



# ANNUAL REPORT

## 2021/ 22



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# WELCOME

The Tailem Bend Community Centre (TBCC) is an independent organisation that supports the diverse needs of Tailem Bend and the surrounding Murraylands communities.

The Tailem Bend Community Centre acknowledges the land we are on as traditional Ruwi (land) of the Ngarrindjeri people, custodians for thousands of years. We respect the Ngapaldi (Elders), past, present and emerging. We appreciate their deep spiritual relationships with the country and value their cultural beliefs. We recognise that this Land was, is, and always will be Ngarrindjeri Ruwi.

Services offered are affordable, easily accessible, and encourage social interaction and lifelong learning. There are many dedicated volunteers who will welcome everyone and offer support to people visiting the centre or wanting to become a member including the aged, disabled and the disadvantaged.

## MISSION

Provide social interaction and lifelong learning opportunities for our community.

## VISION

The Tailem Bend Community Centre Incorporated will be a self-sustaining enterprise that supports the diverse needs of Murraylands communities.

## VALUES

**Equality and  
Empathy**

**Honesty and  
Integrity**

**Support and  
Encouragement**

**Tolerance and  
Understanding**

**Positive  
Partnership**

**Non-  
discriminatory**

**Safety and  
Security**

**Social  
Inclusivity**

# ABOUT US

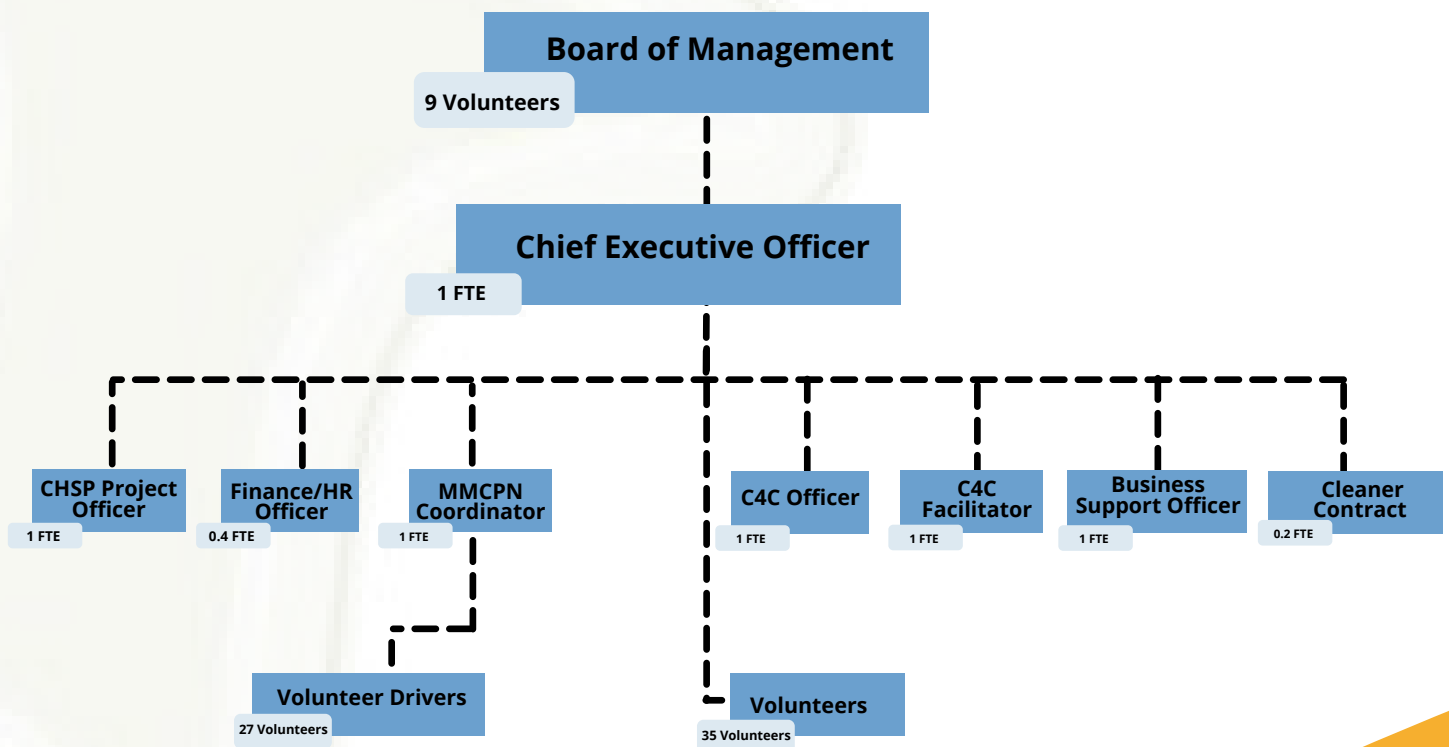
Established in 1987, the Tailem Bend Community Centre (TBCC) is an independent organisation that supports the diverse needs of Tailem Bend and the surrounding Murraylands community.

The TBCC provides vital community services that are affordable, accessible, and targeted to those most in need, with a strong focus on encouraging social interaction and lifelong learning. Services are diverse, and include the hire/use of facilities including a modern function room and commercial kitchen, administrative services, and the delivery of a wide range of programs for various ages and groups. In the 2021 Census, there were 46,148 people in The Coorong (DC) (Local Government Areas). Of these, 52.3% were male and 47.7% were female. Aboriginal and Torres Strait Islander people made up 3.1% of the population. Murray Bridge (5.6%) and Coorong (5.7%) are significantly higher than the State (2.4%) or National (3.2%) average. Three LGAs in the Murraylands ranked in the top 10% of disadvantage (Australian and South Australian communities) for socio-economic disadvantage (RCMB, Coorong and Mid Murray).

In 2022 we celebrate 35 years in operation. It's a wonderful time to reflect on what has been achieved and how resilient TBCC has become. Then – and now – hard work, tales of outstanding success and overcoming community challenges is an ongoing theme.

We're proud that the Centre continues to encourage social connection and wellbeing for people of all ages. We trust the amazing people with the vision to establish TBCC 35 years ago share our pride in what it is today - Respected Resilient and Resourceful.

## Organisation Structure

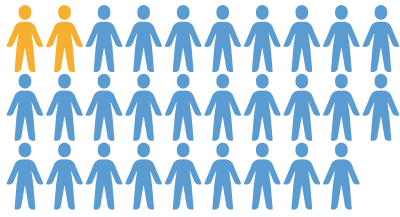




# 35 YEARS OF TBCC



# OUR YEAR AT A GLANCE



MMCPN has 27 Volunteer Drivers and 2 Companions



MMCPN CARS have traveled 96,272Kms



MMCPN has provided 1,665 trips to consumers

MMCPN volunteers contributed 2,121 hours



290 MMCPN consumers received transport

TBCC MINI BUS has been hired by 50 parties and has travelled 10,033 kms.



711 hours of home maintenance was provided

1,126 hours of social support individual was provided



TBCC has 35 volunteers

TBCC has cooked 546 hot meals



TBCC tutors and instructors have delivered 507 classes

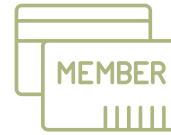


Public computers and free one on one sessions



A total of 3,114 students participated in classes

547 people received maintenance on their home



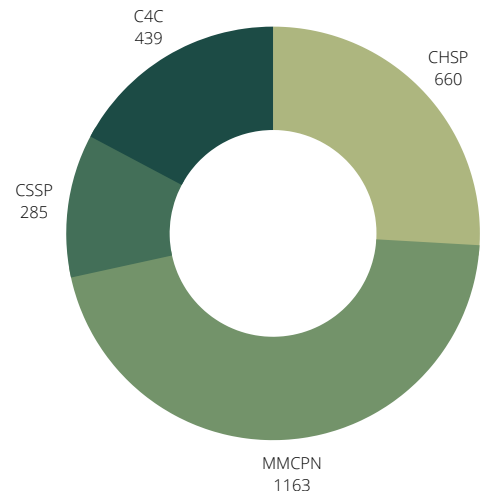
TBCC has 184 Financial Members

608 People have visited TBCC for other services



TBCC volunteers have dedicated 1,147 hours - which averages to about 5 hours every day.

Total number of consumers 2,547



4%

of clients identify as Aboriginal or Torres Strait Islander (ATSI)

6%

of clients identify as Culturally and Linguistically Diverse (CALD)



# YEARS OF SERVICE

## 1 YEAR

2020 Sandra Daly

## 5 YEARS

2017 Christine Hartmann

2019 Linda McDougal

2020 Maureen Hamlyn

2020 Don Moyes

2020 Eva Hayden

2020 Denise McLoughlin

2021 Chelsea Coombe

2022 Keith Walters

2022 Margaret Walters

2022 Graham Nancarrow

2022 Jeanette Gower

## 10 YEARS

2022 Don Wood

2022 Tam Shepherd

## 25 YEARS

2021 Beverley Moyes

## LIFE MEMBER

2000 Rosemary Symonds†

2001 Helen Kozikowski

2011 Beverley Moyes

2013 Flo Gower

2013 Syd Gower†

2017 Lorraine Cresp

2017 Julie Horan

2018 Peter Cresp

2018 Trevor Gordon

2019 Patricia Wehl-Connolly

2019 Rhonda Coleman

2020 Beryl Humphris†



# BOARD AND STAFF

## BOARD OF MANAGEMENT

TBCC is fortunate to have highly regarded and diverse Board members who are focused on building a vibrant, adaptive, and sustainable organisation.

Goals are set through effective community consultation and in accordance with TBCC policies, procedures, and grant funding expectations. Outcomes are achieved by working effectively with staff, volunteers, networks and partnerships.



**Jack Hunt**  
Chairperson



**Graham Nancarrow**  
Vice Chairperson



**Judy Bagg**  
Secretary



**Jeanette Gower**  
Treasurer



**Trudy Stanley**  
Committee



**Peta Dermody**  
Committee



**Janelle Merritt**  
Committee



**Trevor Gordon**  
Public Officer

## STAFF



**Tammy Shepherd**  
CEO



**Denise McLoughlin**  
CHSP Project Officer



**Chris Hartmann**  
Finance Officer



**Sam Hicks**  
MMCPN Coordinator



**Lauren Andriske**  
Business Support  
Officer



**Gayle Juergens**  
C4C Project Officer



**Katrina Touzeau** C4C  
Program Facilitator





# CHAIR REPORT

Jack Hunt - Chairperson

Improving lives and helping people to maintain connection during Covid is all part of what TBCC offers.

This has been a transformative year for the Centre. Adapting to change and prioritising programs to suit pandemic restrictions has been challenging but very rewarding.

We consider ourselves very fortunate to have so many talented staff and volunteers who work tirelessly for our community, even through uncertain times. We can't thank you all enough for your efforts to ensure people in the community had access to transport and food in rural locations.

There have been so many highlights and good news stories which you will see throughout this report - please reflect on all that has been achieved. It would be remiss of me to not mention achieving Australian Service Excellence Accreditation Award level compliance, funding for two hybrid vehicles, and the Queen's Platinum Jubilee lunch as highlights.

In March, we said a sad farewell to Chelsea Coombe as she moved onto a Coordinators role with Karoonda Council, and welcomed Katrina Touzeau to C4C. We also lost a few volunteers throughout the year that couldn't continue due to pandemic health risks.

We also lost two Life members this year with the passing of Syd Gower and Beryl Humphris we offer our condolences to their families.

On a positive note it was fabulous to create and share radio and television commercials on Power FM and the Nine Network. We thoroughly enjoyed hearing from people that viewed our commercials and receiving complimentary feedback. We have no doubt TBCC was promoted to a wider audience.

We introduced a new Audit, Governance Risk Subcommittee and spent a significant amount of time on the development of the 2022 - 2026 Strategic Plan that brings renewed energy and passion to focus on. I am looking forward to another successful year in 2022-23.

Once again, I express my sincere appreciation to my fellow Board members for their time, energy, and dedication during the past year and for their insights and expertise they each bring to overseeing TBCC activities.

A huge thank you to all our members, staff and volunteers. You are what this Community Centre is all about. It's your Centre, and your support for it and each other is what drives us all to keep going.

Regards  
Jack Hunt





# CEO REPORT

Tammy Shepherd - Chief Executive Officer

While coronavirus has undoubtedly challenged TBCC, our Board, staff and volunteers have responded admirably, continuing to provide services our community relies on so much. In the same time period, the Board has become increasingly concerned about government initiatives that may disproportionately impact our future, legislative compliance, and our ability to operate effectively and be sustainable. We have reviewed the Constitution in consultation with Wallman's Solicitors to enable future growth and hopefully achieve Deductible Gift Recipient (DGR) and Public Benevolent Institution (PBI) status. We have updated the Strategic Plan, achieved Award level ASES Accreditation and investigated improved options for employees. Our Board, staff and volunteers remained strong through uncertain times and never failed to maintain consumer and community needs at all times.

The membership, participation and events are building up again after an extended period of lockdowns. We dearly missed seeing all our consumers on a regular basis and realised how much we rely on their presence for our own wellbeing.

TBCC's service footprint continues to expand, and we are constantly in demand from new individuals and organisations seeking support or partnerships with TBCC. Following extensive promotion of television and radio commercials, we were delighted to have received so many positive comments from people who were so proud to see their TBCC on TV.

Our workforce remained as dedicated as ever. We thank you for your resilience and commitment over the past twelve months. Staff retention is an ongoing trepidation due to our inability to offer long term employment options.

After five years Chelsea moved on and left big shoes to fill. Thankfully due to Murray Bridge Community Centre not continuing as a Communities for Children Partner, we picked up their Project Officer Katrina Touzeau. Katrina hit the ground running at the end of June 2022.

Covid affected staff most in the last six months which tested our resolve for covering roles and responsibilities, as well as analysing how effective our policies and procedures were. I am pleased to advise we nailed it, our systems were successful, and we flawlessly managed operations onsite and remotely.

In November 2021 I joined the South Australian Community Transport Association (SActa) to advocate against the proposed new Support at Home package of reforms (which will replace the current Commonwealth Home Support Program - CHSP). We have genuine concerns about the new model and the impact this will have on rural communities. Payment in arrears, national price offers and increased compliance are just a few areas of concern. CHSP pays Community Transport providers about \$25 (\$18 - \$36 range) on average per trip. Following a national provider survey, it was identified that in rural areas it cost on average \$60 per unit (our costs are \$55) due to the longer distances from homes to services. The same survey outlined relevant inner-metro average cost per unit is \$15. This further highlights not only the inefficiencies of the current model but how regional, country and remote providers are being disadvantaged. We appreciate that there is limited funding, however the fact remains that regional and remote operators are disadvantaged compared to their inner-city colleagues.





# CEO REPORT

Tammy Shepherd - Chief Executive Officer

Additionally, we provided a collective voice for more funding in SA for Community Centres. SA is allocated \$3.5 million base funding, significantly less than other states. Nationally: Tasmania \$10.5 mil, WA \$15.8 mil, NSW \$17.6 mil, Qld \$19.5 mil, Vic \$40 mil. In 2021, one quarter of 103 Community Centres reported an increase by 300% in the number of people presenting with mental health challenges. Despite increasing community need and participation in their programs and activities, nearly 50% of the SA's Community Centres are not provided any core State Government funding.

TBCC acknowledges the need to continuously improve cultural and inclusive practices to help support our communities be more united.

We have implemented several initiatives such as email signatures, signage, and programs to recognise that this Land was, is, and always will be Ngarrindjeri Ruwi.

Anu Nginti (Ngarrindjeri, thank you) for another fabulous year of support.







# SECRETARY REPORT

Judy Bagg - Secretary

The last year has flown past with so many changes and challenges noted as we move forward from COVID restrictions back to a more normal lifestyle.

I am constantly amazed to see the steps it takes to provide all the services and activities provided to the community and the measures required to be successful in gaining funding to keep it all happening. The staff have handled enormous workloads and pressures with good humour and grace and with volunteers happily providing support where they can.

Applying for and receiving a \$1,500 dollar grant and opportunity for TBCC to participate in a research collaboration with Flinders University and Communities SA was a highlight of my year.

The Board members, CEO and staff have worked together to achieve many things including updating processes, policies, procedures and documents.

There have been so many new or expanded programs, successful grant applications, positive achievements, nominations for awards, collaborations and compliments that I can't list them all but must mention the successful ASES Review resulting in an impressive and rarely achieved result of Award level. A huge congratulations to the CEO and staff of TBCC for all they have done and the amazing results they have achieved this year.

It has been a pleasure and a privilege to act as Secretary and be part of a great team on the Board of Management.

Thank You  
Judy Bagg





# FINANCE REPORT

Chris Hartmann - Finance Officer

Jeanette Gower - Treasurer



The 2021/2022 financial year has once again been very busy. The TBCC continues to receive grant funding which this year totaled \$759,510, an increase of \$84,000 over the previous financial year.

Our funding streams are:

- Department of Health (DOH) Commonwealth Home Support Program (CHSP) - \$236,352
- AC Care - Communities for Children Murraylands - \$197,000
- Department of Human Services (DHS) Community Services Support Program (CSSP) \$45,624
- Department of Health (DOH) CHSP CPN Transport O65 & ATSI 50yrs \$101,499 + Extra Growth Funding \$39,234
- Department of Human Services (DHS) SA HACC CPN Transport U65 \$93,558

Another \$46,000 of this was attributed to one-off funding opportunities from the TB Advancement Group for the purchase of a car (\$35,879.07), Rural City of Murray Bridge (\$4,000) proceeds towards running the MMCPN in Murray Bridge, Community Centre's SA (\$1,363.64) funding towards hosting the Flinders Loneliness Research Project and Coorong District Council Community Grants Round 2 - (\$5,000) towards rewriting our Constitution.

All Grant monies were expended except for the funding from the Taillem Bend Advancement Group. This money is for a car that was ordered in December 2021, but due to the pandemic and shortage of new vehicles, it is still on backorder and is due for arrival in October 2022. Thank you to Trevor Gordon (Public Officer) for his ongoing support and also to our Treasurer and Board Member, Jeanette Gower.

In 2022 we would like to acknowledge Richard Deane and Associates in recognition of the significant contribution to the Taillem Bend Community Centre for 18 years providing professional practice and financial auditing. We are grateful for the guidance and support with all financial matters, thank you!

## TBCC Mini Bus Hire Report

Mini Bus Hire continues to be regular and contributes to a steady income. Word of mouth is a wonderful thing. The bus was hired by 50 parties with many of these being repeat hirers. Income received was \$6,500 and is covering expenses such as registration, insurance, repairs and maintenance.

The bus has been well looked after by the hirers. A big thank you to those volunteers who are helping with bus check-out and check-in on weekends.







# CHSP REPORT

Denise McLoughlin - Commonwealth Home Support Programme Project Officer

The CHSP role is forever changing, and challenging at times. Consumers come and go, the level of support varies with Covid shutdowns just around the corner. The wellbeing of our consumers is always number one priority. Consumers come to TBCC with some unusual and complex questions, the TBCC team typically endeavors to find an answer or solution. This year's questions have made us smile and at times broken our hearts. Loneliness during the pandemic remains an ongoing issue that we strive to resolve.

Consumers have been looking forward to going on the TBCC bus trips, 21/22 year's list of outings have been very light on. We did manage one bus trip "Out to Lunch" a lovely day enjoying the beautiful scenery of Langhorne Creek and lunch at Oasis Restaurant.

Community Centres South Australia (CCSA) approached TBCC offering an opportunity to host the Australian Symphony Orchestra (ASO) at Taillem Bend, this proposal was too good to pass.

With TBCC enthusiasm we accepted the generous invitation to host ASO and proceeded to get Coorong District Council (CDC) hall approval. We contacted the school, and put the word out. Before we knew it we had two full shows booked and what a huge success it was. Over 270 people left the event with smiles and wanting more.

Clowning around at the Ageing and Engaging Expo brought back memories of going to the circus and the fun things of yester year. Hand painted amusements were created and played on the day, consisting of Laughing Clowns, Knock em Down and Duck Target shooting. Pamphlets and flyers were handed around and every chance we got.

We mentioned our volunteers at TBCC and promoted our wonderful team, from driving cars to contract handy men for gutter cleaning, gardening, or just changing light globes.

To slow things down and reflect we sat quietly in a group to experience some cultural basket weaving. We were lucky to have a local lady Vicki Hartmann teach us the art of weaving, enjoying the company of a group of friends chatting and storytelling whilst our weaving was growing.

TBCC is socially inclusive and we encourage people of all ages to attend our workshops and CHSP designed classes. CHSP consumers enjoying classes receive assisted funding, everyone else is welcome (a non funded price is applicable). NDIS consumers come along with a support worker, these consumers have made some amazing products including dog kennels, coffee tables and garden bench seats.

Being CHSP Project officer is very rewarding knowing the hard work and long hours keeps the grant funding in the Coorong to benefit the communities we serve.







## C4C REPORT

Gayle Juergens - Communities for Children  
Project Officer

Tailem Bend Community Centre's Communities for Children Team has had a positive year, despite having Covid throw in a few obstacle's along the way. It was fantastic to be able to have face to face delivery for the majority of the year. In 2022 brought more staffing changes to our team with Chelsea leaving TBCC after five years in the C4C Project Officer position.

I stepped into the Project Officer role tentatively as C4C funding beyond 1 July 2022 was not secure at the time of her departure and we did not want to employ anybody until we had a conclusion from the 2022-2024 Community Partner Applications. Denise was a massive help throughout term two joining me for PCMG sessions. We also contracted Lesley How (uni student placement) to co-facilitate DRUMBEAT on a Friday.

In mid-May we received a letter of offer for two years with a possible further two years of funding. This allowed us to advertise at first internally for the Project Officer position, which I applied and won. We then advertised externally for the role of C4C Facilitator and welcomed Katrina to the team mid-June. With her experience in the Communities for Children sector and early years background, she eased her way into the role. Some changes were made to our Activity Work Plan towards the end of the fiscal year to compensate for not having a co-facilitator in term two. We swapped programs that needed two trained facilitators to DRUMBEAT as this program only requires one trained in the program and one co-facilitator to accompany

In mid-June we were offered an opportunity for another Expression of Interest for a further three programs. We were lucky enough to be offered all three. We will be delivering programs across

The Coorong, Karoonda, Rural City of Murray Bridge, the Murraylands, Callington and Mid-Murray. Katrina and I are excited for what is to come and look forward to another busy year within the Communities for Children Team..





## C4C REPORT

Katrina Touzeau - Communities for Children Facilitator

Starting in June 2022 I joined the team to co-facilitate the C4C programs offered through TBCC. I have quickly observed and been impressed by the hard work and dedication of everyone involved in the Centre's operations. Starting this new venture was nerve-wracking however settling in has felt like a smooth process largely due to the incredibly welcoming, supportive and informative processes, positive Centre culture and the incredible TBCC team.

Stepping into this role I bring over 15 years experience within the Early Education sector, most recently working within the Murray Bridge Community Centre (MBCC) in a part time C4C facilitator role and within the disability sector. I have been able to transfer prior experiences and knowledge, however I am eager to continue to expand on the skills and knowledge required with ongoing training and development opportunities and within practical implementation of these programs alongside Gayle.

Working with Gayle is such a positive experience for me - she is so innovative, has a wealth of knowledge and brings such a supportive/ collaborative approach. I have enjoyed the programs that I've co-facilitated with Gayle so far and am looking forward to supporting her with the many other programs offered by C4C and within TBCC as a whole, including Seasons for Growth and Drumbeat throughout terms three and four.

The highlight overall so far has been beginning to form positive relationships with the families and children involved in PCMG in Murray Bridge and Tailem Bend.

I look forward to continuing investing in these and creating positive connections within the schools, greater communities and diverse regions serviced by C4C.







## MMCPN REPORT

Sam Hicks - Murray Mallee Community Passenger Network Coordinator

This year, our drivers (excluding the medical bus) have travelled an impressive 96,272 kilometres with our consumers, who are so appreciative of the service and the time our drivers' volunteer. We get a thrill hearing their lovely praise such as this from Pauline, 'Driver was great, very kind and considerate. Fabulous ! - Gold star!!' and from Margaret, 'I was very upset when told on arrival at hospital that I could not enter without a mask, although I had the paperwork for my exemption. Thank you to the driver who calmed me down, found a solution, was kind and thoughtful and very patient with the changed arrangements.' Our drivers are very special people, no doubt about it.

We successfully bid for additional funding from the Federal Department of Health to support the transport needs for Over 65's in Murray Bridge. This allows us to provide CPN vehicle transport for those needing to get to Adelaide. The Rural City of Murray Bridge (RCMB) provides an excellent transport service for Over 65s in Murray Bridge, within the township and as far as Mount Barker and Stirling. We are working closely with the RCMB transport team to provide people with extended options to Adelaide, and thank Deb and her team for their support and collaboration. The medical bus continues to provide transport for all ages within RCMB and Mid Murray.

Our CPN expansion to Murray Bridge has so far been managed using our vehicles from Tailem Bend, as we await the arrival of two new Hybrid RAV4s (delivery now delayed until October). One RAV4 will be based in Murray Bridge at the hospital, the other in Tailem Bend.

We were successful in securing two grants that assisted with the purchase of these vehicles - the Rural City of Murray Bridge (\$4,000) and the Tailem

Bend Advancement Group (\$35,879). We thank both organisations for their generosity. We are still seeking drivers from Murray Bridge, so please let us know if you, or someone you know, are interested.

I recently enjoyed a lovely morning tea provided by the Meningie Probus Club when they asked me to present an information session on the services of the Community Centre. Attendees had many questions about My Aged Care and how it works, along with transport. This year, Tammy and I also presented at both Mobilong and Murray Bridge Rotary Clubs and invited members of the Murray Bridge Automotive Club to consider becoming volunteer drivers. We thoroughly enjoy the opportunity to do these presentations to groups around the region. We were also fortunate that Murray Bridge News featured an article on our transport service and highlighted the efforts of our driver based in Murray Bridge, Ross Anderson.

We are very excited to begin our new mini-bus services, having sought an exemption from the Department of Infrastructure and Transport to operate a shopping bus within Tailem Bend on Thursday mornings. We will also travel weekly to the Murray Bridge heated pool when it reopens and we are waiting for approval to operate a weekly shopping bus to Murray Bridge.

Our monthly Social Surprise bus trips are proving popular, with great attendance and feedback. We have some lovely destinations planned, we're just not going to tell passengers where they are going for the outing until they board!

We continue to lobby the federal and state governments for improvements in the operation and funding of regional transport. Along with regular industry meetings and collaborations, Tammy has joined the South Australian Community





## MMCPN REPORT

Sam Hicks - Murray Mallee Community Passenger Network Coordinator

Transport Association (SActa), working hard to highlight the needs of the sector with government departments and local members. The increasing cost of operating the service is front and centre with the rise in petrol prices, along with other expenses

This year, for the first time since taking over the transport scheme, we conducted a fee review, with the Board supporting a 10 percent increase in fees for subsidised consumers. This is effective from 1 July 2022. The new fee schedule includes non-subsidised pricing for non-CHSP consumers (eg. those on Packages or NDIS).

A big thank you to our drivers, companions and volunteers for all their hard work and dedication. Together they have contributed a whopping 2,121 volunteer hours to the CPN, a truly remarkable effort. Our funding simply does not allow us to have paid drivers, and in a regional area with limited or no public transport, this vital service would not exist without the generous contribution of time from dedicated community members. We sadly said a temporary goodbye to two of our drivers who were not vaccinated against Covid, and this requirement for drivers remains in place at the direction of the Federal Government.

This financial year, we assisted 290 people with their transport needs, with many of them now frequent flyers.

As many of you are aware, TBCC philanthropically funds the booking administration and client management of the medical bus. This is because it is an important community service, utilised by well over 150 people in our broader community. Our contribution this year was in excess of 170 hours.

Covid continues to impact our output targets which we have not met this year (a shortfall of 487), with the biggest reduction in trips on the medical bus. Consumers are still having their appointments switched to Telehealth, or cancelled due to medical staff contracting Covid, or avoiding medical facilities altogether until the Covid crisis eases.

Our required target outputs have increased by 600 this year with additional funding for Murray Bridge and an extension of the medical bus catchment zone:

Required target outputs (July 2021 – June 2022) of 2152 (was previously 1,552) with delivery of Total: 1,665 outputs (down from 1,885 previous year):

- Medical Bus – 809 outputs (down 236 from 1045)
- CPN Vehicles – 856 outputs (up 16 from 840)





## BSO REPORT

Lauren Andriske - Business Support Officer

If this year has taught us anything, it is that change is inevitable and we should try to embrace it. Covid-19 contributed to many changes faced by staff, volunteers, and consumers throughout 2021/22. We made the difficult decision to close the doors to TBCC and only provided essential services, medical transport, emergency food relief, and crucial home maintenance / repairs. All classes were cancelled, staff were split into teams where half worked at TBCC and the other half worked from home. All trainings and meetings were held via zoom and Covid updates and changes were made to both the TBCC and MMCNP websites.

It soon became evident how much of an impact Covid had on social interactions and face-to-face conversations. This is where we introduced 'SA's GREAT, CHECK ON YA MATES! Please don't feel alone, pick up the phone - a social media initiative, where we encouraged people to get the conversation started, to send a text message or give them a call, to check in with a friend to see how they are. This call to action was to assist with restoring social connection, engagement, and a sense of belonging within our community.

TBCC also had a busy start to the year with training and skill development. Volunteers, staff, and local businesses completed CPR refreshers and/or provide first aid courses. Staff, volunteers, community sporting club members, local businesses, and staff from Coorong District Council and Karoonda East Murray Council successfully completed fire safety and fire warden training. TBCC staff were also assessed on our evacuation diagrams and fire evacuation drill. We received an excellent report and passed with flying colours.

Here at TBCC we are always making continuous improvements and striving to do better. This year our strategic plan was due to be reviewed. This is a process in which organisations bring together their mission, vision, and values, with information about their internal and external circumstances, to come up with strategies to achieve their mission and realise their vision. This typically involves a time frame of 2-5 years. Once completed, the 2022 - 2026 Strategic Plan will be displayed on our website: <https://www.tbcc.org.au/> We received survey responses from both consumers and the wider community, providing valuable feedback on what we are doing well, what we could improve on, and what the community's wants and needs are currently, but also in the future.

Within the role of Business Support Officer, I also assist with the coordination of classes, programs, workshops, and events to develop personal resilience and community connections among consumers who are under 65. This is through the Community Service Support Program (CSSP) and I am very pleased to share that the funding for CSSP has been extended until June 2023.







# SOCIAL WORK STUDENT REPORT

Lesley How - Social Work Student

Six months ago, Tailem Bend Community Centre was offered the opportunity to host Social Work Student, Lesley How, who was in her fourth and final year of her degree at Charles Darwin University. As part of her placement, she was required to complete 500 hours to achieve her essential learning outcomes. Lesley is passionate about social work and how it can support people in a practical way.

Lesley was here three days a week and took on a variety of duties and responsibilities to support the day-to-day operations of TBCC. Lesley assisted the Communities for Children team with program delivery of drumbeat and Parent Child Mother Goose. She conducted wellbeing calls and supported Commonwealth Home Support Program (CHSP) initiatives, consulted consumers with their bookings for Murray Mallee Community Passenger Network (MMCPN) transport, helped with administrative duties, and researched and updated documentation. Lesley was an excited participant in classes at the centre (she loved the woodwork class), and she organised free information sessions for the community.

Lesley enjoyed researching and initiating activities and projects with cultural components and enjoyed experiencing the Careship Coorong snail farm at Coonalpyn. She used these experiences to provide recommendations and improvements for operations at TBCC, and her insight was greatly appreciated by all the staff and volunteers.

Lesley updated the Reconciliation Action Plan, reviewed the TBCC client registration form, and investigated a variety of charity and relief initiatives suitable for the Coorong Region.

We thoroughly enjoyed having Lesley as part of the team and congratulate her on obtaining her degree in Social Work. We wish her all the very best with her future employment endeavors and would gladly welcome her back, at any time.





# Vale Sydney Gower

19.03.1932 - 27.07.2022

Life Member 2011

Syd and Flo started volunteering at TBCC in 1999 and they continued to attend for 19 consecutive years, retiring in 2018. They had an unbreakable bond and did everything together, so it was fitting for them to receive Life Membership in 2013 together.

Flo is famous for her cream horns and exceptional catering skills and Syd was her 'Suez chef' responsible for ensuring that nothing went wrong in the kitchen. He was also the Chief Dishwasher although he loved to take credit for Flo's food.

Even after retiring from active service at TBCC, they both continued to support the Centre from home and Flo provided cream horns for every event hosted by our team. When I started at TBCC in 2012 we were advised that volunteers over the age of 80 were no longer covered by insurance to volunteer.

Syd turned 80 that year and it was implied that as CEO, I would have to refuse his involvement. I categorically refused to entertain any suggestion of turning volunteers away. Together Syd and I decided that no one could stop our partnership and we would go down fighting should anyone try to enforce this rule. Without question the Board supported our position. United we stood and we shared so many more memorable and rewarding times.

Thank you Syd for your dedication to TBCC and devotion to Flo. We can all aspire to have a loyal and everlasting love like yours. RIP Syd 19.03.1932 ~ 27.07.2022. Our deep condolences to Flo who now comfortably lives in Resthaven.



# Vale Beryl Humphris

04.05.1940- 23.08.2022

Life Member 2020

Beryl had a passion to serve her community and had a profound ability to build connections with everybody. She attended classes, joined in on group trips, working bees, volunteered in the kitchen and assisted with administration duties. However, Beryl's favourite role at TBCC was working with Denise and making Wellbeing calls.

Every Wednesday Beryl spent her morning calling our consumers to check on their welfare and had a general chat. She recorded details and validated conversations with people. When she spoke to them again, she would follow up on the roses in the garden, pets, family or friends, new grand babies, events, and general information. Beryl loved the people. When sharing stories with us she referred to them as her friends, because they were. She was invested in their lives, and they enriched Beryl's.

In 2020, Beryl was awarded 10 years of Voluntary Service and also received Life Membership. Due to Covid this was presented in a closed meeting, however a surprise Facetime was arranged so that her family could celebrate with her – virtually.

In 2021, TBCC was invited to present at Community Centre SA forum, for our loneliness cure initiative. Beryl was interviewed for this presentation, and she shared her story on how attending TBCC impacted her life. Over 150 people fell in love with her that day and several commented that they wanted a Beryl in their lives.

The TBCC philosophy of Kindness and Connection, coupled with Beryl's dedication will live on for many years to come. Thank you Beryl - may you Rest In Peace.



# How we are making a difference

## COMMUNITY CAPACITY BUILDING

The opportunity to support Meningie with their efforts to establish a Community Centre has been a welcome one. We are genuinely excited to assist this energetic and enthusiastic community in the dream. The TBCC Board and staff have provided guidance, a sounding ear, recommendations and suggestions on what is integral for a Community Centre - ie. volunteers, skilled Board members, good and sound governance and an enthusiastic community. We are very excited to see this project succeed and know that the eagerness in the Meningie community will support and drive the project to fruition.



## HEALTH, WELLBEING AND REABLEMENT

Consumer wellbeing and social interaction are at the forefront of what we do at TBCC and Covid has had a big impact on this. Our class numbers have been significantly low and we wanted to provide an opportunity to invite consumers and the wider community to TBCC. We held two events - BBQ Snag and a Chin Wag and Morning Memories (with fresh scones for everyone to enjoy) as we saw food as a way to bring people together, to encourage social interaction, to meet new people, and have meaningful conversations. Maintaining virtual connection through digital technology to reduce isolation during the pandemic has been a priority and a resourceful tool.



## CULTURALLY VIBRANT COMMUNITY

We acknowledge how important it is to recognise that culture and community go hand in hand. We continue to work collaboratively with organisations such as Moorundi to provide additional services for their clients, and have developed relationships with the Migrant Resource Centres in the region to ensure consumers have access to transport. We strive to work with local Indigenous community members to better understand how we can be a more inclusive organisation, and this year have installed signage in our building welcoming people in the Ngarrindjeri language. We have enjoyed cultural weaving classes, performances on the didgeridoo, incorporated Acknowledgment of Country into the beginning of our sessions/classes, and use Ngarrindjeri language in our email signatures.





# How we are making a difference

## ECONOMIC DIVERSITY AND ENTERPRISE

Each year, Bridge Patches and Quilters host a three-day retreat in the Taillem Bend Town Hall and this year they had 45 people attend. These attendees display their work around the Town Hall and spend the three days finetuning their skills and working on current projects. This retreat is an open event and welcomes the community to look at the quilting on display.

The event is supported by The Coorong District Council with the hire of the venue, TBCC caters their lunch over the three days and local businesses benefit from accommodation, evening meals and the fuel sales for attendees around the district.



## COLLECTIVE IMPACT

Living in rural and remote areas, the need for transport is continually present, and we are always seeking opportunities to help improve what is available in the local community. TBCC received a donation of a gopher and incorporated this into a 'try before you buy scheme'. People can hire out the gopher for free, for up to five weeks. One hirer commended us for having this service and thanked us for giving them the chance to experience what it is like to have a gopher and how useful the whole experience has been.

As a result of the community expressing their concern when the local shopping bus had been cancelled, we took immediate action, and in response began to lobby the Department of Infrastructure and Transport to reinstate the local shopping bus. We were advised that TBCC could offer a weekly shopping bus in Taillem Bend, along with a monthly bus service to attend the Goldies Luncheon at TBCC, and a weekly trip to the heated pool in Murray Bridge (once reopened).



## HELPING OUR COMMUNITY

TBCC continues to place great importance on working with other service and sporting organisations to strengthen communities and build resilience in our region. Along with providing ongoing assistance to many organisations, in a range of different ways, such as policy support and governance advice, we also put effort into building relationships and partnerships. This year we worked collaboratively with the Rural City of Murray Bridge transport team to ensure residents had access to medical appointments in Adelaide. To this end, RCMB provides transport around Murray Bridge and Mt Barker, and TBCC MMCPN provides transport to Adelaide. Another great success has been our frozen meals, where we are providing lovely roast meals to the community to ensure they have access to affordable, quality food when they may not otherwise be able to enjoy them.





# TESTIMONIALS AND COMPLIMENTS

Back in March 2020, Valerie Hand joined TBCC on the Boobie Bus, an initiative where TBCC provided people with transport to the Murray Bridge Breast Screen Unit for a mammogram. For some fun, we also include a lovely morning tea for afterwards. Although Valerie did not 'fit' the age demographic required to have a breast screening, she joined with the intention of having a morning out to socialise with people from the community.

After having their mammogram all attendees enjoyed morning tea down by the river, and thoroughly enjoyed the humor of being surprised with boobie-themed cupcakes. The cheeky cupcakes had the desired effect, with conversations being initiated about the importance of having a breast screening every two years.

Unfortunately, Val received her results and was diagnosed with breast cancer, which came as a big shock. But she could not be more grateful that TBCC had organised this outing, as the screening she had that day saved her life. When Valerie reflects back on her experience, she hopes that other women in the community will take the opportunity to have regular breast screenings. We're pleased to report that Val is still cancer free and healthy.

## Compliments from Department of Human Services regarding ASES Achievement

Jim Gillespie - Manager, Regional Partnerships Community and Social Investments

~ 'Some good news - punching above their weight. Award is normally only for the big agencies.'

Caroline Lock MCIPS (she/her) Director Community and Social Investment Community Investment and Support

~ 'I'm glad we were able to meet for the first time earlier this week because now I can put a face to the name in sending this email! Congratulations on your achievement of ASES Award level. It is a wonderful achievement by you and your team and reflects Tailem Bend Community Centre's exceptional commitment to quality and excellence.'

Sandra Robinson Manager Community Connections Community and Social Investment Community Investment and Support

~ 'Wow Tammy - 100% is brilliant and pretty rare! Well done to everyone at TBCC. I know how much work goes into this.'



# ASSOCIATION FUNDS



## Strategic Goals 2019 -2022

- Provide digital connection options and develop programs to support mental/general wellbeing initiatives
- Encourage participation, volunteering, and training opportunities
- Expand transport options and support the community through rapid change.
- Source social enterprise opportunities, manage continuous improvement programs and maintain service excellence and audit frameworks.

## Tailem Bend Community Centre

"Providing social interaction and lifelong learning opportunities for the Coorong community".



**TAILEM BEND COMMUNITY CENTRE INC**

**BALANCE SHEET AT 30 JUNE 2022**

	Note	2022	2021
<b>CURRENT ASSETS</b>			
Cash on Hand	2	500.00	300.00
Cash at Bank	3	433,567.81	379,402.60
Trade and Other Receivables	4	5,417.75	4,165.43
Prepayments and Accruals	5	3,913.01	4,486.67
		<u>443,398.57</u>	<u>388,354.70</u>
<b>NON-CURRENT ASSETS</b>			
Plant & equipment	6	197,652.33	230,288.78
Leasehold Improvements	6	94,654.98	118,543.20
<b>Total Non-Current Assets</b>		<u>292,307.31</u>	<u>348,831.98</u>
<b>TOTAL ASSETS</b>		<u>735,705.88</u>	<u>737,186.68</u>
<b>LESS: LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	7	19,036.19	16,822.04
Grants Unexpended	8	0.00	0.00
Provisions	9	120,360.04	107,595.44
		<u>139,396.23</u>	<u>124,417.48</u>
<b>TOTAL LIABILITIES</b>		<u>139,396.23</u>	<u>124,417.48</u>
<b>NET ASSETS</b>		<u>\$596,309.65</u>	<u>\$612,769.20</u>
<b>EQUITY</b>			
Retained Earnings	13	389,468.60	441,045.81
Employee Entitlement Reserve	10	171,344.94	136,227.28
Mini Bus Reserve	11	16,269.11	16,269.11
MMCPN Cars Reserve	12	19,227.00	19,227.00
<b>ASSOCIATION FUNDS</b>		<u>\$596,309.65</u>	<u>\$612,769.20</u>

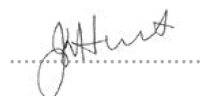
**STATEMENT BY THE MEMBERS OF THE COMMITTEE**

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report set out on pages 1 to 8 (copies available on request)

1. Presents a true and fair view of the financial position of the Tailem Bend Community Centre Incorporated as at 30 June 2022 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the Tailem Bend Community Centre Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee on Friday 2 September by



Jack Hunt  
Chair



Jeanette Gower  
Treasurer



## **INDEPENDENT AUDIT REPORT TO THE MEMBERS OF TAILEM BEND COMMUNITY CENTRE INC**

### **Report on Audit of the Financial Report**

We have audited the financial report of Tailem Bend Community Centre Inc (the association) which comprises the balance sheet as at 30 June 2022, and the income statement, a summary of significant accounting policies, other explanatory notes and the statement by the members of the committee.

In our opinion, the financial report of Tailem Bend Community Centre Inc has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2022 and of its financial performance for the year ended then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of Australian Charities and Not-for-Profits Commission Regulations 2013

### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Financial report Section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibility of the Committee for the Financial Report**

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of members.

The committee's responsibility also includes such internal control as the Committee determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee is responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

The Committee is responsible for overseeing the registered entity's financial reporting process.

### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

DEANE & ASSOCIATES

Richard F Deane

Date:

69 Franklin Street, ADELAIDE SA

Richard F Deane, Principal

Liability limited by a scheme approved under Professional Standards Legislation



#### Want to know more?



Contact our CEO, Tammy Shepherd by phone: 8572 3513



or email: [ceo@tbcc.org.au](mailto:ceo@tbcc.org.au)



or visit our website: [www.tbcc.org.au](http://www.tbcc.org.au)



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