



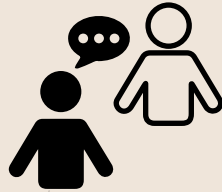
2023 Impact Report

NEWTOWN
Neighbourhood Centre

Measuring our impact

830

People accessing NNC's programs and services every week



14,708

hours of support provided to Aged Care groups



2169

people visited our Information & Referral service

Information & Referral:

1153 men

970 women

11 Gender diverse



15

individuals rough sleeping placed into long term, secure housing.



220

clients supported by BHOS (Boarding House Outreach Service)



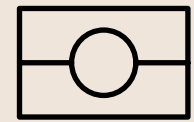
1076

hours of individual social support delivered to local Seniors



773

services provided (low cost accomm list, printing, computer use)



106

identifying as Aboriginal and/or Torres Strait Islander

Meet Jackson

Jackson* experienced homelessness for five years and was rough sleeping during the COVID-19 pandemic.



*Name has been changed

Jackson was referred to the Together Home program and with the support of an NNC case manager, he was able to move and settle into his new home.

Provided with ongoing support throughout his tenancy with St George Community Housing, Jackson was supported to make connections in the community right for him.

Jackson was living with a legacy of trauma as part of the Stolen Generation. He faced numerous challenges around his identity and sense of belonging. Jackson has developed a connection to culture which continues today through his art making.

"Getting my own home has been life changing."

With the stability of a home Jackson has been able to focus on his art, which supports his mental health. He has also linked in with a counsellor and has re-engaged with employment. Through employment, Jackson has been able to make connections which led to commissions for his art.

A note from our CEO

The past year has been a year of new beginnings at Newtown Neighbourhood Centre.

Guided by our dedicated team, passionate volunteers, and supportive community, we have successfully navigated through a transformative period. The new financial year commenced with me taking on the role of CEO after five years of leading the Community Strengthening Team. It's been a privilege to lead NNC as we embarked on a new chapter, driven by our commitment to empower and uplift our community when and how they need us the most.

After more than 40 years at Newtown Town Hall, we made the big move to Darley Street on the south side of King Street in January. Our new purpose-built location provides us with better-fit spaces, enabling us to enhance the delivery of our diverse programs including children, family and youth, aged and homelessness services. We continue to operate programs around the neighbourhood including our hugely popular One Stop Shop outside Newtown Mission every Thursday, monthly Marrickville South Collective BBQ's and Newtopian Outreach on Wednesday evenings.

We have also increased focus on building relationships with new neighbours and have facilitated community conversations to better understand the communities' aspirations for the place they live and work.

In line with our strategic focus to address the most pressing community needs, we made the difficult yet necessary decision to discontinue the Newtown Festival in May. After three years of COVID-19 related cancellations of our beloved Festival, the financial modelling just wasn't sustainable for us to continue its operation.

This shift allows us to channel our resources and efforts towards our core priority—supporting the most vulnerable members of our community.

On June 27, our signature, annual fundraiser witnessed an exceptional turnout. In its sixth year, we refreshed our Sleep Out concept with the Car Boot theme and moved to Marrickville Metro rooftop. We saw an astounding 114 participants come together to support people experiencing homelessness with a confronting, immersive experience on the night. Through their dedication and generosity, we raised an impressive \$170,000. These funds will directly contribute to our efforts in providing vital support and resources to those in need.

Looking ahead, we remain steadfast in our mission to create a thriving and inclusive community. Building upon the momentum generated by these significant milestones, we are eager to explore new opportunities, forge partnerships, and continue to support the most vulnerable individuals and families in our community.

We extend our heartfelt gratitude to our stakeholders for their invaluable contributions and unwavering support throughout this transformative year.

Together, we are shaping a brighter future for our thriving Inner West community.



Elaine Macnish,
CEO



From Homelessness to Hope

Newtopian Outreachers continue to support rough sleepers into safe and stable housing.

Rain or shine every Wednesday night, our dedicated volunteers hit the streets of Newtown to engage and offer support to people sleeping rough. The NNC hoodie is immediately recognised as a friendly face and the conversation may be their only chat of the day.

These community volunteers have gone through intensive training to develop skills to build meaningful connections. The volunteers relay vital information that is often used to initiate a response from our professional homelessness services team.

Inner West Homeless Assertive Outreach Collaboration (IWHAC) is a multi-agency collaboration working from a collective impact model with the aim of ending street sleeping in the Inner west.

NNC is a lead agency in partnership with Sydney Local Health District, DCJ, IWC, Mission Beat, Wesley Mission, Neami National, Bill Crews Foundation and End Street Sleeping Collaboration. IWHAC patrols Newtown monthly and convenes a care coordination meeting to facilitate housing and support to people engaged through outreach.

Together, this collaboration has secured long term, safe housing for 15 people sleeping rough in the past year!



A recent beach outing for BHOS clients and team

Boarding House Outreach Service (BHOS)

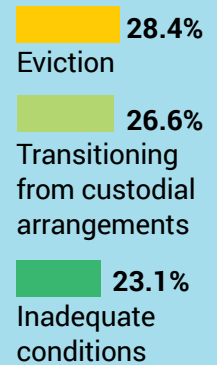
Our Specialist Homelessness Service provided essential case management support to more than 220 people residing in Boarding Houses in the Inner West and City of Sydney. Boarding House occupants are classified as tertiary homeless as the domiciles fall well below community standards for accommodation and do not provide security of tenure.

BHOS develop collaborative case plans with clients to support people to meet their goals. These often include finding secure, affordable and appropriate long term accommodation, linking to health services, assistance to access appropriate supports such as NDIS and Centrelink and greater community connection.



Together Home is a housing first model. The program was initiated during the COVID-19 pandemic to house people who were rough sleeping. The proven successful model is a collaboration between DCJ, St George and Metro Community Housing Providers, and support agencies including NNC. Participants are provided with a leasehold property from the Community Housing Provider. NNC provides wrap around support for two years to address the underlying causes of homelessness, and to support the person to thrive and achieve better housing, health, social and economic futures.

Reasons for seeking assistance:



Boarding Houses are classified as tertiary homelessness as they fall below community standards for accommodation and do not provide security of tenure.

Enriching lives of our Local Seniors



Diana Shypula @Koshka Media

Our Seniors Social Support Groups continue providing safe and welcoming environments for older people living in the Inner West.

Facilitated for four hours each week by trained, bilingual staff and volunteers at NNC, (Greek groups meeting at Herb Greedy Hall in Marrickville) the groups are designed to be fun, social and educational with a focus on connecting people with each other and their community.

There are currently 5 groups each week supporting over 140 people including multicultural seniors with Greek, Portuguese and communities of former Yugoslavia. Guest speakers also attend the group on a regular basis to provide information about how to maintain their health and wellbeing.

NNC also hosted a number of Seniors events with food, fun and entertainment both at the Centre and at local clubs. Once a month each group is offered the option to take part in a recreational outing. NNC staff coordinate transport, book venues and support group members to enjoy a range of different outings. Ideas are drawn from the group members themselves and vary from art galleries, lookouts, clubs and other areas of interest.

In addition to group services, NNC also offers individual social support for seniors. This program matches local seniors with a trained volunteer with similar likes and interests. The two individuals then catch up face to face or by phone and they can meet at the client's home or in the community as agreed by each.

In January 2023, NNC launched the Inner West Healthy Ageing Hub in partnership with Central Eastern Sydney Primary Health Network.

This initiative is designed to provide a central point of contact for local seniors who are interested in information, support and advice regarding all things related to ageing well. This can include information about local support activities and services, assistance to sign up to My Aged Care and general support to resolve day to day issues that may be preventing them to live the life they wish.

Additionally, information is also available to assist seniors with their end-of-life planning. The Healthy Ageing Advisor also provides a community resource for local General Practitioners and other medical professionals who are seeing older people on a daily basis but who may not always be aware of what's available in their local community.

Group Social Support

14,708

hours of support provided to our groups:



Individual Social Support

530

Telephone calls

360

Accompanied activities

186

Visits to clients in their home

Strengthening Community Resilience

Community development is an ongoing journey, weaving hope into every step along the way.

With the aim to foster social cohesion, empower individuals and families, enhance community well-being and promote sustainable development, the Community Strengthening Team had another productive and exciting year.

We understand the importance of nurturing bonds among neighbours to foster a sense of belonging within the local community. Our team continued to co-lead the Marrickville South Collective, a partnership of local community service providers, to deliver early intervention activities.

Our weekly Playzone brings kids and parents together for afternoons of fun, connection and to offer additional support services to families who may need it. We also co-hosted monthly community barbecues at Louisa Lawson Reserve for residents of Marrickville South.

These ongoing initiatives have become staple events for local residents and continue to provide opportunity for positive social interactions with services.



The Community Strengthening team maintains a pulse on the needs of our local community and continued to deliver services designed to enhance overall community wellbeing.

After the Centre's move to Darley Street, our One Stop Shop and Chat and Connect services were relocated to Newtown Mission. Every Thursday the NNC marquees are prominently positioned on King Street with our team serving up cups of tea and chatting with community members while referring individuals to the appropriate service provider representatives inside. NNC continues to lead this successful collaboration of more than 12 community service partner agencies, with an average of 80-100 people who access this essential services hub each week.

As the lead agency of Newtown Public Housing Collective, we moved the monthly community BBQs previously held at Matt Hogan reserve (Alice Street) to our new courtyard at NNC. This resulted in a significant increase of support provided to participants from our Information and Referral drop in service.

We'll continue to respond to the evolving needs of community to ensure we enhance the wellbeing of our most vulnerable members.

We know the power of collaboration and partnership can promote sustainable development and support the good work of other likeminded organisations. Our new location has presented fantastic opportunities to build relationships with our new neighbours, both residential and established community groups.

We continue to facilitate structured Community Conversations to gain understanding of current needs and the community's aspirations, and what part there might be for us to support within them.

Community development will always be a key priority at NNC. There are exciting partnerships in the works to amplify and expand service delivery next year.

Community Strengthening

90+

Cups of coffee served at Chat 'n' Connect every Thursday

24

PLAYZONE kids and parents every week

70+

Neighbours at the monthly Marrickville BBQ



Thankyou list

Supporters

Adora Handmade Chocolates
ATO Tax Help
Bakers Delight
Marrickville Metro
Ben and Jerry's
BlackStar Pastry
Carlisle Castle Hotel
Diana Shypula
Fords Pharmacy
Early Learning, Marrickville
Hannah Conda
IGA Newtown
Inner West Police Area Command
Mountain Goat Newtown
Naz Church Enmore
Newtopian Champions
Newtopian Carboot
Sleepout participants
NNC volunteers
Parliament on King
Share the Dignity
Telstra

Partners

Accounting For Good
Addison Road Community Organisation
Canterbury City Community Centre (4Cs)
Centrelink
Community and Cultural Connections Inc
Community Restorative Centre
Connect Marrickville SaCC
Deadly Connections
Dress for Success
Ethnic Community Services Cooperative
Footpath Library
Gift of Bread
Haymarket Foundation
Hepatitis NSW
Inner City Legal Centre
Inner West Council

Jenny Leong MP
Leichhardt Women's Community Health Centre
Marrickville Legal Centre
Marrickville Metro Shopping Centre
Marrickville South Collective
Midjuburi Youth Resource Centre
Metro Housing
Mission Beat
Mission Church Newtown
Moving On, Moving Out (DVSM)
Newtown Public Housing Collective
Older Women's Network
Orange Sky Australia
Oz Harvest
Paint Inner West REaD
PCYC Marrickville

Primary Health Network – Central and Eastern Sydney
Reclink Australia
Settlement Services International Local Area Coordinators - NDIS
SMART Recovery
St George Community Housing
Sydney Local Health District – including Health Promotions Team - Diversity Programs & Strategy Hub, Population Health
TAFE NSW
The Reverend Bill Crews Foundation
Thread Together
Two Good Co.
Wesley Mission
Wild Allies
Women's and Girls' Emergency Centre

Funders

Australian Government Department of Health
Inner West Council
NSW Department of Communities and Justice
NSW Seniors Festival
Central Eastern Sydney Primary Health Network

Meet Beverly

Part of our Boarding House Outreach Service is to support people at risk of homelessness.



*Name has been changed

This takes many different forms depending on the individual's situation. Beverly*, who recently retired was a long term resident in her Inner West building. She was informed last year that her building was for sale and she had to vacate her unit with immediate effect. It was then she learned her building was in fact a boarding house.

Boarding house occupants are not afforded the same rights with tenant laws and notice periods.

Beverly was unable to find accommodation within her budget as rents had skyrocketed in recent years. She was paired with one of our skilled case managers who was able to secure her long-term, safe housing in the same area she had decades of memories. Beverly was so happy to remain in the local community with her support network nearby.

Beverly has also connected to our aged services to support her continued independence at home where she's thriving today.



Cover images by Diana Shypula @Koshka Media

Acknowledgment of Country

NNC acknowledges the Gadigal-Wangal People of the Eora Nation, who are the traditional Custodians of the land on which we work.

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