



ANNUAL REPORT

2017-2018



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About Counterpoint

Counterpoint Community Services Inc has been a support and advocacy service for individuals, families and community groups since 1977.

OUR MISSION

We achieve this mission by pursuing resources and operating activities that will provide:

- ▶ **Community Development Services** for all, with particular emphasis on the most marginalised and vulnerable members of our community
- ▶ **Provision of Community Support Services and Facilities** for individuals, families and community groups
- ▶ **Capacity Building** for individuals, families, community groups and other organisations aligned with our objectives
- ▶ **Community Advocacy** that is independent, impartial and represents the diversity of our communities
- ▶ **Community Events** that promote harmony, diversity and inclusion
- ▶ **Social Enterprises** that enable us to further our aims
- ▶ **Specialised children's services** which foster education, family support and child safety and wellbeing
- ▶ **We partner with organisations and community groups**, whose objects align with our Association

“To assist in the relief of poverty, sickness, suffering, distress, misfortune, destitution or helplessness by fostering the growth of community life and community services within Inner Sydney and surrounds”

Counterpoint is managed by our volunteer Management committee who are annually elected by our members who represent the local community, together with program representatives.

COUNTERPOINT IN NUMBERS ACROSS OUR COLLECTIVE FACILITIES

27,344 visits to our services
7443 activities hosted through our hubs
3599 clients assisted to access other services
9921 occasions of giving information and advice
5913 occasions of people using our free resources (photocopying, phone, PCS)
36 Work experience placements (WFD)
17 student placements offering **5100** hours of service delivery
Supported **238** volunteer, **13 564** hours of service with an in-kind value at **\$342,975 +**
327 people received formal case management support and further **685** received informal support
135 families received direct and regular support
1594 families reach through play groups and events program
100+ partner agencies across sectors
Social media channels reached **60,000 +** with **32,281** engagements

MANAGEMENT COMMITTEE

CHAIRPERSON.....Jose Perez
TREASURER.....Geoff Turnbull
SECRETARYAudrey Lee
MEMBER.....Irene Doutney
(Passed away June 2018)
MEMBER.....John Martin
MEMBER.....Diana Whitworth
MEMBER.....David White
MEMBER.....Edward Everett
MEMBER.....Larry Billington
CO-OPTED ADVISORTury Beatrix To
STAFF REP.....Raeleen O'Halloran
PUBLIC OFFICERMichael Shreenan

Factory Staff Team 2017-2018

MANAGEMENT

Michael Shreenan **Executive Officer** for 13 years
Bill Yan **Operations Manager** for 9 years

ADMINISTRATION

John Ferguson **Accounts** for 16 years
Anna Kim **Accounts** for 7 years
Elle Jennison **Administration Officer** for 5 years

COMMUNITY DEVELOPMENT

Laura Kelly **HCP Redfern / Waterloo** for 9 years
Natasha Sitanala **Multicultural Services** for 9 years

COMMUNITY SUPPORT

Grant Nair **Community Support Worker** for 6 years

HOSPITALITY/FACILITIES

Dianne Rodgers **Caretaker/Hospitality** for 28 years
Margaret Wood **Caretaker** for 18 years

POETS CORNER PRE-SCHOOL

Raeleen O'Halloran .. **Pre-school Director** for 23 years
Naomi Ward **Senior Child Care Worker**
for 25 years
Angelique Mandilis ... **Child Care Worker** for 5 years
Le Huong **Child Care Worker** for 1 year
Josephine Scianni **Early Childhood Teacher** for 1 year

SOCIAL ENTERPRISES

Naomi Ward **Waterloo Re-Cycle** for 9 years

PLAYGROUP

Natasha Sitanala **Playgroup Coordinator** for 8 years

PROJECT SUPPORT STAFF

James Perez **Events** for 6 years

OUTREACH

Elle Jennison **Outreach Coordinator** for 6 years
Mila Seredenko **Bilingual Educator** for 1 year
Denise Fung **Bilingual Educator** for 1 year

SPANISH COMMUNITY CARE

Jennie Huang **Accounts** for 2 years
Lilian Zuniga **Project Officer** for 1 year

HUB TENANTS STAFF JEWISH CARE

Olga Tourchina **Caseworker** for 11 years

BARNARDOS

Vivianne Freeman... **Senior Adviser**
Aboriginal for 15 years
Bruce Shillingworth **Senior Education Support** for 12 years
Dianne Rodgers **Casual** for 10 years
Ella Bandur **Casual** for 1 year
Adriane Neshoda ... **Casual** for 1 year
Phillip Combridge .. **Casual** for 1 year
Stephanie Moala ... **Casual** for 1 year
Filise Freeman-Mafi **Casual** for 1 year
Charlton Geier **Casual** for 1 year
Talia Faai **Casual** for 1 year

TRANSPORT

Bruce Shillingworth **Bus Driver** for 12 years
John Martin **Bus Driver** for 9 years

RESIGNED 2018

Kira Osborne
Angelo Legaspi
Elsina Sohila
Stephanie Rago
Lucy Gosling
Daniel Stoves
Lucy Muneva

Chairperson's Report

2017-2018 has been the beginning of a new chapter in Counterpoint Community Services as the first year operating as a fully combined organisation comprising former Factory Community Centre and South Sydney Community Aid. There has been some changes and a little readjustment but all in all a very successful endeavour. I thank the staff and Board for their drive and determination to ensure it was pain-free.

During this period there have been some staff changes, we are sorry to have seen Kira, Lucy, Angelo and Natasha leave to new pastures and we wish them all the best for the future. We welcome Josephine as the new Early Childhood Educator and look forward to the new dynamic she brings. Poet's preschool is finally having play area upgraded and hope the children enjoy the new safer grounds.

Sadly this year has also marked the end of a chapter. For many years The Factory/Counterpoint has supported the local housing residents through the Housing Communities Program funded by Land and Housing/FACS. The program worked to resource the Land and Housing tenants and tenant groups to build and maintain an enjoyable community in which to live in. This program has been "restructured" into a new model that is to provide a one size fits all delivered across a broader range of tenants across various areas. While Counterpoint put forward a proposal for the area in which we have worked in, it appears that the decision was made to award all areas

to one organisation without direct ties nor experience in our community.

I know every year you read how the staff and volunteers are valued and how their work is appreciated. It is and can never be overstated. The Counterpoint staff and the volunteers have worked tirelessly to keep our organisation delivering the services to the community it cares about in spite of enormous uncertainties, lack of help and dwindling of resources. I thank them all and our Michael, Bill and Raeleen for their leadership, hard work and dedication to keeping Counterpoint viable and growing organisation.

I thank my fellow management committee members for their knowledge, experience and dedication, working hard to ensure the future direction and stability of the organisation. I appreciate all the time, help and support they have given to the organisation over the past year and hopefully into the future.

Last but not in the least, a heartfelt thank you and deepest appreciation to the members of Counterpoint for their continued support and the local community who tirelessly support our work.

While I look at the time to come with a little sadness I know we will still be here for those in need.

Jose Perez,



HIGHLIGHTS 2017-18

- ▶ First full year as merged entity and our 40th AGM
- ▶ Alexandria Town Hall renovation for our multicultural team
- ▶ Completion of the 40,000 year mural restoration by Redfern Station Community group under our auspice
- ▶ Advocated successfully for a new Health Link worker position at Sydney Local Health District for Waterloo
- ▶ 10 years of service by our Waterloo Recycling Workshop team and Lok Wan Cantonese Opera group
- ▶ Successfully launch of the #WELIVEHERE2017 light project lead by Clair Lewis and the local community under our auspice
- ▶ Supporting the completion of the Waterloo Visioning
- ▶ Hosting the Indonesian Multicultural Bazaar Festival
- ▶ Successfully lobbied for two CALD Educators; Chinese and Russian speaking, for the Waterloo Redevelopment project.
- ▶ Co-coordinated and co-facilitated two highly successful residents and interagency Waterloo Health Forums in partnership with Sydney Health District mapping issues and opportunities for holistic health services for Waterloo and subsequent recruitment of a Health Link Worker for Waterloo estate outlining actionable items to inform the Waterloo Integrated Human Services Plan.
- ▶ Three successful Human Service Reform Forums in partnership with Land and Housing Corporation, FACS with a view of developing a local Human Services framework to sit alongside the Waterloo Redevelopment Master plan.
- ▶ Completion of joint "Redfern Welcome Pack" for new tenants with the local FACS team and community calendars and completion of Redfern Safety Audit through the Redfern Neighbourhood Advisory Board.
- ▶ Leading the public residents as major community stakeholder in supporting the Inner Sydney Voice's new Emergency Community Resilience Committee.
- ▶ Continuation of annual events; 28 in total including Summer on the Green, Redfern Neighbourhood Day, the 11th Redfern and Waterloo Volunteer Awards, four NAB Open Days, three Playgroups in the Park, and Waterloo Pet Day.
- ▶ International delegations visit; 2 from China and 3 from South Korea



Executive Officer's Report

This financial year was our first full year as the merged entity; Counterpoint Community Services INC, a result of our amalgamation of The Factory Community Centre and South Sydney Community Aid.

We are pleased to report that the process has brought all the benefits and values that we have expected and believed it would. As we approach our 40th AGM, we trust that this report will give you a flavour of the successes and challenges our team had to face over the last financial year.

Over the course of the last financial year we have seen Alexandria Town Hall being renovated; bringing the office space up to a more modern standard and a safer space for our multicultural team to operate from, all thanks to the generosity and kind support of the City of Sydney Council through their Accommodation Grants program. Also, we have been consistently receiving "A" mark as good tenant in providing much needed social services especially to the CALD communities living in the area.

The Waterloo Redevelopment master planning has been our single most important focus this year and our team have been advocating impartially and independently to ensure that the diversity of our communities' voices were heard during the visioning process.

We also were actively involved as a primary stakeholder in conversations with the state government agencies in order to ensure that the built environment plans will be matched by a comprehensive human services plan to improve the current and into the future services with reformation of the local human services in an integrated and result focused fashion.

Operationally, the integration of the two community centres teams allowed us to give long standing staff secondment opportunities into new roles as way of providing both personal and professional development and growth opportunities in enhancing our staff skills and experiences.

As EO, I was invited to attend the International Federation of Settlements and Neighbourhood Centres (IFS) conference in Helsinki where 200+ community centre leaders from around the globe came together to share the latest best practice. As a result, we are looking forward to working with and supporting our partners at LCSA in hosting the 2020 IFS conference here in Sydney.

This financial year, we also enhanced our international relationship with our work with Hong Kong City University, and our Operations Manager was accepted to China Australia Millennial Project 2018; a 100-day cross-border innovation training program that brings together 100 young Chinese and Australian leaders to learn design-thinking, up-skill cross-cultural leadership and design solutions to global issues. Our Barnardo's Yurungai children are also working on doing another international show overseas in Malaysia in 2019.

Our community support team continued to help countless individuals with their support needs and our community development team coordinated a wide range of events, activities and resourced a number of community

groups as outlined in the report. Our pre-school and playgroups team worked tirelessly in supporting our little ones and their families through providing a high quality education and social learning opportunities in Redfern, Waterloo and Alexandria in partnerships with other organisations; Housing NSW, Sydney Local Health District, Connect Redfern and Save the Children Mobile Playbus. Our social enterprises continued to be self-reliant and operating as a first-class resource for the local community.

The above achievements were not without their struggles. Loss of funding and rising costs meant the need for some of our positions to be restructured with reduced hours or additional responsibilities to ensure we remain sustainable; resulting in us remaining financially stable despite the odds being against us and other smaller not-for-profits NGOs.

For the community, we know that this financial year has been a trying time on numerous fronts. We were saddened by the news of a number of significant community leader members passing away; some through natural cause others through tragic incidents. The stress of the Waterloo Redevelopment master plan and the commencement of the Sydney Metro Quarter has caused a high level of anxiety in the community. The loss of the local UNSW CDP project has also left gaps in service provisions, not to mention the numerous government reforms and high turnover of government frontline staff has added to the heightened frustrations of our community.

This year our agency mourned the passing of one of our beloved committee and highly respected community member Irene Doutney who is dearly missed.

In the year ahead, further reforms are planned including the transition into Targeted Early Intervention program from the current Community Builders program. We are likely to see the loss of the Housing Communities Program; our place-based community development position which we have hosted for 14 years which has brought so many changes and improvements to the community of Redfern and Waterloo.

Still, we will work with Land and Housing Corporation and our community stakeholders in the completion of the master plan to ensure that our community get to leverage the decisions about all current needs and the needs of future community members.

We will work also with FACs and Sydney Local Health District to ensure there is and will be a robust human service plan and a well-resourced social infrastructure in place that put the needs of the local communities first.

Again, the year ahead will be long and challenging, however I am confident that the resilience of our community and our organisation will stand the test of time and we will continue to grow and develop and facing the challenges head on with our head held high.

Finally, I thank our members for their support, our service users and volunteers for their outstanding trust and loyalty, our partner NGOs and our funders for their unwavering support. I also thank our staff team, both past and present for their outstanding commitment to delivering high quality services with passion and zeal and congratulate them on all the achievements outlined in this report.

Michael M Shreenan

Events In Numbers

EVENTS	No of People	OUTCOME/OUTPUT
MONTHLY WATERLOO BRUNCH X 7	116	Discussion and update of Waterloo issues and redevelopment
CADRE GET TOGETHER X 2	20	Mental health support and network
PLAYGROUPS IN THE PARK X 3	1750	Family fun-day; info & referral to family and children services
REDFERN NAB OPEN DAY X 2	80	MH & Privacy workshop themed community day; community to meet and understand their NAB and their representatives.
WATERLOO NAB OPEN DAY X 2	112	MH & Privacy themed community day; info to NAB reps
INDONESIAN MULTICULTURAL BAZAAR	1500	Multicultural Bazaar intro to Asian cultural performances and food to the community esp. Indonesian and South East Asian
FATHER'S DAY MORNING TEA	12	Celebrating fatherhood with the community
COMMUNITY DAY WATERLOO GREEN	400	Community fair; info about Waterloo Redevelopment
CITIZEN JANE MOVIE SCREENING	35	Community advocacy event for Waterloo Redevelopment
#WELIVEHERE2017 LIGHTING LAUNCH	350	Community advocacy gala for Waterloo Redevelopment
BUILDING A HEALTHY WATERLOO FILM DAY	18	Identifying current human service issues & future service wish
HEALTH FORUM: BUILDING A HEALTHY & RESILIENT WATERLOO X 3	330	Mapping of current and possible future human services issues in Waterloo with government stakeholders
COMMUNITY LUNCH	22	Promote social inclusion & cohesion thru food equity event
REDFERN NEIGHBOURHOOD DAY	450	Community fair; info & referral to local services
WATERLOO REDEVELOPMENT PLAYS @ MT CARMEL SCHOOL X 2	140	Engaging with children & families; Waterloo Redevelopment
CHRISTMAS MORNING TEA	40	Promote social inclusion & cohesion thru cultural celebration
PANCAKE DAY	23	Promote social inclusion & cohesion thru food equity event
CHINESE NEW YEAR X 3	190	Promote social inclusion & cohesion thru cultural celebration
CANTONESE OPERA CONCERT	98	Promote social inclusion & cohesion thru cultural celebration
DRAGON BOAT FESTIVAL	54	Promote social inclusion & cohesion thru cultural celebration
GREEN SQUARE OPEN DAY	50	Intro our services to Green Square communities
ROSEBERRY WELCOME EVENT	80	Intro our services to Rosebery/Green Square communities
SUMMER ON THE GREEN	750	Community fair; info & referral to local services
EASTER MORNING TEA	38	Promote social inclusion & cohesion thru religious celebration
MOTHER'S DAY MORNING TEA	13	Celebrating motherhood with the community
REDFERN WATERLOO VOLUNTEER AWARDS	120	Celebrating 120 groups & individuals local unsung heroes
REDFERN WATERLOO PET DAY	300	Promote social inclusion & cohesion thru companion animals
TOTAL NUMBER OF EVENTS = 43	7091	People

A portrait of Irene Doutney, a woman with dark hair, wearing a dark top and a necklace, smiling. The text 'Tribute to Irene Doutney' is overlaid in white.

Tribute to Irene Doutney

Sydney's public housing community has lost a great activist and a great friend. Irene Doutney's death on June 11 followed a three-year battle with illness and her passing represents a significant loss, not only for her many friends but for many local community groups and organisations.

A 78er, Irene participated in the first Sydney Gay and Lesbian Mardi Gras and was a long-time advocate for LGBTIQ rights.

Following a life of personal battles, a somewhat shy and reluctant Irene found her voice, and with the support of The Factory's HCP Community Development Program and Inner Sydney Voice's Tenant Support Service, she became an active member of the local Factory Community Centre and many other community groups.

She initially was involved with the historic local resident-run RedWater News magazine and helped establish a local "PhotoVoice" project. As her confidence grew she joined the Redfern Neighbourhood Advisory Board to represent her precinct, and was employed by The Factory to help establish the inaugural 2007 Open House Project funded by the Balnaves Foundation, which gave public housing residents access to low-cost performances at Sydney's Opera House. She became a board member of The Factory, where she remained.

Irene joined the local REDWatch group in 2007 and served on its coordination group from 2007-2015 as it worked to give the local community a voice in the development proposals for the area. She was especially involved when proposals for the redevelopment of the public housing estates were raised in 2011-12, trying to get a decent outcome for tenants. She was involved in a number of local campaigns, from trying to save Gordon Syron's Keeping Place art collection, getting shutters lifted on Redfern shops, and the Lift Redfern Station campaign.

In 2006, she joined the NSW Greens and in 2008 Irene's resilience shone for all to see when she was elected a councillor to the City of Sydney. Eight years later, in 2016, Irene became Deputy Lord Mayor of Sydney. Her vision for Sydney was of a sustainable, diverse and inclusive city. As a public housing tenant and low-income earner, her aim when running for Council was to give a voice to the voiceless and to be an advocate for the views of the ordinary person.

The issues with which Irene engaged were legion: she spoke against the Northern Territory intervention, campaigned for the greening of Sydney, opposed the sell-off of public housing, campaigned against council amalgamations, questioned the state government's plans to remake Redfern and Waterloo, and

**“ Authentic,
caring,
passionate ”**



Above Left: Irene Doutney in Redfern Park. Photo: Kat Hines. Below right: Al Turnbull leads a moving rendition of 'Bread and Roses'. Photo: Andrew Collis

led the successful push for the City of Sydney to divest from fossil fuels.

Her achievements on Council included establishing the City of Sydney as a fair-trade town, creating the first ecology officer on Council, introducing protocols for the protection of urban wildlife, introducing a new drop-off e-waste system, and helping ensure strong public access to the new park at Barangaroo. She was deputy chair of the Council's Environment and Heritage Committee and co-chair of the Aboriginal and Torres Strait Islander Advisory Panel. She represented the City of Sydney by presenting the City's biodiversity strategy to the UN Convention in Nagoya, Japan. She was particularly proud of her work to deliver the \$7-million upgrade to the Joanna O'Dea public housing complex in Forest Lodge.

Mike Shreenan, CEO of Counterpoint Community Services (aka the Factory Community Centre), said: "I have never worked with a more authentic, caring and passionate individual. Irene's integrity was beyond reproach. Her achievements and gentle leadership are a lasting inspiration to us all."

South Sydney Herald, Wednesday, July 4, 2018

A community memorial for Irene was held at the Redfern Town Hall on Friday June 29. Hosted by the City of Sydney and the NSW Greens, the event included an acknowledgement of country from Aunty Millie Ingram and presentations by the Lord Mayor Clover Moore, Jane and David Doutney, Sylvia Hale, Darelle Duncan, Rachel Evans, Jenny Leong MP, Gillian Pick, Michael Shreenan and Charmaine Jones who read a poem in tribute to Irene. Al Turnbull led a moving rendition of "Bread and Roses", Hans Bos and the Red Frogs performed a spirited set of pop and rock classics.

CHANGING ROLES AT COUNTERPOINT COMMUNITY SERVICES

For the last six of my nine years in Waterloo I have been working in the Housing Communities Program position, overseeing and resourcing the two Neighbourhood Advisory Boards in Redfern and Waterloo and their associated subgroups. The role brought with it plenty of challenges and opportunities and I have learnt a lot professionally, and personally, along the way!

Kira Osborne's departure from the Waterloo Redevelopment Community Development role has provided an opportunity within Counterpoint Community Services for me to take on a different challenge and say goodbye to the Housing Communities Program for a while.

While it is a rather daunting and monumental task to navigate all things master planning and ensuring the voices of Waterloo are heard in the process I am excited to be working in this space, especially as we approach the next phase of the master plan process. Counterpoint's

current Playgroups Coordinator, Natasha Sitanala, will be taking on my previous Housing Communities Program position looking after the Redfern and Waterloo Neighbourhood Advisory Boards and associated projects. By mid-April we anticipate being fully operational in our new positions and will both be located at the Factory Community Centre.

Over the next couple of months in my new role, we will be preparing the community to enter the "options testing" phase that sees the NSW government presenting different options for the Waterloo Master Plan to the community for input and feedback. Once this feedback is gathered and integrated into the plan, Land and Housing Corp will present a preferred Master Plan to the community.

To prepare the local CALD communities for these next steps, our two Chinese and Russian Bilingual Community Educators will continue

weekly outreach on the estate and together with Thomas Chailloux from Inner Sydney Voice will lead a number of roundtable discussions and activities on a range of planning topics.

In addition, prior to options testing starting, a series of study sessions will be held to explore the nine different technical studies that have been conducted by consultants including transport, air pollution, open space, and arts and culture. These sessions will provide the community with information about the technical study process and the opportunity for conversations about the key findings, existing conditions found and to identify any gaps that have not been addressed.

It is going to be a very busy and interesting time in the coming months for our local community and we encourage people to come out, ask questions, and have their say!

Laura Kelly, from the South Sydney Herald, April 6, 2018

'I KNOW WHERE TO GO, AND WHERE TO STAY'

Henry Kazuo Bluhme was born in 1971 in Royal Canberra Hospital to a Japanese mother and a German father.

He is the older of two sons and as a child spent extended periods of time in Europe while his father moved around with his academic and research work.

When Henry got a public housing tenancy in 2010, he moved from a boarding house in Surry Hills to a flat in Wellington Street, Waterloo.

"And that's a good thing," he says. "It gives me some peace of mind, I know where to go and where to stay."

"It's a double-brick building and a double-brick building is something very special because there are a lot of people in Australia, they have million-dollar homes, but they are made of weatherboard and they have to pay huge amounts to reimburse the banks for the interest, and later on they have to pay the money back for the house, and that takes a long time.

"I have just by chance, just a blessing, received a small dwelling to live in and it's good. It's good. I am very grateful for that."

Like Anna Kovic in last month's

issue, Henry loves the convenience of living in Waterloo. There are two bus stops outside his home, the one outside his front window takes him to ALDI in Bondi Junction and the one outside his kitchen window takes him to ALDI in Marrickville.

While he loves the convenience of living in the city, the downside is the noise and the building and earthmoving work that is currently associated with the construction of Waterloo Station.

Henry spends as many days as he can at Counterpoint Multicultural Services (CMS) in Alexandria using their computers to undertake an International Baccalaureate Diploma Program.

Counterpoint's operations manager Bill Yan provides support for Henry as he sits exams, prints out his work and posts it to Germany for marking.

Henry is aware that an academic degree is not a guarantee of a job, but once he finishes his IB he would like to study linguistics at the University of Sydney.

He says that CMS is also a place that provides advice for community members especially when they



*Henry Kazuo Bluhme
Photo: Suganthi Singarayar*

need to deal with government administration.

A member of the Locksmiths Guild of Australia, Henry has a security industry licence. He makes sure that he is up-to-date with technical security information and at night he is on standby as a locksmith.

Like both Anna Kovic and T-Bone (SSH April 2018), Henry is concerned at the lack of information provided by the Land and Housing Corporation to tenants within the Waterloo redevelopment precinct. To date Henry has not received any information as to what might happen to him.

RECYCLING WORKSHOP'S FIRST DECADE

Waterloo Recycling Workshop (WRW) is a project of Counterpoint Community Services and is held each Friday morning in the garage of the Turanga flats at 1 Phillip Street. The workshop celebrated its first decade with a cake and balloons on August 24. Reflecting on 10 years of service, coordinator Naomi Ward expressed pride in many achievements, environmental and social. "It's a place where the community comes together," she said.

According to Ms Ward, the success of the project is due to the dedication of hard-working volunteers who come each week to serve, clean, repair furniture, present and arrange the goods and have a chat with customers. "We started in 2008 from nothing except a small garage in which to store household goods and furniture we would bring out for the Friday market. In an adjoining garage we shared a workbench with Bicycle Recycle," Ms Ward said.

"Soon after opening, Russell Walker joined as our carpenter and Di Bateup began sourcing the preloved furniture and household goods from neighbouring suburbs. The majority of these goods would otherwise go into landfill.

"In 2010, the late John English joined, just when we were to move to a much larger garage, which then became our shop and workshop. John was a carpenter by trade and created a highly functional workshop, complete with workbenches and shelving made out of recycled timbers."

The workshop was soon fully operational, thanks to



Naomi Ward (fourth from left) with the WRW team and customers. Photo: Andrew Collis

Di, John and a grant from the City of Sydney for the purchase of carpentry tools. The front part of the garage was transformed into an eclectic and colourful shop filled with an assortment of household goods for sale, all at very affordable prices.

On Friday mornings at 8.30am the roller door is raised, furniture and goods are brought outside and a vibrant, bustling market begins where customers come down to browse, purchase and chat until closing time at 12.30pm.

Current volunteers are Di, Liz, Natasha, Anne and Dave. All speak fondly of Ms Ward as a widely respected community leader, passionate about people as well as the art of making and maintaining a home; someone who leads by example, taking delight in the discovery of just the right thing for just the right price.

Donations of furniture and household goods are warmly received on Friday mornings.

South Sydney Herald • Wednesday, September 5, 2018

WHAT THE COMMUNITY WANTS – LISTENING TO HOPES AND CONCERNS

Twelve months ago, I started in this role at Counterpoint, bright-eyed and completely naïve to the complexities and challenges of urban redevelopment. Greeted with welcoming curiosity and just the right amount of scepticism, I have spent the last year listening to and learning from local residents, business owners and service providers about what makes Waterloo tick.

Stories from long-term residents took me down memory lane as they detailed the different delis, newsagents and chemists that have occupied Waterloo's streets over the decades.

Matavai residents recalled days when the community room was filled with piano music and dancing. Newly arrived tenants explaining how relieved they are to live in a community where everyone is welcoming and smiles when you walk down the street. The more stories I heard, the more I understood what a unique and inspiring place I found myself working in.

In addition to recollections from the past, residents shared their concerns and hopes for the future. For many, it was the fear of the unknown, "when will I move and will I be able to stay close by?" For others, the concern

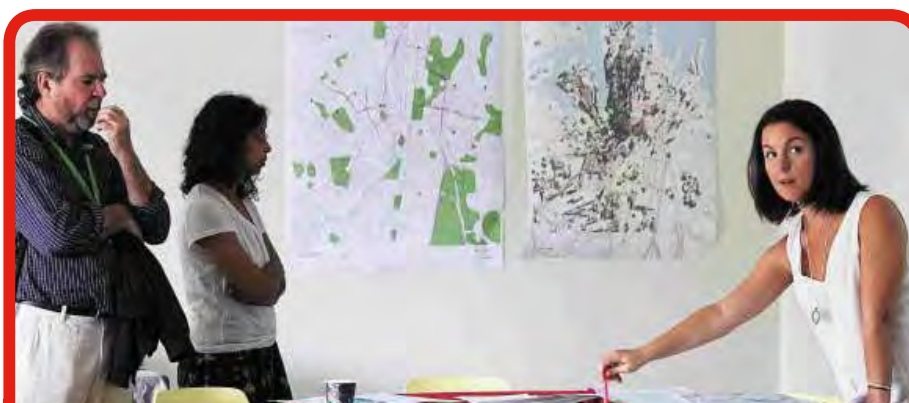
extended to the impact on the wider community "how do we ensure those most marginalised are the least impacted" and "will everyone be treated with equal consideration?"

As someone who wants to solve every situation, I found many of these questions challenging, as for the most part, they were unanswerable. However, it was my role to listen and often nothing more.

And so, I want to thank the people of Waterloo for welcoming a naïve community development worker into your community. Thank you for sharing your stories, your concerns and your hopes. Thank you for showing me what true diversity, inclusivity and resilience look like. And most of all, thank you for teaching me to listen – a skill I thought I had but have evidently had to refine over the past year.

I will continue to follow the journey of the Waterloo community as it develops, knowing that while you may face significant challenges, you will overcome them with a united front and welcoming smile to anyone who walks down the street.

Kira Osborne, March 7, 2018



Kira Osborne involved in community planning. Photo: Lyn Turnbull

Waterloo Redevelopment



BACKGROUND & STORY SO FAR

16TH DECEMBER 2015

Waterloo Metro Station announced along with the decision to redevelop the Waterloo public housing estate

TIMEFRAME GIVEN

- ▶ first relocations to take place from mid-2017, with a project life of 15-20 years
- ▶ Leads to anxiety and uncertainty in vulnerable community - people started to pack their belongings, there was a spike in transfer applications, many unanswered questions.

THE WATERLOO ESTATE HAS 2,630 PROPERTIES

- ▶ 6 High Rises - approx 1300 units (Banks, Cook, Marton, Matavai, Solander and Turanga)
- ▶ Mid-Rise, Walk up apartments and Houses make up the rest of the estate
- ▶ Ageing Community: 39% over 60 years, 11% of those over 80 years
- ▶ 10% identify as Indigenous
- ▶ 31% are from Non-English Speaking Backgrounds mainly Chinese and Russian
- ▶ 41% tenants receive an Age Pension; 30% Disability Support; and 15% New Start Allowance
- ▶ Approx. 69% are living alone

WATERLOO NEIGHBOURHOOD ADVISORY BOARD RESPONSE

The NAB's were established by Family & Community Services in partnership with tenants and local agencies to address local issues and concerns to improve the quality of life and development of the social housing estate. Waterloo NAB was the first of its kind in the state, established in early 1990's. In 2015 NAB had 12 experienced tenant reps, hosted 3 themed monthly action groups, delivering 20+ events per year, lobbying government on various maintenance and housing issues.

The elected tenant representatives of the NAB were strong in their response to FACS that they were not in position to respond to the community. They alone could not support the community.



NAB STEPS TO ADDRESS THE INITIAL COMMUNITY REACTION

- ▶ Suggestion boxes installed across the estate to gather community feedback
- ▶ Forum with the Minister for Social Housing
- ▶ Requested separate team from the FACS Housing tenancy team to be contact point for community
- ▶ Need for a subgroup of the NAB to specifically address the redevelopment
- ▶ Supporting community meetings, projects and events that addressed the issues
- ▶ Called for additional support and resources



COMMUNITY GROUPS THAT EMERGED IN REACTION

WATERLOO PUBLIC HOUSING ACTION GROUP - state-wide petition, tent embassy, recruitment of academics and established future centre.

#WELIVEHERE2017 - private residents with range of expertise, community driven projects including lighting project

Re-establishment of **GROUNDSWELL COALITION** - local and peak NGOs, secured additional workers, independent support

THE WATERLOO REDEVELOPMENT GROUP established - subgroup of the NAB lead by Counterpoint, independent chair, resourced by LAHC to steer community engagement activities.

Groundswell Coalition

The coalition was originally established by local and peak NGOs in 2011 in response to state government's **Built Environment Plan 2 (BEP2)**. The Groundswell umbrella allowed agencies to challenge government on plans without fear of reprisals.

- ▶ Reformed in early 2016 following the announcement of the Waterloo Redevelopment - REDWatch, Inner Sydney Voice, Counterpoint, Tenants Union, Shelter NSW, Redfern Legal Centre and Fact Tree Youth Service.
- ▶ Many initial meetings with NSW LAHC to assist in developing engagement frameworks and redevelopment principles.

- ▶ Determining what additional independent supports were required to assist the community understand what it is the government plans to do in their local community.

#WeLiveHere2017

Led by Clair Lewis and team of volunteers

- ▶ Private residents approached Counterpoint as local community centre
- ▶ Concept of Lighting Project to illuminate Matavai & Turanga
- ▶ Additional project of a documentary to highlight people's stories
- ▶ Instagram photo project, sharing over 120 residents stories
- ▶ Relationship building with local residents and key stakeholders
- ▶ Fundraising events, community grants and crowd -funding
- ▶ National news coverage

LIGHTING MATAVAI & TURANGA

Over 287 LED mood lights were installed by a group of resident volunteers into the windows of Matavai & Turanga. This launch event

- ▶ Provided the community an opportunity to unite in solidarity, recognising the human impact of the redevelopment and shedding light on the individuals living in the community.
- ▶ Generated a large social media presence and engaging local artists and businesses.
- ▶ The launch event attracted more than 500 people on the night and a wider recognition across the Sydney, Australia, and globally.



Waterloo Redevelopment Group

NGO programs funded by NSW LAHC, overseen by Groundswell Coalition

CAPACITY BUILDING PROGRAM:

- ▶ Providing social housing tenants, local residents, and community and government workers with resources, knowledge and concepts to engage successfully and productively in the Waterloo redevelopment consultation process. Hosted by inner Sydney Voice.
- ▶ Workshop series: Urban Design, Density Done Well, Social Mix 1 & 2, Universal Design, Master Planning for Non-Planners, and Mapping
- ▶ Developing resources and brochures available online and hardcopy
- ▶ Community doco screenings
- ▶ Development of community library for residents

Waterloo Redevelopment Continued...

WATERLOO REDEVELOPMENT NGO PROGRAMS funded by NSW LAHC, overseen by Groundswell Coalition

Capacity Building Program

Hosted by Inner Sydney Voice

- ▶ Providing social housing tenants, local residents, and community and government workers with resources, knowledge and concepts to engage successfully and productively in the Waterloo redevelopment consultation process.
- ▶ Workshop series: Urban Design, Density Done Well, Social Mix 1 & 2, Universal Design, Master Planning for Non-Planners, and Mapping
- ▶ Developing resources and brochures available online and hardcopy
- ▶ Community doco screenings
- ▶ Development of community library for residents

Waterloo Redevelopment Community Development Officer

Hosted by Counterpoint.

- ▶ Providing independent advice, information and support to the various community stakeholders impacted by the Waterloo Redevelopment.
- ▶ Engaging residents and local services in the master planning process, providing them with access to accurate information, and promoting ongoing opportunities to maintain the rich community culture that exists across Waterloo
- ▶ Turning Towers and Our Future Waterloo
- ▶ Riverwood bus trip with Chinese Residents
- ▶ Community calendars
- ▶ #WeLiveHere2017 event launch
- ▶ NGO Fact Sheets and monthly e-news
- ▶ Resourcing Waterloo Redevelopment Group

Aboriginal Liaison Officer

Hosted by Inner Sydney Voice

- ▶ Supporting the Aboriginal community to participate in the Waterloo redevelopment engagement process
- ▶ Providing opportunities and forums for the Aboriginal community to have its voice
- ▶ Assisting NSW LAHC to ensure engagement activities are culturally appropriate.

Russian And Chinese Community Bilingual Educators

- ▶ Delivering weekly outreach support to CALD communities living on the Waterloo public housing estate, ensuring the Russian and Chinese communities are included in Waterloo Redevelopment consultations.
- ▶ Providing translation and interpreting services and reviewing Communities Plus communications. Hosted by counterpoint
- ▶ 685 engagements with CALD residents
- ▶ Highest attendance of residents at workshops during the Visioning engagement
- ▶ Assisted in 4 Waterloo Metro Quarter information sessions
- ▶ Have developed 3 information brochures and translated 4 newsletters
- ▶ Hosted "Create the Future Waterloo" Chinese concert



‘EARLY WINS’

- ▶ All resident guaranteed the right to return and to be relocated within the area
- ▶ Promise of transparency and release of all supporting documents
- ▶ Masterplan to be match with guaranteed Human services reforms
- ▶ Resourcing to enable access to independent and impartial support for residents
- ▶ Resident influence over how engagement should be executed
- ▶ No loss of social housing guaranteed
- ▶ 100% of people recognised the value of having independent workers supporting the community during the master planning process
- ▶ 95% of WRG participants believe the monthly meetings provided an opportunity for feedback on community engagement activities
- ▶ 100% of people involved in activities reported knowing where they could access information relating to the Waterloo Redevelopment
- ▶ 95% of people believe the positions have contributed to community cohesion and keeping people up to date
- ▶ 100% of NGOs and Services would encourage their clients to participate in Waterloo Redevelopment related activities

LESSONS SO FAR

- ▶ Timing of major announcements should be better considered
- ▶ Local knowledge and expertise is key to successful engagement
- ▶ Timeframes never go to plan
- ▶ High value Return on investment of NGOs vs. Government or consultants
- ▶ Outreach is key for building relationships with hard to reach residents
- ▶ Community & NGO involvement makes it difficult for government to avoid the hard questions
- ▶ Community history of previous redevelopment attempts makes ‘us’ the experts
- ▶ 100% of people recognised the value of having independent workers supporting the community during the master planning process



Redfern Station Community Group

It seemed such a simple but an important request at the time in 2014. Would Counterpoint auspice our mural-restoration project which was part of a Place-Management strategy for enhancing the Redfern Station precinct to support the Lift Redfern campaign?

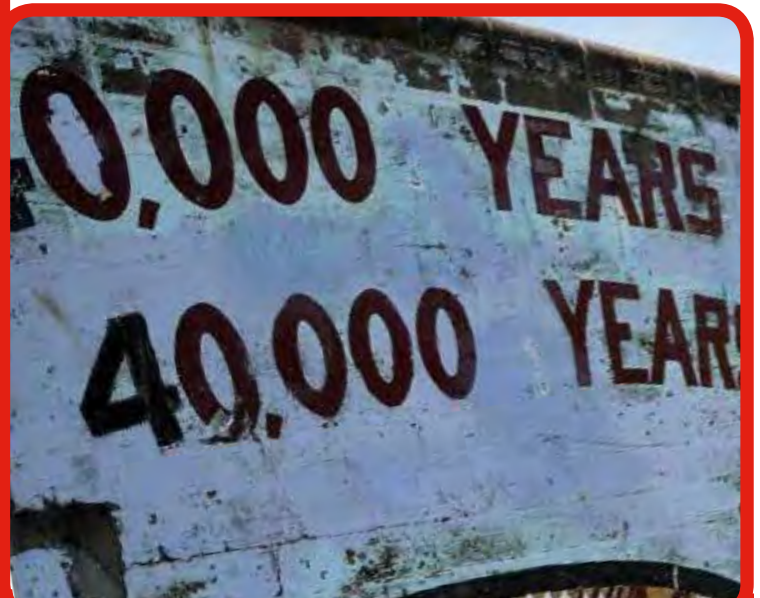
We were excited that we had found the original artist of the *40,000 Years Mural*, had established a very good working relationship with the Manager of Redfern Station and had established the beginnings of a group consisting of local volunteers and professionals from Aboriginal and Non-Aboriginal backgrounds.

The next steps forward appeared straight forward – apply for a Matching Grant to the City of Sydney Council for the original artist, and her Technical Advisor to prepare a Feasibility Study and then, they would go on to restore the Mural. All we had to do was raise the money through grants. Simple! So, naïve and trusting we were and failed to see the pitfalls ahead even though we had checked out the professional backgrounds of those involved and discussed the situation with people we respected from the professional art sector.

To our delight, after internal discussions, Counterpoint's CEO agreed that Counterpoint would be our auspicing organisation. How many times over the next four years he must have doubted the wisdom of agreeing to such an arrangement as the project became more and more challenging and legally complex.

Counterpoint held in with us, coaching, advising and supporting as we learnt on our feet the big community-development lesson that from a project management perspective we would have to check, check and check every detail as it became obvious that the number of errors in the *Feasibility Study's* Technical Report. As the corrections, we asked for weren't made and the City of Sydney Council advised they wouldn't accept the Technical Report as it stood for applying for further grants, we made the painful decision to edit, with the author, the historical section of the Feasibility Study and to cut our losses, painful as it was after all the work that had been invested in applying for the grant.

I suppose for me, the quality of any relationship involving projects is the quality of that relationship at the end of the project. Michael and Counterpoint team stayed with



Notes On A Partnership

us the whole way, despite differences in opinions at times on management styles and strategies, has been hugely appreciated and valued. The project would never have succeeded without their expertise and support.

In reality, it was a very good balance. Michael had in spades what we lacked in community-development strategies, the financial-management capabilities and negotiation skills in the legal quagmire the project became bogged in when the artist had to withdraw from the project a few weeks before the last of the four grants had been received.

We hold immense respect for Michael's patience, tolerance and humour. His and Laura Kelly's assistance and words of wisdom and faith in all that community development can achieve, despite the many rock falls that appeared insurmountable along the way, kept our feet on the path and our minds and energies focused on the Mural and the project. He was our mentor and guide through thick and thin. Though I bet he and Counterpoint had wished there was far less thin through all the four years and far less time that had to be spent in legal negotiations.

What captured for me all I could say about Michael's and Counterpoint's contributions and support was on Celebration Day, the event to celebrate the conservation of the Mural in April this year.

Michael had warned me that for it was difficult for professional staff to attend events on Saturdays after a heavy work week, that he was not well and had sent his apologies if he couldn't make it which I accepted that he would not understandably would probably be not attending. On the day, I looked out the front of the Redfern Community Centre and there down the footpath wet from recent rain was Michael walking to the Centre exactly on time. I was deeply touched and could have wept and still could.

After all we had been through, he and Counterpoint staff who also attended were there with us to the end. Without them there would not have been anything to celebrate.

So, a huge thank you from all of the Redfern Station Community Group to Counterpoint, the Board, Michael and Laura and staff. You are the best!

*Desley Haas, Redfern Station Community Group
July, 2018*



Restored Mural Honours A Profound History

REDFERN: For those of us who remember when the 40,000 years mural was completed in 1983, it has been a great joy to watch as a wonderfully varied team of artists worked on restoring it to its former clarity and brightness. On Friday April 27, there was a fairly informal gathering at the mural to recognise the funding bodies and artists responsible for this significant event.

Jenny Leong MLA, a strong supporter, spoke of the involvement of her office staff; Councillor Philip Thalys, and Jenny Trinca who was Grant Relationship Manager for the project, represented Sydney City Council; Duncan Reid was there from Urban Growth, strong supporters of the work; Peter Lonergan, who supervised the project, spoke briefly; Donna Ingram brought back memories of The Block's past; and Danny Eastwood spoke on behalf of all the artists who worked during hot and sometimes windy weather to bring the mural back to life.

The following day a wider community celebration at the Redfern Community Centre allowed time for memories of the mural and storytelling to be shared. In thanking all involved, including the Eora students involved in painting the restoration and their teacher Chico Monks, Desley Haas, who co-ordinated the Redfern Station Community Group auspiced by counterpoint community services, throughout the five years the project has taken, outlined the hurdles that needed to be overcome to ensure that the mural can also be maintained into the future. After lunch together, the day ended with a walk up to the mural wall for a cleansing smoking ceremony.

It's a genuine restoration of the original, so it retains

"40,000 years is a long long time, 40,000 years still on my mind", a quote from Joe Geia's song, but we now know that the oldest living culture in the world has been here for more than 60,000 years. The restoration of the mural comes at a time when, in spite of the federal government's failure to respond to the *Uluru Statement from the Heart* and the recommendations of the Referendum Commission, there is strong support for constitutional recognition of Australia's First Nations around the country.

The nationwide grief at the death of Dr G Yunupingu, the huge response to the *Songlines* exhibition at the National Museum, the impact of Richard Flanagan's Press Club address and Prof. Mark McKenna's *Quarterly Essay* all suggest that a referendum would be much more successful than the Prime Minister thought!

The Uluru Statement invited us to "walk with [First Nations people] in a movement of the Australian people for a better future." As Richard Flanagan said: "The gift we are being offered is vast; the patrimony of 60,000 years, and with it the possibilities for the future that it opens up to us... But this gift needs honouring in a 'meaningful way.' It needs honouring with institutions, with monuments, with this profound history being made central in our account of ourselves."

Redfern's restored mural is our honouring of all the footprints of those 60,000 years, our monument. Maybe its restoration, and all the other signs of hope we see and hear around us, indicates that we can and will honour that wonderful gift in a meaningful way.

Gai Smith





Above Far Right: Danny Eastwood and Joe Hirst, artists who were involved in the mural restoration.
Below Right: Chicko Monks and Eora College students involved in repainting the mural. Photos: Lyn Turnbull



Below: Fiona Lanigan (RSCG), Laura Anna Lucas (Cracknell and Lonergan) Duncan Read (UrbanGrowth NSW), Peter Lonergan (Cracknell and Lonergan), Councillor Philip Thalys (City of Sydney), Jenny Leong (Member for Newtown), Donna Ingram and Desley Haas (RSCG), Fabiola Meza and Margaret Miles (Eora TAFE College), Danny Eastwood, Chico Monks (Eora TAFE College). Auntie Mona Donnelly, who features in the mural, on the banner attached to the fence. Photo: Lyn Turnbull



CAMPx2018

Through CAMPx2018, I have visited different technology innovation business start-ups incubators in Beijing. Of particular interest, Chinese policies are welcoming international and foreign organisation to propose business models to start-up and penetrate the Chinese market.

Incubators and accelerators hubs are made available for foreigners with support from Chinese agencies to help with 'soft-landing' into the country and introduction to Chinese investors as partner. While most incubators are for technological industry, TusStar Park incubator

welcomes any business model including NGO's social enterprises.

I had a chat with TusStar Park agent and they were interested in our NGO business model for children and community services model and welcome a proposal for assessment. They were also interested in the place-making model of community development and how it can be monetised in the Chinese market.

Below is a day by day summary of my Innovation Week in Beijing.

This Monday morning, through the CAMPx2018 Beijing innovation week CAMPers were connected with the international and highly successful PLUG AND PLAY incubator!

PLUG AND PLAY is a global innovation platform. Their mission? to connect start-ups to corporations and invest into over 100 companies every year. Huge name in the innovation landscape, PLUG AND PLAY has 22 locations across the world, in Asia, America and Europe. With 7 incubators, China is the country with the stronger implantation.

DAY 1



We left the hotel at 10 am, direction Innoway!

Innoway, China's government-backed start-up village. Innway has incubated a total of 1900 companies, including 222 overseas teams with a total financing amount of 9.1 billion yuan (\$1.52 billion).

DAY 2



We also visited innoPlanet is one of the incubator located at the heart of Zhongguancun (aka Chinese Silicon Valley) which is dedicated into bringing international projects. CAMPers got an introduction about the mission of the incubator, which are their international partners, how start-ups are selected, how much it cost to get a desk in.

Today CAMPers spend the whole day at UCAS: The University of Chinese Academy of Sciences. CAMPers arrived at UCAS and got a short presentation about the different components of the university. UCAS prides itself to have more PhD student in its unit than Australia (any University confounded). They are keen to welcome any international students into one of their program.

CAMPx2018 it's also 100 days to solve an issue. Deadlock can happen fast and be determinant when you have such a short amount of time. Following the recommendation of the previous CAMP alumni, Beijing week offers several workshop to help the participants.

In the afternoon, we breaks into our groups to learn from CAMP alumni and work on our Think Tank question through design thinking workshops at UCAS.

DAY 3



We started the morning running around Sanlintun on a CAMP Quest!

The mission was to be the faster to answer a bunch of questions, in order to: understand some of the key differences between the Australian and Chinese consumer environment, and get more comfortable with talking to Chinese in the street.

CAMPers spent the afternoon in TusStar, one of the best (and biggest) science and Technology Park in China filled with talks and panel discussions before workshoping on

exploring existing solutions on the market and industry best practice, explore how other organisations have solved similar problems, and identify patterns and see which patterns resonate with team members

DAY 4



DAY 5

We climbed the Great Wall!!!! We were tired and had a rest in the afternoon with an hour's reflection and wrap up session. In the evening, a CAMP tradition to end the Beijing summit – KTV where we mingled with some Australian who are studying or working in Beijing.

I have had an amazing personal and professional learning and development through this trip.

Capacity Building Report

CHINESE BUS TRIP



Organised in partnership with Inner Sydney Voice, this culturally targeted project provided an opportunity to engage with the Waterloo's Chinese residents through an organised bus trip the Communities Plus site in Riverwood. Responding to resident feedback, the Riverwood bus trip encourage Waterloo Chinese residents to actively participate in the master planning/consultation process by exploring concept including as urban design, open space, accessibility, and CALD specific needs. This event received positive feedback for being informative and interactive, providing an excellent opportunity for Waterloo Chinese residents to discuss their concerns and doubts in a language-barrier-free environment with others who had experienced similar circumstances.

Upon their arrival at Riverwood, the resident discussed the initial Master plan period, their perception of how they were engaged, the different activities they participated in and their perceived outcomes. The short talk also included the current experiences that local residents were having in regards to the second phase of the master planning. The day was a huge success with Chinese residents building friendships and having the opportunity to discuss their experiences and challenges with one another. Waterloo and Riverwood residents were able to make comparisons between the two master plans and the processes put in place for engagement.

COMPUTER CLASS

Counterpoint Community Services have 2 computer classes for anyone to access. First is the Monday drop in session in Counterpoint Multicultural in Alexandria and the second one is Thursday Spanish Care Computer Class at The Factory Community Centre. Ranging from one-on-one sessions to small, interactive classes, our computer classes will have you surfing the web, using email and getting the most out of your mobile phone.

The Monday drop in sessions monitored by the Work for The Dole participants who are doing work placement with Counterpoint Community Services. The Thursday Spanish Care Computer Class run by George and Nelly Levitan, a long

term volunteers in the community. They have been running this computer class since February 2011. The computer class have 5-8 people weekly although this year it has been lower due to many of the students happened to be unwell and hospitalised for a while. However, the group is picking up again at the end of June and they are ready to go back in full swing next year.

BILINGUAL WORKSHOP

The BCE program has been running in other local health districts for decades and is now available in Sydney Local Health District. Counterpoint Community Services hosted the BCE Health Bilingual workshop with the local Chinese community. The goals of BCE program are to build on people's knowledge about preventative health, motivate people to take greater responsibility for their own health, encourage people to enjoy learning about health, increase their access to existing health services, strengthen their social networks and support systems, enhance their self-esteem, confidence and wellbeing, and affirm their positive cultural and individual experience.



WORK FOR THE DOLE

Hello, I'm Bren Markey, and you may have met me volunteering at Counterpoint Multicultural during early 2018. My volunteering experiences is provided through the Work for the Dole program. I felt very welcome at the centre, and I enjoyed the opportunity to meet folks in the community and to help with drafting letters and dealing with computer issues. I'm glad I had the chance to witness and contribute to the running of such a valuable community resource, and I really credit the good work being done by Counterpoint's staff and helpers. Best of luck for the coming years!

Capacity building for individuals, families, community groups and other organisations aligned with our objectives



COMMUNITY RESILIENCE COMMITTEE

Counterpoint Community Services has recently joined the Redfern and Surry Hills Community Resilience Committee in order to ensure the social housing communities in the area are equipped for potential disaster by building community resilience and emergency preparedness. This committee brings together a range of different bodies, including social housing tenants, emergency service representatives, government agencies and non-government agencies to ensure that there are clear and succinct processes in place to protecting the community.

The Committee meets on the first Wednesday of every month and since it's commencement we have seen considerable progress in the emergency preparedness of the Redfern area. Through conversations with social housing tenants, we have been working towards uncovering the major issues that have minimised disaster resilience in the past. In light of recent international social housing disasters,



the importance of this committee has risen to the forefront of our work and we look forward to continuing the support we can provide as a community centre in collaboration with this committee.

Students on Placement

My name is Hanqing Chen, a social work postgraduate from the University of Sydney. I completed my second placement at Counterpoint Multicultural Services. It was a great pleasure to work in this centre. I have gained a lot of valuable knowledge and skills from my placement here. This placement provided great opportunities for me to understand how community development works in the local area and what role that social workers play in this context.

In my work with community members, I have developed myself personally and professionally by providing them information and services to empower them in decision-making, reflecting on my values, ethics and social work practice critically in supervisions, and improving my verbal and written communication skills. In playgroups, I assisted in facilitations and have developed my knowledge of child development and protection as well as my skills of interacting with children, parents, and co-workers. This placement also provided me a great opportunity to participate in Waterloo Redevelopment community engagement projects, from which I developed a great deal of knowledge on redevelopment and the history of the Waterloo community, and communicated more interactively with Chinese older tenants in the community for engaging them in the master planning process. I contributed to designing and facilitating a bus tour for 12 Chinese older tenants in Waterloo to visit the redeveloped area of Riverwood, which developed my research skills and motivated me to understand the importance of social engagement for community members from culturally and linguistically diverse backgrounds.

English Class Report

My name is Kerrie Fabian and I am the English Tutor for Counterpoint Community Services on Mondays and Tuesdays.

Some of the students have attended since the beginning while others attend as time permits but every student willing and voluntarily attends. Some students also helpfully enjoy translating for others to help them to improve and practise their English language skills. The classes are also a means for the students to share and communicate with their near neighbours in the area and meet other people enthusiastic about embracing the speed and beauty of English vocabulary.

All students appreciate that the structure of the classes is not rigid, but a fluid mix of communication and learning and discussion with both English and Australian language and phraseology.

I look forward to the next year with enthusiasm, as both myself and my voluntary students explore more of the English and Australian languages and hopefully encourage their friends and neighbours in the area to join us.

Capacity Building Report Continued...

SPANISH COMMUNITY CARE ASSOCIATION

Our SCCA community is made up of disadvantaged and elderly Spanish-speakers. We work directly with these people, whom are all over the age of 55 and come from all Spanish speaking countries around the world. We strongly encourage their



engagement with our projects, their participation, access and inclusion. Adding to this, the hub of CALD and elderly groups that weekly meet at Ultimo Community

Centre are invited to participate in our all projects, helping us to reach a greater audience and bring together the wider community.

NAB ACTION GROUPS

Our community development team has attended 93% of monthly Neighbourhood Advisory Board meetings and their associated action groups in Redfern and Waterloo over the past year.

Waterloo NAB continues to have high attendance of tenants reps at their meetings, tenants are engaged in the action plans, they are connected to services and this impacts on the rest of the tenant community as a high percentage of actions are being completed and opportunities for participation supported. This is reflected in the data provide in the HCP surveys, with 99% of people feeling connected to their local community which is a true credit to the NAB and its activities particularly in the current climate of uncertainty and change.

The Waterloo NAB Coord Group meets bi-monthly overseeing the current structures and providing guidance for the four NAB action groups: Housing Standards; Redfern & Waterloo NAB Events Group; The Waterloo Wellbeing and Safety Action Group(WWSAG); and the Waterloo Redevelopment Group. (This year's Events Group activities and the Waterloo Redevelopment Group details can be found throughout this report).

This year the main highlights for the Waterloo NAB action groups include: the second Redfern Waterloo Pet Day with 149 pets receiving free health care, participating in two Health Planning Forums, filming four short films on residents health experiences and needs into the future, organising five Mental Health First Aid training sessions for the area, organising 11th year Summer on The Green event that attracted 800+ people, developing projects and resources on the Waterloo Redevelopment, and surviving over 20 Visioning Workshops during the first consultation phase in the Waterloo Redevelopment Project.

Likewise the Redfern NAB had a successful year, with highlights including: completion of the Redfern Community Welcome Pack for new social housing residents, release of the 2017 Redfern Safety Audit Report, hosting regular RETRO Tenant Forums, organising annual Redfern Neighbourhood Day with approx. 400 people in attendance, and hosted a Fraud and Scams Prevention Day which generated 45 litres in shredded documents.

MENTAL HEALTH FIRST AID TRAINING

Working in partnership with City of Sydney and Sydney Local Health District Counterpoint Community Services was able to coordinate five different Mental Health First Aid sessions for free for the Redfern and Waterloo communities in early 2018. The course is normally priced at \$250 per person, therefore being able to offer it to residents for free via our community partners removed a significant barrier for people accessing this training.

These training courses were organised in response to ongoing community concern raised at both the Redfern Neighbourhood Advisory Board and the Waterloo Wellbeing and Safety Action Group by local resident's and workers. The need for community education was further reinforced during the Waterloo Health Planning Forums where residents shared their own experiences of living with mental ill-health and the impacts this can have on the local community. Residents stated they often feel un-informed and unable to assist friends and neighbours.

The two day course was organised in community venues specifically organised for tenant representatives, Mandarin speaking residents, the Aboriginal and Torres Strait Islander community, and frontline workers in the area. A total of 60 people received their accreditation in Mental Health First Aid as result of this joint strategy.

International Delegation From China And Korea



On 21st July, the Chinese delegation led by Mr Zhang Yidi, Secretary of Shanghai Municipal Songjiang District Committee of Political Science and Law Committee. Mr Zhang and his 5 colleagues visited us to understand services we offer the local multicultural community.

On 1st Sept, a 25 members Chinese delegation from China Law Society, led by Baohu Yin, the Director-General, China Legal Exchange Center; exchanging ideas and experiences about community safety and community development and providing services between the two countries.

On 13 November, a 23 members Korean delegation from Dept of Social Welfare led by Mr Han, Chang-Beom, Chief of Social Welfare, Jindo County Office, Korea. More than an hour discussions and sharing of information about Counterpoint's operations and experiences working with

disadvantaged communities in Redfern and Waterloo.

On 26th April, a 24 members delegation led by Mr Park Kisu, Asst Director from the Ministry of Health and Welfare, Sejongsi, Republic of Korea. The group asked about the health and welfare systems in Sydney and we impressed with our partnerships with the community as

well as the department of health at our local level. They may implement a grassroots community consultation workshop following our Health Forum.

On 16th May, 21 delegates from Hwaseong City of Korea led by their Director of Welfare Bureau, Ms Soon Rok O, visited CMS. One and a half hours of sharing of welfare services programs in both South Sydney and Hwaseong. They were impressed with our partnerships with the community

as well as the department of health at our local level. They may implement a grassroots community consultation workshop following our Health Forum.

“The group asked about the health and welfare systems in Sydney and we impressed with our partnerships with the community as well as the department of health at our local level”



Counterpoint Community Services Events



Indonesian Multicultural Bazaar



Chinese New Year



Health Forum



Summer on the Green

Counterpoint Community Services continues to hosting and co-hosting a diverse range of specialised events that are relevant to our local community.

Now, we has delivered a number of successful community events throughout the financial year that have strengthened community by encouraging community engagement, promoting harmony, social inclusion and cohesion and celebrating diversity in our community.

In the 2017/2018 financial year, Counterpoint has overall hosted and co-hosted 43 events with 7091 engagements. A summary of all the events and engagements with the community is provided here in Table of Counterpoint Community Services Events for FY2017/2018.

Counterpoint is a diverse and socially inclusive grassroots community organisation. Here, we celebrated our ethnically diverse local communities across a number of cultural and religious festivities. In 2017/2018, we celebrated our diversity through Indonesian Multicultural Bazaar, Christmas, Chinese New Year, Dragon Boat Festival and Easter with our community.

At Counterpoint, we also worked extensively in partnerships with other funding bodies, government agencies, non-government service providers and community groups in the development and delivery of events in 2017/2018. These including initiatives that generate awareness and support community health such as Cadre Get Together, Health Forum, mental health themed NABs' Open Day.

We also did not forget to celebrate carers, families and children of our local communities through Playgroups in the Park events, Father's and Mother's Day celebrations.

Moreover, we celebrate our home with the local community through Redfern Neighbourhood Day, Summer on Waterloo Green, Green Square Open Day, Redfern Waterloo Pet Day and community lunches.

In addition, we hosted end of the months Waterloo brunches and events such as 'Citizen Jane' movie screening, #welivehere2017, community day at Waterloo Green and others to provide a platform for the community and service providers to further discuss, receiving updates or providing feedback and information and training about the redevelopment project or simply a safe haven to seeking support.

Here, we would like to thank all of our funding bodies, sponsors, partners, organisations, our event lead staff, support staff and most importantly all our great volunteers. We are very grateful to all of them who give with an open heart to all members of our community.

CCS Event Highlights 2017-2018

Multicultural Bazaar



We have been coming for the last two years. This year is bigger and better with different multicultural performances. The food is fantastic too. I am impressed and felt like I am back in South East Asia. *J. Smiths & Family*

Informative... I learnt a lot about our community especially the Aboriginal culture and the beautiful lights... what a great event to show solidarity in Waterloo as a community. *T. L'mont-Brown*

#welivehere2017 Launch



Chinese New Year



Australia is a rainbow country. Today we celebrate colour Red for Chinese. Red is for prosperity and I hope that the community centre and Waterloo will always be prosperous. Thank you to all staff here, very helpful and I am very happy. *A.B. Oh*

Thank you for acknowledging my volunteer work. I feel proud and appreciated to represent my community through Counterpoint Multicultural which provide us a safe space and good services. I only do a small part to give back to my community. *N. Yang*

Volunteer Award



Summer on the Green



It was a great day... I helped serving food to over 200 of my neighbours. This is what a happy community is all about. Thank you Counterpoint for this wonderful day. *W.Y Liang*

We had a great day. Such a fantastic event, well done! Definitely coming to Summer on the Green as well. *Bridge Housings staff*

Pet Day



Redfern Neighbourhood Centre



Pet Day at Waterloo Green was wonderful, lots of dogs and cats attended and meeting new friends. The professional vet care and advice was the best and I liked the professional photos taken; gave me a reason colour my dog hairs. I was lucky to win the raffle too. I think the day was wonderful allowing people on Centrelink benefits to get the correct pet care that is needed. Looking forward to the next Pet Day. *K. Elliott*

The Colombia In Australia Cultural Association



The Colombia in Australia Cultural Association had continuing creating spaces where our community and friends meet and create culture together. We've celebrated our institutional events in different venues adding a wow factor and diversity.

The Colombian Films Festival was successfully celebrated for its 3rd year in Ultimo.

Our mother's day was celebrated with a lunch in a restaurant in Leichhardt. It was an afternoon to remember with our music, trivia, movie...

Our Independence Day Celebration in July was a great night of dancing and traditions with a very special presentation of our dancers and musicians.

In the next few months we will participate in the International Students Beach Soccer day organized by the NSW Police Force and we will again be holding the "Colombia Art & Heart" exhibition and The Christmas Family Day.

Christmas Appeals

Counterpoint Community Services INC would like to thank the staff at Bridge Housing Limited, for their very kind Christmas Tree Appeal and the 12 Cans of Christmas initiative. In mid-December 41 presents were donated through a Christmas Tree Appeal to our Poet's Corner Preschool for distribution to disadvantaged families in the Redfern and Waterloo area.

Counterpoint and the Preschool are incredibly grateful for the contribution and the children loved receiving their presents from Santa and his elves! In addition the food staples that were received and distributed made an unbelievable difference to the families during the holiday season.



Bilingual Educators Outreach

Counterpoint recognised that extra support was required for our CALD communities in community engagement and process relating to the Waterloo Redevelopment Project. Our Multicultural Services lobbied state government and secured resources to fund two Community Bilingual Educators, and we proudly launched our outreach program for our Russian and Chinese residents in August.

The outreach sessions have been based in local community rooms as well as at the Waterloo Connect office to reach local residents. In was a busy first few months building relationships with the CALD communities and gathering feedback about their concerns around the redevelopment, then shortly after the LAHC 'Visioning' engagement commenced. Workshops were held in both Russian and Chinese languages (Mandarin and Cantonese) with supporting materials developed in partnership with the appointed consultants, KJA. Both workshops were

incredibly successful with 45 Chinese residents and 15 Russian participants, which would not have been reached otherwise.

Since that this time we supported CALD communities through translating Communities Plus newsletters, developing information materials, and developing capacity building sessions and handouts.

In addition, the bilingual educators assisted Urbis and UrbanGrowth during the Waterloo Metro Quarter Community Information sessions at Redfern Town Hall and on the estate, reaching a further 30 Chinese residents and 20 Russian residents. The translation services of concept plan materials

and information were invaluable for reaching our CALD communities in a way that has not been done before for such development projects.

Since the CALD outreach program commenced our Community Bilingual Educators have engaged with 685 CALD residents. As of June 2018 100% of the residents they engaged knew about the Waterloo Redevelopment and 67% of those were feeling positive about the redevelopment.



Gamblers Anonymous

We are Gamblers Anonymous. We have been coming to The Factory for about 8 years, at times it has been a struggle to get numbers for the meeting, but we always seem to get a few starters.

The Factory is always neat and tidy and friendly. I am grateful that their wonderful facilities have been made available to us.

Hopefully we can keep coming here for years to come.

Green Square Outreach

We started an outreach service at Green Square Library every first Saturday morning of the month in September 2017. The initiative was supported by the City of Sydney Council who liaised with the library for the venue arrangement. The service ran for half a year until April 2018 where the library was closed down and prepared to be moved to a new venue in May 2018. Except the two closing months in December 2017 and January 2018 due to Christmas holiday and summer term break, we had 4 to 8 enquiries each time. The outreach service provided an opportunity for Chinese migrants to enquire about accessing government welfare (e.g. applying for Commonwealth Seniors' Health Card and seniors Card) and public facilities (e.g. using library facilities). It was welcomed by the residents there and some of them also referred friends to use our service. The majority of our clients were aged over 60 with limited English level and came from Chinese background. Therefore, they considered the service as helpful to their understanding of and accessing government services and facilities.



Community Development Report

LOK WAN CANTONESE OPERA & DANCING GROUP

This year our Lok Wan Cantonese Opera and Dancing Group celebrated their 10th year anniversary. Their group of 18 performers hosted a colourful and vibrant community concert at Alexandria Town Hall to over 100 people to thank the local community for their ongoing support, showcasing popular cultural songs and dance.

The group use their weekly meeting time to support each other, and rehearse their routines and songs for future performances. The project acts as a support group and a conduit for local services to connect with the Cantonese speaking community. Promoting community engagement and cultural diversity by breaking social isolation through weekly interaction and encouraging the development of multicultural networks.



INDONESIAN SUPPORT GROUP

A project in partnership with the IndoCare Association with the objective of integrating Indonesian migrants into mainstream services and the fabric of Australian society. Counterpoint recognises the importance of doing this while still empowering the community to retain their ethnic and cultural background and share this with the wider community to promote greater awareness and understanding of the diversity of cultures that Australia has.

Through a collaborative working approach with support organisations and community stakeholders we reached out to the Indonesian community engaging them in a wide range of positive and relevant activities to tackle the challenges they currently face.

The range of opportunities and experiences offered throughout the Indonesian Support Group project build on existing skills sets, self-esteem, relationships with the wider community and act as a catalyst for their positive engagement integration into the Australian workforce, in addition to promoting a more inclusive and culturally diverse Australia.

This project proposes to provide opportunities to promote inclusion and a sense of belonging for the Indonesian community. It will also address cultural and religious issues in a positive way in a supportive environment through engaging the Indonesian community in social, physical and creative activities.

A fantastic achievement for the group this year was their Multicultural Bazaar held at Addison Road in Marrickville, a joint initiative between Counterpoint and various Indonesian cultural groups. It was the biggest Indonesian community event held in Inner Sydney organised and delivered by the community themselves. Attracting over 1,500 people throughout the day, eventually running out of printed tickets by 7pm. The program ran from 11am – 9pm and hosted 30 various food stalls, and 20 further stalls with handmade goods and clothing, and entertainers from all ages and cultures.

Counterpoint Community Services was proud to provide the event coordinator, volunteers (10 people) and expertise in event management to help the group achieve this fantastic outcome for the Indonesian community.





This Waterloo based group is a cultural dance troupe of 25 performers and artists directors. The group showcases different mainland Chinese traditional and more contemporary dances to audiences across Sydney. Creating awareness of the Chinese culture as a set of core values that underlies social interaction among the Chinese communities and with others in Australia. The group uses cultural dance as a vehicle and platform to build the bridge of the Chinese community with the wider Australian community.

The Mandarin Dancing Group have provided cultural performances at a number of different community events including our own Summer on the Green in Waterloo, at a cultural event in Burwood and at the Canterbury City 2018 China Fun Carnival.

REDFERN COMMUNITY WELCOME PACKS

The idea of the Welcome Packs had been an ongoing conversation between NAB members for a number of years as a means to assist new social housing residents navigate their new community, acting as a directory and source of information for local services and a community perspective into the local area including medical services, shops, transport, community services, churches, useful phone numbers, and much more. Then late last year conversations turned into action and through workshops with local residents and key stakeholders content for the packs started to be developed.

Through the support of the FACS SSESNSD Small Grants and in partnership with Redfern NAB we were able to collate valuable local knowledge of the area and utilise community partnerships to develop a robust Community Welcome Pack for new social housing tenants on sign up to their new tenancy. Through the Small Grant 200 copies of the booklet were printed for distribution via the local FACS Housing team.

In addition to local knowledge of In the Redfern Community Welcome Packs we were able to include historical information about the Redfern public housing estate, including the naming of the high rise building at Poets Corner.

Now that the Redfern Community Welcome Pack template has been put together it can easily be updated and replicated in other social housing estates across Sydney and become a valued resource for new tenants. Waterloo NAB is currently updating the template with a specific Waterloo Redevelopment component to inform new tenants moving into the area. In addition, several informal opportunities are provided to stakeholders who might not engage in formal meetings, workshops and public forums. These have included the monthly informal brunch, which runs regardless of attendance as a regular opportunity for people to drop in and chat over a cup of tea and a scone. In addition, the WRCD attends existing community groups that occur across the Estate including the Friday coffee club, the Monday Jewish group, various ESL classes, and organisational networks. These informal interactions have facilitated the establishment of trust, and assisted in better understanding the strengths and needs that exist across the estate.



WATERLOO REDEVELOPMENT COMMUNITY DEVELOPMENT

The Waterloo Redevelopment Community Development (WRCD) officer role, funded by LAHC was established to provide independent advice, information and support to the various community stakeholders impacted by the Waterloo Redevelopment. Working in close partnership with Inner Sydney Voice, the WRCD role seeks to inform and engage residents and local services in the master planning process by building their capacity to participate in planning discussions, providing them with access to accurate information, and promoting ongoing opportunities to maintain the rich community culture that exists across Waterloo.

A significant proportion of the WRCD role is to develop relationships with stakeholders, both formally and informally. The nature of this engagement makes it difficult to quantify the impact; however, a short survey was conducted to better understand people's perceptions of the WRCD role. This survey was disseminated to the NAB Waterloo Redevelopment Group and our NGO and local services mailing lists; in addition,

it was distributed to participants at various NAB meetings. A summary of the results are reflected below:

While there continues to be scepticism amongst certain cohorts regarding the independence and legitimacy of the role, those who have worked in partnership and have actively involved themselves in the process agree that the value of independent community support is fundamental to a successful engagement process.

The main challenges of the WRCD role are: maintaining independence, delays in the process, genuine collaboration and impact, and the short term nature of the role.

Key projects delivered in the past 12 months include: Riverwood Bus Trip, Community Calendar, #WeLiveHere2017 Launch, "What's Happening in Waterloo" factsheet, WRCD e-news, Bilingual Outreach, Our Future Waterloo, What is a Masterplan? brochure, and Waterloo Monthly Morning Teas.

VIEWS

With the WRCD position being on the ground all day everyday ensures honest, respectful communication. It enhances the resilience of the community and provides links between tenants, community organisations and government. An independent WRCD role is important to a respectful and real community consultation process.

Community Organisation

The WRCD worker is of great worth to our service as a source of independent information on how the planning process is progressing and insight into how the community is responding. We see the role as one essential part of genuinely engaging the community in the planning process.

Local Service Provider

The monthly brunch motivates me to get out of the house and come and speak with other people in the community. I also know I can have any questions answered about the redevelopment

Public Housing Tenant

- ▶ 95% of people believe that the WRCD has contributed to community cohesion and ensuring the people are kept up to date
- ▶ 100% of NGOs and Services would encourage their clients to participate in Waterloo Redevelopment related activities
- ▶ 100% of people reported knowing where they could access information relating to the Waterloo Redevelopment
- ▶ 100% of people recognised the value of having an independent community development worker supporting the Waterloo Community during the master planning process



Waterloo Monthly Morning teas

WATERLOO REDEVELOPMENT GROUP

The Waterloo Redevelopment Group was established in early 2017 under the NAB in response to the Waterloo redevelopment project (estate and Metro station) to help guide the engagement process. Regular participants include Waterloo tenant representatives and other social and private residents, Inner Sydney Voice, REDWatch, City of Sydney, LAHC, Urban Growth, Sydney Metro, and WPHAG members with an average attendance of 20 people.

The WRG originally appointed independent chair, Dare Kavanagh who has a wealth of knowledge in Urban Renewal projects however Dare respectfully resigned from the position when being appointed a new job position taking her away from the area. Dominic Grenot who is no stranger to the Waterloo community, with previous experience as the WWSAG chair, was appointed as the new chair in May.

In the last year WRG was integral in developing the “Negotiables and Non-Negotiables” for the Waterloo estate, referred to as the LAHC Drivers and Commitments document that outlines the parameters of the commitments from government for the Waterloo estate. This included no loss of the existing number of social housing dwellings and its aim for 30% of the redevelopment to be social housing, ensuring the redevelopment recognised the cultural and historical importance of Waterloo, and an updated timeframe for relocations with the advertised commencement of the Visioning engagement program.

The group also advocated for increased distribution of the Sydney Metro updates to greater than 100 metre radius of the site, participated in the Visioning process in the second half of 2017, and was involved in the Waterloo Metro Quarter community information sessions earlier this year.

95% of WRG participants believe the monthly meeting provided an opportunity for feedback on community engagement activities

OUR WATERLOO

Developed in partnership with Sydney Story Factory, Milk Crate Theatre and Our Lady of Mt Carmel Catholic School, this project sought to explore the future challenges and ambitions facing some of Waterloo’s younger residents.

Operating over a ten-week period, the project included brainstorming sessions, script writing, production, and two live performances. Themes explored included environmental sustainability, energy affordability, flexible education and employment options, and car free technology. The two productions attracted an audience of approx. 140 students, parents and the broader community.

“From the students’ moving acknowledgement of Gadigal land to their closing affirmation of team work and community, Class Six impressed by their sincerity and commitment.”- SSH Sep 2017

Community Calendars

Last year we proudly partnered with Alexandria Park Community School and NSW Land and Housing Corporation to produce a Waterloo community calendar. The project collated group artwork produced by the children at the APCS Junior Campus, Kindergarten to Year 6.

3,500 desktop calendars were then made displaying the beautiful images created by our local kids. The calendars

were then given to local families and businesses, and distributed at events including Summer on the Green, Redfern Waterloo Volunteer Awards, and the Waterloo Health Forums to share with our community partners.

We thoroughly enjoyed working on this project with

Alexandria Park Community School and the reactions from the local community when they saw the artworks produced by the local kids.



Playgroups Report July 2017-June 2018

Counterpoint Community Services run multiple playgroups in partnership with various local organisations. The playgroups are part of our outreach program and we have built great partnership with various local organisations and health providers because of these programs as well.

Every Tuesday we are involved in running Dobell Playgroup. According to the name, this playgroup run in Dobell Community Room in Waterloo Public Housing Estate every Tuesday 1PM and it is specifically for families who are public housing tenants. We are partnering with Housing NSW, Save the Children Play 2 Learn Program and Connect Redfern in running this program. We started with a very small number of families in February 2018 and now Dobell Playgroup expanded rapidly to the point that another session, which is on Thursdays mornings, being offered at the start of term 3 n July 2018. We are very pleased with the progress of this playgroup particularly in seeing the local families making connections with their neighbours and also local service providers.

On Wednesdays from 9AM-11:30AM, Counterpoint Community Services in partnership with Connect Redfern and Alexandria Park Community School run a weekly Transitional to School Playgroup for the past 5 years. This playgroups is a school readiness playgroup for local children who are enrolled in Alexandria Park Community School. The program includes a free play with the younger siblings (if any) then we split them up. The younger siblings stay at the playgroup room and the 3-5 year old kid will spend 1 hour in the kindergarten class with the teachers and the kindy students. We paired the kindy student

with one kid from playgroup for that hour. The families' feedback has been positive such as "On the first day of school, my son ran into the gate and just waved me goodbye without any tears because the playgroup has helped him with his anxiety around going to the 'big school' a lot. To be able to go to the kindy class and buddied up with the 'big school kid' really boost his confidence and reduced my stress about sending him to school."

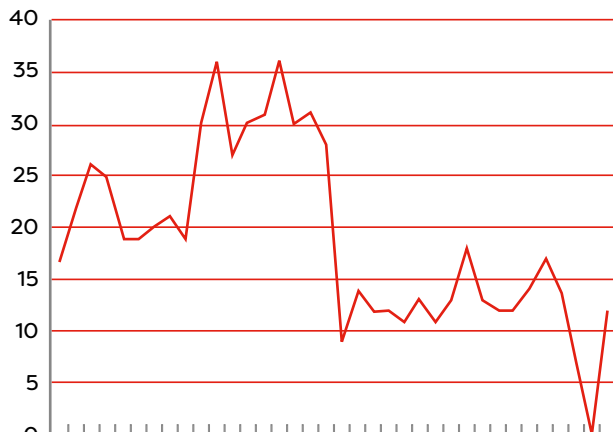
The Community Playgroup or known as Multicultural Playgroup is a join initiative between Counterpoint Community Services and Connect Redfern in providing a safe space for families whose English is a second language spoken at home, new migrants or have a mixed racial marriage. The participants in this playgroup are 100% CALD community. We have a huge number of Japanese, Chinese, Indonesian, Mongolian and Eastern European families. In this playgroup we encourage parents to speak in their native language with each other to promote diversity and for the children to get used the idea that many of other children are also multilingual. Running every Thursday from 10AM-12:30PM, the number of attendance in this playgroup is always steady and quite high due to its uniqueness.

This financial year all three Playgroups have been doing really well. Natasha Sitanala was seconded to the HCP Position half way into the year in February and Grant Nair took over the Playgroups. Grant did a great improvement in relationship building with various organisation he knew from his previous role as the Family Support Worker. The numbers of attendance for Transitional to School and Multicultural Playgroup are shown in graphs opposite.

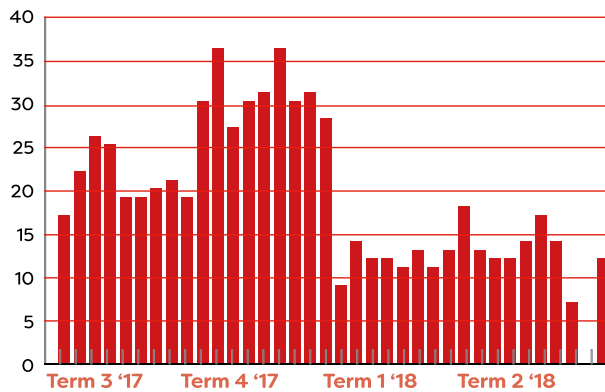


Playgroup Attendance 2017-18

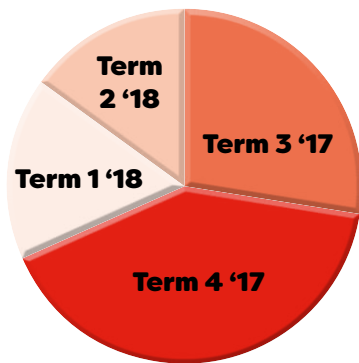
Transitional Playgroup Attendance



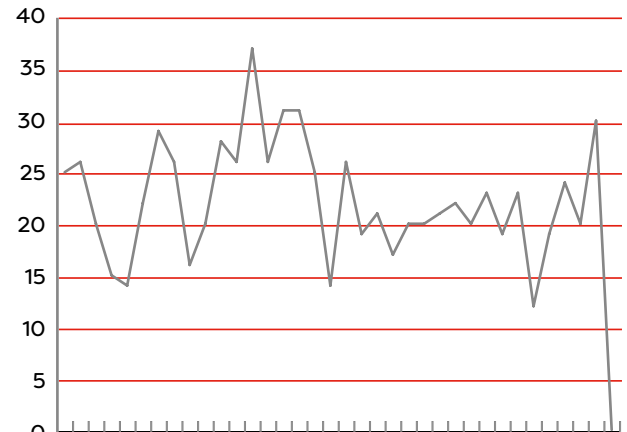
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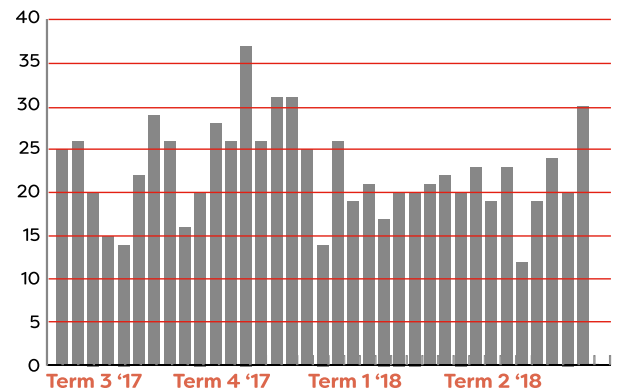
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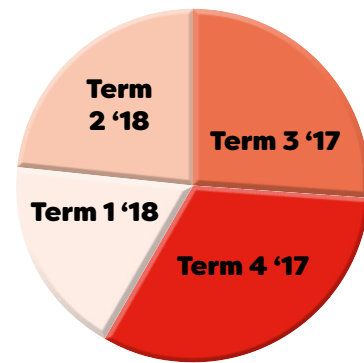
Multicultural Playgroup Attendance



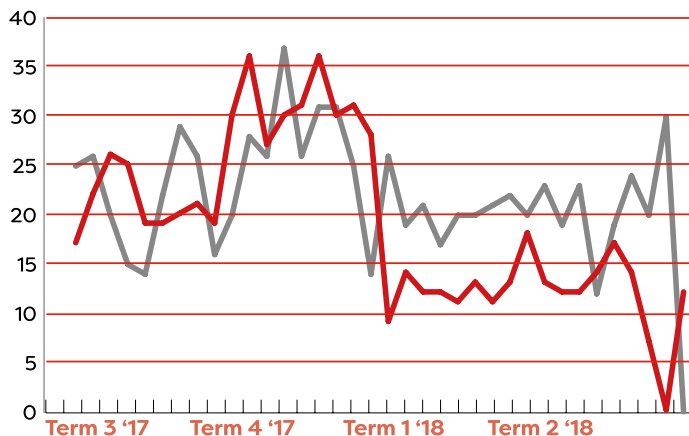
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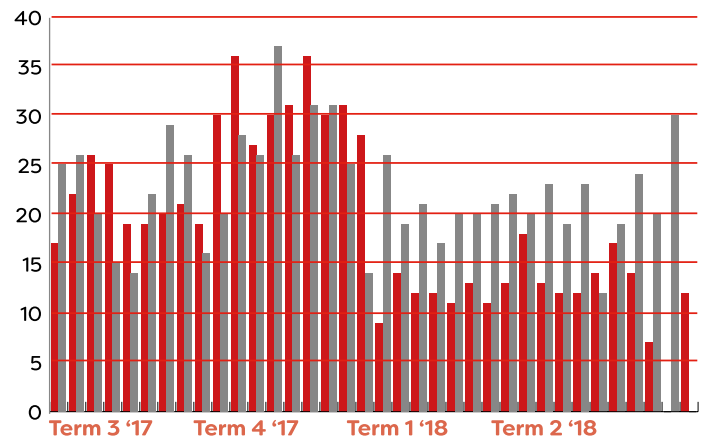
Term 3 '17 Term 4 '17 Term 1 '18 Term 2 '18



Transitional v Multicultural Playgroup Attendance 2017-2018



Term 3 '17 Term 4 '17 Term 1 '18 Term 2 '18



Term 3 '17 Term 4 '17 Term 1 '18 Term 2 '18



Poets Corner



As we look back over the past year we celebrate children's achievements and the many learning opportunities and experiences within our beautiful learning environment, supported by a team of Educators Angelique, Naomi, Elsin, Huong, Blair and Agnes, our Volunteers, a supportive Committee, and a fantastic group of parents, Grandparents and extended family and friends.

Over the course of each child's enrolment at Poets Preschool the ultimate goal is for them to grow into confident capable learners, emotionally ready to move into Kindergarten well prepared with a love of learning. It is clearer than ever before that we have such a meaningful appropriate engaging preschool program that places strong emphasis on "learning through Play" that is as diverse as it is supportive and inclusive.

Different experiences impact children in different ways and we are so proud of the many programs and projects that have and will continue to support the diverse needs of our children and their families, made possible thanks the many funders, Volunteers, external services and Educators whose shared experiences, perseverance and dedication to our Preschool community help to ensure successful outcomes for all involved.

Excursions into the broader community have provided a great learning opportunities and have included three sessions at the Australian Museum where children and families participated in the Mini Explorers program, known as Guwal Gili in the local language, the initial session in may included singing, dancing, weaving and painting our way through Reconciliation Week. During June & July we were able to play, learn and create in the Jarjums room through games, dance and stories, learning about traditional hunting methods, Aboriginal lore, and the Dreaming. In addition, wearing safari vests children explored many Museum exhibitions.



Preschool 2018



This year we had an additional focus on speech and language skill development using lots of music, instruments and movement resources. Children have enjoyed a variety of music including cultural chants, Pop songs, nursery Rhyme's & raps. The Recorder and tapping sticks have been most popular followed by the Frog Guiro which sounds very much like a croaking frog.

Anthony and Evelyn from Dymocks children charities donated a number of wonderful books for the children through the "Duck Libraries program". Anthony kindly read to a very enthusiastic group of children whose love of books was very obvious.

This program has continued to support our preschool ensuring children have additional early exposure to appropriate books and reading during this important stage of their development. The program also provides opportunities for children to become familiar with written words a very important step in learning to read. Families are encouraged to borrow from the book library to share together at home.

Our Garden project with Dave Harrington from Bones & Stones includes the addition of a Frog pond extending on the Children's interest in the Aboriginal dreamtime story "Tiddalick the Frog". Additionally we had an incursion that provided Children the opportunity to bring the story to life through drama and Music as they further developed an understanding of friendships, water conservation and caring for land, animals and each other.

Weekly Judo sessions with Warren Rosser at Redfern PCYC thanks to Prime Minister and Cabinet funding is providing Children opportunities to develop and increase their fundamental movement skill abilities including basic Judo movements, safe falling, balance and contact awareness, developing concentration and self-confidence.

This year we celebrated NAIDOC "Because of her we can" with a focus on the Children's Mothers celebrating the essential role they have, and continue to have.

The children learned about a very selfless strong woman named Colleen Shirley Perry, affectionately known as Mum



Poets Corner Preschool Continued...

Shirl who was a Wiradjuri woman, and who dedicated her life to welfare services, raising 60 foster children.

This story presented a great opportunity for Children to learn about equality care and empathy engaging in meaningful discussions and learning experiences.

August 3, we attended Waterloo library celebrating National Aboriginal and Torres Strait Islander Children's Day with the Redfern Dance company who provided a wonderful workshop with dance, storytelling and sharing of language and resources. Children learned how the Kookaburra is considered the King of all the birds, concluding this is why the Kookaburra that occasionally visits the Preschool perches its self on their tossball tower. Additionally, Children were introduced to a variety of didgeridoo sounds and rhythms including animal interpretations.

Literacy and numeracy targets underpin all aspects of our preschool program not just during planned intentional teaching times

We have continued with the Let's Count early mathematics program which is all about noticing,

exploring, and talking about numbers, counting, measurement and patterns in children's daily lives. and this we believe is why our children achieve to the best of their ability and develop a love of learning and a confidence to cope with challenges when they arise.

The Children have been enjoying the Early learning Language program through the Department of Education. They are each working at their own level and interest with each individual App. This has also provided many opportunities for developing computer skills, cultural learning and teamwork with children working and sharing their experience with each other.

Managing a Preschool is most definitely a team effort and additional acknowledgement needs to be given to our occupational and speech Therapist Francis, Gillian and Sarah from SSAHS. Suzanne from Redlink, Graham Toomey an Aboriginal Artist, silent Santa and care pack facilitator from Gunnawirra, Jo Fletcher who is always available to support Poets in any capacity she can.

Raeleen O'Halloran



Experiences

Client Story

I am Jin, I was born in Shanghai, I have a brother, two sisters, my older brother and my older sister are in the United States, my second sister is in Shanghai, I am the youngest child in the family, I didn't have to do any housework. My family just need me to focus on my school work and music.

After the outbreak of the Great Revolution in China, the school was not functioning. All my knowledge and attitudes were taught by my mother. My mother often told me that people should know how to be grateful and I remembered it in my heart.

I came to Australia to study language schools in 1990. Later I decided to work in Australia. Unexpectedly, my second sister got cancer in 2006. My mother was also growing older, so I stayed in Shanghai to take care of them.

My mother passed away in 2016, the visa was about to expire in 2017, I was determined to come back to Sydney. After I got off the plane, I didn't know where I can go. I used to live in a shelter and I was ever homeless, sleeping rough on the street. Finally I was introduced to Counterpoint Multicultural Services, and Bill knew my situation, he helped me to find public housing. I was lucky enough to find a house in about 6 months. I think if Counterpoint did not help me, I would not apply for the house so soon.

I live alone, no other family in Australia. I do not speak English very well, life is not easy, and sometimes I feel upset, Counterpoint is very important to me. Here I can get spiritual support and care in daily life. I feel being treated equal here, I won't be looked down because of no money, no cultural literacy and old age.

When I am in trouble, I know that I do not need to worry. Counterpoint will try their best to help me, whether it is housing problems or legal aid. What's more, the environment here is quite comfortable, I am very grateful for the assistance of Counterpoint, here is like my home in Australia, Counterpoint employees are like my family. Counterpoint helps me to start a new life in Sydney, makes my dreams come true.

If volunteers are needed here, I will definitely register and give back to the society.



Tenant Rep

The Neighbourhood Advisory Board has been a consistent and effective means for tenants to have their voice heard or utilised as a platform for local tenants who may be hindered by disability or ill health. The tenant representatives in Waterloo and Redfern are firm believers in empowering and advocating for local tenants to make changes and ensure that their needs are being met. As Gary Moylan, tenant representative for Waterloo East precinct notes, "we are volunteers, that's all we are" and the most beneficial attributes of a tenant representative are "persistence and an ability to listen". This humility, alongside a genuine interest in their neighbours' wellbeing, has assisted the tenant representatives in making many improvements to the community in the past year.

In the past year on the NAB, Gary and other tenant representatives have pushed for major issues to be addressed by Housing NSW and Land and Housing Corporation. Two of these issues have been trouble with tree roots affecting people's houses and anti-social behaviour. The tenant reps have advocated for the appropriate government bodies to interview and hear community members' stories first hand to understand their struggles. Often with maintenance issues and anti-social behaviour, people report problems but are still "left in limbo". Together, they've liaised with Council, with local members and with other government bodies to fast track this process for residents and prevent issues falling to the wayside. Gutters have been replaced, over-hangings have been fixed and the process of replacing multiple roofs and pipes to stop sewerage issues is underway. Gary noted that the NAB functions in this instance to "help people out who can't get things done just by sensible talking".

Gary says that he feels hopeful that the next year as an elected tenant rep will involve "a better relationship with FACS" and "getting things done in an orderly way, very quickly, without needing to jump through hoops".

Student on Placement

My name is Lukas Buchler and I am doing my student placement at Counterpoint Community Services as a student counsellor through the Australian college of applied psychology. I applied at CCS because of its mission to foster the growth of community life/involvement by offering support and information services to all those in need. The community centre promotes equality through having its doors open to all individuals from diverse cultural backgrounds, socio-economic status and age. Issues that the centre can provide confidential advice for varies from housing and education to family/personal issues and budgeting. The centre provides free access to internet, printing and phone access whilst also providing free community support worker consultations and counselling services. Counselling allows individuals who may be experiencing bereavement, trauma, anxiety, depression or a loss of a sense of self to address these issues in a confidential setting. Since starting my placement with CCS, I've had the pleasure to work with and learn from a wide range of unique individuals who have approached the counselling service to find support in addressing their own needs. This organisation and its participants have provided me with invaluable experience and insight for my own self-development and personal growth. I look forward in continuing to provide counselling support for culturally-diverse individuals who are looking to create a more meaningful and positive life for themselves

WFD Volunteer

I'm Bren Markey, and you may have met me volunteering at Counterpoint Multicultural during early 2018. I felt very welcome at the centre, and I enjoyed the opportunity to meet folks in the community and to help with drafting letters and dealing with computer issues. I'm glad I had the chance to witness and contribute to the running of such a valuable community resource, and I really credit the good work being done by Counterpoint's staff and helpers. Best of luck for the coming years.



Russian Jewish Worship Group

Our small group of about twenty people continued to meet regularly on Saturday afternoon at 3pm. On special occasions we can get up to forty people.

We were also able to have our special times of celebration at Passover, Jewish Holidays and Christmas at the centre.

The facilities available to us have been ideally suitable and we are very grateful that part of the cupboard space in the kitchen has been made available for secure storage. We are also thrilled to be able to freely store some larger equipment in one of the small offices, as we set up every week with sound and audio equipment.

This venue has been ideal for us because so many people need to walk from the Housing Commission units in Redfern and Waterloo. Most of them are quite elderly and can still make it on foot, and if they need to be transported, it is not that far. We are grateful that the ground floor is available and would like to thank those groups whose use of the

facilities have occasionally coincided with us. They have been kind enough to allow us to use downstairs while they go upstairs. Many of our people would not be able to walk upstairs.

We are very grateful for the use of the kitchen and the instantaneous hot water. It has made our meetings very pleasurable.

Thank you Elle and all at the centre for making The Factory such a welcoming place and for maintaining it so well. It is so good to have such cleanliness as well as knowing it is safe and meets government requirements. Apart from it being a pleasure to be in, we undergo insurance assessment every year before we renew insurance and they question us on the facilities. It is therefore reassuring to know that the centre maintains fire and other safety requirements.

Constantine Michailidis

South Sydney Community Aid Celebrates 50 years.

1968 was a significant year for the residents of Redfern, Waterloo, Alexandria, and nearby inner city suburbs. With few locally based services and resources, people from diverse backgrounds met and formed a resident self-help organisation; South Sydney Community Aid (SSCA) was founded with the support of local government, churches, aboriginal and migrant activists. Over fifty years, the agency has survived many changes and continues to provide opportunities for people to work together, learn to respect differences and strengthen community life.

SSCA services set out to meet personal needs, respond to emerging opportunities and to give voice to social groups with particular interests. Sometimes named "community development", SSCA supported the formation of other groups based on issues and causes. The first shop front at 142 Regent St soon ran out of space as meetings of emerging Aboriginal and migrant based groups were encouraged to collaborate and develop their own services and adopt a new spirit of self-determination. John Russell the first social worker, Margaret Helman of the Good Neighbour Council and Vivi Germanos-Koutsounadis, Greek community worker contributed to building a cooperative ethos between groups and residents. In the first few years, local Aldermen of the City of Sydney, Bill Hartup and Mick Ibbett plus MHR Jim Cope were very generous in their support.

When the agency moved up the street to St Luke's church, SSCA hosted many community events including the first South Sydney Festival with guest MP Al Grassby. This was a time to celebrate the multicultural character of the community and a growing affirmation about living in the inner city. While Sydney's inner city was well known for its poverty, struggles and disadvantage, by working together, locals affirmed the spirit of place and were positive about their neighbourhoods. In effect attitudes

changed as activists initiated a range of educational, cultural and services and today many of these groups continue to contribute to community life.

After merging with Counterpoint Community Services (aka The Factory Community Centre who are also celebrating 40 years of service) in Waterloo in 2017, SSCA is now trading as Counterpoint Multicultural Services. The centre based in the City of Sydney Council's Alexandria Town Hall, 73 Garden Street, Alexandria. The centre continues to provide much needed resources and a wide range of support services to the local community; from weekly social, cultural and educational activities; daily informal case management and referral to chairing the Redfern and Waterloo NAB Events group; led the dazzling Playgroups in the Park event; and being visited by international delegations each year to share their success stories.

There has been much to learn from surviving as a voluntary group over 50 years and many residents will no doubt want to support and plan for the next phase in this work.

A recent quote of George Bernard Shaw in the January newsletter of the Bank of I.D.E.A.S. sums up the personal attitude of those who were involved; "I am of the opinion that my life belongs to the community, and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die, for the harder I work the more I live. Life is no "brief candle" for me. It is a sort of splendid torch which I have got hold of for a moment, and I want to make it burn as brightly as possible, before handing it on to future generations."

Here is to another 50 years.

*Rev Dr Dean Eland,
Founding Secretary of Community Organisation*

Russian Project In Waterloo-Redfern

JewishCare's ongoing partnership with the Factory Community Centre (Counterpoint Community Services) continues to be of substantial benefit to local, elderly Russian migrants.

The group continues to foster friendship and connectedness and integration into the community as well as providing an opportunity to share stories, learn new skills and how to access all appropriate community resources.

Activities over the last year have included monthly outings to popular Sydney spots such as Dolls Point and Maroubra beach for picnics, lunch at St George Sailing Club and The Ron Williams Community Centre in Redfern. The group also continued to enjoy in-house activities including current affairs discussions, bingo as well as birthday and Jewish holiday celebrations, this year we celebrated Chanukah in December 2017 at the centre

Over period 2017-2018, each Monday the group of up to 15 people met either at the Factory Centre or at a designated outing venue. During group meetings, current Australian and worldwide news is discussed as well as changes in the social services sector, public housing sector, NSW and Federal budget. Importantly, attendees are

made aware of JewishCare programs and events that may be of value to them. Every Wednesday we ran outings from the centre for up to 10 people to places of interest to the group eg Bondi Pavilion for concerts.

The members continue to express their gratitude to the Factory staff and JewishCare for their ongoing support.



Spanish Community Care Association



Our SCCA community is made up of disadvantaged and elderly Spanish-speakers. We work directly with these people, whom are all over the age of 55 and come from all Spanish speaking countries around the world. We strongly encourage their engagement with our projects, their participation, access and inclusion. Adding to this, the hub of CALD and elderly groups that weekly meet at Ultimo Community Centre are invited to participate in our all projects, helping us to reach a greater audience and bring together the wider community.

Day of Diversity

This year the community had the opportunity of sharing and learning about different cultures such as Chinese, Spaniard, Indonesian and Vietnamese. These groups presented some forms of traditional music and included life stories from their countries of origin.

The attendees broke the language barrier through the melody and the sound of their musical instruments, the

whole community was connected with one only language, that of traditional music and dance performances and friendship, contributing to an environment of social cohesion where all the cultural and linguistic diversity was involved.

The Spanish Community Care Association, had not realized that its members and the diverse community of Ultimo, had not had the opportunity to be present at an event that involved so many different and diverse music and dance performances, and that it helped to understand the cultural diversity that the city of Sydney offers us today.

Also, attendees could try different traditional dishes, inspired by the great gastronomic diversity and flavour characteristic of countries such as Spain, Japan, Malaysia and Italy.

All the communities present at this event enjoyed and participated, and for a few hours they spoke the same language, that is the universal language of union and friendship between the integration of cultures.



Waterloo Recycle Workshop

This year Waterloo Recycle Workshop marks its 10th year of service to the community of Waterloo and neighbouring areas. The success of this project was due to the 9 dedicated volunteers, customers and FACS Housing who provided the garage.

Behind the garage roller doors a vibrant shop of colour awaits, selling a large and eclectic array of second hand household goods. This included glassware, crockery, ornaments, kitchen utensils, DVDs, CDs, linen, and small pieces of furniture etc. all very reasonably priced. At the back of the shop is a well-equipped workshop including work benches and tools where furniture was repaired, refurbished or recreated using recycled timbers.

Each Friday morning pieces of furniture and household goods are taken outside the shop creating a bustling market where customers were free to browse, haggle, catch up with friends, make new ones and chat with

volunteers. Sales at WRW average at approximately \$1000 per month during the last year. We were very grateful to receive a Volunteer Grant of \$500 electrical tools for the workshop. This was very well received as some of the electrical tools needed to be replaced as well as tools we didn't have.

Much thanks goes to the regular volunteers who come donating their time, support, enthusiasm and special skills. All live in Waterloo or nearby and are actively involved in the community. We were grateful to the late John English (our long serving volunteer carpenter who passed away November 2016) for leaving in his Will carpentry tools and many household items including a huge array of small Ancient Greek and Roman statue replicas. These statues proved to be very popular with our customers. Over \$700 was made the Friday before Christmas mainly through John's donations.

Our customers have continued to be mainly tenants from the Waterloo estate and the surrounding areas. Some are from non-English speaking backgrounds and a large community of Aboriginal people. The main age group was 45-75 years, many are regulars coming most weeks to WRW and some since opening in 2008. Friendships have been made between volunteers and customers as well as support given or suitable referrals made to other services

in the area. Customers have also donated household goods to WRW which were greatly appreciated.

There was often discussions between customers and volunteers about the Governments plans to redevelop Waterloo. For many the prospect of having to move out of the area was very distressing and unsettling. Sales at times were low as many customers said, "There was no point in buying goods or furniture if they were having to move." It was good that WRW provided an opportunity where customers and volunteers were able to freely talk and discuss their concerns about it.

In January 2018 Fiona Wolf-Symeonides came to WRW and spoke about a photographic project she was assigned to do in documenting Waterloo "As it is now." Fiona was keen to learn about the WRW project and took photos as well as interviewing our volunteers and customers. The Photographic exhibition of "Waterloo Here and Now" by Fiona Wolf-Symeonides was at the NSW State Library and showed from 1st March- June 2018. In the gallery

were large framed photos of Russell Walker repairing furniture in the Workshop as well as a photo Maggie Piuk surrounded by furniture she purchased at WRW and then restored.

Supporting the broader community of Waterloo WRW continued to support other services in the area. Items that are not selling were forwarded on to Salvation Army, children's toys and clothing passed onto Bruce

Shillingsworth who would take them to an Aboriginal community in Brewarrina. Balls of wool were donated to knitters who knit "wraps with love" an organisation that provides wraps for disadvantaged communities overseas. Provisions were made to The Garden Shelter in Waterloo (A refuge for men who were homeless) at South Sydney Uniting church with a regular supply of mugs, plates, cutlery, shoes and clothing.

WRW supported the 3 monthly barbecue put on by "Favour" on the Waterloo Green. Chipped plates were forwarded onto Artists doing mosaic work, used art canvases to the Orchard Gallery art group in Waterloo, toys to Poets Corner Preschool Redfern and Wunanbiri Preschool Alexandria. Cane baskets were donated to Wunanbiri Preschool to create hampers as a school raffle fundraiser as well as items donated for raffles at the Cliff Noble Centre in Alexandria for cancer research with "The biggest Morning Tea" where some of the volunteers and customers attend.

“There was often discussions ...about the Governments plans to redevelop Waterloo. For many the prospect of having to move out of the area was very distressing and unsettling...It was good that WRW provided an opportunity where customers and volunteers were able to freely talk and discuss their concerns about it.”



WRW Stories From Our Customers – 10 Years Celebrations

Throughout the year customers commented on how much they enjoy coming to the market saying that they find it very welcoming, inexpensive, an opportunity to purchase good quality cheaply, unusual and interesting pieces and the social aspect of the market. Kim Ryan one of our regular customers said, “I have been coming to the Recycle Market since the beginning 10 years ago. I have always found bargains to help me furnish my home and replace my curtains. The prices are very reasonable and I really like the social aspect of the shop. I always meet friends and make new ones.

The volunteers are most friendly and helpful but most of all it's the social gatherings I like.”

Suzan Baugus who loves coming said, “I have been coming to Waterloo Recycle for the past 10 years. The staff have always been loving and welcoming. Plus the prices are great. Over the years I have bought and refurbished

some very handsome pieces of furniture. I have a great deal of pleasure enriching my home with the furniture and household decorative items that I have been fortunate enough to buy. Friday has become the favourite day of the week for me. I look forward to fossicking among all the treasures on sale, and the joy of finding another item to do up for my home. I enjoy talking to the volunteers who donate their time to the running of the Workshop and thereby making our community a better place to reside in.”

Joan and Richard McMahon who live locally came most weeks and regularly donate goods. Richard said, “The market is in an easy walking distance from where we live. There are always new items every week and it is a great place for new tenants to furnish their unit. The prices are very reasonable. It is a “breath of fresh air experience” and an enjoyable destination to where we love to browse.

Cycle Re-cycle Club (CRC)



Cycle Re-cycle Club (CRC) is a community based group of enthusiastic bike minded people who gratefully receive pre-loved or abandoned bikes, parts and accessories to help make a working bike to go back into the community. Among the CRC goals, we can cite the following:

- ▶ **Assisting disadvantaged people from the local and wider community to fix and own a bicycle**
- ▶ **Maintaining and increasing the availability of affordable bicycles**
- ▶ **Reducing the landfill waste, saving hundreds of bikes a year**
- ▶ **Providing a social forum for exchange of ideas and experiences to enhance client knowledge**

CRC is one of the few organizations quasi-autonomous that do not require financial support from Counterpoint. The club is run by a group of eight steering group volunteers and receive help from regular attendees. During the past year, CRC completed numerous achievements and worked hard to widen its impact on the community.

CRC contributed to the “Summer on the Green” by donating \$2500 towards the funding of kids’ activities. A mobile animal kindi-farm, a jumping castle, an inflatable waterslide, and an obstacle course were among the activities proposed to the kids. Furthermore, \$3000 was used to purchase a new trailer, which is used in the logistics of events organised by Counterpoint.

Currently, CRC is proudly sponsoring four kids through the Smith Family for a whole year. The donation of

\$2304 will help the charity organisation provide holistic, long term learning support programs outside the classroom, to disadvantaged students can realise their potential.

A small but true impact was also achieved by donating a tricycle (RRP \$1500) to Sunny Field. The organisation provides mobility help to people with disabilities by adapting bicycles to their needs.

The National Centre of Indigenous Excellence (NCIE) reached out to CRC for help to complete a project that consisted of assembling and servicing ten bikes, which were given to teens from the local community. This project was the precursor to establish discussions about joining their smoking prevention program Talking About Tobacco Use (TATU). CRC is now promoting a smoke free environment around its premises in Waterloo.

Recently, CRC worked together with Rebikes (Alison Homestead Men’s shed) to provide free kids bikes to the community. Eight bikes were received and donated on the same day and there is ongoing discussion to strengthen this partnership.



Community Support Program

Counterpoint, Community Support Program (CSP) is funded by the NSW Government Department: Family and Community Services (FACS) under the Early Intervention Prevention Placement [EIPP] and next year we are transitioning to the new model called Targeted Earlier Intervention (TEI).

TARGETED EARLIER INTERVENTION

Under the **TEI** program, future priority groups will be:

- ▶ **0-3-year-olds.**
- ▶ **Younger parents (at least one parent is under the age of 20 years).**
- ▶ **Aboriginal children, young people, families and communities who reside in NSW.**

Regardless of whether individuals, families and community groups are funded or not funded, Counterpoint will continue to protect, support and advocate for the vulnerable by upholding its Mission Statement. As well as complying with it's no closed door policy. This has been demonstrated throughout the year which is evident from its data collection.

For the CSP Team, this year has been a very complex and demanding year due to many reforms within the welfare sector. The starting stages for the development of the metro station has shaken up the Waterloo community.

Throughout the financial year, the CSP Team has found that many of its clients needed an extended amount of support and case management on a variety of issues. Unfortunately, for many of them other services were unable to provide these clients with support or assistance due to the client not fitting within their prescriptive funding programs or because of their length of their Waiting lists. Our concerns have

“Regardless of whether individuals, families and community groups are funded or not funded, Counterpoint will continue to protect, support and advocate for the vulnerable by upholding its Mission Statement”

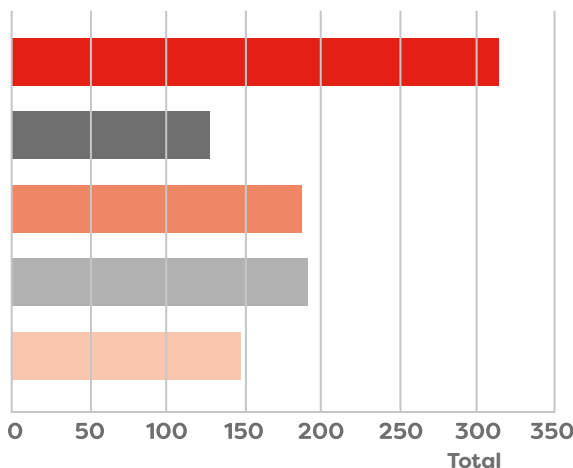
been discussed with our partners and other departments about these service gaps but progress in addressing these issues has been slow

The most significant areas that the CSP Team faced from its clients on a daily basis were Housing tenancy issues (Social, Community and Private), Health – physical and mental, Homeless, Anti-Social Behaviour, Legal and the National Disability Insurance Scheme (NDIS).

Counterpoint and its CSP Team is regularly engaging with other services within the City of Sydney LGA providers to create a network and to allow individuals, families and community groups to maintain the support that is needed.

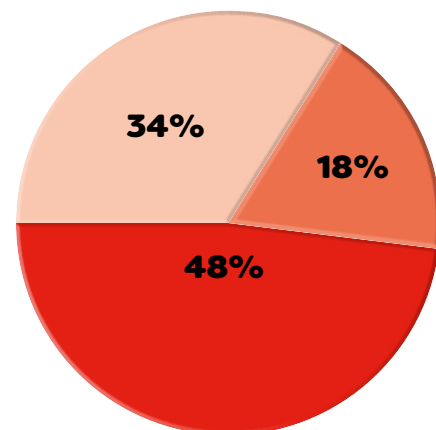
2017/2018 CSP Data Collection

CPS Clients



Total number of clients	313
EIPP/TEI Funded clients	127
Non-Funded clients	186
EIPP/TEI exited	124
Non-Funded exited	96

Clients Cultural Identity



- 114 clients identify as Other (no cultural background)
- 60 clients identify as Aboriginal and Torres Strait Islander (ATSI)
- 159 clients identify as Culturally and Linguistically Diverse (CALD)

Victoria's Story

Victoria was referred to Counterpoint from Redfern Police to support and advocate for her as she was receiving ongoing discrimination and unfair treatment from several Government Departments.

Victoria is a social housing resident within the Inner City of the Sydney and who is proud of her disability (legally blind). The CPS Team provided Victoria with a safe, trustworthy, choice, collaboration and empowerment approach. From this approach, Victoria found her voice and wanted to fight for social justice for herself and others who have been affected by misleading and unfair treatment from other agencies.

Quote from Victoria "If Counterpoint wasn't around, who would have helped me? I know the answer to that, no one!"

Since Victoria has been engaging with the CPS Team, Victoria and the CSP Team have uncovered many systemic problems that these issues have now been forwarded to The Anti-Discrimination Board of NSW and NSW Ombudsman which is currently under investigation.

Victoria does seek other professional support that the CSP Team have referred to her including specialist services. All services liaised with each other to prevent Victoria from being another statistic.



Allen's Story

Allen is his English name and his traditional Chinese name is Shanglun. Allen gained access to the CSP Team where he was referred to by NSW Housing Service that is a part of Family and Community Services (FACS) to assist and support the client in filling in his review of decisions (First Tier Decision) application.

Allen has resided in a numerous of boarding house properties in which he has been a witness and victim of the violence where it was completely unsafe for anyone to reside at. Allen has tried to advocate this to NSW Housing Service and his voice wasn't heard and he was put on the Housing NSW general list. This lead Allen to wait up to 10 to 15 years before he would be allocated a property.

While Allen was receiving Case management from the CSP Team, Allen had many underlining barriers that required additional support as he wasn't referred to the appropriate specialist services.

Due to CSP Team referring Allen to the correct specialist services, Allen was able to understand and work around his mental health and disability where he is which his in the process of applying for the NDIS.

Allen has now successfully been granted a Social Housing property from Family and Community Services (FACS). This is due to the strong will and determination of the CSP Team advocating and highlighting the seriousness of Allen's case.

Quote from Allen "Wow, I have a home now, No one ever cared about me or about my welfare before I came to Counterpoint Community Services"



Peter's Story

Peter (not his real name) lives alone in a Waterloo public housing unit. Peter has a language barrier due to English not being his native tongue.

Peter had to deal with leaking water in his kitchen and bathroom through his ceiling since November 2017. Peter requested support and assistance from the NSW Housing Maintenance Department from November 2017 but still has not been provided with a workable response or solution.

When Peter accessed one of Counterpoint hubs (Counterpoint Multicultural Services) from mid-June 2018, we were able to provide support in advocating Peter's matter to Housing's maintenance department and NSW Housing Service.

Overall, we had made and recorded 18 different calls and he himself made an additional 14 calls to housing maintenance to accelerate the nature of the case and to follow-up the work to date. Still, this leads to nowhere as the repair works are deemed to be a big asset maintenance project and need consent to get access from the upstairs neighbour who seems to be reluctant at allowing any repair work done. In fact, learning some of the barriers, Peter through his own initiative has communicated with the upstairs neighbour who after some discussion agreed to provide access for contractors to complete the repair work.

The leaking seriously affected Peter's daily life. It became dangerous for him to cook in the kitchen because of the leaking, and as such also increased his expenditure on food as he needed to find an alternative to have a meal (mainly from takeaway). Most importantly, the leaking has disturbed his night rest.

Peter felt discriminated against as he has language barriers. He thought that the staff were treating him differently. The fact that he was following-up every day, he still received unsatisfactory answers which included that he just needs to be patient and wait.

Due to Peter not receiving the level of support from Housing NSW Service and Housing Maintenance Department, Counterpoint has liaised with Redfern's Legal Centre for Peter to seek legal advice.

Ricky's Story

Ricky (not her real name) was referred to the CSP Team from another stakeholder due to the complexity of her individual case. Ricky was perviously residing in boarding accommodation in the inner west suburbs. Unfortunately, Ricky was unable to continue to reside in her current home due to a break and enter that cost her to being sexually assaulted. From this terrible and traumatic sexual assault this caused Ricky to become homeless.

The CSP Team provided Ricky with a safe and holistic approach which has addressed many of her barriers such as past trauma and a history of sexual and domestic violence. This has affected her decision making and life choices. Since Ricky has been engaged with the CSP Team Ricky was able to gain short-term accommodation at Vincentian House where she engaged with a regular Psychologist, received collaborative case management from both services Counterpoint and St Vincent's de Paul.

Quote from Ricky "I don't have a place to call home at the moment but I know I have safe and supportive services I can always rely on"

From the intensive support from all services Ricky was approved on the Housing priority list for NSW Government Department: Family and Community Services (FACS) but unfortunately will have to wait until a property gets allocated to her.

We at Counterpoint recognise that people who experience homelessness have experienced various, and often multiple forms of traumatic stresses in their lives. Counterpoint follows a client centred service delivery framework that endeavours to be both trauma informed and culturally competent.

Counselling Service Program

Counterpoint Community Services has seen a significant amount of vulnerable individuals, families and community groups find it difficult to overcome the traumatic situations they and their families have dealt with over the years. Many of these individuals have fallen through and live within the gap where their mental health has declined. This has resulted in a long waiting list. Many are unable to afford to pay for regular counselling/therapy sessions. Counterpoint has partnered up with the following Educational Institution -Australian College of Applied Psychology (ACAP). ACAP provides graduate students who are in their final year free and regular counselling sessions for those who need ongoing support compared to the transitional method.

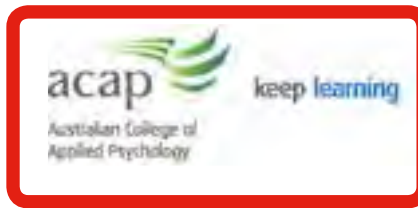
The Counseling Program provides the opportunity for clients, to address the ongoing challenges in their life. They

explore ways of coping with the responsibilities of caring or help balance caring with other aspects of the individual's life.

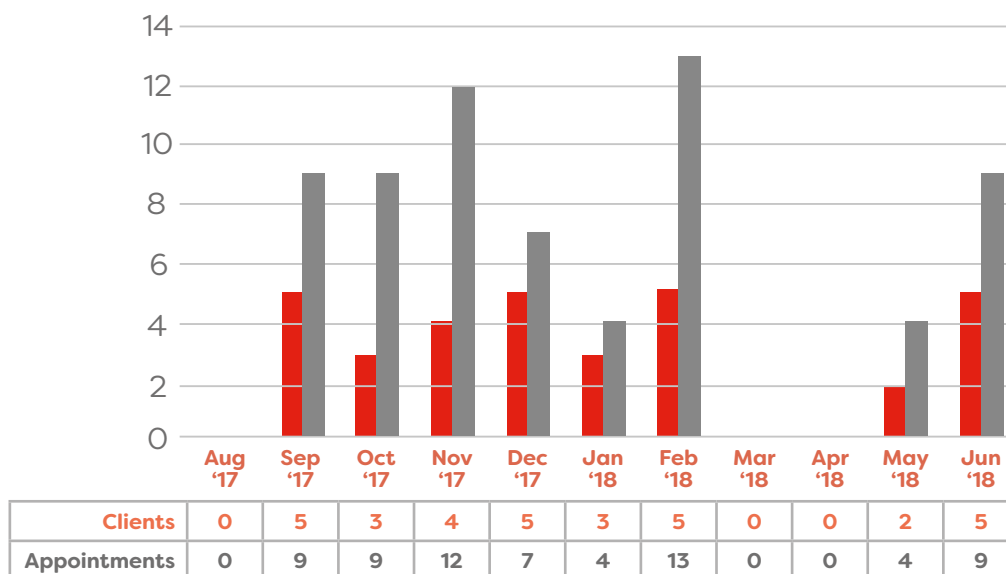
From implementing the Counseling Program this has provided individuals, families and community groups to present them with a holistic approach where they are able to get wrapped around services from Counterpoint Community Support Program and other providers within the City of Sydney LGA. Without the Counseling Program, these individuals and their families wouldn't be able to maintain the support needed to deal with their ongoing and complex mental health.

One of the findings from the Counselling Program was that self-harm and suicidal ideations/ attempts are becoming a major risk and concerns within the community.

Please note that the program only runs on Thursday's.



2017/2018 Counselling Data Collection



Partnership Statement from Domestic Violence Service Management

Moving Out Moving On (MOMO) provides mobile outreach support to women with or without children in the inner city of Sydney, who are escaping/experiencing domestic and family violence and/or homeless or at risk

of homelessness. MOMO and Counterpoint Community Services have been working collaboratively over the past year to provide holistic, person-centred support to women and their children within the community, who have been accessing both of these services. Through co-case management, our services have been able to provide support and collaboratively advocate to assist a number of women in navigating the often complex systems such as Housing, FACS or Legal matters. This partnership has ensured women are connected with appropriate services and supported to move forward and closer to achieving their self-identified goals.



Public Sharps Disposal Bin Data for 2017 – 2018

Managed by Counterpoint Community Services
supported by NSW Land and Housing Corporation



In 2014 Counterpoint entered a management contract with NSW LAHC to oversee the safe sharps disposal program for six bins located on Inner City public housing estates (Surry Hills, Redfern, and Waterloo). After the successful Northcott estate 12 months trial the numbers had spoken for themselves. This assisted us along with the local Neighbourhood Advisory Boards to lobby state government to continue the roll out of the program into Redfern and Waterloo.

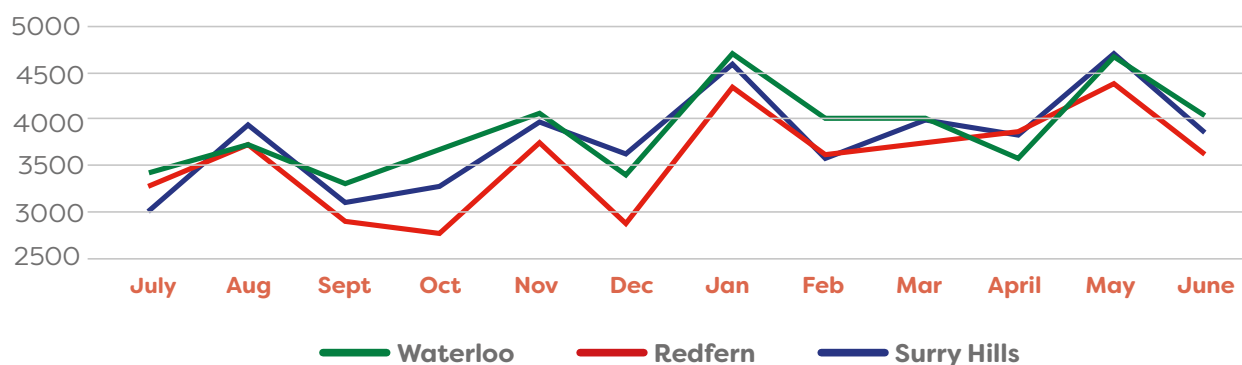
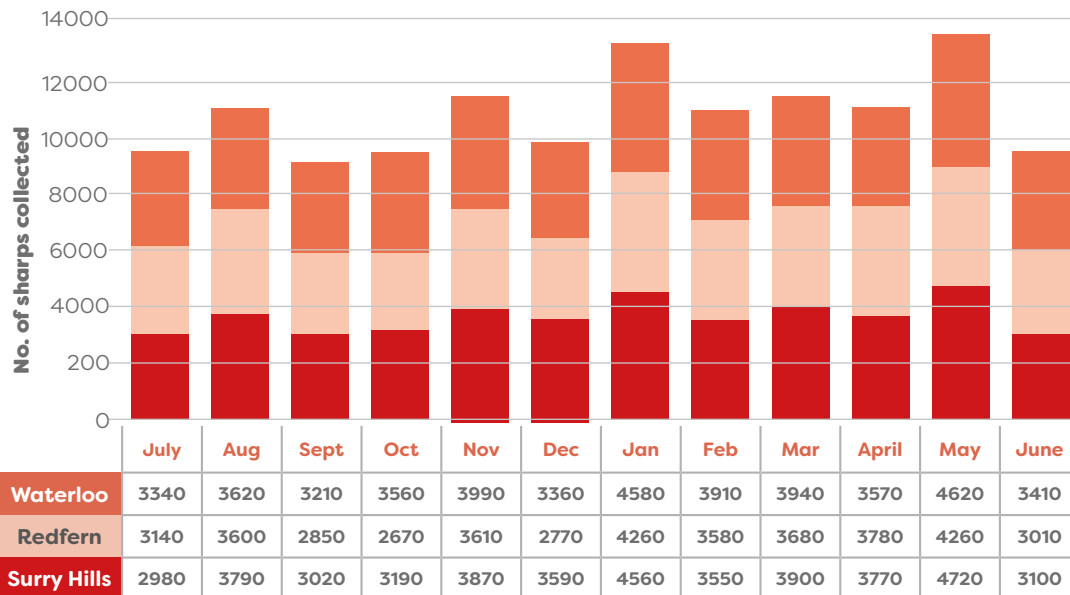
Now four years later the program remains in place with regular data being circulated to key stakeholders including NSW LAHC, FACS Housing, City of Sydney safe City team, Sydney Local Health District, and the Redfern

and Waterloo NAB's. In the last year 130,360 sharps were safely disposed of on the estates. It is important to note that not all sharps that make their way into the bins are used for illicit drug use, the bins provide a safe mechanism for residents who suffer an illness such as diabetes. The yearly breakdown indicates that 11% of the sharps are from diabetic needles that equates to 14,339 sharps.

Furthermore, since Counterpoint started managing the sharps bins program nearly half a million sharps have safely been disposed of, which otherwise would have made their way into mainstream waste or been left on the ground and in common areas. Please refer to our full sharps data below.

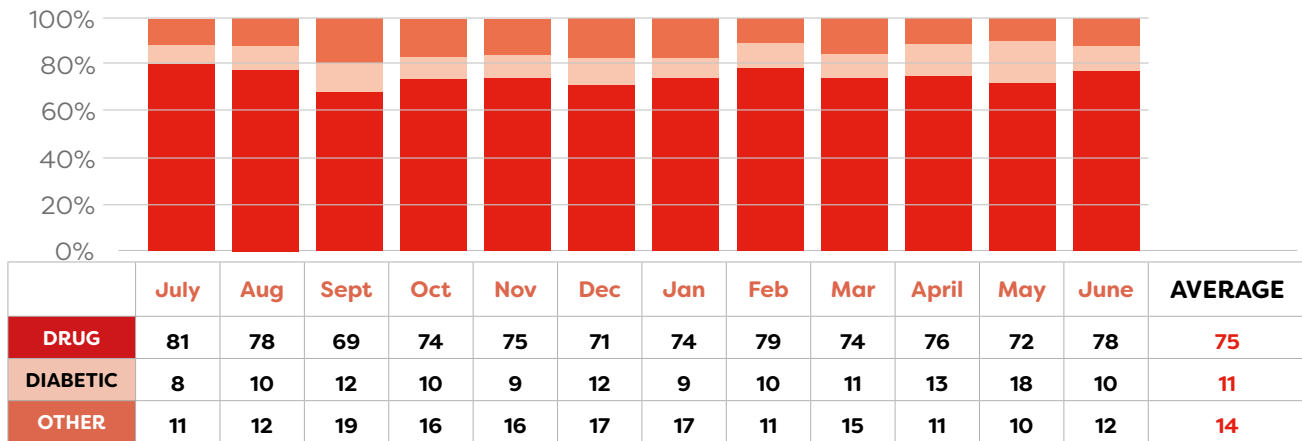
MONTHLY BREAKDOWN OF SHARPS JULY 2017 – JUNE 2018 COLLECTED ACROSS SIX SHARPS BINS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	TOTAL
Surry Hills	2980	3790	3020	3190	3870	3590	4560	3550	3900	3770	4720	3100	44040
Redfern	3140	3600	2850	2670	3610	2770	4260	3580	3680	3780	4260	3010	41210
Waterloo	3340	3620	3210	3560	3990	3360	4580	3910	3940	3570	4620	3410	45110
TOTAL	9460	11010	9080	9420	11470	9720	13400	11040	11520	11120	13600	9520	130360

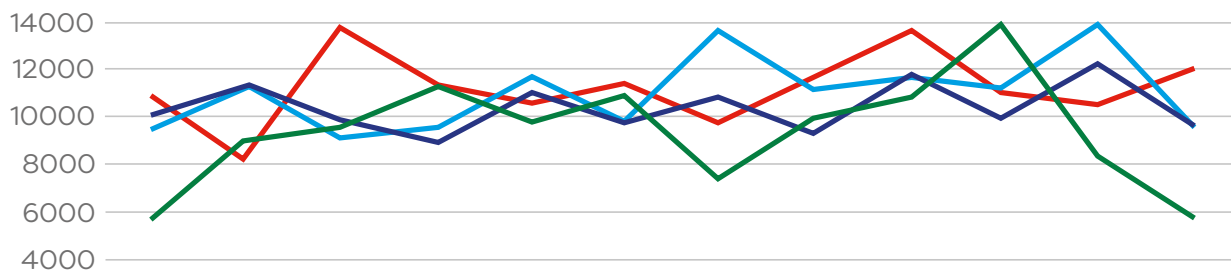


Public Sharps Disposal Bin Data Continued...

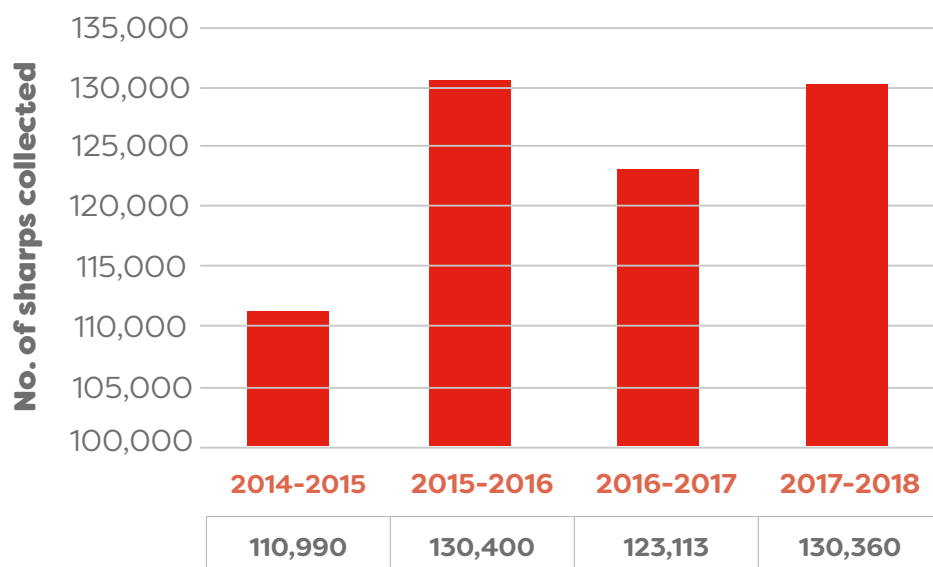
MONTHLY % BREAKDOWN OF WASTE COLLECTED 2017 - 2018 (ESTIMATE)



SHARPS DATA TOTAL – YEAR COMPARISON



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	TOTAL
2014-15	5780	8805	9405	11015	9650	10740	7380	9730	10765	13585	8320	5815	110,990
2015-16	10785	7175	11665	11120	10380	11140	9675	11530	13490	10960	10470	12010	130,400
2016-17	10030	11170	9740	8800	10820	9600	10673	9210	11550	9780	12010	9730	12,3113
2017-18	9460	11010	9080	9420	11470	9720	13400	11040	11520	11120	13600	9520	130,360
													494,863



Since the pilot for the safe disposal sharps bins started in 2014 nearly half a million sharps have been collected across six bins in Surry hills, Redfern and Waterloo.

With Thanks To...



Australian Government

Department of the Prime Minister and Cabinet



Family & Community Services

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Land & Housing Corporation

The Apprentice Restaurant



Education & Communities

Hair By Tommy J



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