

ANNUAL REPORT 2016



LANE COVE & NORTH SIDE
COMMUNITY SERVICES

We care for you

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LANE COVE & NORTH SIDE
COMMUNITY SERVICES

We care for you



‘Community Aid’ has a special place in village life and is recognised as providing essential practical and emotional support for the older residents of Lane Cove.

Many of our clients are able to keep living independently in their family homes, because of the meals, home maintenance and nursing that we provide.

President's Report

Last February the Lane Cove and North Side Community Services Board spent a day considering the impact of the recently announced changes to the funding model for disability and aged care. This includes the introduction of the My Aged Care Portal, the rollout of the National Disability Insurance Scheme and further changes to the Commonwealth Home Care Programme from July 2018. We heard from two leaders in the field and discussed how best to position the organisation to ensure sustainability and that we continue to be able to support our local community. Our conclusion from that meeting was that we had to consider opportunities for diversification and growth to ensure our continued survival in what is becoming an increasingly competitive environment.

As a consequence, and in thinking about the future, the Board of Lane Cove and North Side Community Services has been exploring our options including collaborations with other like-minded local organisations.

Lane Cove and North Side Community Services has been an important part of the community for over 50 years and we feel accountable to ensure we remain relevant in this changing environment.

Over the past few months Lane Cove and North Side Community Services Board has been in discussion with Hunters Hill Ryde Community Services and has agreed in principle to explore a potential merger with Hunters Hill Ryde Community Services. Both Boards regard a merger as the opportunity to strengthen the

principles of community services and better serve our local community with a greater choice and range of services. The combined organisation would continue to deliver services to existing clients but also has an opportunity to identify emerging community needs to attract new clients.

The Board considers our staff and volunteers to be the most important assets of this organisation and all of them have important roles to play in the future of caring for our older people and those with disability. Therefore we think that they are vital to our development and we will ensure that there is continuous communication and opportunities to be involved in this process as we move forward.

I am grateful for the commitment and support of my fellow Board Members, all the staff, who constantly work tirelessly with great professionalism and the wonderful volunteers of Lane Cove and North Side Community Services.

I would like to publically thank our many supporters and donors including the Department of Social Services, Australia, NSW Family and Community Services, Lane Cove Council, Lane Cove Rotary, Lane Cove Country Club (now known as Lane Cove Golf Club) and United Resource Management.



John D Devine

PRESIDENT, LANE COVE AND
NORTH SIDE COMMUNITY SERVICES

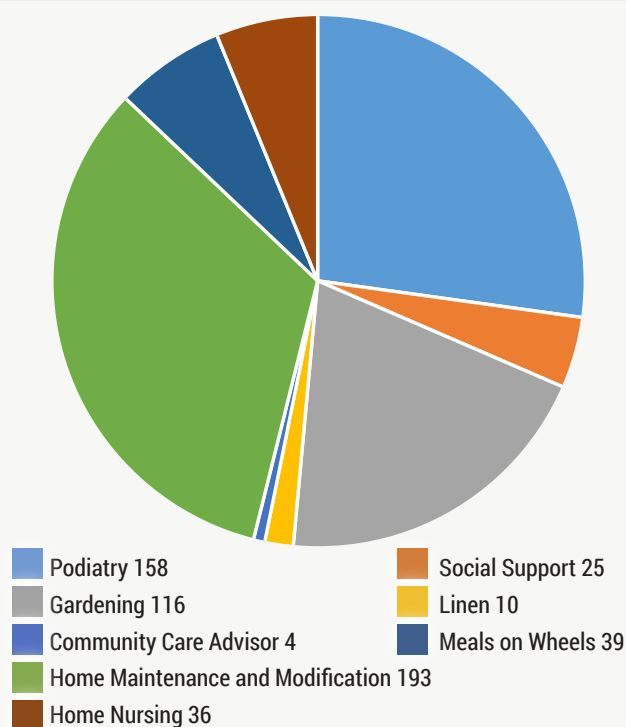
**diversification
and
growth**



volunteers are
the lifeblood of
our services

General Manager's Report

1 July 2015 brought the introduction of the My Aged Care gateway portal which ensured that all eligible people over 65 were assessed independently to ensure they had access to appropriate support and care from the Commonwealth Home Support Programme. The reality for organisations like ours was that we had to adapt to a new system where people could not simply approach us and ask for support but had to be referred through a phone or website in order for their eligibility to be assessed. Inevitably this has led to a change in the numbers and kinds of people who have approached us for support. In the twelve months since its introduction the patterns of referrals were:



We also received referrals directly from GPs, social workers and other package providers. Where there is an urgent need eg Meals on Wheels or Home Nursing we are able to put services in place and make the referral direct to My Aged Care ourselves.

Throughout the year we have been preparing for the introduction of the

transition to the National Disability Insurance Scheme which fundamentally changes the way that people with disability access the supports that enable and enrich their lives. People with a disability and their carers in Northern Sydney now have the opportunity to discuss and plan the kind of support they want and need and choose the providers they want to work with. For Lane Cove and North Side Community Services this had meant we have had to individually cost the supports we offer within the parameters laid down through the NDIS Price Guide.

I would like to publically acknowledge the professionalism and tireless efforts of all the staff here at Lane Cove and North Side Community Services. We have been through significant change in the two years that I have led the organisation and change remains very much on our agenda as we face a potential merger with Hunters Hill Ryde Community Services, a move to a fully fitted and purpose built new office in Pottery Lane and the changes to the Aged Care Funding from 1 July 2018.

Our volunteers are the lifeblood of our services, without their support, selfless commitment and time we would be unable to provide the level and quality of service to Lane Cove residents in areas such as meals on wheels, community visitors, shopping, bus trips, linen and gardening. That is why we are featuring some of our 230 volunteers in this Report demonstrating their commitment and valuable support to us and all our clients.

Gillian Batt

GENERAL MANAGER, LANE COVE AND
NORTH SIDE COMMUNITY SERVICES

The BOOMers Bus Outings for Older Men

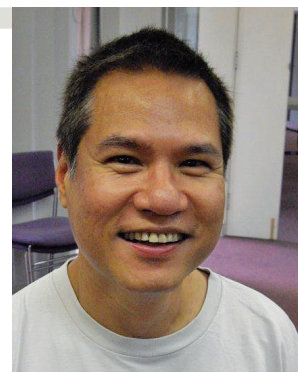
BOOMers is specifically designed for men who enjoy an opportunity to socialise and visit interesting places in the company of other men. Older men who are independently mobile and who have some spare time on their hands join our outings each fortnight on Friday mornings.

Typically three hours in duration, destinations this year included cafés, parks, galleries, museums, historic houses and other places of interest. Destinations visited in the past include NSW Art Gallery, Sculpture By the Sea, Cockatoo Island, Sydney Cricket ground tour, Radio Museum (Kurrajong), NSW Golf Club House, InterContinental Hotel/ NSW Treasury, Justice & Police Museum, Government House, Vaucluse House, ABC Studios tour, Power House Museum, Maritime Museum, Watsons Bay ferry, North Head and Lane Cove National Park.

1072
games of
table tennis

15
men learning
to cook

HONG LEE BOOMers, Social Support Volunteer



A volunteer for over five years, Hong Lee has helped across a number of areas within LCNSCS.

Starting out with Meals on Wheels, Hong has since volunteered with the gardening service, the linen service, Community Café, BOOMers and is currently assisting clients who participate in the monthly bus excursions.

“It is rewarding to do something for the community. Life is quite wonderful and there are so many things that you can do.”

After a high-pressured career in the IT industry, Hong has now retired and enjoys being able to give back to his local community.

“The residents are always happy to see us and they like to have a chat. With the BOOMers, they like to tell you about their life story and that can be very interesting. Hearing about some of the hardships they have gone through makes me appreciate my own life, as I haven’t had to face the same challenges.”

Next year, Hong will continue with Meals on Wheels, BOOMers and Community Café.

“I volunteer wherever I’m required. It is part of my routine and I really enjoy it.”

Community Advisory Service



405
people receiving
advice and
information

Our experienced Community Advisor listens to concerns, provides information and offers support for individuals, their family and friends.

Each person's circumstances are different, so information and advice is individually tailored to the situation and priorities.

When day-to-day activities and general lifestyle are restricted due to ill health or disability, it can be stressful, confusing and overwhelming.

Speaking with our Community Advisor can make a positive difference by helping people to feel informed, thus enabling decision making and ultimately flagging a sense of optimism for the future.

OUR COMMUNITY ADVISORY SERVICE PROVIDES:

- **INFORMATION**
 - about resources, options and pathways for support
- **INFORMAL COUNSELLING**
 - helping to reduce stress or confusion
- **SUPPORT**
 - helping identify priorities, make decisions and take action
- **ADVOCACY**
 - providing an additional 'voice' to ensure equity of access to information and support

“The Community Advisor is astute, compassionate and has a highly intelligent understanding of our situation.”

Community Visitor Scheme

Some people living in an aged care facility have infrequent visits from family or friends. Our Community Visitor Service aims to improve the quality of life for people in aged care homes by having a volunteer visit them either weekly or fortnightly, linking the resident with the larger community and helping to reduce their experience of loneliness or isolation.

Our Community Visitor Coordinator matches the resident with someone who shares his or her same interests. The relationship formed provides a source of happiness and wellbeing for both the resident and the visitor.

26
people in Aged
residential care
having a regular
visitor

SHIRIN KANJI

Community
Visitors Scheme
and MOW
Volunteer



A tireless volunteer, Shirin Kanji would be recognised by many locals who may have seen her walking around Lane Cove and surrounds.

Now in her 80s, the fact that Shirin doesn't drive hasn't limited her from getting out and about. She thinks nothing of walking from her home in Lane Cove to either the village, Chatswood or North Shore Hospital.

It is this same energy that Shirin puts into her volunteering. Since 2003, she has been assisting with a range of LCNSCS services including Tea & Tunes, Community Café, Meals on Wheels and the Community Visitors Scheme.

"I have gained a lot from this community and now it is my time to give back to it. Helping people is in my blood and I enjoy meeting different people and learning about different cultures."

As part of the Community Visitors Scheme, each fortnight Shirin calls in to spend time with a couple of ladies who live in a local nursing home. On a monthly basis, she helps deliver Meals on Wheels.

"We deliver meals to people in their own home, have a chat with them and check that everything is OK and if they need any further assistance or help with anything.

"Rather than staying at home, I like to help out wherever I can. Lane Cove is a very friendly place and it's a really versatile community. The people are so friendly at LCNSCS and I enjoy everything I do with them."

Gardening Service

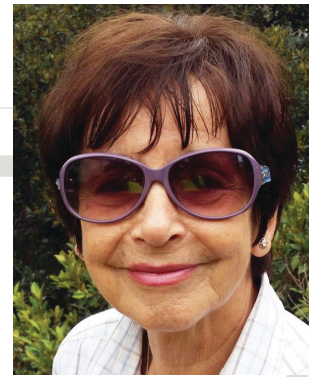
Our Gardening Service assists elderly and disabled clients to make their gardens easier to maintain so they can continue to live in their own homes for longer. We strive to make gardens a source of joy, rather than a cause for worry and stress.

Our service is available to elderly or disabled residents living in Lane Cove, Mosman, North Sydney and Willoughby council areas. With around 100 new client inquiries every year, demand for the service often exceeds capacity, so clients are prioritised based on need and ability to obtain alternative assistance.

Our service is provided by a teams of volunteers led by one or more qualified and experienced staff members. In our twice-yearly visits, we then assist with ongoing maintenance.

Our assistance may include:

- Noxious weed control/removal
- Removal of green waste to the tip
- Recommendation/sourcing/installation of new plants
- Mulching
- Maintenance tasks such as pruning, weeding, fertilizing etc.



ROS WILLIAMSON

Gardening Service Volunteer

Volunteering as a gardener wasn't something that Ros Williamson had initially considered.

However, when Ros approached LCNSCS to see if they needed any assistance, this was an area that needed support.

Three years later, she is an important member of the Easy Care Gardening team and really enjoys it.

"I love being outside and it is so nice at the end of a shift to see a result. The clients are so happy with what we do, so it's very satisfying work."

Each Wednesday morning, Ros heads out with a team of 4-7 volunteers to weed, prune, plant or mulch the garden of a community member who can no longer manage the maintenance themselves.

"A lot of them are worried about their gardens and they can be quite overgrown. It makes them feel so good after we come in and tidy it up for them. While we are there, we can also check to see how people are coping in their own homes and whether they need any further help, so that they don't fall through the cracks."

After Ros retired from her career as a nurse, she felt she was in a position to give back.

"I'm getting far more from it than I thought I would. It is so lovely to work with nice people. LCNSCS are very community minded and they put so much into it. They really respect the volunteers and you feel very appreciated."

255
safe and tidy
gardens

4141
volunteer
hours spent
gardening

Home Maintenance and Modification Service

2495
tradespersons
hours

Our Home Maintenance and Modification (HMM) service helps people to live safely in their own home by undertaking building work that encourages independence. Our tradesmen are highly experienced and professional and take pride in delivering a high standard of workmanship.

Our Home Maintenance and Modifications team help solve access issues both inside and outside the home, by:

- Completing minor bathroom modifications
- Installing internal and external handrails
- Replacing stairs or steps with ramps

Our team also take care of all general maintenance jobs, including:

- Carpentry work, such as door and window maintenance
- Electrical work, such as changing light globes and maintaining smoke alarms
- Plumbing work, such as replacing tap washes, fixing toilets and installing hand held showers
- Repairing concrete
- Pressure cleaning paths



Linen Service

There's nothing as satisfying as fresh sheets and towels. Our Linen Service is available for people who are no longer able to manage this task, but who would still love that feeling. Our friendly volunteers change the bed linen using high quality cotton sheets and provide fresh towels twice a month.

This service is for people who may be recovering from an illness or who are unable to launder and change their own sheets and towels due to physical limitations.

People love our Linen Service for its convenience, friendliness and the care of the volunteers. It's also an opportunity for people who may be at home alone, to enjoy a quick catch up and visit.

824
freshly made
beds

1648
freshly
laundered
towels

ALAN SEALE

Linen Service
and Film Club
Volunteer



Since Alan Seale started volunteering two years ago, he has assisted in several different roles – from linen service, to driving the community bus, to running the newly established Film Club.

Each fortnight Alan, together with his fellow team member, visits 6-8 homes to make beds and change the sheets and towels for grateful residents who can no longer manage these tasks on their own.

“What we do is very important to the recipients and it's very important to us too. You are meeting people who really look forward to us turning up, so it's very rewarding.”

Having just turned 81, Alan feels very fortunate that he is able to assist other people in this way.

This year, Alan also helped establish a new service at LCNSCS called the Film Club. Each month, Alan selects a movie from the 1950's, 60's or 70's. Local residents are invited to come and watch the movie and Alan then leads a discussion afterwards. After studying 'The History of World Cinema' with David Stratton for the past 20 years, Alan is well qualified for the task and the club has now been running for about six months. Alan is hopeful that numbers will increase once LCNSCS moves into its new premises, with more space to accommodate additional people.

Alan really enjoys both his volunteering roles with LCNSCS and the happy atmosphere that it offers.

“There is a certain 'country town 'ness' about Lane Cove - it's quite unique. The community is very fortunate to have so many services available through LCNSCS.”

Meals on Wheels

The Meals on Wheels service provides nutritious, delicious, affordable food prepared for Lane Cove's older residents and delivered by our friendly, community volunteers.

Meals on Wheels is available to over 65's, younger people with disabilities and carers, assisting people to remain healthy and independent whilst living in their own home.

Delivering over 10,000 meals each year, our Meals on Wheels service is from the community, about the community and very proudly services the community and residents of Lane Cove.

- Free delivery and free smiles!
- Nutritionally optimised and balanced for older people.
- Daily, weekly or occasional deliveries - as much as you like and as often as you require.
- Huge variety of high protein, healthy meals, desserts and soups.

10516
meals
delivered



Home Nursing

10885
nursing
visits

With a 'whatever it takes' model of care, our team of highly qualified Registered Nurses and Personal Care workers provide comprehensive and holistic care to keep our clients safe and well in their own home.

The Home Nursing service provides:

- Nursing follow-up and care after discharge from hospital
- Supervision of medication
- Advice and education about health related problems
- Support for family, friends and carers
- Personal care
- Wound management
- Diabetes management
- Clinical monitoring
- Catheterisation
- Dementia monitoring and management
- Consultation and discussion about options and choices of services for clients and carers

With a quick and simple referral process, there is no waiting list and services start within 1-2 days of us receiving a referral.

“The information is very thorough and I was able to send it on to my brother with my own comments and suggestions. We now have a very clear picture of what’s available and how to get assistance.”



Phone Shopping and the Village Bus

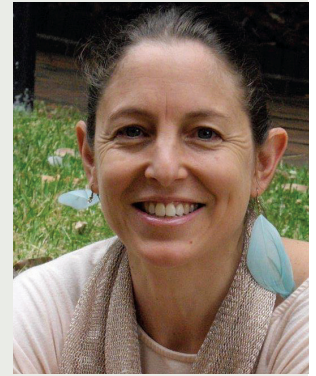
Our convenient Phone Shopping service, run in conjunction with COLES Lane Cove, provides clients with an opportunity to give your order over the phone. It is then packed for delivery a few days later.

Our Village Bus service provides residents with access to the Lane Cove Village for two hours on Wednesday mornings to conduct appointments, for shopping, business, to meet friends, visit the library or run errands. The driver and volunteer assistant assist with any parcels or shopping.

226
village bus
trips

EMILY WILKS

Phone Shopping
Volunteer



As a mother of three young daughters, Emily Wilks wanted to find a local volunteering opportunity when her youngest child started school.

After contacting LCNSCS, Emily was presented with a range of opportunities. The phone shopping service fitted with the time she had available, and also in terms of her personal interest in food and nutrition.

Once per week, Emily phones 15-20 elderly residents to have a chat, make sure they are OK and to check if they need any groceries. Emily says that it's an overall care service, not just about the shopping.

"You have an ongoing relationship with clients and you get to know a little bit about what is happening in their lives – if they've been unwell, what they've been doing, whether they've had any visitors. By phoning them once a week, you can see if there are any issues or whether other services may be required to help them in their home.

Emily is trained as a primary school teacher and a yoga teacher. She has recently started mindfulness classes for LCNSCS staff and volunteers and will also be offering classes for residents as part of Seniors Week in 2017.

"At LCNSCS there are so many different opportunities for volunteering. It is comforting to know that we have such great services in our community.

"Paradoxically, volunteering is a selfish act because I find you get so much out of it personally. I like to have time slotted into my week that is about helping someone else. We all have different skills that can be used for the betterment of the community."

In Home Podiatry

Our Podiatry Service offers basic foot care for people who are unable to leave their own home to access such care.

A registered Podiatrist visits clients to conduct treatment and they can also assess the need for ongoing care. If required, appointments are made every eight weeks.

Our service covers the local government areas of Lane Cove, Mosman, North Sydney, Ryde, Hunters Hill, Willoughby, Hornsby, Ku-ring-gai, Manly, Pittwater and Warringah.



2074
pairs of
comfortable
feet

Disability Support

Our team of dedicated and experienced Disability Support Workers provide assistance to adults with a disability to enable them to access and participate in activities of their own choice. Our aim is to provide person-centred and meaningful programs that assist clients as much or as little as necessary in order to stay independent through learning skills and building confidence.

Our programs cater for adults with acquired and inherited disability and low to medium support needs.



Our services include:

- Group programs including Chatswood Social Club; Theatre Ensemble 'Different Degrees'; Music Therapy; outings and trips
- Individual programs/ clusters of support including community access; recreation and leisure activities such as gym, places of interest, concerts; daily life skills such as budgeting, cooking, healthy lifestyle; travel assistance and travel training.

PAYTON SOUSSA and DANIEL O'RAW

Chatswood Social Club Volunteers

Each Tuesday night, Payton Soussa volunteers at the Chatswood Social Club assisting young adults with a disability.

"They're so appreciative of us being there. You can make someone's day just by chatting to them."

Payton started volunteering with LCNSCS several months ago. Aged 19, Payton is studying Advanced Science at university and firmly believes that as a young person who lives in a society that provides so many opportunities, it is good to be able to give back.

"I have a passion for working with and helping people. This is a great opportunity for me and it's flexible enough that I can work it into my week alongside my study and part-time work commitments."

At 28, Daniel O'Raw is also a university student and has just finished his second year of a social work degree. Keen to get some industry experience, Daniel did an online search to find volunteering opportunities. Since starting with LCNSCS several months ago, Daniel says that he has received far more than just practical experience.

"I wasn't expecting to make friends. But it's a real community and I've fallen into it quite naturally – we're all really excited to see each other each week."

For three hours each week, Payton and Daniel help set-up equipment, make cups of tea, assist with activities and most importantly, socialise and chat to the enthusiastic participants who attend the social club.

Payton and Daniel's respective enthusiasm has been a welcome addition to the volunteer team at LCNSCS and their assistance at the social club has added a positive dynamic that everyone enjoys.

Volunteering

Our volunteers are the most valued members of our organisation. Much of our work could not exist without their contribution. When people volunteer with us, they become part of a team of over 200 volunteers that work locally to support the vulnerable by connecting the elderly, the frail and people with disability to the community.

Our goal is to make volunteering a rewarding experience. Many of our volunteers have worked with us for many years, which is testament to the fact that they enjoy what they do.

Volunteering opportunities are available in a range of services including Gardening, Meals on Wheels, Social Support, Community Transport, Disability Support, the Linen Service and the Community Visitors Scheme. Most services operate weekday mornings. For people who work full time, Gardening also operates Saturday mornings and the Community Visitors Scheme allows people to set their own schedule.

234
volunteers

ANGIE ASTON

Bus driving and Linen Service Volunteer



When Angie Aston retired at the end of 2014, it didn't take long before she looked into volunteering.

"I like to feel useful. I enjoy providing for others who need support and giving back to the community."

Twice each month, Angie drives the bus that collects residents who attend the Community Café. On a monthly basis, she also drives the bus and assists clients at the excursions organised by LCNSCS.

In addition, Angie assists with the linen service every fortnight, going into individual homes to change sheets and towels.

"It's such a personal and caring service. It's great for early intervention as you're going into a person's home and you can immediately see if they have a need for any further assistance.

"As you're visiting clients each fortnight, you end up forming friendships with them. For example, one of our clients has just moved into a nursing home at the age of 90, and now we like to visit her in our own time."

Before retiring, Angie worked with the Cancer Council and as a volunteer coordinator with a hospital, so she is well versed with the importance of the role that volunteers play in the community.

"What's on offer in Lane Cove is excellent – LCNSCS offer so many services that really help people to stay in their own home for longer."

Activities and Events

● This year we have run a number of fun activities including monthly bus trips with an average of 35 senior residents visiting areas around Sydney including Sculpture by the Sea, Fairground Follies in Lewisham and the Mounted Police Barracks. We also had a beautiful Christmas in July outing to the Blue Mountains taking in the autumnal colours and wonderful Christmas lunch at the golf club.

● Community Café drew an average of 30 diners each fortnight for a tasty good value three course lunch with special themes including French, Italian and Christmas cuisines

● Here at the Centre we ran a number of games and activities including Bridge, Scrabble, Chess and Mahjong with Friday Table Tennis for the energetic.

● Book Club remains a firm favourite with a Film Club initiated.



DONATIONS 2015 - 2016

ADAM, Greg
AIKEN, David
ALLEN, Murray & Joan
ANDERSON, Mr G. W.
BAILEY, C
BARRETT, Margaret
BELL, Beverley
BOXWELL, Alice Clare
BRAND, Dr G F Brand
BRAUD, Nola and Garry
BREEN, Ruby
BRIGGS, Betty
BROWN, Eva
BROWN, Roberta
BULL, L. M.
CAMERON, John T.
CHRISTIE, Frances
CLAYTON, Margaret
CREIGHTON, Judith
De LEPERVANCHE, Mrs Maria
DIEKMAN, Valerie
EDGELOE, Michael
EWING, John
HILL, Evelyn
JOHNSON, Barbara
JONES, Patricia
KEOSHKERIAN, Simon & Marilyn
LEWIN, Herbert
LUPTON, Robin
MAGAULAS, Alice
MALLOY, Terrence
MCKINVEN, Lorna
MORGAN, Francis

PANOZZA, L
PEAKE, Susan
ROWNES, Maisie
SAN MIGUEL, Jeanette
SCHINAGEL, Giselle
SMITH, Marjorie Stelle
SOO, Josephine
SPENCE, Jean
STANKIEWICZ, W & I
STEAD, V. J. & C. M.
STEPHENSON, Linda
TATE, Maureen
TAYLOR, Nada
UY, Rosie
VARTOUKIAN, Mrs H. A.
WANG, Kim Huey
WARLAND, Shirley
WINNING, Judy
WINTER, Geoffrey
WOODWARD, Margaret
YOUNG, Gavan

c3 Church Lane Cove
FRIENDS OF COMMUNITY AID
LANE COVE (FOCAS)
GOLDEN GIRLS FASHION
HALLAM AVENUE TENNIS
CLUB, LANE COVE INC.
LANE COVE COUNTRY CLUB
- PRO AM COMMITTEE
LANE COVE LADIES PROBUS
LANE COVE WEST TENNIS CLUB
ROTARY CLUB OF LANE COVE
UNITED RESOURCE MANAGEMENT
GROUP



LANE COVE & NORTH SIDE
COMMUNITY SERVICES

We care for you

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