuing the services I currently use. | 85% |
| 3. Staff provide me with clear information about the services offered to me. | 80% |
| 4. Staff consider my needs when planning and delivering the Program. | 84% |
| 5. Staff develop my Support Plan in consultation with me. | 76% |
| 6. Staff explain why changes are needed to the service provided to me. | 80% |
| 7. Staff support my wellbeing and independence. | 76% |



Q. Overall, how satisfied are you with the services you receive?
Q. Please indicate your level of agreement with the following statements by ticking or circling the face that best represents your opinion. 1 = Strongly Agree/Agree, 2 = Agree/Agree, 3 = Neutral, 4 = Disagree/Disagree, 5 = Strongly Disagree/Disagree. 100 (4-6)

Gary Traill – *Chairperson*

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Social Support Report

THE TEAM

In 2012/2013 the Social Support Team continued to deliver a range of diverse programs, events and short-term projects with the aim of increasing our clients' wellbeing, independence and participation in the community.

Maria Maguire – Social Support Team Leader.

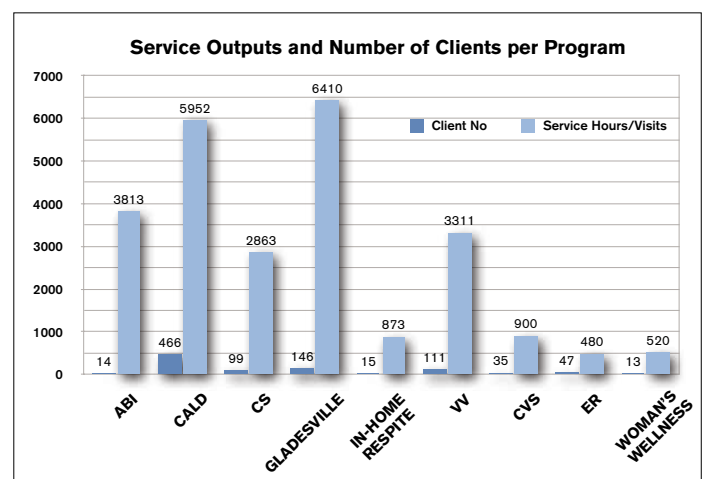
HIGHLIGHTS OF THE YEAR

Through adopting the Enablement Model of Care to service delivery, we worked with our clients developing the opportunity to be actively involved in identifying what is important and meaningful to them, participating alongside our staff and volunteers in achieving their goals.

- 10 Social Support Acquired Brain Injury (SS-ABI) clients enjoyed a range of challenging interactive activities on their annual weekend away.
- Carers from four diverse groups identified information and education topics to support them in fulfilling and enhancing their caring role, such as Strategies for Behavioural Issues.
- 16 Blandville Court residents participated in English classes facilitated by a professional teacher and supported by native English speaking Blandville Court residents.
- Supporting four Social Support Gladesville clients to share their skills and knowledge through facilitating small interest groups such as painting, healthy cooking and handicrafts. These groups regularly attract over 40 participants.
- Increasing the number of Culturally and Linguistically Diverse (CALD) clients seeking individual support.
- Publishing stories of our Active Ageing Champions who shared their positive ageing secrets with us.
- Supporting local women to stay physically active and socially connected through the Women's Wellness Group's weekly activity.
- Helping over 50 families and individuals to overcome temporary financial struggles and alleviate the burden of illness, job loss and rental or tenancy stress through the provision of the Emergency Relief Services.

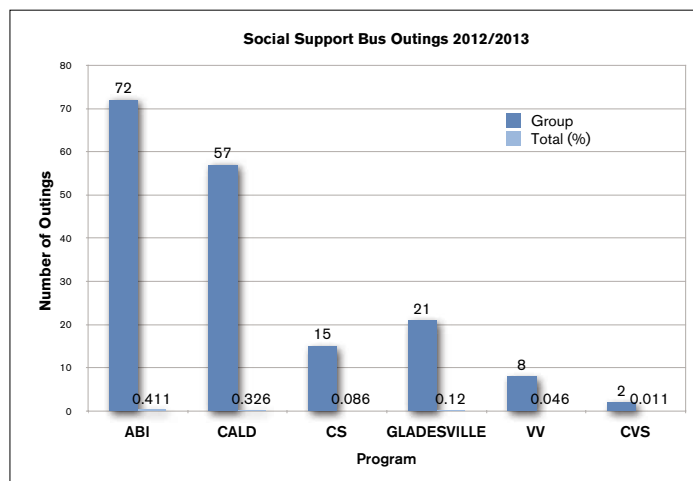
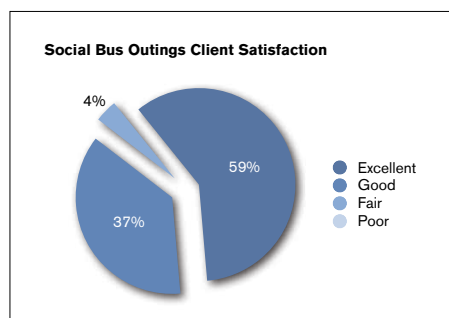
FACTS AND FIGURES

During the 2012/2013 Financial Year the Social Support Team has delivered over 25,000 hours of services.



BUS OUTINGS

Bus Outings are much anticipated events on our monthly calendars, and a highlight for many of our clients. The destinations are chosen on selection criteria such as accessibility, service quality rating and clients' suggestions. We make sure to include culturally specific destinations that are tailored to our clients' needs and interests.



CLIENT FEEDBACK

The Magic Moments – Our staff and volunteers work with Dedication and enthusiasm, which is further encouraged by the positive feedback from our clients.

Volunteer Visiting:

"I had been feeling a bit lonely and depressed as a lot of my friends had passed away and I didn't get out as much, then Robyn started to visit ... she is so delightful, the hour goes very quickly ... she gives me something to look forward to."

SS CALD, Iranian Ladies Group:

"Although we have lived in Sydney for more than two decades our Social Support Outing is always a nice surprise."

Carer Support:

"Thank you so much, you (Carer Support Coordinator) are a wonderful source of information and very supportive to all of us."

PARTNERSHIPS

We strive to build a strong, healthy and resilient service that provides opportunities for all members of our diverse community. In partnership with other local organisations, business and individuals who share our values and passion for community work, our staff and volunteers continue to develop and improve the services we offer.

We partnered with:

- Australian College of Applied Psychology in delivering a course of Cognitive Behaviour Therapy sessions for carers to help them develop their coping and stress management skills
- Accredited Art Therapist in delivering a course of art sessions for clients living with mental health illness to foster the understanding of self and creative expression
- Novartis Corporate Volunteers to provide much needed help with home and garden maintenance in carers' homes
- Macquarie University in providing 32 Masters Interpreting and Translating students who provided over 400 hours of interpreting and translating for the Social Support Gladesville Program
- Housing NSW and Hunters Hill Council in developing 'Welcome to Our Community' package for the new Housing NSW tenants in Hunters Hill LGA
- Golden Girls, the Chinese Traditional Dancing Group in providing entertainment at a number of Community Celebrations.

AWARDS

Northern Sydney Community Award

- SS-ABI Program for the Community Group of the Year Award
- Jeonming Park Korean Cockatoos Community Group leader for outstanding contribution to the community

City of Ryde Volunteer Award

- Janine Hannan for 15 years of Volunteer Visiting service

Community Support Services Report



THE TEAM

The Community Support team is a dedicated team of staff and volunteers who are always striving to provide a quality service to all our clients. Through their commitment and professionalism, Food Services, the Day Centre and Transport Services continue to enhance independence for the elderly, frail and people with a disability living in the Ryde and Hunters Hill Local Government Areas.

Anna Buddo – Community Support Team Leader

FOOD SERVICES

The Food Services team has worked very hard to increase the number of home delivered meals resulting in a 25% increase. Our clients are very satisfied with the meals we offer and we regularly receive positive feedback regarding how tasty these meals are. Food Services is also providing a wider variety of meals by offering salads, finger food packs and delicious soups.

In March 2013 we held a Seniors Day lunch for 22 guests. Those who attended really enjoyed the food, friendship and entertainment. In December 2012 we held a special Christmas Luncheon at The Heritage for clients who would otherwise not be able to celebrate with family or friends over the festive period. This was very well received by guests who attended, as they enjoyed a delightful Christmas lunch which was provided by Ku-ring-gai Meals on Wheels, whilst listening to Christmas Carols sung by the Boronia Park Mamma's choir.

Highlights:

- Increased number of home delivered meals
- Introduction of salads, finger food packs and soups

FACTS AND FIGURES:

16,071 MEALS WERE DELIVERED BY 79 VOLUNTEERS

5,805 CENTRE BASED MEALS

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Volunteers 2012-13

| | | | | |
|---------------------|--------------------|------------------------------|---------------------|----------------------|
| Jeff Adams | Tracey Cooper | Tom Kiat | Teresa Navarro | Christine Schirato |
| Cate Alder | Sylvia Cordiner | Joy Kim | Robyn Newbery | Susan Schumacher |
| Lyn Alfoldi | Lyn Cosandey | William King | Narelle Nielson | Sharon Scott |
| Tonia Amy | Jocelyn Curteis | Lorena Kovac | Paula Nigem | Maura Seeto |
| William Anschau | Sarah David | Becky Kwan | Michele Nikles | Jonathan Selby |
| Melinda Arthur | Don Davidson | Kathleen Labbozzetta | Zahira Noor | Milica Seric |
| Vivian Au | Dorothy Davidson | Grace Lau | Peter O'Neill | Jenny Shaw |
| Veronica Barbagallo | Jeff Digby | Janice Lee | Robert Ortado | Alison Shillington |
| Kristina barisic | Judy Edmiston | Jane Lehmann | Sebastiana Pagliaro | Nalyn Sirivivatnanon |
| Leonie Barrett | Audrey Evans | Adelaide Lehmann | Brian Philpott | Tom Skiadopoulos |
| Francesco Basile | Milli Falconi | Yun Kam (Willa) Li | Vanessa Pino | Stella Small |
| Tina Basile | Glenda Fraser | Shirley Lim | Alex Potts | Jenny Smith |
| Kris Bate | Laura Garretty | Rod Lloyd | Angela Pozzolungo | Susan Spencer |
| Betty Benjamin | Lynette Garrick | Henry Lo | Patricia Poircuitte | Dafna Stern |
| Adam Bentvelzen | Giant Steps | Linda Lucey | Nina Prakash | Karey Story |
| Pat Birch | Sarah Grant | Bruce Luscombe | Mike Prendergast | Nola Strom |
| Liz Bogatai | Margaret Greenland | Dawn Luscombe | Alex Radburn | Annette Sturt |
| Pat Borosh | Denise Gribble | Derek MacRae | Lorraine Reakes | Sunshine Homes |
| Margaret Bradbery | Janine Hannan | Ching Mai Ting | Daine Reardon | Phyllis Tay |
| Ann Buckley | Tim Hawcroft | Linda Mariasson | Jo Redfern | Kathy Thompson |
| Kenneth Burkett | Sisi Heidari | Meg Marshall | Ross Redfern | Kristen Thompson |
| Marguerite Burkett | Candice Hersch | Eulalia Mayford | Anne Richards | Cheryl Toh |
| Penny Bursil | Sonja Heyworth | Deborah McDonald | Alan Richards | Dick Totten |
| Elysha Burton | Anthea Hickey | Ruth McConnell | Patricia Ricketts | Tasha Trivedi |
| Rita Butt | Irena Hitchings | Sarah McCrory | Catherine Roach | Syd Twist |
| Tanya Byak | Leila Hogan | Kevin McDonald | Beryl Robinson | Margaret Walsh |
| Betty Byrd | Bob Holland | Denise Medley | Marguerite Robinson | Lillian Wang |
| Jan Cairns | Laura Holliday | Fatima Mehryar | Dorothy Roselli | Alison Wardropper |
| Eva Chan | Pamela Horton | Morena Melograna-Bernleitner | Elizabeth Rowe | Margaret Wengel |
| Patricia Chatfield | Patricia Horton | Janel Mickels | Lena Ruggero | Peter Westcott |
| Peter Chatfield | Bob Ironside | Christine Miller | Adrienne Ryan | Sharon Whitbourn |
| Da Wei Chen | Julio Jibaja | Hasan Molana | Jessica Sailah | Fred Widmer |
| Marina Cincotta | Kerry Jolly | Joe Molla | Heidari Sakineh | Angela Yiannikas |
| Catherine Clark | Patricia Jones | Kylie Muga | Stephen Sanderson | Lucy Young |
| Alex Collins | Frances Kelly | Chhanda Mukherjee | Lenny Santoso | Yoon Barry Young |
| Elizabeth Conterno | Margaret Kennedy | Janet Muscat | Sr Anne Saunders | Jamila Zhang |
| Donna Cook | Phil Kennedy | Pat Nash | Peter Scheidegger | Jean Jing Yu Xu |



HUNTERS HILL RYDE COMMUNITY SERVICES
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Office Hours: 9am-4.30pm

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Web: www.hhrca.org.au

Facebook: www.facebook.com/HHRCS

