

A SNAPSHOT OF THE TAILEM BEND COMMUNITY CENTRE MURRAY MALLEE COMMUNITY PASSENGER NETWORK

PROVIDING SOCIAL INTERACTION, LIFELONG LEARNING OPPORTUNITIES
AND TRANSPORT FOR THE MURRAYLANDS COMMUNITY.





Tailem Bend Community Centre (TBCC) Quick Stats

Location: Tailem Bend, South Australia (Coorong District Council LGA Region)

Hours: 9 am - 4.30 pm, Monday to Fridays

Service Area: Murraylands

Employed Staff: 7 Staff 6.4 FTE and a contract cleaner

Volunteers: 75

Volunteer Hours: 2,254 hours (2022/21) down from 3,600 hours due to Covid

Members: 118 down from 250 due to Covid

Participants: 256 participants attended 544 sessions / 6,732 hours

Facilities: Function room (fully equipped), various outbuildings/workshops for classes, commercial kitchen and facilities for hire, catering services, community bus hire, medical bus brokerage, and Community Passenger Network

Activities

Social Support Classes 20 per week:

I.e., exercise, sewing, IT, craft, woodworking, digital laser printing, resin art, mosaics, leadlight

Evidence Based programs for children aged 0-12 years and their families

Kids activities, school term and holiday fun activities and events

Transport:

Medical bus and community passenger network

Access

To Centrelink internet services

Support services

advocacy, Food Bank support, Community garden and Grow Free produce sharing cart.





Programs

Commonwealth Home Support Programme (CHSP) Serving the aged care planning region

- Our Goldie's meals and transport
- Social Support group and individual i.e. classes, companion
- Home Maintenance i.e. garden and safety support
- Home Modifications i.e. grab rails, ramps
- Good Equipment and Assistive Technology i.e. self care, mobility aids

Department of Human Services (DHS – U65's) and Commonwealth Home Support Programme (CHSP – O65's) Murray Mallee Community Passenger Network (MMCPN) servicing six local government regions Coorong, Karoonda East Murray, Mid Murray, Rural City of Murray Bridge, Southern Mallee and Tatiara District Council, total population 46,146 land area 33,581kms²

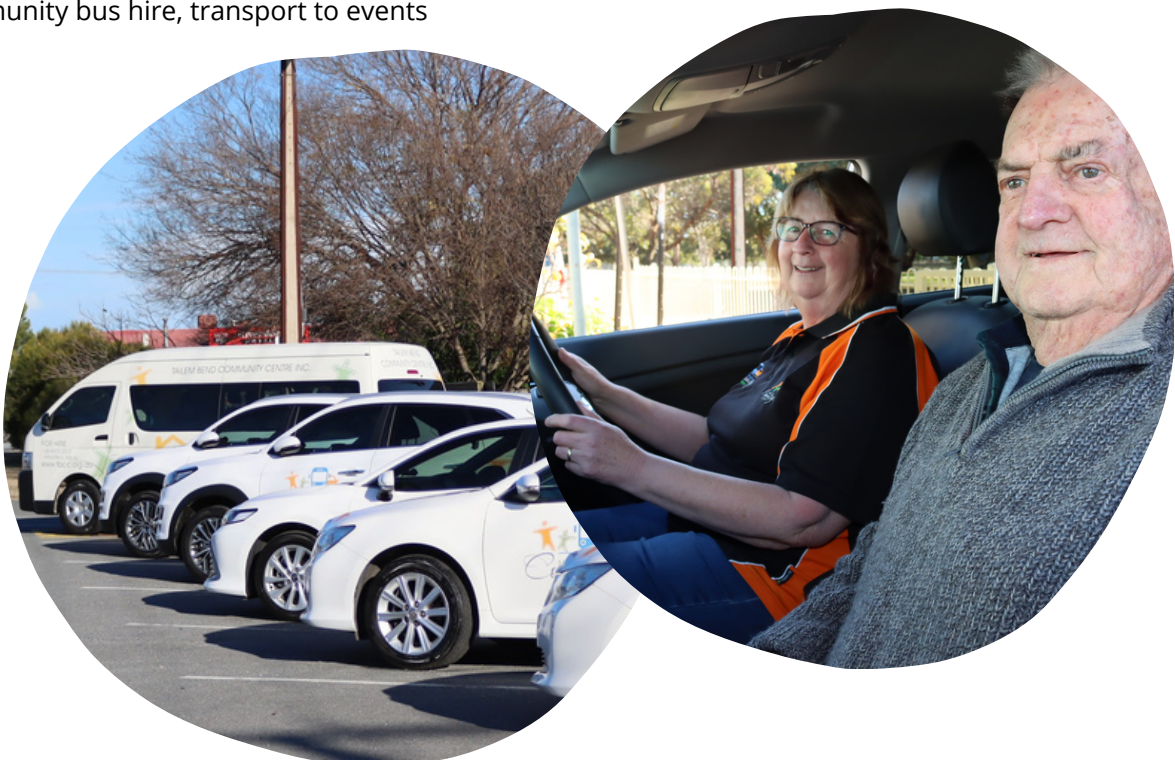
- Community Passenger Network delivery area to Coorong, Southern Mallee, Karoonda East Murray and RC Murray Bridge (Over 65's only) LGAs
- Medical bus brokerage delivery area to Coorong, Southern Mallee, Karoonda East Murray, Mid Murray, Rural City of Murray Bridge and Tatiara LGA

Department of Social Services (DSS) Communities for Children (C4C) Murraylands Program servicing the Murraylands Callington, Coorong, Karoonda East Murray, Mid Murray, and Rural City of Murray Bridge

- Evidence-based learning from the Australian Government Institute of Family Studies (AIFS) list of Communities for Children Facilitating Partners Evidence-based programme profiles events, activities for children (age 0-12years) and their families
- Tuning into Kids (emotion coaching)
- Drumbeat (discovering relationships through drumming)
- Seasons for Growth (grief and loss education program)
- Parent Child Mother Goose (strengthens attachment and interaction between parents or carers and their young children)
- Circle of security, (supporting children's attachment needs)
- Smalltalk (encourages routines; engagement and external stimulation)).
- Bringing up great kids (understanding relationships)
- Kimochis (Positive emotion and behavioural tool)
- School term and holiday activities

Department of Human Services (DHS) Community Services Support Program (CSSP)

- Classes and activities
- Community bus hire, transport to events





The role and strengths of TBCC

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

The key objectives of the TBCC are:

1. Assist people at risk of social or financial or social disadvantage, including Aboriginal and Torres Strait Islander people, those living in rural and remote communities, people living with disability or mental illness, newly arrived migrants, older adults, and others disadvantaged by various economic, cultural, social or educational factors.
2. Support for the relief of poverty and distress through the provision of material assistance and the delivery of support services; food and financial assistance referrals.
3. Reduce social isolation for people of all ages by fostering an inclusive environment, for people of all cultural orientations. Encouraging participants to freely express who they are, their own opinions and points of view, fully participate in teaching, learning, work and social activities within the Centre.
4. Identify new initiatives, maintain existing community development programs, to respond to emerging perceived community needs.
5. Promote and encourage social benefits, of volunteering, connections, genuine integration partnerships (with other groups whose objects are like those of the Association), to create stronger communities and regional collaboration.
6. Execute an operational excellence framework focusing on efficiencies, productivity, sustainability, social enterprise, and continuous improvement.

The TBCC lease the building facilities from the Coorong District Council, maintaining and making capital improvements through fundraising.

The key role of the TBCC is to be facilitators in community engagement. It achieves this by delivering essential community services that are not available elsewhere in the area. Providing referrals and information to the community on where and how to access services. The TBCC further strengthens the level of community support by campaigning to secure services for the area on a permanent basis.

The broader Murraylands community has a significant aged population (65 years and over) of 24.5%, significantly higher than the State average of 3.35%. By comparison, in the previous Census 2016 data, the Murraylands aged population was only 5% higher than the State average. This growth has placed increased pressure on TBCC to deliver services to a growing cohort in a time when the aged care system is not adequate or functioning effectively. To this end, the TBCC remains focused on providing social support and wellbeing services for people at risk of social or financial disadvantage. This extends to all age groups, as the Murraylands is a rural area with limited services and social opportunities.

The TBCC is very effective at communication, with a wide array of methods to disseminate information. This includes a large electronic signboard on the prominent premises, newsletters, advertising, a website and active social media (Facebook).





Future focus

The Murraylands region (population approximately 46,148) is well supported by a range of competent non-government and government organisations that focus on the 'whole of life' needs of young people. However, service providers are mostly based in the Rural City of Murray Bridge, and it is widely recognised by the Murraylands Youth Sector Network (MYSN) that there is a need to improve service delivery coordination across the region.

The Murraylands has seen a period of significant growth in recent years, with the launch of the \$160 million The Bend Motorsport Park, the construction of several large solar power facilities, the new Murray Bridge race course, the new Thomas Foods rebuild, and growth of major industries including agriculture/food production, manufacturing and tourism. Billions of dollars of infrastructure has been created, resulting in significant, ongoing spending and job creation in the region.

The TBCC has identified a large, unmet gap in services for young people (aged 12-25) in the Murraylands and surrounding areas. Services are required to address issues such as lack of public transport, limited higher education options, truancy, social isolation, homelessness, disadvantage and lack of life skills. Additionally, for younger people aged 12-16, the TBCC is actively seeking funding (not currently available) to deliver programs to address their social and life skill needs.

To this end, the TBCC is further developing working relationships with local youth service providers (mostly based in the neighbouring Rural City of Murray Bridge) to identify the range of services available, and lobby for their extended delivery in surrounding communities. Building solid working relationships with other providers will assist TBCC staff to distribute useful information to young people in need and refer them to available services.

Service delivery area

Currently, TBCC delivers services to a total population of 46,773, across a distance of 35,511 square kilometres in the following councils:

| Council | Population | Area (square kilometres) |
|---|------------------------------|-----------------------------|
| Coorong District Council | 5,463 | 8,831 |
| Southern Mallee | 1,979 | 6,000 |
| Karoonda East Murray | 1,007 | 4,415 |
| Rural City of Murray Bridge | 21,644 | 1,832 |
| Mid Murray | 9,164 | 7,957 |
| Tatiara | 6,891 | 6,476 |
| Callington Township* (C4C program delivery only) | 625 | |
| TOTAL | 46,148 (*excl Callington) | 35,511 kms2 |



Addressing socio-economic disadvantage

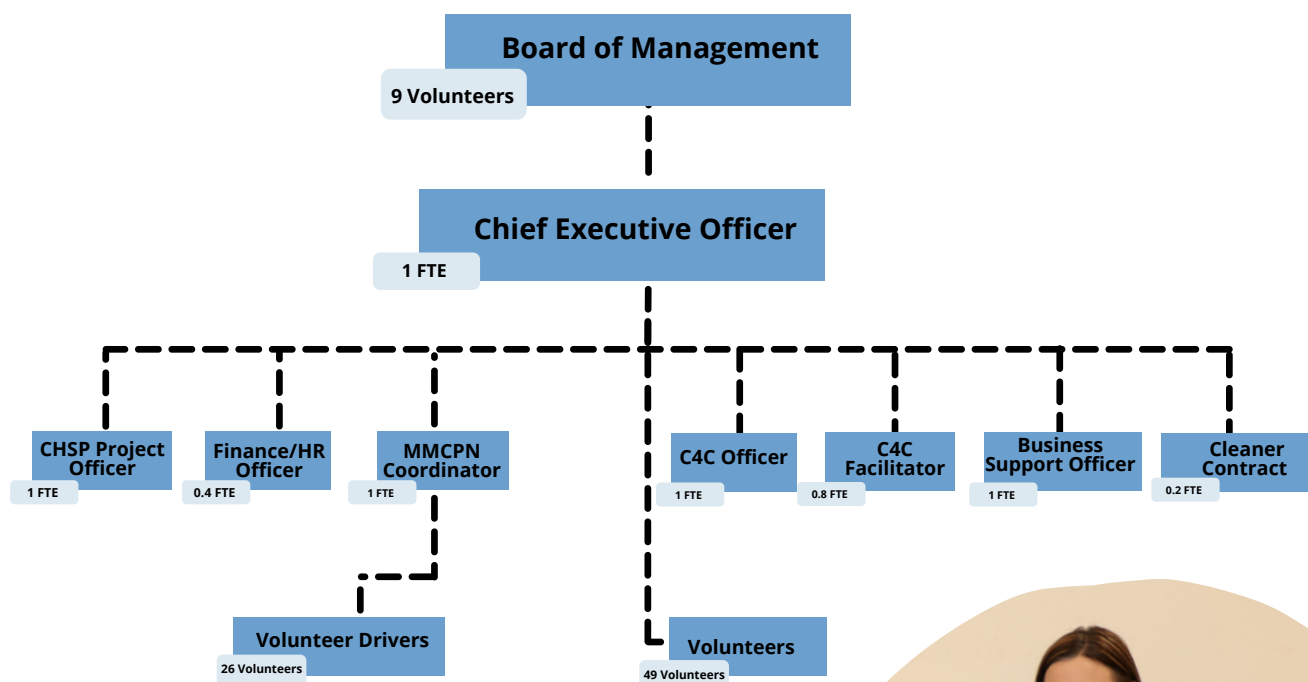
The Murraylands region has a high level of socio-economic disadvantage, with the three LGAs, ranking in the top 15%. The addition of a self-serve 'Grow Free' cart, where residents can leave surplus garden produce for others to take as needed, is an initiative recognising that poverty impacts on the ability of people to maintain a healthy diet. Coupled with the Centre's Community Garden where people can get free vegetables and be engaged in growing them, this initiative is motivation and inspiration to continually develop ideas to address the needs of residents.

Additional premises

Although expanded several times, the Community Centre's activities and services are rapidly outgrowing the current facilities. Various locations are being considered for renovation and refurbishment as additional office space and accommodation. The TBCC is also undertaking strategic planning for the development of a social enterprise, to ensure future financial sustainability and create opportunities for our consumers to further develop skills.

Governance

The TBCC is an Incorporated Body, managed by a dedicated volunteer Board of Management Committee, with the assistance of a dedicated group of volunteer staff. A paid CEO is employed five (5) days per week to undertake administrative duties. Supported by five full time and one part time staff, TBCC provides extensive services with a total of only 6.4 FTE paid staff.





Network partners

The TBCC is supported by several strategic partners, including Community Centre South Australia (CCSA), the peak body for community centres in SA, and six local government councils. Coorong District Council, providing in-kind support and a community lease of the TBCC premises. Funding partners from various Australian Government Departments. Over 15 service clubs use the building during business and after-hours, hosting meetings annual dinners, and functions.

The financial and structural management of the TBCC is widely recognised by community centres throughout South Australia as an excellent model, and the CEO is regularly asked to facilitate sessions with the Committees of other centres on how to develop best practice management and financial models.

TBCC is exceedingly successful with various recurring and no recurrent grant applications the CEO is invited to do grant writing presentations to organisations across neighbouring regions.

Our governance and legislative compliance are renowned as advanced leader in South Australia meeting Australian Aged Care Quality, National Childsafe Principles and Australian Service Excellence Standards (ASES) certificate and award level compliance. ASES is a fully accredited program under ISQ (International Society for Quality in Health and Social Care).



Funding Structure

TBCC funding is derived from a variety of sources, including:

1. Commonwealth Home Support Programme (CHSP) Department of Health (DoH)

The CHSP grant is assistance for people 65 years and above (50 years for Aboriginal and Torres Strait Islander peoples ATSI) secured until June 2024.

2. Department of Human Services (DHS) Murray Mallee Community Passenger Network (MMCPN) Community Passenger Network (CPN)

Funded for eight months until March 2023 for delivery area to Coorong, Southern Mallee, Karoonda East Murray LGA. Services are for transport dis-advantaged regardless of age.

Medical bus brokerage delivery area to Coorong, Southern Mallee, Karoonda East Murray, Mid Murray, Rural City of Murray Bridge and Tatiara LGA medical appointments for transport disadvantaged.

3. Department of Social Services (DSS) Communities for Children (C4C) Murraylands Program (ac.care)

Provides activities for children 0-12 years and their families, with evidence-based learning events and activities. The C4C grant is secured until June 2024 with possible extension until June 2026.

4. Department of Human Services (DHS) Community Services Support Program (CSSP)

The TBCC receives Community and Development funding from DHS, which provides a suite of community programs, projects and activities delivered to develop personal resilience and connected contribution to community. Programs are funded until June 2023.

5. General Funds

Income from fundraising, class fees and clients contribute to TBCC's general operation costs. These funds are used as required for centre maintenance and running costs and to extend service delivery wherever possible. These funds also form a small cash reserve for emergency situations.

6. One-off Grants

TBCC has successfully attracted a number of one-off grants to support a range of programs and infrastructure improvements. The TBCC continues to actively seek new grant opportunities and recent successes include:



- \$50,000 DHS Grant Funding SA (Community Minibus Project)
- \$49,400 DHS Community Benefit Grant (Breezeway Benefit Infrastructure Project)
- \$12,500 DHS Community Benefit Grant (Solar Sustainability Project)
- \$3,000 FRR Foundation for Rural and Regional Renewal (Solar Sustainability Project)
- \$3,000 Our Well Being Place Murray Bridge (Community Garden)
- \$5,000 Year of the Farmer Gala Dinner (Breezeway Project)

In November 2017 TBCC purchased a twelve-seat minibus to offer clients outings, shuttle to events and private hire for community members.

The last three years we have focussed on sustainability and reducing environmental impact. In 2015 we installed 80 solar panels. In 2019 we added another 10kw solar and 6.6kw battery system. In 2021 we successfully applied for grants, and philanthropically funded the purchase of two new RAV4 hybrid SUVs (expected to be delivered in October 2022). Two more vehicles will be replaced with hybrid/electric cars in 2023 grant funding permitting.

Murraylands Community Profile

Sources:

2021 ABS Census Data (www.censusdata.abs.gov.au) for Local Government Area).

2016 Census Data for SEIFA Index of Disadvantage <https://profile.id.com.au/adelaide/seifa-disadvantage>

The SEIFA Index of Relative Socio-Economic Disadvantage is derived from Census variables related to disadvantage, such as low income, low educational attainment, unemployment, as well as variables that reflect disadvantage rather than measure specific aspects of disadvantage. In the 2016 Census data (2022 data is not yet available for SEIFA ratings) three LGAs in the Murraylands ranked in the top 10% of disadvantage (Australian and South Australian communities) for socio-economic disadvantage:

1. Murray Bridge 894 (most disadvantage in Murraylands)
2. Coorong 933
3. Mid Murray 923

Population and Age

In the 2021 Census, there were 46,148 people in the six (Local Government Areas serviced by the TBCC. 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.

The median age of people in the Murraylands is 47 years, compared to 41 years for the State average and the National average of 38 years.

Children aged 0 - 14 years made up 5.4% of the population and people aged 65 years and over made up 24.5% of the population, much higher than the State average of 4%.

Young people aged 15-29 years made up 5% of the population, compared to the State average of 6.1%.





Wealth & Employment

In the Murraylands the median weekly household income was \$1,134 - \$321 less than the State average of \$1,455, which is reflective of the disadvantage in the region.

Median monthly mortgage repayments were \$867, compared to the State average of \$1,500 – reflective of the housing market in regional areas of South Australia.

Median weekly rent was \$192, compared to the State average of \$300. In the Coorong, the weekly rental average is \$190, up from \$125 in 2016 and \$110 in 2011.

| LGA / State Average | Weekly Household Income | Monthly Mortgage Payments | Weekly Rent | FT Employed % | PT Employed % | Unemployed % |
|----------------------|-------------------------|---------------------------|-------------|---------------|---------------|--------------|
| Mid Murray | \$918 | \$1,083 | \$201 | 49.9 | 36.6 | 6.0 |
| Murray Bridge | \$1,109 | \$1,127 | \$240 | 52.9 | 34.5 | 6.4 |
| Karoonda East Murray | \$912 | \$542 | \$160 | 61.5 | 27.8 | 4.2 |
| Coorong | \$1,084 | \$880 | \$190 | 55.4 | 33.6 | 4.1 |
| Southern Mallee | \$1,312 | \$672 | \$160 | 65 | 29.3 | 2.9 |
| Tatiara | \$1,470 | \$867 | \$200 | 62.3 | 29.6 | 1.9 |
| Average | \$1,134 | \$862 | \$192 | 57.8 | 31.9 | 4.2 |
| State Average | \$1,455 | \$1,500 | \$300 | 54.1 | 35 | 5.4 |

Volunteering

In the Murraylands, 12.6% of the population provided unpaid assistance to a person with a disability, health condition or problems related to old age. This is similar to the State average of 13.1%.

In the year before the Census, 27% of people did voluntary work through an organisation or a group (significantly higher than the state average of 17% and National average of 14.1% average).

Want to know more?



Contact our CEO, Tammy Shepherd by phone: 8572 3513



or email: ceo@tbcc.org.au



or visit our website: www.tbcc.org.au



or Like us on Facebook: <https://www.facebook.com/TBCC87/>



Front of TBCC



Community Bus



Community Garden



Communities for Children



Function Room



Welcome Sign



Woodwork Shed



Front Reception



Art and Lifestyle Shed



Kitchen



MMCPN Fleet



Meeting Room

