



JULY 2021 TO JUNE 2022

Annual Report



Rainbow Coast Neighbourhood Centre



About Rainbow Coast Neighbourhood Centre (RCNC)



RCNC is an Albany not-for-profit organisation that has been supporting individuals and communities in Albany and the Great Southern Region for over 34 years. Parenting and family support, migrant settlement, childcare and community gardening are our four pillars that allow us to connect with people and make a difference in our own friendly and unique way.

Our flexible model allows us to work with community to build on what is already strong and be able to react to what people are asking for. We offer individual support, run workshops, provide group activities, provide space for community use and, manage and support community events. We also love to collaborate with other organisations and services as a way of strengthening our whole community.

We listen, we share, we respond, we nurture and we create safe spaces that everyone can join and connect with other people. People are who we are!



Our Philosophy

RCNC builds on the strengths and abilities of the diverse individuals, families, and neighbourhoods that make up our community. We work closely with many different organisations to support our goals of building skills, social connections and resilient communities. Our vision remains strong and focused on who we are and on the people who are our community.

"To support individuals and families to effectively manage their own lives and to create connections to the community".

RCNC Strategic Plan

Chairperson's Report



Rumeena Nizam

It is with thanks and gratitude for your ongoing support that we, the Board of Management, executive team, and staff of Rainbow Coast Neighbourhood Centre (RCNC) present our 2021-2022 Annual Report.

2021 to 2022 has been a year of change, diversity, and advancement. A year in which the whole world is finally re-emerging from the COVID-19 pandemic, bringing forth new ways of doing business. The pandemic caused rapid changes across regional, rural and remote (RRR) communities and put a spotlight on the limitations faced by regional families and individuals. RCNC staff have adapted throughout the rapidly changing environment with poise and rigor to continue to serve the community. RCNC continued to keep a pulse on the local needs and issues to ensure service delivery to the most vulnerable in our community.

RCNC emerged steadily through the 2021-2022 financial year under the diligent governance of our treasurer, Gavin Hard. During this period, we executed and evaluated a pilot program to improve the operations and profile of RCNC Community Garden and continue our financial commitment towards the growth of the Family House Childcare service. The protocols on operations caused by the COVID-19 pandemic and government mandates had a significant impact on the financial and operational aspects of RCNC. Careful financial administration and implementation of critical changes in our processes has seen RCNC maintain a steady financial position into the next financial year.

We are proud to say that our services provide supports and services to individuals and families from early years through to seniors. I'd proudly like to acknowledge our key service areas:

- Albany Family House (Head Office & Neighbourhood House)
- Family House Childcare
- Great Southern Migrant Services
- RCNC Community Garden

RCNC supported over 600 individuals during the year with a broad range of services and activities designed to make a lasting impact on our clients. Our service remit enables us to positively impact people's lives, often when they are experiencing times of crisis and need, throughout Albany, Mt Barker, and Katanning.

This year we completed a review of the Strategic Plan and set new strategic direction toward future years, thus ensuring RCNC's continued sustainability. Through this process the Board has identified the next priority areas to focus upon to enable capacity building for RCNC in its service delivery.

Chairperson's Report Cont'd...

In our efforts to deliver holistic services to the community, RCNC works closely and in partnership with a range not-for-profits (NFP), government agencies and community groups. We thank them all for their cooperation and ongoing collaboration. RCNC's board of management and executive look forward to continuing this relationship into the future.

I acknowledge members of the community for your donations, partaking in our fundraisers, volunteering, and supporting us as members of RCNC. Our members and volunteers are an integral part of RCNC. You enable our services to reach the community far and wide and are an essential for service delivery, especially in regional settings where services such as ours can be impacted by limitations in infrastructure, resourcing, and technology.

A workplace culture that is enriching, rewarding and embodies the values of RCNC is vital to the success our operations. Our staff nurture and support each other in a manner that is the envy of most workplaces. RCNC's reputation of quality service delivery and welcoming atmosphere are testimony to our staff and culture. In recognition of this, the RCNC Board and myself thank our management team and staff for their commitment and steadfast approach.

As I take leave from my position as Chairperson, I reflect on my four-year term leading a volunteer board which has been both challenging and rewarding. I've had the opportunity to shape and grow our governance practices and the overarching organisational processes. I've had the pleasure of working with many individuals who served as board members and have made significant contributions to RCNC during their time with us. I thank each of them for their contribution. Finally, I whole heartedly thank my current board members; Mr. Bruce Beamish (Deputy Chair), Mr. Gavin Hard (Treasurer), Louise Anderton, Hannah Dube, for your dedication to RCNC. The power of your contribution lives on in every positively impacted individual in our community. I sincerely, thank you for being a valued partner in sharing my journey with RCNC...and your friendship.

In 2019, on my first report as Chairperson, I noted the below quote and as I reflect on my time as Chairwoman, I see that it remains true...

"Never believe that a few caring people can't change the world. For, indeed, that's all who ever have." – Margaret Mead.



Managers Report



Angela Bristow-Baohm & Sarah Hilder

The priority focus for 2021 to 2022 was to strengthen foundations and consolidate operations coming off the back of the volatility of the previous twelve months. This was especially important with uncertainty around COVID 19 and how it was going to be experienced by our community. It was inevitable that the protection afforded by state policies and guidelines for minimizing the spread of COVID19 were not going to be continuing and we all had an impending sense of uncertainty.

RCNC has always had strong foundations with ongoing funding for core service areas, community knowledge and connections, and service delivery models. Our focus was ensuring they remained the cornerstone of the organisation. We continued to look at quality improvement, policies and procedures and assessing the service areas most essential for remaining operational for RCNC and centre users when COVID19 became prevalent in the community in March 2022.

We focused on consolidating existing structures and addressing community requirements. We consulted with community, staff and the RCNC Board to identify innate fears, concerns, and expectations of the services that were important for people to be continuing. There was a high level of focus on understanding and implementing state guidelines, evaluating existing business continuity plans, and re-defining the RCNC COVID19 safety plan.

We identified our people as being the highest level of priority and implemented measures to ensure safety for centre users, staff, and volunteers. RCNC purchased personal protection, test kits and upgraded cleaning protocols early in the planning phase to create a sense of safety for everyone. Communication was essential for all our team over the year to ensure people remained informed, prepared, and supported.

Our staff were absolute superstars during a difficult year and their efforts kept the centre open and delivering services and activities through all the changes brought on by COVID19. Without hesitation, they met vaccination requirements, worked extra shifts, and followed all safety protocols. Senior management teams and admin teams worked excessive hours on weekends and evenings to meet contact tracing and notification requirements which were essential to keeping the childcare open and available to families. The Great Southern Migrant Centre team were extremely busy providing updated information, educating the community about guidelines, and supporting people through their isolation period. Our migrant community was hit hard in the early stages of community spread of COVID19. People struggled to access supplies, report tests, and manage health needs due to English language difficulties and the complexity of systems and information.

Centre utilisation and participation decreased because of COVID19 spread. Many groups and activities were cancelled and there was erratic attendance due to illness of staff and participants. Despite this the overwhelming message was from people was that they wanted to keep things going as much as possible which we did and many people continued to come to RCNC activities and use services.... online and in person.

Highlights for us was knowing that we continued to make a difference for people throughout the year, the people who continued coming through the door with steadfast resilience and the team that surrounds us. Thanks to our staff for all they bring to our vibrant workspace and sincere thanks to our Board of Management who held strong and steady and gave ongoing support to the organization and us.

We look forward to the coming 12 months with renewed optimism and hope.

The RCNC Team

Our Board of Management @ 30th June 2022

Chairperson	Rumeena Nizam
Vice Chair	Bruce Beamish
Treasurer	Gavin Hard
Executive Committee Member	Louise Anderton
Executive Committee Member	Hannah Dube

Our Staff

Co-Manager	Angela Bristow-Baohm
Co-Manager	Sarah Hilder
Bookkeeper/Accounts	Sarah Hilder

Administration

Emma Myers
Andrea Hyde

Childcare Co-ordinator

Catherine Bramley

Childcare Staff

Emma Myers
Sharon Philipps
Andrea Hyde
Christine Whyatt
Aleesha Narkle
Alix Squance
Cathrine Bristow-Baohm
Tillie Bartley
Jess Oldham
Narelle Humpheries

Great Southern Migrant Services

Julia Valentin
Dhyana Bramsen
Otieno N'donga

Community Garden Co-ordinator Yann Toussaint
Program Facilitator - The Nest Simone Brand

Thank You!

To our outgoing Board Members

Carol Pearce (May 2022)
Tracy Waddell (August 2021)



STAFF & FRIENDS DINNER JULY 2021
FAREWELLING ROSE & WELCOMING SIMONE

RCNC led
groups &
Programs
15

Partner led
groups &
Programs
15

Treasurers Report



Gavin Hard

RCNC incurred a net loss for the 2022 financial year, predominately due to a large decline in total revenue and an increase in total expenses. The Centre's operating loss for the year was \$61,957 with a net Asset Position (at cost) of \$451,641 as at 30 June 2022.

The reduction in revenue for the Centre compared to 2021 and 2020, mainly relates to ATO JobKeeper and Cash Flow Boost receipts ceasing in 2021. These ATO receipts in 2021 totalled \$178,438 (less Jobkeeper Top Up payments of \$22,338). The Centre also saw a decline in federal grants from \$481,750 in 2021 to \$435,957 in 2022, a reduction of \$45,792. Whilst both these revenue items reduced the Centre's total turnover for 2022, this was partly offset by a pleasing increase in childcare income. Compared to 2021 where total childcare income was \$129,598 (comprising of Childcare Fees, CCS - Centrelink Payments, Childcare Hire Fees and Inclusion Support), in 2022 the total childcare income was \$198,491, an increase of \$68,893.

The Centre's total 2022 expenses was \$899,232 compared to \$858,508 for 2021. This increase mainly related to staffing costs, increasing by \$33,503. Other notable expense increases included administration costs (\$10,155 increase) and Translating & Interpreting Service payments (\$8,508 increase). There were also various expenses that had declined compared to 2021, the largest decline being repairs & maintenance by \$14,060. Overall the Centre's expenses had increased by \$40,724 for 2022.

The Net Assets (at cost) of the Centre as at 30 June 2022 had reduced by \$61,957 compared to 2021. Total assets had decreased from \$689,054 to \$625,621 being predominately a reduction in cash at bank due to the net loss incurred for the year. Total liabilities had also decreased but only marginally from \$175,456 to \$173,980.

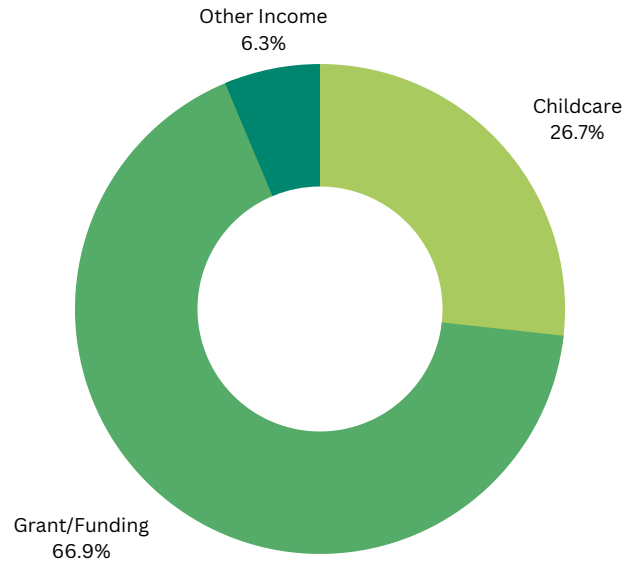
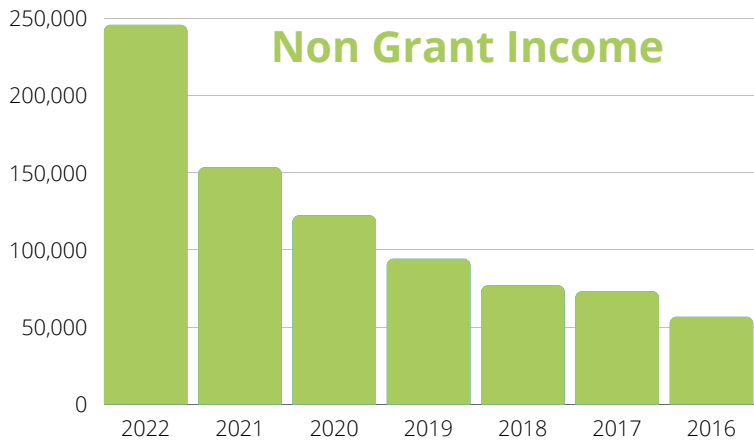
The Centre's Current Ratio, comparing the centre's current assets to current liabilities, was 4.10 as at 30 June 2022. The Centre therefore had \$4.10 of current assets available to cover every \$1 of current liability. This has decreased from 4.59 as at 30 June 2021.

Given the loss incurred for 2022, the Centre needs to continue to explore all avenues for increasing turnover and minimising expenses wherever possible. In particular, new income opportunities, including growing existing income streams (for example, childcare income), should continue to be considered. This will assist the Centre in reaching a surplus position in the future.

Annual Income Statement

**RAINBOW COAST NEIGHBOURHOOD CENTRE INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
<u>INCOME</u>		
Grants	599,415	656,028
CCS Receipts	131,660	84,207
Fees and Contributions	73,220	57,101
Donations and Fundraising	6,594	1,096
Room Hire & Rent	24,756	5,501
Membership	558	703
Interest	179	409
JobKeeper & Cash Boost	0	178,438
Other Revenue	893	4,318
	<u>837,275</u>	<u>987,801</u>
<u>EXPENDITURE</u>		
Administration	50,439	40,284
Audit Fees	400	1,900
Depreciation	13,260	14,232
Computer Expenses	4,483	5,172
Consultants	1,094	1,371
Insurance	17,221	15,681
Materials & Supplies	12,687	14,545
Motor Vehicle	1,760	2,499
Other Expenses	5,423	5,224
Printing & Stationery	10,829	6,539
Rent & Outgoings	22,598	8,985
Repairs & Maintenance	4,656	18,716
Salaries & Wages	669,161	644,041
Superannuation	65,004	56,621
Telephone & Internet	9,204	8,622
Travel & Accommodation	11,013	14,076
	<u>899,232</u>	<u>858,508</u>
Operating Result Surplus/(Loss)	<u>(61,957)</u>	<u>129,293</u>



Thank You!

TO ALL OUR FUNDING PARTNERS



Australian Government
Department of Home Affairs



Australian Government
**Department of Education,
Skills and Employment**



Government of Western Australia
Department of Communities



**Australian
Neighbourhood
Houses & Centres
Association**



Highlights

Everyone Belongs



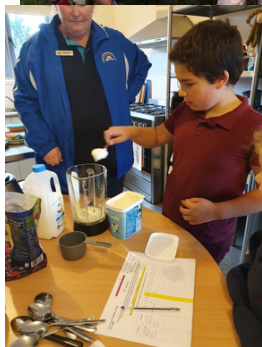
MESSY MAESTRO'S



FAMILY HOUSE
CHILDCARE



GARDEN GRUB'S



THE NEST



RCNC COMMUNITY GARDEN



TIME OUT
THURSDAY &
FEEL GOOD
FRIDAY



Get In Touch...

Albany Family House
219 North Road
Centennial Park WA 6330



Phone: 0898418254
Email: admin@rcnc.org.au
Website: www.rcnc.org.au

Facebook:
RCNCAlbany
[rcnccommunitygarden](https://www.facebook.com/rcnccommunitygarden)
[MigrantServices](https://www.facebook.com/MigrantServices)
[RCNCFamilyHouseChildCare](https://www.facebook.com/RCNCFamilyHouseChildCare)



"I love coming here each week, it is so nice that the room is always ready, and someone always says hello. It makes me feel cared about and supported"

Volunteer Support Group Co-ordinator