



# ANNUAL REPORT

## 2022 | 2023



# 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**

**Social  
Inclusivity**

**Tolerance and  
Understanding**

**Positive  
Partnership**

**Non-  
discriminatory**

**Safety and  
Security**

**Support and  
Encouragement**

# ABOUT US

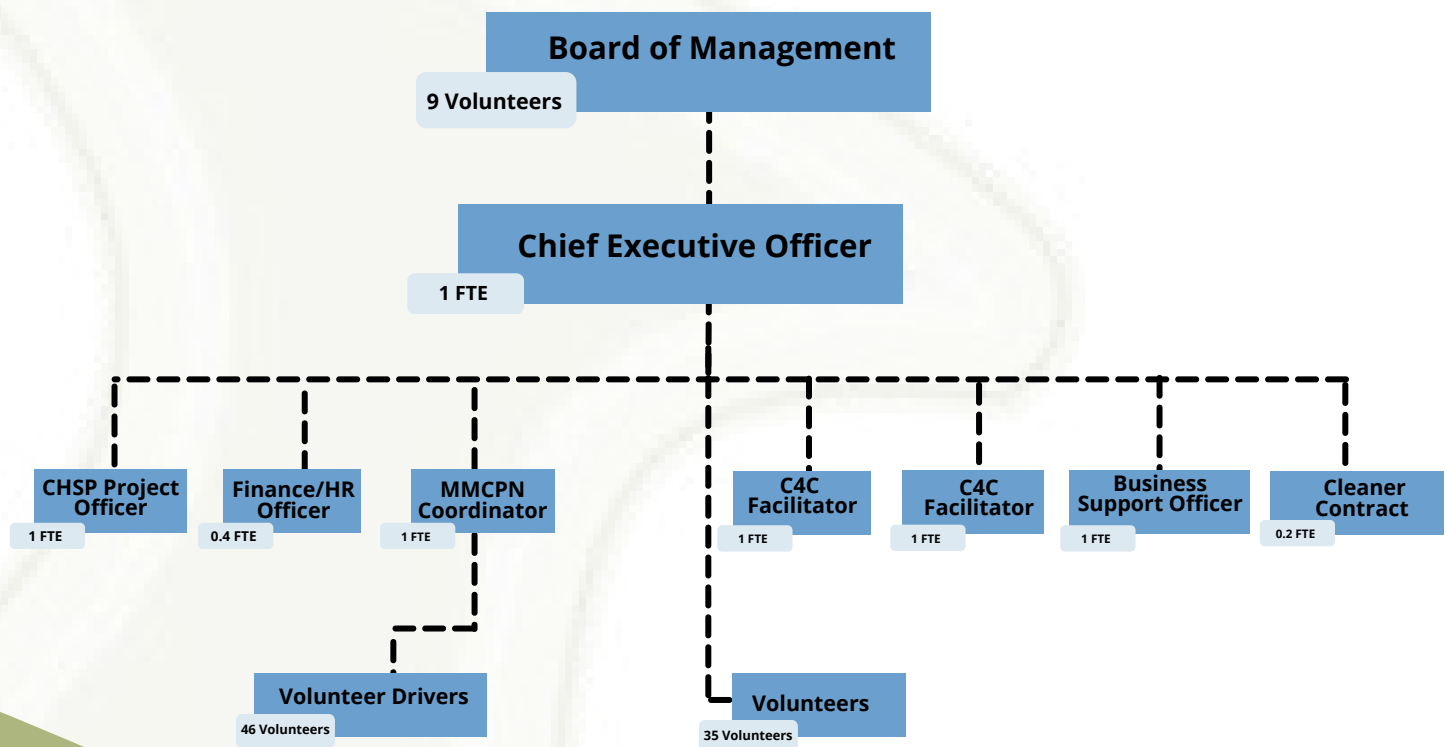
Established in 1987, the Tailem Bend Community Centre (TBCC) is an independent organisation that supports the diverse needs of Tailem Bend and the surrounding Murraylands community.

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).

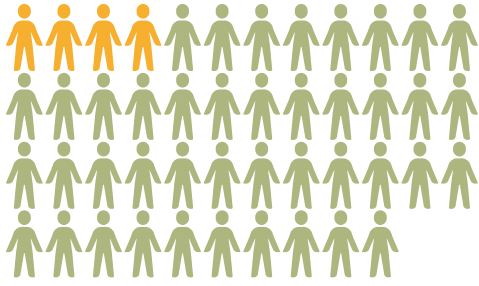
In 2022 we celebrated 35 years in operation. It is a wonderful time to reflect on what has been achieved and how resilient TBCC has become. Then – and now – hard work, tales of outstanding success and overcoming community challenges is an ongoing theme.

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

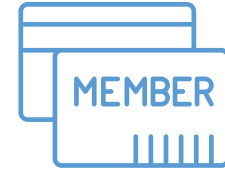


# OUR YEAR AT A GLANCE

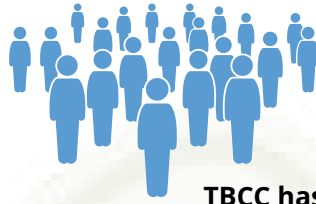


**MMCPN has 46 Volunteer Drivers and 4 Companions**

**1,160 hours of social support individual was provided**



**TBCC has 64 Financial Members**



**TBCC has 35 volunteers**

**874 People have visited TBCC for other services**



**MMCPN CARS have traveled 108,517 Kms**



**On average TBCC makes 1020 wellbeing calls a year**



**TBCC volunteers have dedicated 3,453 hours**



**MMCPN has provided 1,844 trips to consumers**

**TBCC has cooked 1571 hot meals**



**MMCPN volunteers contributed 2,329 hours**

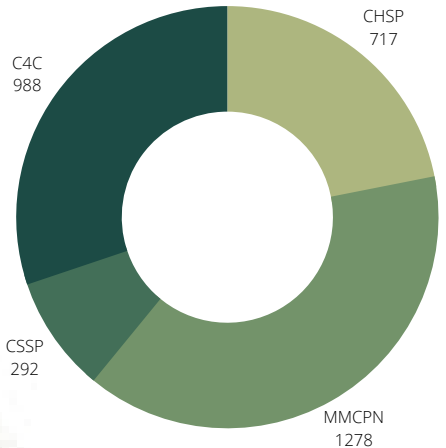


**TBCC tutors and instructors have delivered 540 classes**



**340 MMCPN consumers received transport**

**A total of 4,632 students participated in classes**



**Total number of consumers 3,275**

**TBCC MINI BUS has been hired by 53 parties and has travelled 10,290 kms**



**538 people received maintenance on their home**



**675 hours of home maintenance was provided**

**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

2023 John Angel, 2023 Ed Bakker, 2023 Wendy Bradshaw, 2023 Sharon Coombe, 2023 Trevor Coombe, 2023 Peta Dermody, 2023 Sophie Eldridge, 2023 Chris Jenzen, 2023 Susan Nancarrow, 2023 Tim Overett, 2023 John Phillips, 2023 Barbie Power, 2023 Sandra Przibilla, 2023 Peter Saint, 2023 Mick Sedylmeyer, 2023 Sam Shepherd, 2023 Miriam Smith, 2023 Katrina Touzeau, 2023 Mark Walter.

## 5 YEAR

2023 Judy Bagg, 2023 Christine Rhue

## 10 YEAR

2023 Sarah Shepherd

## 15 YEAR

2023 Richard Pearce

## LIFE MEMBER

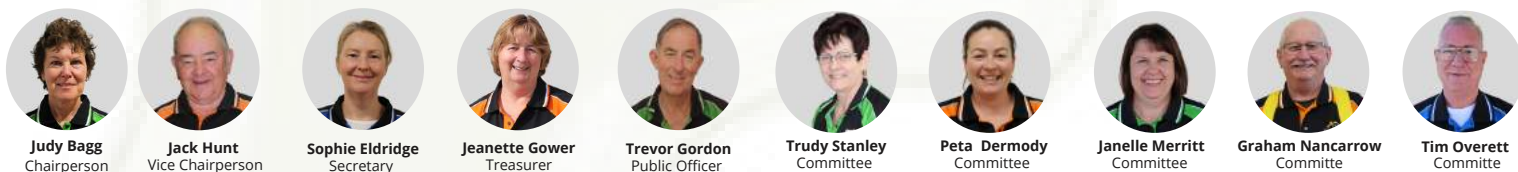
2000 Rosemary Symonds†  
2001 Helen Kozikowski  
2011 Beverley Moyes  
2013 Flo Gower  
2013 Syd Gower†  
2017 Lorraine Cresp  
2017 Julie Horan  
2018 Peter Cresp  
2018 Trevor Gordon  
2019 Patricia Wehl-Connolly  
2019 Rhonda Coleman  
2020 Beryl Humphris†  
2022 Tammy shepherd

## BOARD AND STAFF

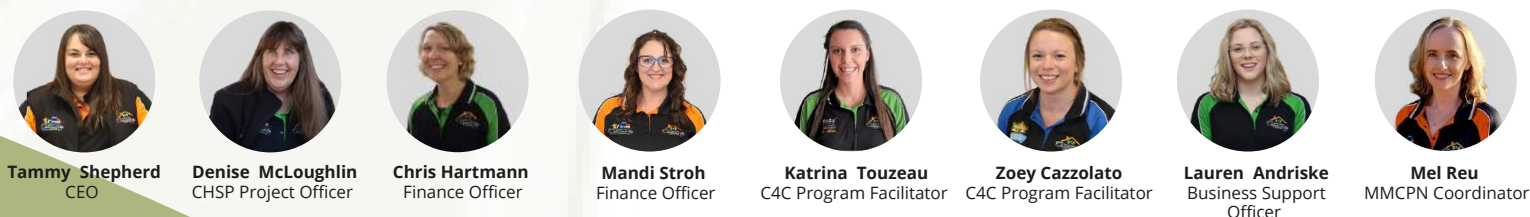
TBCC is fortunate to have highly regarded and diverse Board members who are focused on building a vibrant, adaptive, and sustainable organisation.

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.

## BOARD OF MANAGEMENT



## STAFF





## CHAIR REPORT

Judy Bagg - Chairperson

The past year at TBCC has been a whirlwind of activity, showcasing our commitment to serving the community. As the cost of living continues to rise and the competition for program funding becomes increasingly fierce, the challenge of securing grants has grown. In response our CEO and staff have demonstrated exceptional skills in grant writing, ensuring stable funding as outlined in the finance report.

At the beginning of 2023 we bid farewell to three valued staff members and welcomed three additions to the team. We extend our best wishes to Chris Hartmann, Sam Hicks and Gayle Juergens in their future endeavours and warmly welcome Mandi Stroh, Mel Reu and Zoey Cazzolato into their respective roles as Finance Officer, MMCPN Coordinator and C4C Project Officer. We are thrilled to have them as part of the team.

An important milestone achieved in early 2023 was the adoption of the updated Constitution, marking a significant step forward for TBCC. Additionally, the application for PBI and DGR status was approved, enabling TBCC to explore new income streams in the future.

The demand for C4C, MMCPN, CHSP and CSSP activities has been remarkable, with both existing services and new initiatives gaining popularity. The success of the frozen meals and grow cart is made possible through generous donations and the dedication of volunteers who contribute their time and effort.

TBCC had the opportunity to showcase our community at the Disability and Ageing Expo in Wayville last October. The event proved to be a tremendous success, attracting a wide audience that included political figures, former residents and even Spider-Man. The booth received great feedback and was an enjoyable experience for all who attended, including our staff and volunteers.

During the Christmas season, TBCC, in collaboration with C4C and AC Care, participated in the Murray Bridge and Taillem Bend Christmas Pageants. The colourful Greatest Show On Earth float brought smiles to many faces, spreading joy and holiday spirit.

To celebrate the end of the year and the upcoming festive season, members, consumers, volunteers and staff gathered for a delightful Christmas lunch at Taillem Bend RSL. It was a beautiful occasion, highlighting the unity and camaraderie within our TBCC family.

In April, the Tapliners entertained a large audience, proving that one is never too old to dress up, entertain and have some fun. Their performance brought laughter and happiness to all who attended.

In May, TBCC staff and volunteers attended a lovely volunteer lunch at The Bend, hosted by the Coorong District Council. It was a wonderful opportunity to acknowledge and celebrate the invaluable contributions of our volunteers. If you have some spare time and would like to experience the wonderful satisfaction of volunteering, we always welcome new volunteers on board.





## CHAIR REPORT

### Judy Bagg - Chairperson

We take immense pride in congratulating our CEO, Tammy Shepherd on receiving the prestigious Community Centres SA Honorary Membership Award for her outstanding contributions to CCSA and individual community centres. Tammy also received a Highly Commended Award in the "Friend For All" category. Rounding it up to three Tammy was also a finalist in The SA Volunteer Awards and was presented with a certificate for Excellence in Volunteer Management.

In addition to her dedication in serving the Murraylands community, Tammy has been volunteering her time as the Communications Officer for The South Australian Community Transport Association (SActa). Thanks to Tammy's perseverance and with the support of Nick McBride, the esteemed Member for MacKillop, a highly productive meeting took place in June 2023.

The event brought together an impressive line up of attendees who are making a difference in their respective fields. Among the guests were Minister Chris Picton from the Department of Health and Wellbeing, Minister Tom Koutsantonis from the Department of Infrastructure, Minister Nat Cook from the Department of Human Services, Nick McBride Member for MacKillop and David McDonald CEO Community Care and Transport and Chair of the South Australian and Australian Community Transport Association, fostering collaboration and paving the way for future initiatives to enhance community transport services.

On behalf of the board, I extend my sincere gratitude to the staff and volunteers for their exceptional work over the past year, making TBCC a truly special place in our community.

To our members and consumers, we express our heartfelt thanks for your ongoing support. It is your participation and engagement that truly defines TBCC and makes it all worthwhile.

I would also like to express my appreciation to my fellow board members for their unwavering support and commitment. It has been an absolute pleasure working alongside each of you.

TBCC is an incredible organisation because of the dedication, passion, and collaboration from every one of you.

Kind Regards







## CEO REPORT

Tammy Shepherd - Chief Executive Officer

As Chief Executive Officer of the community centre, I am pleased to present the Annual Report Strategic Summary, providing an overview of our organisation's achievements and progress during the past year.

**Strategic Goals:** Our vision is to serve the community by providing essential services, fostering social connections, and promoting well-being. Throughout the year, we remained committed to our strategic goals, which include:

- **Enhancing Community Engagement:** We aimed to actively engage with community members, promoting participation and inclusivity. Through various initiatives, events, and programs, we strived to create a strong sense of belonging and social connectedness within our community.
- **Delivering High-Quality Services:** Providing high-quality services to meet the diverse needs of our community was a top priority. We focused on delivering services that are responsive, effective, and impactful, ensuring positive outcomes for individuals and families accessing our programs.
- **Financial Sustainability:** We worked diligently to maintain financial sustainability and secure funding sources to support our operations. This included actively seeking grant opportunities, engaging in fundraising activities, and exploring partnerships with stakeholders and local businesses.
- **Collaborative Partnerships:** We fostered strong partnerships with other community organisations, government agencies, and stakeholders. These collaborations allowed us to maximize our impact, share resources, and provide comprehensive support to our community members.

### Highlights and Achievements:

- **Community Engagement:** We successfully organised numerous events, workshops, and community gatherings, creating opportunities for residents to connect, learn, and celebrate. These initiatives received positive feedback and fostered a sense of unity and pride within our community.
- **Program Expansion:** We expanded our service offerings to meet the growing needs of our community. This included introducing new programs in areas such as transport, education, health and wellness, arts and culture, and support for vulnerable populations. The expansion allowed us to reach a wider audience and address emerging community challenges.
- **Strategic Partnerships:** We forged strategic partnerships with local businesses, government agencies, and community organisations. These partnerships enabled us to leverage resources, share expertise, and collaborate on joint initiatives. By working together, we achieved greater impact and improved outcomes for the community.
- **Financial Sustainability:** Our efforts in securing funding from various sources, including grants and fundraising activities, contributed to our financial sustainability. This allowed us to maintain and expand our services, ensuring the long-term viability of our organisation.
- **Staff Development and Engagement:** We invested in the professional development of our staff, providing opportunities for training, growth, and skill enhancement. This investment in our team's expertise and well-being fostered a positive work environment and contributed to the delivery of high-quality services.





## CEO REPORT

Tammy Shepherd - Chief Executive Officer

**Challenges and Opportunities:** While we celebrate our achievements, we acknowledge the challenges we faced during the year. These challenges included adapting to the evolving needs of our community, managing resource constraints, and navigating the impact of external factors such as the COVID-19 pandemic. However, these challenges also presented opportunities for innovation, collaboration, and creative problem-solving.

In conclusion, the past year has brought both achievements and challenges for TBCC. Despite significant changes to our workforce, we have managed to navigate restructures, seek replacements, and fulfill grant obligations with dedication and resourcefulness. I express my sincere gratitude to the outstanding staff members who have contributed immensely to TBCC's success. While we value their commitment to our organisation, we support their personal and professional development journeys. Together, we will continue to work toward a positive work-life balance and ensure that TBCC remains a beacon of support for our community.

I would like to take this opportunity to express my sincere appreciation and acknowledgment to the members of our Audit, Governance, and Risk Committee, as well as those involved in long-term financial planning. Your dedication, expertise, and commitment to ensuring sound governance practices and financial sustainability have been invaluable to our organisation. Thank you for your invaluable service, expertise, and unwavering dedication to our organisation. It is through your collective efforts that we can navigate the complexities of governance and financial management with confidence and ensure the long-term success.

**Looking Ahead:** As we move forward, we remain committed to our vision and strategic goals. We will continue to listen to our community's needs, adapt our services, and seek new opportunities to make a positive impact. We will actively engage with stakeholders, cultivate partnerships, and advocate for the well-being and empowerment of our community members.

I extend my sincere appreciation to our dedicated board members, staff, volunteers, and community partners for their unwavering support and contributions. Together, we will continue to build a stronger, more vibrant community.

Thank you.





## FINANCE REPORT

Mandi - Finance Officer

This fiscal year has proven to be marked by a high level of activity. The workload has been distributed between Chris and Mandi amidst the transitional phase of Mandi becoming the new Finance Officer.

We extend our heartfelt gratitude to Chris for her invaluable support over the past four months and wish her all the best in her future endeavors.

During this year, TBCC secured grant funding amounting to \$830,284, reflecting an increase of \$70,744 compared to the previous financial year. This funding was allocated across various streams as follows:

- Department of Health (DOH) Commonwealth Home Support Program (CHSP) - \$253,253
- AC Care - Communities for Children Murraylands - \$296,340
- Department of Human Services (DHS) Community Services Support Program (CSSP) - \$47,950
- Department of Human Services (DHS) SA HACC U65 CPN - \$98,330
- Department of Health (DOH) Transport O65 - \$161,383

Additional grants received include \$2,000 from Flinders University for the "Meals on the Move" initiative, as well as \$5,000 in Volunteer Grants for AED (Automated External Defibrillator) equipment. These funds enabled us to install AED defibrillators in three of our vehicles. Moreover, a new hybrid vehicle arrived in July 2023.

It is noteworthy that all grant funds were fully utilised. However, due to pandemic-related delays, the funding from the Tailem Bend Advancement Group remained unutilised.



Jeanette Gower - Treasurer



## TBCC Mini Bus Hire Report

The minibus continues to be externally hired and contributed to \$5,596 of total income for the year, most of which are repeat hirers or have been recommended by other hirers. The bus was hired out 53 times.

We are very thankful for our volunteers who help check in and out the bus for external hires and put in a lot of time to help us.



## SECRETARY REPORT

Sophie Eldridge - Secretary

I began my role as the board of management secretary last year and have been truly captivated by the efficient and impressive operations of the Tailem Bend Community Centre (TBCC).

I want to extend my heartfelt congratulations to the dedicated TBCC staff for their consistent efforts in smoothly managing the center's day-to-day activities. Their commitment, even beyond regular working hours, to the additional tasks they undertake is truly admirable.

The diverse programs offered by TBCC provide invaluable opportunities to the community, such as transportation services, social outings, and much more. It's important to recognise and appreciate the availability of these programs at a local level, as they greatly contribute to the well-being of our community.

Serving as the secretary has been an enjoyable experience for me, and I wish to express my gratitude to Lauren for her invaluable assistance in preparing for meetings and meticulously recording the minutes.



## CHSP REPORT

Denise McLoughlin - Commonwealth Home Support Programme Project Officer

The year 2022/2023 has been incredibly productive for the Commonwealth Home Support Programme (CHSP). The funding provided has made a significant impact on the lives of many aging individuals living at home, in small towns and remote areas. The programme acts as a pre-entry to more comprehensive support packages, offering safety and connections to registered consumers.

The Tailem Bend Community Centre (TBCC) has been at the forefront of introducing innovative ideas and services to enhance the wellbeing of the community. Various activities have been organised throughout the year, ranging from physical activities to creative sessions. Some of the notable initiatives include:

- **Hydro Pool Bus:** TBCC organised a weekly hydro pool bus service, allowing individuals to access hydrotherapy sessions for their well-being.
- **Bingo Sessions:** Regular bingo sessions were held, providing a social and recreational opportunity for the participants.
- **Colour Art and Chat:** Creative expression was encouraged through colour art sessions where individuals could engage in artistic activities, while interacting with others.
- **Community Choir:** The community came together to form a choir, fostering a sense of unity and shared experience through music.

TBCC embraced the concept of never-ending growth and improvement. This was evident in the inclusion of new projects and suggestions. As part of this effort, "The Tap Liners," a dance and singing group, was invited to perform at the Tailem Bend town hall. The performance was vibrant and energetic, showcasing that age is not a barrier to enjoying the stage and the arts.

One of the standout achievements of the year was the Well Being Call program. This initiative is facilitated by volunteers who engage in meaningful conversations and discussions with our consumers over the phone. These calls have proven to be incredibly impactful, brightening the day for many recipients who deeply appreciate the caring outreach. The success of this program is evident from the fact that some recipients were inspired to become Wellbeing Callers themselves. On average, around 85 calls were made each month, with each conversation lasting approximately 10 minutes. This totals to 1020 calls in a year, with volunteers dedicating a collective 170 hours to these conversations. The potential impact of this initiative could be even greater with more volunteers.

Some statistics from the CHSP activities for the year include:

- 4 Entertainment trips to Adelaide and its surroundings.
- 211 Exercise classes, including Pilates, Golden Go Getter, and Line Dancing.
- 37 Minibus outings, which included visits to the hydro pool and surprise social events.
- 329 Classes covering a wide range of activities such as Wood Turning, Woodwork, Colour Art and Chat, Scrap Booking, Community Choir, Decorative Art, Sewing, Basic Computing, and Quilting.

Working in the Aged Care field means we experience both joyous moments and very sad times. It's not uncommon for us to bid farewell to remarkable consumers, and this aspect of the job is undeniably the most challenging. As we discuss the value these consumers have brought into our lives, tears may well up, underscoring just how important each individual is to us.

The delivery of services to Tailem Bend and the Coorong, through the CHSP Programme exemplifies a dedicated commitment to enhancing the lives of the elderly population. CHSP not only provides essential services but fosters opportunities for social interaction, creativity, personal growth, and safe living at home. The tireless dedication of our team and the active engagement of the community have been instrumental in making this year a resounding success.







## C4C REPORT

Katrina Touzeau -Communities for Children Facilitator

Zoey Cazzolato -Communities for Children Facilitator



The Communities for Children team (C4C) at Tailem Bend Community Centre has had a busy yet fulfilling year. We take pride in delivering a blend of evidence-based and evidence-informed programs across Coorong, Murraylands, Mid-Murray, and Karoonda regions.

Throughout the year, we faced additional challenges due to ongoing COVID regulations that required adapting our delivery methods. However, as these restrictions eased, we transitioned to full-time face-to-face interactions, a positive shift. Additionally, our communities experienced the impact of flooding events, presenting further challenges across our delivery areas. These challenges affected venue bookings, accessibility for families, and provided opportunities for us to engage additional support during this period. Amidst these difficulties, the remarkable display of community spirit and support shone through, highlighting the resilience of our communities during times of adversity.

Gayle led the Communities for Children team throughout the year with innovation and enthusiasm before embarking on new endeavors in 2023. She played a pivotal role in updating internal processes and enhancing various aspects of C4C facilitation and documentation. Noteworthy achievements included the creation of the 'Family Friendly Business Awards' and the groundwork that paved the way for its successful realisation in 2022. She was also instrumental in organising the design of our cultural t-shirts, utilising the Laser Machine to create impressive designs and supporting updates to the Communities for Children Handbook and Reconciliation Action Plan.

Zoey joined us in March and immediately made a significant impact. She seamlessly integrated into the team, forging genuine and meaningful connections with families and children. Zoey has demonstrated a keenness to take on increasing responsibilities and a proactive approach to learning, both in evidence-based training and program delivery. -Katrina

Embarking on my journey in March 2023, with over 15 years of experience in the Early Childhood Education sector, I swiftly settled into my role as a C4C Co-Facilitator. This seamless transition was made possible by the exceptional support I received from Katrina and the entire TBCC team. Leveraging my existing knowledge while also eagerly embracing new learning opportunities, I have immersed myself in this position. The journey thus far has been both rewarding and exhilarating, involving the delivery of programs across different regions and establishing numerous new relationships with families, children, and community members. I am committed to continuous growth in all facets of my role at TBCC, actively pursuing fresh opportunities, honing new skills, and expanding my capability to collaboratively deliver these exceptional programs to children and families alongside Katrina. -Zoey







## C4C REPORT

Katrina Touzeau and Zoey Cazzolato -Communities for Children Facilitators

### Kids Connect

We hosted 24 sessions across the Coorong, Murraylands and Mid-Murray. This included events celebrating significant dates such as Fathers Day, Mothers Day, Children's Week, Christmas, World Kindness Day, Science Week, Easter and International Yoga Day.

We also provided a variety of events for community connection and overall enjoyment including Silent Discos, Escape Rooms, Inspirational Rock Painting, Games Bonanza, Drawing Challenges and Suncatcher Creations.

**Coorong and Karoonda** - We had 203 participants attend, this included 69 adults and 134 children.

**Mid-Murray** - We held events across the Mid-Murray region and had 84 participants attend, including 32 adults and 52 children.

**Murray Bridge** - The events and experiences held across the Rural City of Murray Bridge council region had 141 participants attend, including 44 adults and 97 children.

### Parent Child Mother Goose (PCMG)

PCMG is a 45 minute session encouraging families to cuddle, communicate and connect with their child/children using songs, rhymes and stories.

Registered Midwife Sophie Eldridge's visits commenced in August 2022 and have been highly anticipated and well-received by families throughout the year. Sophie visits each of our locations once a term, and parents consistently express how invaluable these opportunities have been. During these term visits, parents have taken advantage of the chance to have their children weighed and measured, ask questions, and engage in general conversations about eating, sleep, development, and more.

In our PCMG sessions, we also celebrated National Grandparents Day, Easter, Christmas, World Nursery Rhyme Week, and Book Week. These occasions were marked by dress-up days and additional activities at each location, enhancing the engagement and enjoyment of the sessions.

### Parent Child Mother Goose at Murray Bridge -

A total of 35 sessions were delivered in Murray Bridge with 122 participants attending throughout the year. Our numbers have fluctuated with some sessions having nearly 40 participants in attendance however this dropped off once the weather got cooler again. Throughout these sessions we have had 58 adults and 64 children attend with many families attending weekly or regularly throughout each term.

**Parent Child Mother Goose at Mannum** - A total of 38 sessions were delivered in Mannum, being our first year delivering here it took some time for our numbers to grow however families began attending regularly and encouraged family and friends to join. Due to the complications of flooding we had some families attend Murray Bridge sessions instead and others were unable to attend until access was available. The sense of genuine community and support between all of the families throughout this period and beyond was a highlight. We had a total of 39 participants attend including 17 adults and 22 children attend in Mannum.

**Parent Child Mother Goose in Meningie** - A total of 38 sessions were held in Meningie with 73 participants in attendance, this included 30 adults and 43 children. This year National Simultaneous Storytime once again fell on our Wednesday Meningie session, the children and families were eager to be involved as we read 'The Speedy Sloth'. In term three we held our first intergenerational session at Jallarah homes, we have continued to do this once a term with enjoyment from all involved evident throughout each session.

**Parent Child Mother Goose in Tailem Bend** - We began holding our PCMG in a room at Tailem Bend Primary School which has continued to build strength of community connection between our program, the school and provide familiarity and convenience for families. In 2023 we also held one session a term at the Public Library - located at Tailem Bend Primary School.



## C4C REPORT

Katrina Touzeau and Zoey Cazzolato -Communities for Children Facilitators

This has been a positive community connection, supporting children and families to feel safe, secure and supported within the school/ community premises and also with the added option of connecting to the library to borrow resources, utilise heating/ cooling, internet access and have another child friendly accessible space to visit. We have had 103 participants attend in Tailem Bend with 50 adults and 53 children attending. We have seen beautiful connections and growth within our Tailem Bend families and children.

**DRUMBEAT** – 7 Programs were delivered with 90 students participating. Programs were delivered at Murray Bridge High School, Karoonda Area School, Mannum Community College, Palmer Primary School & Tailem Bend Primary School

**Seasons for Growth** – Three programs were delivered with 15 students participating. Two programs were held at Jervois Primary School and one at Tailem Bend Primary School.

### Family Friendly Business Awards

The Family Friendly Business Awards program recognises businesses within the Murraylands that support children and families by creating innovative environments and practices that welcome and respect everyone. They promote child friendly communities and focus on the importance and benefits for businesses to create innovative and sustainable family friendly environments. For our inaugural year we held the presentations in a way tailored to support the three small businesses that were successful in winning each of their respective categories.

Past Tense - Winner of 'Child Focussed Service' Murray Bridge 'Family Friendly Business Awards' 2023

Tailem Bend Bakery- Winner of 'Restaurant/ Café' Coorong 'Family Friendly Business Awards' 2023

Sammy's Driving School – Winner of 'Child Focussed Service' Coorong 'Family Friendly Business Awards' 2023

Murray Bridge Show - Ac.care's, Communities for Children Team presented a project idea for updating the signage and creating a permanent display inclusive of a Handprint Mural and Wellbeing wheels for the Parent Room at the Murray Bridge Showgrounds. Gayle worked with Teresa and Christine from ac.care to assist in making their visions come to fruition. Utilising the Cricut and laser machine's to create many of the components that were then taken by the ac.care CfC team into schools to design and create with before final assembly on site in September for the reveal at the 2022 Show.

Pageants/ Parades – In collaboration with ac.care's Communities for Children Team we participated in the Tailem Bend Christmas Parade and Murray Bridge Christmas Pageant in the bright and colourful 'The Greatest Showman' Float designed and created by Denise. Bringing smiles and joy to many with the incredibly designed float and outfits, the standout feedback received was that everyone loved the blow up/ upside down clowns.

### Trainings

Throughout this year Katrina completed four evidence-based facilitator trainings, this comprised of Seasons for Growth, DRUMBEAT, Sibworks and Smalltalk.

Zoey completed two evidence-based facilitator programs in Parent Child Mother Goose and Seasons for Growth. She is currently enrolled in two additional evidence based facilitator trainings, DRUMBEAT and Sibworks.





## MMCPN REPORT

Melissa Reu- Murray Mallee Community Passenger Network  
Coordinator

This year has demonstrated that the Pandemic is gradually receding, and we can see a glimpse of the life we knew on the horizon. Despite the ongoing challenges faced by the world, particularly the healthcare system, our community and the global population we are making diligent efforts in Aged Care while moving towards a hopeful return to normalcy.

The impact of the pandemic is still noticeable, with medical appointments being canceled when consumers test positive, and a balancing act required when a driver exhibits symptoms, reports as a close contact, or tests positive. Nevertheless, we have managed to overcome these obstacles as they arise. Our remarkable team of volunteer drivers has played a significant role in this regard, readily stepping in to fill trips and demonstrating flexibility when consumers cancel unexpectedly. Throughout this year, our dedicated volunteer drivers have covered a total distance of 108,517 kilometres, contributing to a cumulative 2,329 volunteer hours for the CPN. We consider ourselves extremely fortunate to have such an exceptional team that devotes their time and support to both the Tailem Bend Community Centre and the consumers they assist.

The advocating for U/65 CPN funding was successful. Securing the funding was a massive effort and to have that in place until 2025 to support those who need it is a great outcome. We are proud to maintain a successful collaboration with the Rural City of Murray Bridge, stepping in to provide transportation when the trip is required further than Stirling, or when they are unable to do so. When consumers reach out to us as an alternative transport option, it brings them immense relief that we can meet their needs. I recently spoke with Joy, who is currently residing with her husband at a friend's house in Murray Bridge while he undergoes weekly chemotherapy appointments in Adelaide. Joy expressed her gratitude for our service, describing it as "marvellous" and stating that she loves using it.

Knowing they can rely on our transportation eases the burden on consumers, allowing them to attend crucial appointments. Consequently, they feel more confident about maintaining their independence in their own homes and become less dependent on their busy families.

Despite having held the MMCPN Coordinator position for only four months, I have observed significant transformations during this period. The ownership of the medical bus has transitioned from its previous proprietors, Stones, to a new management entity, BusBiz. Initially adapting to this change posed challenges, but the Community has been instrumental in ensuring the seamless operation of the service. Both parties have fostered a strong professional relationship over the past two months, relying on each other and working cohesively as a team, regardless of geographical distance.

On April 19th, I had the opportunity to accompany Tammy to our MMCPN presentation at the Neighbourhood Watch gathering held at the Lutheran Homes in Murray Bridge. Our main objective was to enlighten the attendees about the accessibility options available through our transportation services, including the medical bus and CPN cars.

After two years of persistent efforts, Tammy, alongside Independent MP Nick McBride, achieved a significant milestone by securing a momentous meeting at Parliament House on Wednesday, 28 June. The meeting was attended by the following individuals:

- Minister Chris Picton from the Department of Health and Wellbeing
- Minister Tom Koutsantonis from the Department of Transport and Infrastructure
- Minister Nat Cook from the Department of Human Services
- Nick McBride, Independent Member for MacKillop
- David McDonald, CEO Community Care and Transport, and Chair of SActa and ACTA





## MMCPN REPORT

Melissa Reu - Murray Mallee Community Passenger Network Coordinator

The meeting was an enormous success. When passionate individuals come together, remarkable things can happen, and Tammy deserves great credit for collaborating with these brilliant minds, highlighting the need for change in transportation disadvantaged areas. The discussion focused on streamlining services, advocating for sufficient funding, and working towards a comprehensive transport system that caters for the most vulnerable members of our communities. We are eagerly anticipating the progress that will hopefully unfold in this area.

Our long-awaited new Hybrid RAV4 has arrived and we have been working diligently to organise signage and coordinate with Soldiers Memorial Hospital in Murray Bridge to secure an area for relocating a CPN car. This relocation will provide flexibility for our volunteer drivers in Murray Bridge. Previously, Ross had to make the journey from Murray Bridge to Tailem Bend to retrieve a vehicle in order to complete a trip. The presence of a car stationed in Murray Bridge will significantly enhance the MMCPN service in that region moving forward.

Volunteer Drivers, what more can be said? We've experienced a tremendous surge in drivers obtaining their VDAP accreditations. We made the call, and boy, did they answer! In the current fiscal year, we've welcomed a total of 17 new accredited drivers, with more in the pipeline. As of 30 June, 2023, TBCC boasts an impressive pool of 50 accredited driver volunteers. This remarkable achievement wouldn't have been possible without the collective efforts of everyone involved.

The MMCPN gratefully received three AED defibrillators for our vehicles, thanks to Tony Pasin, Liberal MP and \$5000 from the Federal Government Volunteer Grant program.

This generous contribution from Tony Pasin enables us to have a valuable resource in place for our consumers, providing immense peace of mind. We extend our sincere thanks to Tony for his generosity in equipping the Meningie, Lameroo, and Tailem Bend vehicles with these lifesaving resources.

After reaching out to local and surrounding sporting clubs, schools, and council members via email, we received an enthusiastic response. Areas like Lameroo, which require extensive travel for each booking, have particularly benefited from this support. The more drivers we can enlist to "share the load" the better equipped we are to serve the communities. ABC Riverland Radio approached the TBCC, presenting an exciting opportunity to showcase the exceptional efforts of the TBCC and its contributions through the MMCPN. During the interview, Richard Pearce, a dedicated volunteer driver with TBCC since 2008, and Tammy passionately discussed our outstanding services and emphasised the importance of promoting the passenger network to attract additional drivers who can offer transportation support whenever the demand arises.

We extend our heartfelt gratitude to all those who generally donate their time to help us provide this invaluable service. Whether they serve as drivers, companions, or contribute to maintaining our fleet to keep it pristine inside and out, their contributions are truly appreciated.

Our required target outputs for this annual reporting period are 3,091 which have increased by 939 from last year.

Total outputs: 1,844 (up 179 from last year)

Medical bus: 953 (up 144 from last year)

CPN Vehicles: 891 (up 97 from last year)







## BSO REPORT

Lauren Andriske - Business Support Officer

As we pause to reflect on the past year here at TBCC, it becomes apparent that our journey has been shaped by the challenges we faced, the triumphs we celebrated, and the insights we gained along the way.

The beginning of the year was marked by the departure of three familiar faces and the warm embrace of three new staff members. While this transition brought forth its share of initial challenges, it also revealed opportunities for growth and development.

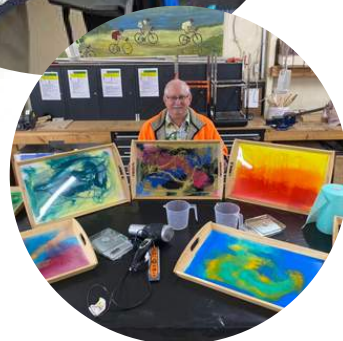
In my role as the Business Support Officer (BSO), I collaborated with all staff, volunteers, and board members to provide administrative and operational assistance. Notably, updates were made to TBCC and MMCPN documentation, including the consumer enrolment form, the new consumer introduction letter, and the consumer information booklet. These updates were intended to ensure that the provided information and resources remain relevant and current.

Another aspect of my job involves managing bookings for the minibus. In this year alone, the bus has been hired 53 times. I would like to take this opportunity to express gratitude to the volunteers who assisted with bus bookings that occurred outside of business hours - thank you!

Within my role as BSO, I also play a part in coordinating workshops, classes, events, and activities for consumers under the age of 65 through the Community Service Support Programme (CSSP). Feedback received from consumers has been positive, with participants expressing their joy and anticipation for the classes they engage in each week. This will be the last update you receive for CSSP, as the funding has ended - finished in June 2023. This program has supported various projects, classes, activities and workshops since 2015.

As communities navigate the challenges posed by the ongoing effects of the pandemic and economic hardship, there has been a noticeable increase in individuals seeking avenues to engage with others and access essential food resources. A prime example highlighting the unwavering community spirit and generosity of others was the contribution of backpacks containing essential items (toiletries, towel, a small blanket, cap, socks undies), to assist those who were in need.

I am excited to share that we were successful in our tender for the Community Neighbourhood Development Program (CND). This program officially commenced on 1st July 2023 and has created an avenue for participants (of all ages), the chance to actively participate in the services available at TBCC. I eagerly anticipate the year ahead will be full of new developments, opportunities and encounters for all involved.



# How we are making a difference

## COMMUNITY CAPACITY BUILDING

The collaboration between our organisation Bev, Second Bite and Coles, has yielded generous contributions of bread, fruit, and vegetables. These donations have proven to be an invaluable means of support for our community, encompassing individuals facing various challenges. The provision of these essentials has significantly expanded the scope of our assistance, catering to those navigating financial difficulties and experiencing food insecurity. Through the establishment of this partnership, we've been able to extend a helping hand to a wider range of people, demonstrating the positive impact that collective efforts can have on enhancing the well-being of our community.



## HEALTH, WELLBEING AND REABLEMENT

Our programs and activities are thoughtfully curated to create an environment where consumers can engage, communicate, forge genuine connections, and foster a sense of belonging. Whether this is through attending a Goldies Luncheon, engaging in our diverse array of classes and workshops, or embarking on a social outing, each avenue has been tailored to encourage meaningful engagement and shared experiences.

Two initiatives introduced this year that have significantly contributed to consumers' health, well-being, and reablement are the Murray Bridge Shopping and Pool Bus, where consumers have the choice to utilise the hydrotherapy pool or explore the array of shops in Murray Bridge, and the Social Surprise trips, where consumers can venture to new locations to enjoy either lunch or shopping. The response from consumers has been exceptionally positive, with many expressing gratitude for the opportunity to regain a sense of normalcy and social engagement post-COVID.



## CULTURALLY VIBRANT COMMUNITY

Cultural identity is an essential aspect of every community's heritage, playing a pivotal role in shaping social cohesion, pride, and a sense of belonging. Supporting and honouring the community while promoting cultural awareness within our organisation, is a priority.

By investing in Cultural shirts designed in collaboration with Ngrakani - Harley Hall a Ngarrindjeri local from Aboriginal Art Designs. These shirts are a source of great pride for us as they celebrate the rich cultural heritage of our region. We plan to wear them on relevant days of significance, proudly displaying our connection to Aboriginal Peoples, the land, and local wildlife. The shirts were funded by a Coorong District Council Community Grant.

We have undertaken a comprehensive review and updated our Reconciliation Action Plan, to reflect our evolving commitment to Indigenous reconciliation. We sought guidance from Darryl Cameron (MPH) Close the Gap Project Officer and Mark Elliott - Regional Client Services Coordinator. This collaborative effort enabled us to enhance the relevance and effectiveness of our RAP to ensure it aligns with our goals and aspirations.



# How we are making a difference

## ECONOMIC DIVERSITY AND ENTERPRISE

On the 1st of July 2022, TBCC implemented a new fee structure for the Murray Mallee Community Passenger Network. This saw two price categories be introduced (1) a Subsidised fee (Consumers on a CHSP nonpackage) | (2) a full cost recovery fee (CHSP / NDIS Package consumers).

This approach has enabled us to attain a sustainable financial model, that not only contributes towards operational expenses but also drives continuous improvement in the services we offer. By accurately accounting for all costs associated with running this transport scheme, we have gained a clear understanding of our resource allocation, leading to more efficient planning and resource management. Furthermore, full cost recovery has allowed us to maintain a high quality of service without compromising the affordability or accessibility for our community.



## COLLECTIVE IMPACT

Transport services available in regional towns play a crucial role in connecting community members to essential resources such as healthcare, education, employment, and social activities. Tammy has dedicated her time as the Communications Officer for The South Australian Community Transport Association (SACTA). Tammy attended the Australian Community Transport Association (ACTA) conference and shared the knowledge gained with the TBCC MMCPN board, staff, and volunteers. Her commitment aims to create an impact and pave the way for the advancement of future community transport.



## HELPING OUR COMMUNITY

We are committed to creating a more inclusive, resilient, and thriving environment for everyone we serve. Through collaborative efforts, tailored initiative, and a spirit of empathy, we strive to uplift those around us. Beyond extending continuous aid to numerous organisations through diverse avenues like policy support and governance, we devote significant efforts to cultivating robust relationships and partnerships.

A prominent example of our collaborative approach this year was our partnership with Flinders University through the Rural and Remote Health Community Partnership Grant. This grant of \$2,000 facilitated the implementation of Meals on the Move, a program that delivered beautiful Christmas meals and gift packs to community members spanning 35,000 square kilometers across six local government regions. Another instance of our collaboration involved the 'Share a Little Sunshine with Sunflowers Today' initiative, a joint effort by Coorong District Council and Coorong Conversations Matter. Under this initiative, TBCC participated by planting sunflower seeds on the Hill, contributing to mental health and overall wellbeing.





# COMPLIMENTS

Thankyou to TBCC staff for their past and ongoing support that I have had.  
- Helen

An amazing organisation. Very supportive and helpful in time of need. Thank you for being there!  
- Kristin

Fantastic programme and very well organised and adaptive facilitators. It is great to have a relaxed, yet supportive environment to grow and share experiences.  
- anonymous

Aren't we the lucky ones. Well done Tbcc.  
-Beryl

Thanks for the wonderful service  
-Lyn

The staff and atmosphere always seems extremely welcoming. If the staff don't know about your enquiry they are quick to find out the information you require. Such a lovely Community Centre for our town!  
- Tracey

Well done guys you do an awesome job for our community  
- Maralyn

Thank you for being so caring  
- Anny

Having a reliable and helpful transport service was a real comfort for me.  
-Janine

I really enjoyed drumbeat, it was one of the highlights of my week at school.  
-anonymous

Everything always goes beautifully and smoothly. A big thank you to you for everything you do, I don't know what I would do without the medical bus and cars. All of you are beautiful people!  
-Anna

Feel very supported by the c4c staff in working towards specific individual goals with my children  
-anonymous

It was a pleasure to meet you and tour your excellent facility, what a gem it is. I look forward to working together to provide services to my clients and the community.  
-Mark

By attending my class it brightens my day and I always look forward to it each week  
-anonymous

Well done guys, you do an awesome job for our community  
-Maralyn

Thanks for being here Katrina and Zoey, you make me and my friends really really happy, I am so pleased to be here at drumbeat  
-anonymous

A fantastic service provided by helpful and competent staff. I look forward to your emails every day and your phone call chats when I'm around to receive them. Thank you again and please keep up the good work.  
- Len

Seeing the joy on the children's faces  
-anonymous

Such a great morning, first time here - loved it, thank you!  
-Wendy

Well done TBCC team, we can always rely on you  
-anonymous

This is so fantastic and helps out lots of struggling families, so please if you have excess fruit and veg pop it on the cart. please remember "what goes around, comes around"  
-Sandra

To the Taillem Bend Community Centre... a big well done  
-Liberals for MacKillop.

We really enjoy the sessions and like the outing each week  
-anonymous

Fantastic- you guys do so much to help the community - keep up the good work  
- Sandra

we thank you for all the help and assistance your organisation has been to us  
-anonymous

We would like to thank everyone for making us feel so welcome and for the fantastic meals you served.  
-Ron

Thankyou for taking the time to come down and do these activities with the kids, they love it!  
-anonymous

You Guys are the best!  
-anonymous

Thank you for this experience  
-anonymous

Watching my kids getting excited over the experiments  
-anonymous

Seeing the kids excitement and new learning opportunities  
-anonymous

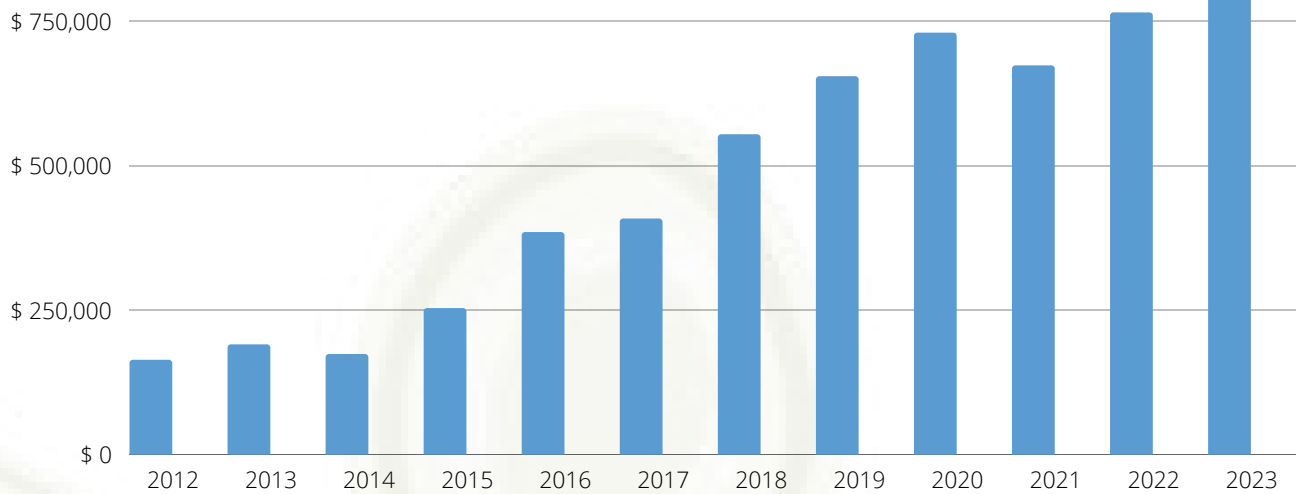
A great group, run by wonderful facilitators!  
-anonymous

We really love the sessions and look forward to them each week!  
-anonymous



# ASSOCIATION FUNDS

\$ 1,000,000



## Strategic Plan 2022-2026 Key Objectives

- 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 objectives are like those of the Centre), to create stronger communities and regional collaboration.
- 6** Execute an operational excellence framework focusing on efficiencies, productivity, sustainability, social enterprise and continuous improvement.

STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2023

	Note	2023	2022
<b>CURRENT ASSETS</b>			
Cash on Hand	2	500.00	500.00
Cash at Bank	3	477,988.53	433,567.81
Trade and Other Receivables	4	37,029.85	5,417.75
Prepayments and Accruals	5	7,655.58	3,913.01
		<u>523,173.96</u>	<u>443,398.57</u>
<b>NON-CURRENT ASSETS</b>			
Plant & equipment	6	183,088.98	197,652.33
Leasehold Improvements	6	72,382.37	94,654.98
<b>Total Non-Current Assets</b>		<u>255,471.35</u>	<u>292,307.31</u>
<b>TOTAL ASSETS</b>		<u>778,645.31</u>	<u>735,705.88</u>
<b>LESS: LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	7	19,537.15	19,036.19
Grants Unexpended	8	0.00	0.00
Provisions	9	145,691.68	120,360.04
		<u>165,228.83</u>	<u>139,396.23</u>
<b>TOTAL LIABILITIES</b>		<u>165,228.83</u>	<u>139,396.23</u>
<b>NET ASSETS</b>		<u>\$613,416.48</u>	<u>\$596,309.65</u>
<b>EQUITY</b>			
Retained Earnings	13	403,596.85	411,821.66
Employee Entitlement Reserve	10	174,323.52	148,991.88
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>\$613,416.48</u>	<u>\$596,309.65</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 10 (copies available on request)

1. Presents a true and fair view of the financial position of the Tailem Bend Community Centre Inc. as at 30 June 2023 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Tailem Bend Community Centre Inc. 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 1 September by

  
Judy Bagg  
Chair

  
Jeanette Gower  
Treasurer

69 Franklin Street  
Adelaide SA 5000

PO Box 399  
Rundle Mall SA 5000

Telephone (08) 8232 9905  
Email [info@rdeane.com.au](mailto:info@rdeane.com.au)

**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 Financial Position as at 30 June 2023, the Statement of Financial Performance and the Statement of Cash Flows for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by the members of the Committee and the Committee Report.

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 association's financial position as at 30 June 2023 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 association 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 association'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 association or to cease operations, or have no realistic alternative but to do so.

The Committee is responsible for overseeing the association'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: 10-8-2023

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)



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

