

ANNUAL REPORT
2025-2026

OUR COMMUNITY HUBS

The Factory Community Centre
67 Raglan Street, Waterloo, NSW 2017
Facebook: Counterpoint Community Services
Phone: 02 9699 896

Counterpoint Multicultural Centre
73 Garden Street, Alexandria, NSW 2015
Facebook: Counterpoint Multicultural Services
Phone: 02 9319 4073

Counterpoint Glebe (yet to be named)
29 Cowper St, Glebe
73 Garden Street, Alexandria

Counterpoint Poets Corner Preschool
55 Morehead Street, Redfern NSW 2016
Phone: 02 9699 3175

Waterloo Recycle Workshop & Cycle Re-cycle Club
1 Phillip Street, Waterloo NSW 2017 (Garages

Glebe Community Centre
Opening 2026

Cover illustration By Norrie Welby

https://counterpointcs.org.au

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ABOUT COUNTERPOINT

Counterpoint Community Services has been supporting individuals, families and communities across Sydney's inner city since 1977. Building on foundations established through community action and neighbourhood support initiatives dating back to 1968, Counterpoint has evolved into a trusted community organisation committed to strengthening community life through connection, participation, advocacy and practical support.

Today, Counterpoint operates community centres, family and community support programs, children's services, social enterprises and community development initiatives that respond to local needs while supporting long-term community wellbeing.

As a not-for-profit charity and Public Benevolent Institution, Counterpoint works alongside residents, community groups, volunteers, government agencies and partner organisations to create stronger, more connected and resilient communities.

OUR VISION

Communities where everyone feels connected, valued, included and empowered to participate, contribute and thrive.

We achieve this through community development, community support, advocacy, early intervention, children's services, community participation, social enterprise and partnerships that strengthen local communities and amplify community voices.

OUR MISSION

To foster the growth of community life and community services by working alongside individuals, families and communities to build connection, capacity, wellbeing and resilience.

HOW WE WORK

THE SIX CS FRAMEWORK
Counterpoint's work is guided by our Six Cs Framework, with Community Development at the centre of everything we do.

Community Development
Supporting people to work together to identify needs, develop solutions and create positive change within their communities.

Community
Creating welcoming and inclusive environments where people feel they belong and can actively participate in community life.

Connection
Reducing social isolation and strengthening relationships by connecting people with one another, local opportunities and support services.

Capacity
Building the skills, confidence, leadership and resilience of individuals, families and communities.

Collaboration
Working alongside residents, government, community organisations and other partners to maximise collective impact.

Credibility
Maintaining community trust through independent advocacy, accountability, transparency and evidence-informed practice.

WHAT WE DO

Counterpoint delivers a broad range of programs, services and initiatives including:

- Community development and community engagement
- Community and family support services
- Housing advocacy and outreach
- Counselling and wellbeing programs
- Early childhood education and family support
- Community events and participation opportunities
- Capacity building and leadership development
- Independent community advocacy
- Social enterprises and sustainability initiatives
- Partnerships that strengthen local communities

STRATEGIC DIRECTION 2026–2029

Strengthening Community Through Place, Participation and Partnership

This year marked an important milestone for Counterpoint Community Services as we commenced implementation of our 2026-2029 Strategic Plan.

While much of this report reflects on the achievements, challenges and community impact of the past year, the Strategic Plan focuses on the future. It provides a framework for how Counterpoint will continue to evolve while remaining true to the values that have guided our work for decades.

At its heart, Counterpoint remains committed to strengthening community life through community development, participation, advocacy and practical support. As communities change and new challenges emerge, our focus is not simply on responding to immediate needs but on building stronger, more connected and more resilient communities for the future.

A Community Anchor for the Future

Counterpoint sees its role as more than that of a service provider. We are a community anchor: a trusted local organisation that connects people, builds relationships, supports participation and advocates alongside communities experiencing disadvantage.

A major step in this direction will be the opening of the new Glebe Community Centre. The centre will strengthen Counterpoint's ability to deliver place-based community development, create opportunities for connection and participation, and provide a welcoming hub for local residents and organisations.

The Six Cs Framework

The Strategic Plan is built around Counterpoint's renewed Six Cs Framework, with Community Development at the centre of everything we do.

COMMUNITY DEVELOPMENT
Supporting local people to identify needs, build solutions and create positive change in their communities.

COMMUNITY
Creating opportunities for people to feel connected, included and actively involved in community life.

CONNECTION
Helping individuals, families and communities build relationships, access supports and reduce social isolation.

CAPACITY
Building individual and collective skills, confidence, leadership and resilience through learning and participation opportunities.

COLLABORATION
Working alongside residents, community organisations, government and partners to maximise collective impact.

CREDIBILITY
Maintaining trust through independence, accountability, transparency and evidence-informed practice.

Key Priorities

Over the next three years Counterpoint will focus on:

- **Successfully implementing the new Community and Family Support (CAFS) framework.**
- **Establishing and growing the Glebe Community Centre.**
- **Strengthening outcomes for children, young people and families.**
- **Expanding community participation and community development initiatives.**
- **Deepening partnerships across government, community and philanthropy sectors.**
- **Strengthening organisational sustainability and workforce capability.**
- **Building stronger evidence, evaluation and impact reporting systems.**
- **Maintaining an independent voice for residents and communities experiencing disadvantage.**

Looking Ahead

Our communities continue to face significant challenges, including housing affordability pressures, social isolation, cost-of-living impacts and the ongoing changes associated with major urban renewal projects.

Counterpoint's response is to remain deeply local while looking confidently towards the future.

By strengthening community connections, investing in local leadership, supporting children and families, and creating welcoming places where people can participate and belong, we will continue working towards communities where everyone has the opportunity to thrive.

The Strategic Plan reflects both our history and our ambition. It builds on the foundations established through South Sydney Community Aid in 1968 and the Factory Community Centre in 1977, while positioning Counterpoint to remain a strong, independent and trusted community organisation for many years to come

MANAGEMENT COMMITTEE

Experience Matters

Counterpoint's staff, volunteers and governance leaders bring decades of experience, commitment and local knowledge to the communities we serve. Several team members have served for more than 20 years, with some contributing for more than three decades. These long-term relationships are one of Counterpoint's greatest strengths and help ensure that local knowledge, trust and community connection remain at the heart of everything we do.

Counterpoint Community Services is fortunate to have a dedicated and experienced team whose collective knowledge, commitment and community relationships are at the heart of everything we do.

Counterpoint is proud to work alongside and co-locate with partner organisations whose staff contribute significantly to local community wellbeing.

MANAGEMENT COMMITTEE 2025-2026

Chairperson
Jose Perez

Treasurer
Geoff Turnbull

Secretary
Julie Foreman

Management Committee Members

John Martin
Diana Whitworth
Lyn Lormer
Joanna Quilty

Staff Representative
Raeleen O'Halloran

Public Officer & Chief Executive Officer
Michael Shreenan

Service Milestone

Together, Counterpoint's staff team represents more than 250 years of service to local communities, reflecting the experience, continuity and trusted relationships that underpin our work across Waterloo, Redfern, Alexandria, Glebe and surrounding neighbourhoods.

STAFF TEAM 2025-26		
MANAGEMENT		
Michael Shreenan	Chief Executive Officer	21 years
ADMINISTRATION		
Anna Kim	Accounts Officer	14 years
COMMUNITY DEVELOPMENT		
Navin Lamsal	Community Development Trainee	2 years
Ciel Yuan	Community Development Officer	4 years
COMMUNITY CENTRES AND COMMUNITY SUPPORT		
Grant Nair	Community Centres Coordinator	14 years
Elle Brind	Factory Community Centre Coordinator	14 years
Rory Jackson	Community Support and Project Officer	3 years
Charmaine Jones	Community Support Worker	Casual
HOSPITALITY AND FACILITIES		
Dianne Rodgers	Caretaker and Hospitality	36 years
Margaret Wood	Caretaker	26 years
POETS CORNER PRESCHOOL		
Raeleen O'Halloran	Preschool Director	31 years
Angelique Yazigi	Child Care Worker	13 years
Josephine Scianni	Early Childhood Teacher	9 years
Naomi Ward	Senior Child Care Worker	Casual
PLAYGROUP PROGRAMS		
Ciel Yuan	Playgroup Coordinator	4 years
SOCIAL ENTERPRISES		
Elle Brind	Waterloo Recycle Workshop Coordinator	3 years
INFORMATION TECHNOLOGY SUPPORT		
James Perez	IT Project Support	14 years
Jose Perez	IT Project Support	28 years
BILINGUAL EDUCATION		
Mila Seredenko	Bilingual Educator	Casual
PARTNER ORGANISATION STAFF BASED AT COUNTERPOINT CENTRES		
SYDNEY LOCAL HEALTH DISTRICT		
Shane Brown	Manager, Healthy Living Program	8 years
JEWISH CARE		
Ilona Bromberg	Case Worker	3 years
SPANISH COMMUNITY CARE ASSOCIATION		
Maria del Mar Barahona	2 years	
COMMUNITY TRANSPORT		
Bruce Shillingsworth	Bus Driver	20 years
John Martin	Bus Driver	17 years

CHAIRPERSON'S REPORT



It is my pleasure to present this Annual Report on behalf of the Management Committee of Counterpoint Community Services.

As Chairperson of Counterpoint Community Services, it has been my privilege to work with an amazing group of dedicated people, witness the remarkable achievements of the organisation as a whole and appreciate the impact they have brought into the community. I am reminded of the important role community organisations play during times of both uncertainty and opportunity. Across our communities, many people continue to face significant challenges, including housing pressures, rising living costs, social isolation and the impacts of major community change. At the same time, we continue to see extraordinary strength, resilience and generosity among residents, volunteers, community groups and local organisations.

I get to see Counterpoint's work from a governance perspective. What continues to impress me is the organisation's ability to remain grounded in its values while adapting to an increasingly complex environment. Whether through direct support, community development, advocacy, children's services, social enterprises, or partnerships, Counterpoint continues to provide practical assistance while strengthening the communities it serves.

This year has been significant as the organisation began implementing its new Strategic Plan and prepared for several key future initiatives, including establishing the Glebe Community Centre and continuing the transition to the new Community and Family Support framework. These developments put Counterpoint in a strong position for the future and stay true to its longstanding commitment to place-based community development.

The Management Committee has continued to focus on governance, sustainability, risk management, and strategic oversight. We are committed to keeping Counterpoint strong, independent, and responsive so we can meet changing community needs and maintain the trust of residents, members, staff, funders, and partners.

The Management Committee was particularly pleased to see continued progress in strengthening partnerships, growing community participation and improving how we measure and communicate impact. We recognise that good community work is not always reflected in numbers alone. Success is often found in the relationships built, the confidence developed, the barriers overcome and the opportunities created for individuals and communities.

Like all organisations, Counterpoint faces challenges. Demand for support continues to increase, resources remain limited, and community needs continue to evolve. However, the Committee remains confident in the organisation's direction, leadership and capacity to respond.

As we look to the future, we're committed to supporting innovation, strengthening sustainability, and keeping Counterpoint a trusted community anchor for Waterloo, Redfern, Alexandria, Glebe, and the broader inner-city community.

None of this would be possible without the dedication of our staff, volunteers, and community partners and funders.

During the year, the Committee continued to support CEO Michael Shreenan as he managed ongoing health challenges. We acknowledge his continued commitment to the organisation and thank staff and management for their flexibility and support in ensuring continuity of leadership and service delivery. The achievements in this report reflect a team that consistently goes above and beyond to support local communities.

I would also like to acknowledge the enormous contribution made by our volunteers, partner organisations, community groups, tenants, members and supporters who believe in our mission and invest in our work. Counterpoint has always been more than an organisation. It is a network of people who care deeply about their communities and who work collectively to create opportunities for others. Thank you.

To our funders, we appreciate the faith you have put in our organisation's ability to deliver quality services with positive outcomes and thank you for your continued support.

Finally, a heart felt thank you to my fellow Management Committee members for volunteering your time, expertise, professionalism and your commitment to the organisation. It is their stewardship that helps ensure Counterpoint stays focused on strong governance and community outcomes.

On behalf of the Management Committee, thank you to all who have contributed to Counterpoint's work throughout the year. We look forward to continuing this journey together.

Jose Perez
Chairperson

Another year has passed, and once again, I am reminded that community work is ultimately about people. It is about the relationships we build, the challenges we navigate together, and the opportunities we create for individuals, families and communities to thrive.

This year has been one of both change and continuity. Across Redfern, Waterloo and beyond, many of the issues facing our communities remain as complex as ever. Housing affordability continues to place enormous pressure on individuals and families. The cost of living remains a significant concern. Many residents continue to experience social isolation, deteriorating mental health, barriers to accessing services and increasing uncertainty about the future. At the same time, the Waterloo South Redevelopment continues to reshape the community, bringing both opportunities and challenges that will continue for many years to come.

Through all of this, Counterpoint has remained what it has always sought to be: a trusted local presence. Whether it was supporting families through complex challenges, helping residents navigate housing and service systems, connecting older people to support, providing children's programmes, facilitating community events, strengthening community leadership, or simply providing a place where people feel welcome and heard, our staff, volunteers and partners continued to show extraordinary dedication and commitment.

One of the most striking themes throughout the year has been connection. Connection between neighbours at Summer on the Green. Connection between families at our Playgroups and community events. Connection between residents and services through our outreach activities, health navigation programmes, redevelopment work and community forums. Connection between cultures through the activities of our Multicultural Centre. Connection between community members and decision-makers through REDWatch, the Waterloo Human Services Collaborative and other advocacy initiatives.

These connections matter because strong communities do not happen accidentally. They are built through relationships, participation and people working together to address challenges and create opportunities.

I am particularly proud of the role Counterpoint continues to play in supporting community voice throughout the Waterloo South Redevelopment. As change accelerates, it remains critical that residents have access to information, opportunities to participate and trusted organisations that will advocate alongside them. We remain committed to ensuring local voices continue to be heard throughout the redevelopment journey.

This year also saw continued progress against the priorities outlined in our Strategic Plan. Many of the initiatives featured throughout this report reflect our commitment to strengthening community connection, participation, advocacy, organisational sustainability, and improved outcomes for children, families and local communities.



We also continued to invest in the future. Through student placements, international partnerships, peer leadership development, the Thriving Kids Connect & Thrive initiative and preparations for the future Glebe Community Centre, we have continued to look beyond today's challenges and build the foundations for stronger and more resilient communities tomorrow.

Of course, community work is never done in isolation. I would like to acknowledge our dedicated staff team, whose professionalism, compassion and resilience continue to inspire me. I also thank our volunteers, Board members, residents, community groups, partner organisations and funders. Every achievement contained within this report reflects the contribution of many people working together.

I particularly want to recognise the strength, resilience and generosity of the communities we serve. Despite the challenges many people face, we continue to see acts of kindness, neighbourly support, leadership and community spirit every day. These stories often do not appear in formal reports, but they remain at the heart of what makes our communities special.

As we look ahead, there will undoubtedly be challenges. Demand for support continues to grow, community needs continue to evolve, and the broader social and economic environment remains uncertain. Yet I remain optimistic.

I see optimism in the residents who continue to advocate for their community. I see optimism in the volunteers who give their time so generously. I see optimism in the children and families who walk through our doors, and in the staff and partners who show up every day determined to make a difference.

Like any community organisation, we do not always get everything right. Sometimes we learn through trial and error, sometimes circumstances change faster than we can respond, and sometimes the solutions are more complex than they first appear. What remains constant is our willingness to listen, reflect, learn and continue improving alongside our community.

From our origins in South Sydney Community Aid in 1968 and the Factory Community Centre in 1977, through to the organisation we are today, our purpose has remained remarkably consistent: strengthening community life, standing alongside people facing challenges, and creating opportunities for individuals, families and communities to thrive.

Thank you to everyone who continues to support, challenge, guide and believe in Counterpoint. Together, we will continue building communities where people feel connected, valued and empowered to shape their future.

Michael M Shreenan
Chief Executive Officer

COMMUNITY SUPPORT OUTCOMES 2025–2026

A Year of Transition

The 2025–2026 reporting period marked a significant transition for Counterpoint Community Services.

From July to December 2025, services were delivered under the NSW Government's Targeted Earlier Intervention (TEI) framework. From January 2026, Counterpoint began delivering the new Community and Family Support (CAFS) program, funded by the NSW Department of Communities and Justice.

While both programs focused on strengthening individuals, families and communities, each operated under a different reporting framework, service model and outcome structure. To ensure transparency and maintain consistency with NSW Government reporting requirements, results are presented separately.

Targeted Earlier Intervention (TEI)

JULY – DECEMBER 2025
SERVICE REACH

MEASURE	RESULT
Number of Service Outlets	2
Individual Clients Supported	531
Community Participants	4,495
Total Participants	5,026

Participation by Service Type

SERVICE TYPE	ANNUAL TARGET (50%)	ACTUAL RESULT
Community Engagement	500	1,965
Social Participation	100	708
Education & Skills Training	N/A	260
Information, Advice & Referral	150	726
Advocacy & Support	100	388
Education & Skills Training (Self Determination)	25	286
Intake & Assessment	75	112
Family Capacity Building	75	138
Supported Playgroups	80	68

Client Outcomes

OUTCOME MEASURE	RESULT
Positive Circumstances Outcome	93.5%
Positive Goal Achievement	95.2%
Client Satisfaction	100%
Positive Community Change	99.47%

TEI HIGHLIGHTS

- Supported more than 5,000 participants during the first six months of the reporting year.
- Exceeded contracted activity targets across most service categories.
- Achieved positive client outcomes exceeding 93% across all outcome measures.
- Recorded 99.47% positive community change through Community SCORE reporting.
- Continued strong participation in community engagement, social participation and family support activities.

Community and Family Support (CAFS)

JANUARY – JUNE 2026
SERVICE REACH

MEASURE	RESULT
Number of Service Outlets	2
Individual Clients Supported	608
Community Participants	4,861
Total Participants	5,469

Client Outcomes

OUTCOME MEASURE	RESULT
Positive Circumstances Outcome	95.6%
Positive Goal Achievement	94.5%
Client Satisfaction	96.0%
Positive Community Change	99.6%

Participation by Service Type

SERVICE TYPE	CONTRACT TARGET (50%)	ACTUAL RESULT
Community Engagement	500	1,994
Social Participation	200	2,753
Information, Advice & Referral	150	367
Advocacy & Support	100	320
Education & Skills Training	25	192
Family Capacity Building	75	229
Supported Playgroups	67.5	71

CAFS HIGHLIGHTS

- **Community Engagement achieved almost 200% of target.**
- **Social Participation activities achieved more than 1,375% of target.**
- **Education and Skills Training exceeded target by more than 760%.**
- **Family Capacity Building achieved more than 300% of target.**
- **Positive client outcomes exceeded 94% across all measured areas.**
- **Community SCORE reporting recorded 99.6% positive community change.**

Community Support at a Glance

COMBINED ANNUAL RESULTS

MEASURE	ANNUAL TOTAL
Individual Clients Supported	1,139
Community Participants	9,356
Total Participants	10,495
Community SCORE Sessions	412
Positive Community Change	99%+

COMMUNITY SUPPORT IN NUMBERS

1,139 Individuals Supported

9,356 Community Participants

10,495 Total Participants

412 Community SCORE Sessions

95%+ Positive Client Outcomes

99%+ Positive Community Outcomes

5,469 CAFS Participants

5,026 TEI Participants

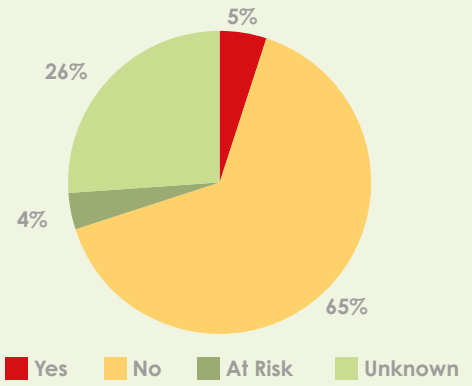
Throughout 2025–2026, Counterpoint Community Services continued to support individuals, families and communities experiencing housing insecurity, financial hardship, family stress, social isolation, mental health concerns and barriers to accessing services.

Across the TEI and CAFS reporting periods, Counterpoint engaged more than 10,000 participants through community engagement activities, family support services, advocacy, early intervention programs, supported playgroups and community capacity-building initiatives. Strong outcome measures across both programs demonstrate the impact of accessible, place-based support services and the importance of community connection, early intervention and partnership-based approaches to strengthening wellbeing.

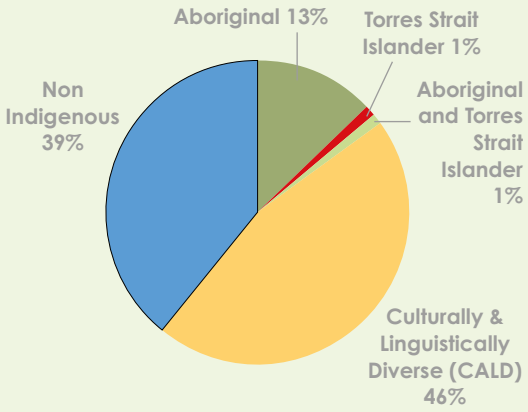
TARGETED EARLY INTERVENTION (TEI) DATA

DEMOGRAPHIC DATA OVERVIEW
Counterpoint Community Centres and Support Programs 2025-2026

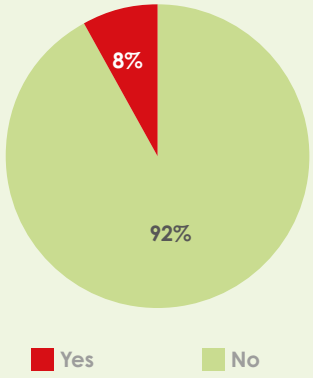
HOMELESSNESS STATUS



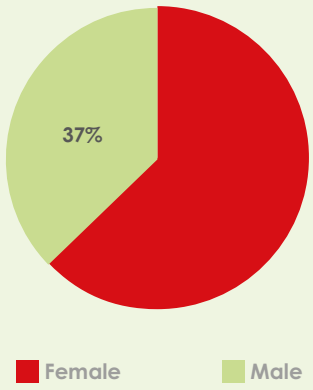
CULTURAL IDENTITY



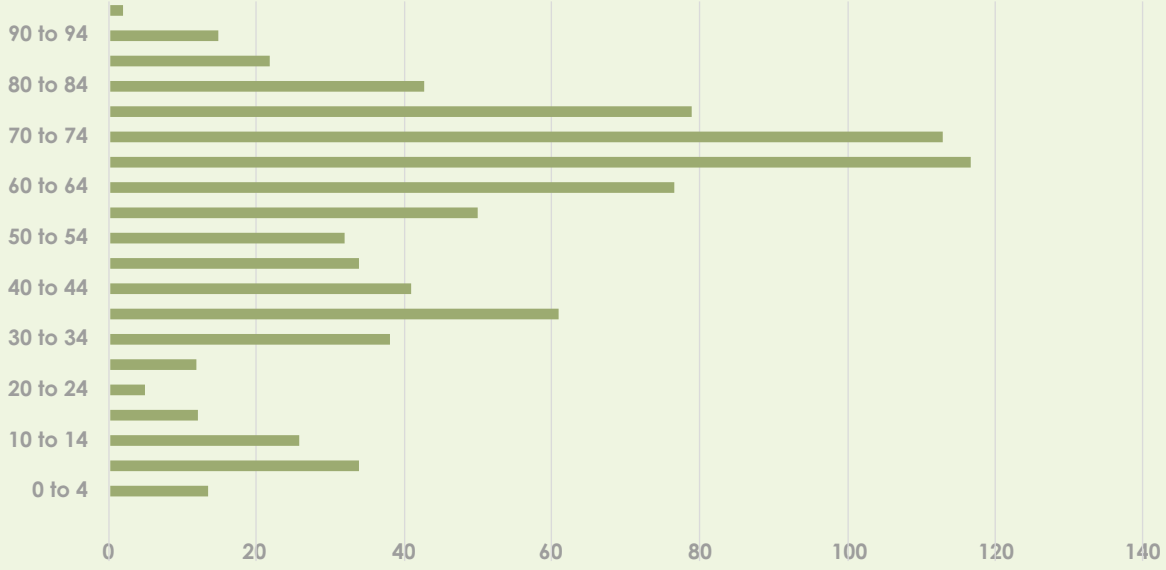
DISABILITY STATUS

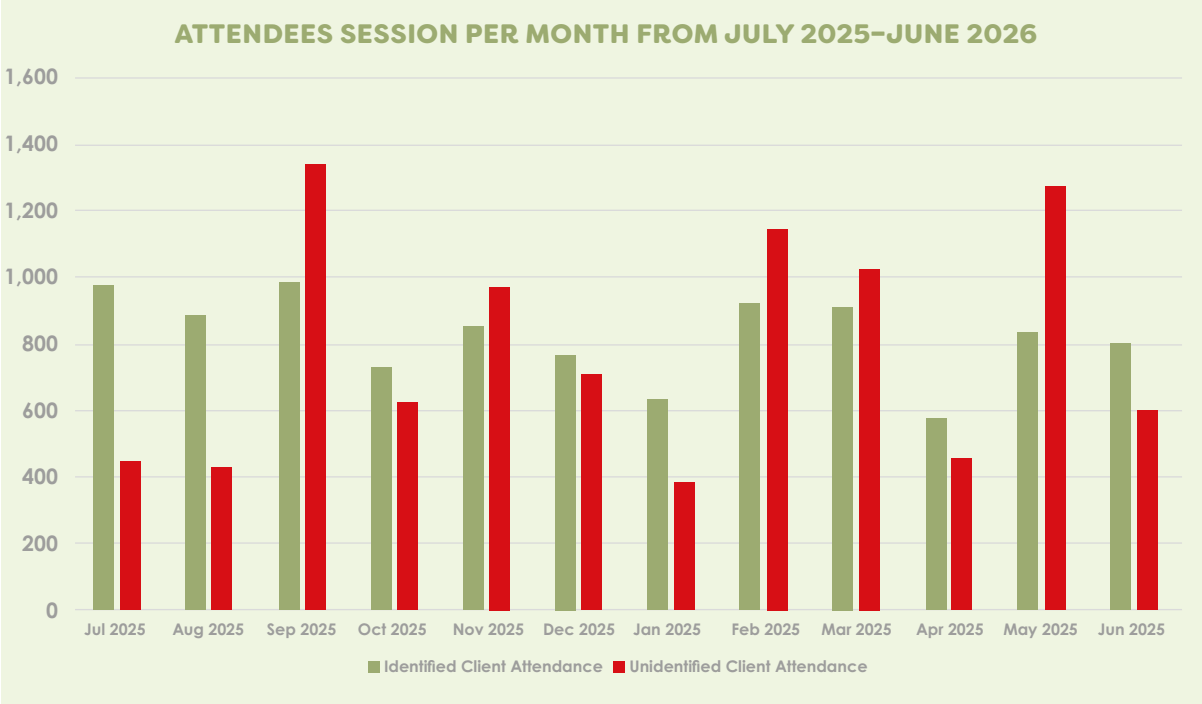


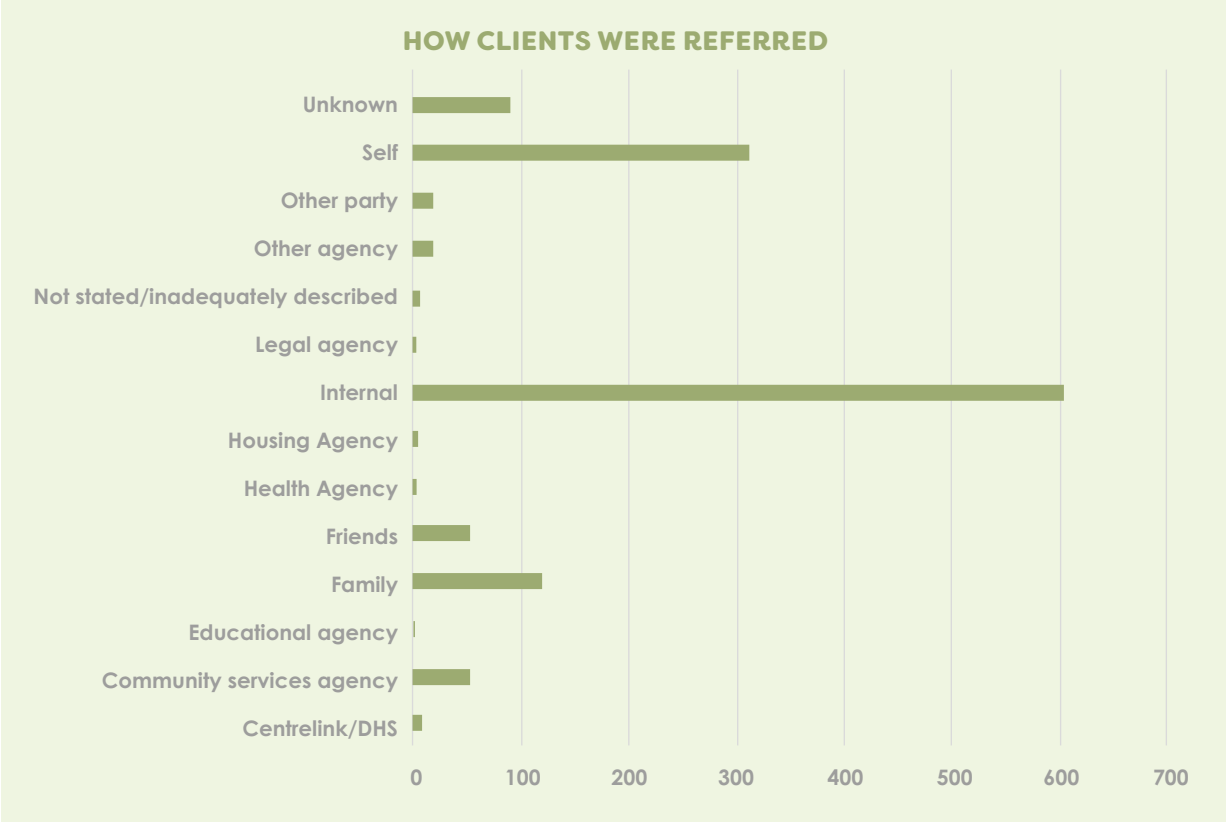
GENDER IDENTITY



INDIVIDUAL CLIENTS BY AGE GROUP AT SESSION

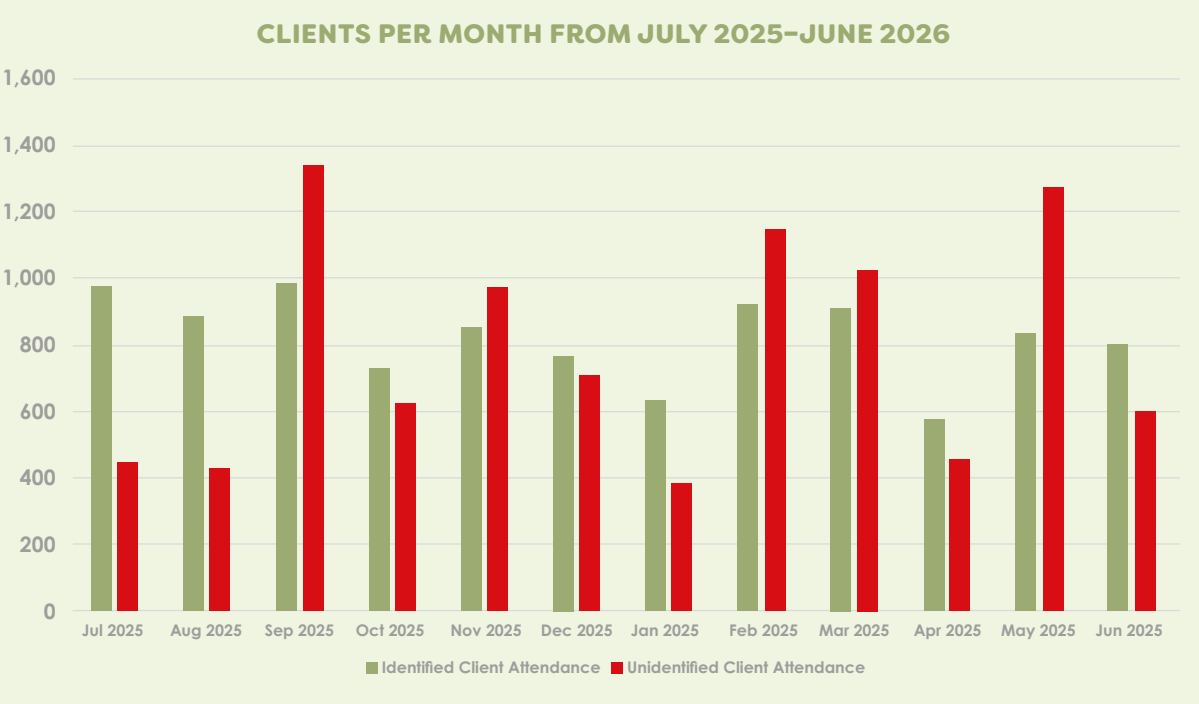


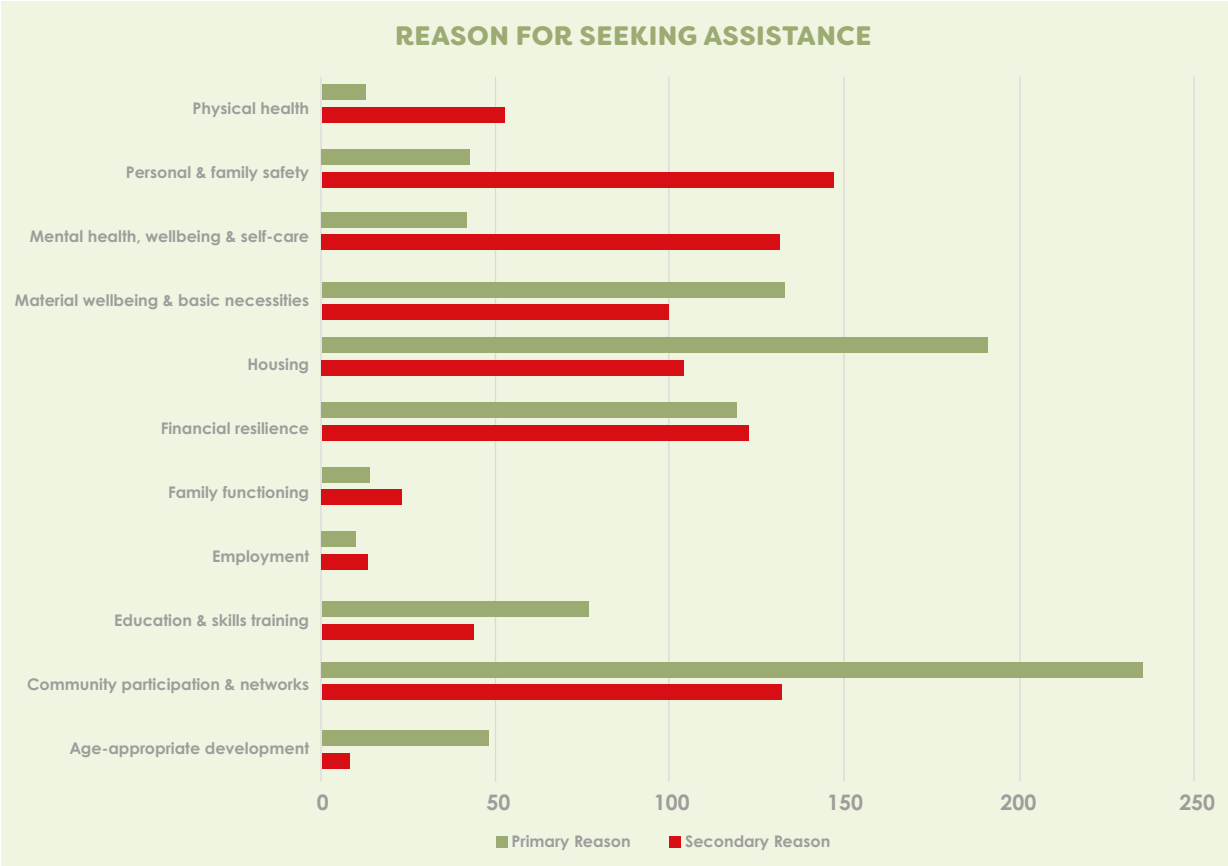

ATTENDEES SESSION PER MONTH FROM JULY 2025–JUNE 2026
1,600
1,400
1,200
1,000
800
600
400
200
0
Jul 2025
Aug 2025
Sep 2025
Oct 2025
Nov 2025
Dec 2025
Jan 2025
Feb 2025
Mar 2025
Apr 2025
May 2025
Jun 2025
Identified Client Attendance
Unidentified Client Attendance


HOW CLIENTS WERE REFERRED
Unknown
Self
Other party
Other agency
Not stated/inadequately described
Legal agency
Internal
Housing Agency
Health Agency
Friends
Family
Educational agency
Community services agency
Centrelink/DHS
0
100
200
300
400
500
600
700

TARGETED EARLY INTERVENTION (TEI) DATA

DEMOGRAPHIC DATA OVERVIEW
Counterpoint Community Centres and Support Programs 2025-2026





TEI, FCS & CAFS

Navigating Change, Strengthening Communities

Counterpoint Community Services continued to deliver community support and case management services throughout the year, funded by the NSW Department of Communities and Justice (DCJ). This reporting period was marked by significant sector reform, with the transition from the Targeted Earlier Intervention (TEI) and Family Connect and Support (FCS) programs to the new Community and Family Support (CAFS) framework.

While the recommissioning, process aims to strengthen service integration and improve outcomes for children, families and communities, it has also created uncertainty and challenges across the community services sector. Throughout this period of change, Counterpoint remained focused on what matters most: ensuring people can access timely, practical and person-centred support when they need it.

Counterpoint's open-door approach continues to provide a critical safety net for individuals and families experiencing complex and interconnected challenges. Residents regularly sought assistance in relation to housing insecurity, financial hardship, family breakdown, domestic and family violence, mental health concerns, child and family wellbeing, social isolation and access to essential services.

Responding to Increasingly Complex Needs

The complexity of issues presenting to community services continue to grow. Many clients are experiencing multiple challenges simultaneously, often requiring ongoing advocacy, case coordination and practical support to navigate increasingly fragmented systems.

Housing remains one of the most significant concerns facing our community. A substantial proportion of Counterpoint's support work involves assisting residents to navigate Homes NSW processes, access emergency accommodation, sustain existing tenancies and advocate around housing safety and maintenance concerns. For many residents, stable housing remains the foundation from which other health, wellbeing and family goals can be achieved.

Counterpoint's strength continues to be its ability to work alongside people through these challenges, providing practical assistance while supporting individuals and families to strengthen their confidence, capacity and resilience.



Strengthening Partnerships and Sector Collaboration

The transition to the CAFS model has also reshaped many of the networks and partnerships that support local service delivery.

During the year, the Inner and Eastern Sydney Child and Family Interagency (IESCFI), previously coordinated by SDN Children's Services, ceased operation following funding changes, with future coordination responsibilities transferring to DCJ. While new arrangements continue to emerge, Counterpoint remains actively engaged with local services and community networks to ensure that referral pathways, collaboration and coordinated responses remain strong.

The Youth Interagency, coordinated by the City of Sydney, continues to play an important role in supporting collaboration between local organisations working with young people and their families. Participation in these networks ensures that clients receive more coordinated and effective support and that local organisations remain connected to emerging community needs.

Promoting Cultural Safety and Inclusion

Counterpoint remains committed to providing services that are culturally safe, inclusive and accessible for Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.

Many people continue to face barriers when seeking support, including language challenges, cultural differences, limited culturally responsive services and increasingly complex service systems. Throughout the year, Counterpoint continued to strengthen relationships with specialist services and community organisations while reflecting on its own practice to improve accessibility, inclusion and equity.

Supporting people to access services in a way that respects their culture, identity and lived experience remains a core component of Counterpoint's approach to community support.

Supporting Families Through Emerging Service Systems

This year also saw the rollout of the NSW Foundational Supports Program, designed to provide early intervention support for children under eight years of age experiencing developmental delay or autism outside the NDIS.

As the program continues to develop, families have often required assistance navigating evolving eligibility requirements, referral pathways and service systems. Counterpoint has worked closely with families to help them access information, understand available supports and connect with appropriate services while continuing to advocate for clearer pathways and equitable access for all children and families.

Looking Forward

The transition to Community and Family Support represents a significant change for the early intervention sector across New South Wales. However, the challenges experienced by local communities remain substantial. Demand for support continues to increase, client needs are becoming more complex and community organisations are being asked to do more with limited resources.

Despite these challenges, Counterpoint remains committed to delivering strengths-based case management, advocacy and community development that empowers individuals, supports families and strengthens communities.

As the CAFS framework continues to evolve, Counterpoint looks forward to working alongside government, community organisations and local residents to help shape a service system that is accessible, culturally responsive and capable of meeting the changing needs of the communities we serve.



COUNSELLING PROGRAM

Supporting Mental Health and Wellbeing

Throughout 2025-2026, Counterpoint Community Services continued to deliver its Counselling Program in partnership with Western Sydney University, providing accessible and professional mental health support to community members experiencing a wide range of personal challenges and life circumstances.

As pressures associated with housing insecurity, financial hardship, family violence, social isolation and unresolved trauma continue to affect many residents, access to affordable mental health support has become increasingly important. With public mental health services often facing long waiting periods and private counselling remaining financially out of reach for many people, the Counselling Program continues to fill a critical gap within the local community.

The program provides a safe, confidential and non-judgemental environment where individuals can talk openly about their experiences, receive emotional support and work towards positive changes in their lives. Through a person-centred and trauma-informed approach, participants are supported to build resilience, develop coping strategies and strengthen their overall wellbeing.

Throughout the year, the service supported people experiencing a range of challenges, including the emotional impact of antisocial behaviour within social and community housing, anxiety associated with the ongoing Waterloo redevelopment, relationship and family issues, and the effects of prolonged social isolation. For many participants, counselling provided an important opportunity to process difficult experiences, reconnect with their strengths and regain a sense of control and hope for the future.

The program also places a strong emphasis on culturally sensitive practice, recognising the diverse backgrounds, experiences and needs of the communities we serve. By providing support that respects individual identities, cultures and life experiences, the service helps create an environment where people feel heard, understood and valued.

For many community members, accessing counselling has been a significant turning point, helping them navigate difficult circumstances, improve their wellbeing and strengthen their capacity to move forward positively.

Counterpoint remains committed to ensuring mental health support is accessible to those who need it most. Mental wellbeing is fundamental to healthy individuals, families and communities, and we are proud to continue providing a service that promotes connection, resilience, dignity and hope.



CLIENT STORIES AND CASE STUDIES

Walking Alongside People Through Their Most Difficult Times

This year, our team supported two individuals experiencing significant housing instability, complex health conditions and increasing social isolation. Both faced multiple barriers in accessing the services they needed and required coordinated, person-centred support over an extended period.

When they first engaged with Counterpoint, both clients were experiencing deteriorating health, uncertainty about their housing situation and difficulty navigating complex health, housing and support systems. Their circumstances required intensive advocacy and coordination to ensure they received the support they needed and that their voices were heard.

Working alongside each client, our team provided practical assistance, advocacy and ongoing emotional support. This included liaising with Homes NSW and housing providers, coordinating with hospitals and health professionals, supporting attendance at appointments, linking clients with specialist services, and assisting them to access community and financial supports. We also played an important role in coordinating communication between multiple services, helping reduce barriers and ensuring continuity of care.

Through sustained advocacy and collaboration, both clients secured more appropriate housing arrangements and additional supports that improved their stability, comfort and quality of life during periods of significant illness.

Sadly, both clients passed away during the year.

While their stories did not end in recovery, they highlight the importance of relationship-based case management and holistic support. Housing alone is often not enough. People experiencing complex disadvantage frequently need coordinated responses across health, housing and community services to live with dignity, connection and security.

Their journeys remind us that success is not always measured by long-term outcomes or statistics. Sometimes success means ensuring a person feels heard, respected and supported. Sometimes it means helping someone access safe housing, maintain their dignity, and know they are not facing life's most difficult moments alone.

It was a privilege to walk alongside these clients, and their stories continue to reinforce the importance of compassionate, person-centred community support.

WILSON'S STORY

Supporting Families Through Complex Challenges

"Wilson" came to Counterpoint during a period of significant personal, family and legal stress. Following the breakdown of his relationship, he was navigating complex family law proceedings regarding the care of his children while also responding to criminal matters and an Apprehended Violence Order (AVO). These overlapping challenges had a significant impact on his wellbeing, parenting role and confidence in engaging with legal and support systems.

Recognising Wilson's commitment to maintaining a meaningful relationship with his children and creating positive change in his life, Counterpoint provided ongoing case management, advocacy and emotional support. We assisted him to better understand court processes, connected him with legal and community services, and worked alongside him to strengthen his parenting capacity and focus on the best interests of his children.

A key focus of our work was family strengthening. Through regular case management and counselling, Wilson developed practical strategies to manage conflict, improve communication and build healthier relationships. He remained actively engaged with support services, consistently attending appointments and participating in interventions designed to support long-term stability for himself and his family.

This collaborative and strengths-based approach has helped Wilson navigate an extremely challenging period while maintaining a clear focus on his children and future goals. His journey highlights the value of early intervention, trauma-informed practice and sustained support in helping parents build resilience and create safer, more positive family environments.

Wilson continues to engage with Counterpoint's support services. His story demonstrates that meaningful change is often achieved through a combination of personal commitment, strong partnerships and ongoing support. By walking alongside families during complex and challenging periods, Counterpoint helps create pathways towards greater stability, stronger relationships and better outcomes for children.

Name changed to protect privacy.

PHIL'S STORY

Finding Stability After Homelessness

After three years of homelessness, *Phil* and his family walked through the doors of the Counterpoint Multicultural Centre exhausted, overwhelmed and carrying the impacts of prolonged uncertainty and trauma. Like many families experiencing homelessness, they needed more than housing assistance. They needed to feel safe, heard and supported as they rebuilt their lives.

Through a combination of counselling, case management and practical support, Counterpoint worked alongside Phil and his family to navigate a complex and often overwhelming service system. Staff assisted them to access appropriate supports, address immediate needs and begin planning for a more stable future.

A key focus of this work was housing advocacy. Counterpoint supported the family to engage with the housing system, prepare the necessary documentation and navigate application processes. Through ongoing advocacy and support, Phil and his family were successfully placed on the priority housing list, an important step towards securing long-term housing stability.

Throughout this journey, access to a trusted and supportive service helped reduce feelings of isolation and uncertainty while strengthening the family's confidence in moving forward.

Phil's story highlights the importance of trauma-informed, relationship-based support for families experiencing homelessness. It demonstrates that when people are met with compassion, practical assistance and advocacy, they are better able to navigate challenges, reconnect with support networks and rebuild hope for the future.

RODERICK'S STORY

Advocacy When It Was Needed Most

For several years, *Roderick* and his children lived in crisis accommodation while experiencing homelessness. Despite their circumstances, they struggled to access the advocacy and support needed to move towards stable housing. No housing application had been progressed, and the family's complex needs remained largely unresolved.

When the family was advised that they would soon be discharged from the homelessness service they were staying in, they turned to Counterpoint for help.

Although Counterpoint is not a specialist homelessness service, staff recognised the urgency of the situation and worked quickly to provide practical support and advocacy. This included assisting the family to navigate the housing system, advocating for an extension to their temporary accommodation and ensuring that the family's circumstances, particularly their child's complex medical needs and requirement to remain close to specialist hospital services, were properly considered.

Through coordinated advocacy and collaboration with relevant agencies, the family was supported to submit the necessary housing applications and access appropriate pathways towards more permanent housing.

Within a relatively short period, Homes NSW allocated the family a home, providing the stability and security they had been seeking for many years.

Roderick's story highlights the critical role that advocacy can play when people become lost within complex service systems. It demonstrates how timely intervention, persistent support and a focus on individual circumstances can help families overcome barriers and achieve safer, more stable futures.

Housing Stability and Navigating Complex Systems

Counterpoint regularly supports community members facing barriers that make it difficult to access housing, legal assistance and essential services. For many people, the challenge is not simply the issue itself but the complexity of the systems they must navigate to find help.

Mr M, a 61-year-old retiree, was experiencing significant housing stress as rising living costs and rental prices placed increasing pressure on his limited income. Unsure where to turn, he sought assistance from Counterpoint. Staff worked alongside him to explore housing options, prepare applications and supporting documentation, and advocate throughout the process. After months of support, Mr M was successfully allocated housing and is now settled in the Waterloo community.

Ms H's circumstances were different, but the barriers were equally significant. As a long-term social housing resident with limited English and low literacy, she often found it difficult to engage with service systems, understand complex information and advocate for herself. Over many years, Counterpoint has supported her with matters ranging from accessing legal assistance and understanding court processes to raising concerns regarding healthcare services and communicating with service providers.

While their experiences were different, both stories demonstrate the importance of trusted, relationship-based support. Through advocacy, practical assistance and ongoing guidance, Counterpoint helped each individual overcome barriers, remain connected to services and achieve greater stability, confidence and independence.

These stories highlight the profound difference that accessible, person-centred support can make for people navigating complex systems. By walking alongside individuals through life's challenges, Counterpoint helps ensure that people are not left to face those barriers alone.







THE FACTORY

Building Connection Through Community Celebration

The Factory Community Centre continued to provide opportunities for residents to come together, strengthen social connections and celebrate important community milestones throughout the year. Through a range of seasonal and community-focused activities, the Centre remained a welcoming and inclusive space where people could connect with neighbours, build relationships and foster a greater sense of belonging.

The year commenced with the ever-popular Pancake Day celebration, bringing residents together for a morning of shared food, conversation and community spirit. The event provided a simple but meaningful opportunity for people of all ages to connect, enjoy freshly prepared pancakes and participate in a positive community experience.

In April, the Factory hosted its annual Easter Morning Tea, welcoming residents to celebrate the season in a friendly and supportive environment. Through refreshments, social activities and informal conversation, the event encouraged community members to reconnect with one another while promoting inclusion and reducing social isolation.

The Centre's Halloween Celebration once again proved to be a highlight on the community calendar. Residents embraced the occasion through costumes, themed decorations, creative activities and shared festivities. The event encouraged participation across generations and backgrounds, creating a vibrant atmosphere that strengthened neighbourhood relationships while providing opportunities for fun and community engagement.

The year concluded with the much-anticipated Client Christmas Party, which brought together clients, volunteers, staff and community members to celebrate the achievements of the past year. The event provided an opportunity to acknowledge the contributions of volunteers and participants, share a festive meal and reflect on the strong sense of community that continues to thrive at the Factory Community Centre.

While each event offered its own unique experience, all shared a common purpose: creating opportunities for connection. These activities play an important role in reducing social isolation, fostering community participation and supporting wellbeing by ensuring residents have welcoming opportunities to engage with others in their local area.

Through inclusive and accessible community events, the Factory Community Centre continues to strengthen community connections, celebrate diversity and provide meaningful opportunities for residents to come together, build friendships and contribute to a more connected and resilient community.



COUNTERPOINT MULTICULTURAL CENTRE

Celebrating Culture, Inclusion and Community Connection

Throughout 2025-2026, the Counterpoint Multicultural Centre (CMC) continued to provide welcoming and inclusive spaces where people from diverse cultural backgrounds could connect, celebrate their heritage and build meaningful relationships within the community.

Community events remain an important part of Counterpoint's commitment to fostering social inclusion, cultural understanding and a sense of belonging. Throughout the year, CMC delivered a range of activities that brought residents together, encouraged participation and celebrated the rich cultural diversity that strengthens our community.

While planned programming was impacted by extended building maintenance works, the Centre continued to provide valuable opportunities for community members to meet, share experiences and maintain important social connections.

Key community events delivered throughout the year included:

- CMC Cultural Groups Farewell and Isolation Morning Tea
- Lunar New Year Celebration
- Elimination of Racism Morning Tea
- Neighbourhood Centre Week Activities

These events created opportunities for people to connect across cultures and generations, while fostering greater understanding, respect and community cohesion.







Advocating for Inclusion and Respect

Alongside celebrating cultural diversity, Counterpoint remains committed to addressing the barriers that continue to impact many people within our community.

Racism remains a reality for many individuals and families and can affect people's access to services, opportunities and participation within community life. Throughout the year, Counterpoint continued to advocate for greater inclusion, challenge discriminatory attitudes and practices, and promote environments where people are treated with dignity, fairness and respect.

Events such as the Elimination of Racism Morning Tea provided opportunities for reflection, discussion and awareness raising, encouraging conversations about inclusion, equity and the importance of creating communities where everyone feels safe and valued.

Counterpoint believes that belonging involves more than simply welcoming people. It requires ongoing commitment to building communities where diversity is respected, participation is encouraged and every person has the opportunity to contribute and thrive.

Cultural and Educational Programs

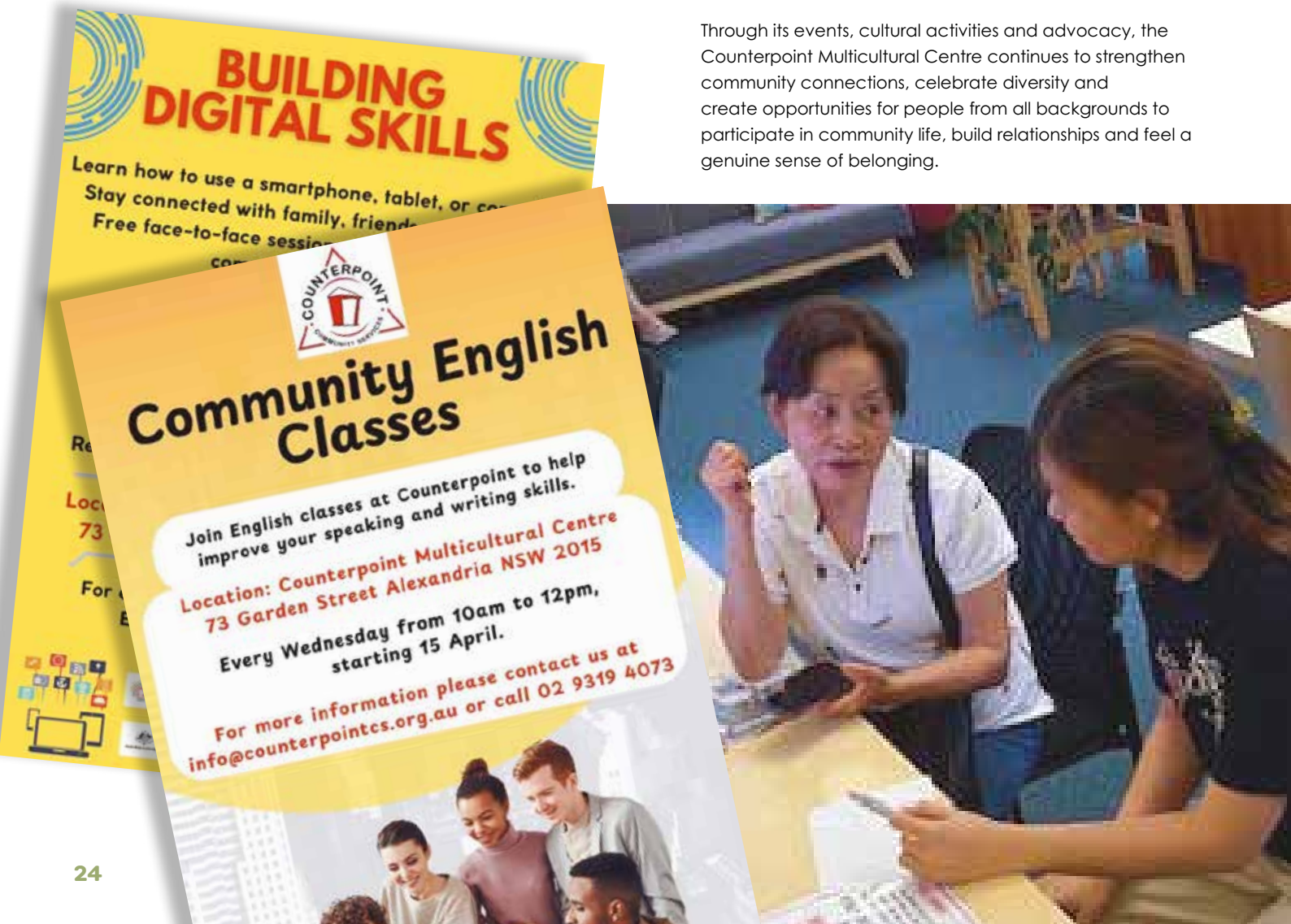
CMC's cultural and educational activities continued to provide valuable opportunities for learning, social connection and cultural expression. These programs help reduce social isolation, strengthen community networks and support people to maintain important cultural traditions while building new friendships.

Throughout the year, residents participated in a variety of community-led activities including:

- Hu Opera
- Cantonese Opera
- Chinese Cultural Dancing and Pulse Group
- Traditional Chinese Group
- Aimon Choir
- Community English Classes
- Sydney Chinese Dancing Group

These activities created opportunities for creativity, learning and cultural celebration while strengthening connections between participants. They also provided important social and emotional benefits, helping community members remain active, engaged and connected to others.

Through its events, cultural activities and advocacy, the Counterpoint Multicultural Centre continues to strengthen community connections, celebrate diversity and create opportunities for people from all backgrounds to participate in community life, build relationships and feel a genuine sense of belonging.









NEIGHBOURHOOD CENTRE WEEK

Your Place to Connect

Neighbourhood Centre Week (NCW) is a national celebration that recognises the important role neighbourhood and community centres play in creating strong, inclusive and connected communities. For Counterpoint Community Services, the week provided an opportunity to showcase the positive impact that community centres have on people's lives while celebrating the residents, volunteers, partners and organisations that contribute to our community every day.

This year's theme, "Your Place to Connect," reflected the purpose of Counterpoint's community centres as welcoming spaces where people can build relationships, access support, develop new skills and participate in community life. Throughout the week, residents, community groups, volunteers and service providers came together to celebrate the diversity, resilience and strength of our local community.

A range of activities and events were delivered across our centres, creating opportunities for people from different cultural backgrounds, age groups and life experiences to connect and participate. Highlights included cultural dance performances, the popular Elvis Festival celebrations and participation in Australia's Largest Community Lunch, where residents, staff and volunteers gathered to share food, conversation and community spirit.

Neighbourhood Centre Week also provided an opportunity for residents to learn more about the services, programs and activities available through Counterpoint. Through formal and informal engagement opportunities, community members connected with local services, explored new programs and strengthened relationships with others in their neighbourhood.

At its heart, the week was about connection. Community centres play a critical role in reducing social isolation, strengthening community participation and creating pathways to support for people experiencing challenges. The celebrations highlighted how simple opportunities to come together can build stronger relationships, increase community confidence and foster a greater sense of belonging.

The week also provided an opportunity to acknowledge the valuable contribution of our volunteers, community partners and local organisations. Their support continues to enhance our services, strengthen community outcomes and ensure that our programs remain responsive to the changing needs of local residents.

Neighbourhood Centre Week reinforced the importance of place-based community services and demonstrated how community centres continue to act as trusted local hubs where people feel welcomed, valued and supported. The celebrations highlighted the diversity and vibrancy of the Waterloo community while reflecting Counterpoint's ongoing commitment to creating opportunities for participation, inclusion, wellbeing and community connection.







POETS CORNER PRESCHOOL

A Year of Growth, Quality and Belonging

This year has been another significant and rewarding chapter for Counterpoints Poets Corner Preschool, marked by strong outcomes for children, continued service improvement and a steadfast commitment to supporting families within our community.

In 2025, we celebrated the graduation of 14 children who left Poets Corner as confident, capable and resilient learners. Their enthusiasm for exploration, creativity and discovery provided a strong foundation for a successful transition to primary school, and we are proud of all they achieved during their time with us.

As we commenced 2026, enrolments were lower than usual. Encouragingly, enrolment numbers steadily increased throughout the year and, following census week, we experienced a significant increase in enquiries, particularly from local Indonesian families. This growing interest reflects the strong reputation Poets Corner continues to hold within the community.

Supporting children's health, wellbeing and development remains a key priority. Annual vision and developmental screenings continue to help families identify and access additional supports where needed. This year we supported a higher-than-usual number of children with additional needs, including families navigating waiting lists and referral pathways to paediatric and specialist services. Early identification and collaborative support are critical in ensuring every child has the opportunity to thrive.

A major achievement during the year was the successful completion of our third Assessment and Rating process. We were assessed as Meeting the National Quality Standard across all seven Quality Areas, while achieving an Exceeding rating in two areas that are central to our philosophy and practice:

- Quality Area 3: Physical Environment
- Quality Area 6: Collaborative Partnerships with Families and Communities

These results are particularly significant given the challenges currently facing the Early Childhood Education and Care sector. Throughout the year, the service navigated workforce pressures, extensive building maintenance, and months of disruption from major repairs to leaking infrastructure and a full floor replacement. At the same time, the sector experienced significant regulatory reform in response to serious national concerns about child safety and service accountability.

Despite these challenges, the Poets Corner team remained focused on what matters most: providing a high-quality learning environment where every child feels safe, valued and supported. Our curriculum continues to recognise and celebrate children's individual strengths, identities, cultures and interests through meaningful play-based learning experiences that foster curiosity, confidence and a love of learning.

This commitment has been strengthened through the support of Counterpoint's leadership team, particularly Michael Shreenan and Anna Kim, together with our valued community partners. Throughout the year, we worked closely with students and therapists from the **Australian Catholic University**, supporting children's communication, sensory development, participation and engagement through speech therapy and occupational therapy initiatives. These partnerships have strengthened educators' capacity to support individual learning and wellbeing needs within everyday practice.

Our educators have also remained committed to ongoing professional development, completing extensive mandatory training and implementing significant policy updates. This included embedding the new national paramountcy principles, which reinforce that children's safety, wellbeing and best interests must always be the highest priority in decision-making across all aspects of early childhood service delivery.

Partnerships with **KU**, **Active X** and **Little Mozarts** continued to enrich children's learning experiences through music, movement and physical activity, while strengthening inclusive educational practices. We also continued our valued work with **Wandana** and **Gunnawirra**, helping strengthen cultural responsiveness, family engagement and children's sense of identity, connection and belonging.

Celebrations and special events remain an important part of preschool life and provide opportunities for children and families to connect, learn and create lasting memories. Throughout the year, children enjoyed activities including:

- Cooking Johnny Cakes during NAIDOC Week.
- Exploring SNAICC Children's Day resource activities.
- Meeting Bluey at Playgroups in the Park.
- Birthday celebrations and community morning teas.
- Wildlife education sessions through Kym's Wildlife program.
- Seasonal fruit and healthy food experiences supported by NIAA funding.
- Our much-anticipated annual visit from Santa, generously supported through donations from the Cycle Re-cycle Club.

These experiences help foster joy, connection, cultural learning and community participation while creating treasured memories for children and their families.

This year has reinforced that quality improvement is about far more than ratings and compliance. It is about continually asking ourselves: **"What more can we do for our children, families and community?"** It requires reflection, adaptability and a commitment to ongoing learning and improvement.

Most importantly, it reflects what has always been at the heart of Poets Corner Preschool: a genuine commitment to children, families and community.

Raeleen O'Halloran
Preschool Director, Poets Corner Preschool



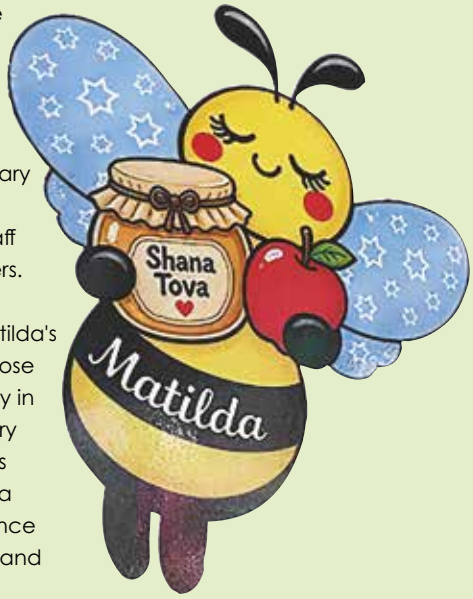
Honouring Connection and Community

Following the tragic events at Bondi in December 2025, the Counterpoint community was devastated to learn that one of the young lives lost was Matilda, a former student of Counterpoint Poets Corner Preschool.

Matilda graduated from Poets Corner in 2020 and is remembered by educators as a kind, gentle and quietly spoken child whose smile brought warmth and joy to those around her. While her time with us was far too short, her spirit left a lasting impression on our preschool community.

The loss was deeply felt by staff, families and former classmates. In the days that followed, our community came together to support one another, honour Matilda's memory and create space for reflection, remembrance and healing.

Moments such as these remind us that community services are about much more than the programs we deliver. They are about relationships that endure over time and the trusted spaces that help people navigate both life's celebrations and its most difficult moments. Throughout this period, we witnessed extraordinary compassion, care and support from families, staff and community members.



We continue to hold Matilda's family, friends, and all those impacted by this tragedy in our thoughts. Her memory remains part of the Poets Corner community and a reminder of the importance of kindness, connection and belonging.









SUPPORTED PLAYGROUP

Supporting Early Learning and Family Connections

Counterpoint Community Services continued to deliver its Supported Playgroup in partnership with Alexandria Park Community School, providing a welcoming and inclusive environment where young children and their families could connect, learn and grow together.

The weekly playgroup supported children from infancy to five years of age through a variety of play-based learning experiences, including creative activities, outdoor play, storytelling, music and opportunities for social interaction. These experiences help foster children's language, cognitive, social and emotional development while encouraging curiosity, confidence and a lifelong love of learning.

The benefits of the program extend beyond children's development. The playgroup provides an important opportunity for parents and carers to build social connections, share experiences and access support within their local community. For many families, particularly those who may be new to the area or experiencing social isolation, the playgroup offers a trusted and welcoming space where relationships can be formed and community connections strengthened.

Throughout the year, Counterpoint staff worked closely with families to identify emerging needs and provide information, referrals and practical support where required. The playgroup also benefited from the involvement of health, education and community professionals who contributed expertise, resources and guidance to support positive outcomes for both children and families.

By creating opportunities for early learning, family engagement and community participation, the Supported Playgroup helps strengthen family wellbeing and builds foundations for children's future success at school and beyond.

The ongoing success of the program highlights the importance of accessible early childhood and family support services within the Waterloo, Redfern and Alexandria communities. Counterpoint extends its thanks to Alexandria Park Community School, Connect Redfern, the Department of Communities and Justice, and the Department of Education for their continued partnership and support in helping local families access opportunities to learn, connect and thrive together.

PLAYGROUPS IN THE PARK

Connecting Families and Communities

Playgroups in the Park continued to be one of Counterpoint Community Services' most valued family and community initiatives, bringing together children, parents, carers and local service providers in a welcoming and inclusive environment at Redfern Park.

Delivered in partnership with a wide range of community organisations, the program created opportunities for families to connect, participate in free activities and access information about local services and supports. The events attracted families from across Sydney's inner-city communities while maintaining strong participation from residents of Redfern, Waterloo and Alexandria.

At its core, Playgroups in the Park is about more than children's activities. It provides a safe and accessible space where families can build social connections, strengthen support networks and engage with their local community. For many parents and carers, the events offer valuable opportunities to meet new people, share experiences and learn about services that can support their family's wellbeing.

Feedback collected throughout the year highlighted the positive impact the program continues to have on community connection and social inclusion. Participants consistently reported feeling more connected to their local community, developing new friendships and increasing their awareness of available services and support networks.

Families identified the welcoming atmosphere, opportunities for children to interact and play, and the free and accessible nature of the events as key strengths of the program. The events also provided an important pathway for introducing families to other community programs, early childhood services and family support initiatives available in the local area.

Playgroups in the Park continued to attract strong participation from families representing a wide range of cultural and linguistic backgrounds, reflecting the diversity of the communities Counterpoint serves. Growing participation through referrals from playgroups, community centres, schools and informal family networks demonstrates the program's reputation as a trusted and well-established community resource.

By creating opportunities for connection, participation and community engagement, Playgroups in the Park continues to strengthen family wellbeing and foster a sense of belonging for local children and families.

Counterpoint extends its sincere thanks to the City of Sydney, community partners, volunteers and service providers whose ongoing support helps make these events possible and ensures local families have opportunities to connect, build relationships and thrive within their community.









BACK-TO-SCHOOL PROGRAM

Supporting Educational Equity

The Back-to-School Program continued to provide practical support to local families experiencing financial hardship, helping children and young people start the school year equipped, confident and ready to learn.

For many families across our community, the beginning of the school year can place significant pressure on already stretched household budgets. Rising living costs, combined with expenses associated with uniforms, stationery, backpacks, lunch boxes and other school essentials, can create barriers to participation and place additional stress on families.

Through the Back-to-School Program, Counterpoint helped reduce these pressures by providing practical assistance to families and ensuring children had access to the resources needed to participate fully in their education from the first day of school.

Access to appropriate uniforms and learning materials is about more than educational supplies. It helps students feel included, supports confidence and participation, and promotes a sense of belonging within the school community. By removing some of the financial barriers faced by families, the program helps create opportunities for children to engage in learning on an equal footing with their peers.

The program also supports broader educational outcomes by reducing the impact of financial disadvantage on school participation and attendance. Providing children with the tools they need to learn helps create pathways for achievement, wellbeing and long-term success.

This year, with support from funding partners, the Cycle Re-cycle Club and local community organisations, the program assisted 50 families across Sydney's inner-city communities. The strong demand for support reflects the ongoing challenges many households face and highlights the importance of accessible, community-based initiatives that promote educational equity.

Counterpoint remains committed to supporting local families and ensuring that every child has the opportunity to begin the school year feeling prepared, included and ready to thrive.





THRIVING KIDS CONNECT & THRIVE

Investing in the Future of Children and Families

Throughout the year, Counterpoint Community Services invested significant time and resources into the development of the Thriving Kids Connect & Thrive initiative, a place-based model designed to strengthen outcomes for children, young people and families across our communities.

The proposal was developed in response to increasing evidence of the challenges facing local families, including social isolation, developmental vulnerability, service system complexity, cost-of-living pressures and barriers to accessing early support. Drawing on decades of experience working alongside children and families, Counterpoint sought to create a model that builds on community strengths while providing practical pathways to support.

At the heart of the proposal is the belief that children thrive when families are connected, supported and able to access help early. The model was designed to bring together community development, family support, early childhood services and local partnerships to create an accessible and welcoming network of support for families.

The Connect & Thrive approach emphasises:

- Building strong and connected communities around children and families.
- Providing low-barrier access to information, support and early intervention services.
- Strengthening family capability, confidence and resilience.
- Supporting children's developmental, educational and social outcomes.
- Creating culturally responsive and inclusive pathways for diverse communities.
- Working collaboratively with local services, schools and community organisations.

The development process involved consultation with residents, families, service providers and community partners, helping ensure the proposal reflected local needs and aspirations. It also strengthened existing partnerships and created new opportunities for collaboration across the child, family and community sectors.

While funding outcomes remain pending, the work undertaken has helped articulate a clear vision for the future of children and family services within our community. The proposal reflects Counterpoint's ongoing commitment to ensuring every child has the opportunity to feel connected, supported and able to thrive.

Regardless of the final outcome, the development of Thriving Kids Connect & Thrive has reinforced the importance of investing in community-led, place-based approaches that build on local strengths, respond to emerging needs and create positive outcomes for children, families and the broader community.



YURANGAI LEARNING CENTRE

A Valued Community Legacy

During the year, Counterpoint Community Services was advised of Barnardos' decision to close the Yurangai Learning Centre, bringing to an end a partnership that has spanned more than two decades. Throughout that time, our organisations worked side by side to support children, young people and families, sharing resources, knowledge and a commitment to improving opportunities for local residents.

The Yurangai Learning Centre has long been an important part of the Factory Community Centre hub, providing educational support, learning opportunities and a culturally safe and welcoming environment for children and families in Waterloo. Generations of local families have benefited from the service, and many community members regard it as a treasured and valued part of the neighbourhood.

For Counterpoint, the decision is deeply disappointing. At a time when Waterloo is experiencing significant social and economic change, and when children and young people need greater support rather than less, the loss of an established, trusted local service leaves a significant gap in the community. The closure highlights the challenges facing place-based programs and reinforces the ongoing need for long-term investment in locally embedded services that understand and respond to community needs.

The response from residents, parents and community stakeholders has demonstrated the value the Learning Centre brought to Waterloo. Local families have spoken strongly about the positive impact the service has had on their children, while community members have mobilised to raise awareness of the loss and advocate for ongoing support for children and young people in the area.

Counterpoint remains committed to working alongside residents, service providers and government agencies to advocate for solutions that address this emerging gap and ensure local children and families continue to have access to educational and developmental opportunities within their community.

While we respect Barnardos' right to make decisions about the services they deliver, our CEO has been open in expressing his disappointment that a program with such a strong local history and community reputation could be allowed to close at a time when community need remains so high. The loss of trusted, place-based services cannot easily be replaced and risks weakening community infrastructure that has taken decades to build.

Despite our disappointment, our focus remains firmly on the future and on continuing to advocate for local families, children and young people.

Counterpoint extends its sincere thanks to the Yurangai staff, past and present, for their outstanding contribution over many years. Their dedication, professionalism and collaborative spirit have helped support countless children and families and have left a lasting legacy within the Waterloo community.

Counterpoint would like to thank Vivian Freeman, Bruce Shillingsworth, Dianne Rodgers and former staff for their dedication to the program.









WATERLOO SOUTH REDEVELOPMENT

Supporting a Connected, Informed and Resilient Community

Throughout 2025-2026, Counterpoint Community Services continued to stand alongside Waterloo residents during one of the most significant periods of change in the community's history. As the Waterloo South Redevelopment progressed, Counterpoint maintained its role as a trusted, independent community presence, ensuring residents had opportunities to connect, access information, raise concerns and participate in decisions affecting their homes and neighbourhood.

Funded by the City of Sydney and the Homes NSW Community Services Grant, Counterpoint's community development work focuses on ensuring residents remain at the centre of conversations about Waterloo's future. Over the past year, Counterpoint worked alongside residents, tenant groups, government agencies and community organisations to strengthen communication, support wellbeing and build community resilience.

Through 49 community engagement sessions and activities, Counterpoint facilitated approximately 917 resident interactions. Behind these numbers are stories of neighbours reconnecting, residents finding the confidence to have their voices heard, and community members feeling supported during periods of uncertainty and transition.

Counterpoint's approach is founded on relationships. By maintaining a consistent presence within the community, the organisation continues to understand residents' experiences, concerns and aspirations while helping ensure community voices contribute to planning and decision-making processes.

Creating Opportunities for Connection and Belonging

Strong communities are built through connection. During a period when redevelopment has created uncertainty for many residents, Counterpoint continued to provide welcoming and accessible opportunities for people to come together, strengthen relationships and reduce social isolation.

The monthly Morning Tea program at the Factory Community Centre remained a valued community gathering, providing residents with a regular opportunity to connect through conversation, shared meals and activities. The introduction of themed sessions, including cultural activities, music-based events and special interest gatherings, encouraged new participation while reflecting the interests and strengths of the local community.



Delivered across 10 sessions throughout the year, the program demonstrated the important role that consistent community activities play in supporting wellbeing, fostering inclusion and maintaining community connections during times of change.

Food also continued to provide a powerful vehicle for community engagement. In partnership with Homes NSW, Counterpoint delivered five community barbecues across Waterloo South, engaging more than 130 residents. These informal gatherings created opportunities for neighbours to connect, engage with local services and discuss redevelopment matters in a relaxed and accessible setting.

The year also saw the successful delivery of the Waterloo Elvis Festival, which grew from the popularity of an Elvis-themed Morning Tea. Bringing residents together through music, food and celebration, the event demonstrated how community interests can evolve into larger community-led initiatives. For many participants, the festival provided a welcome opportunity to create positive memories and strengthen social connections during a period of significant community transition.

WATERLOO SOUTH REDEVELOPMENT

Supporting Resident Participation & Advocacy

Ensuring residents have opportunities to influence decisions affecting their lives remains a central component of Counterpoint's community development work.

As redevelopment planning and relocation processes continued, Counterpoint supported residents to better understand changes, ask informed questions and engage in consultation processes. Through REDWatch, the Waterloo Redevelopment Group (WRG), tenant meetings and individual support, residents were provided with opportunities to raise concerns directly with government agencies and redevelopment stakeholders.

As convener of REDWatch, Counterpoint facilitated monthly public forums that provided residents with access to independent information, updates and opportunities for meaningful engagement. Throughout the year, residents raised important issues including:

- Housing design and future liveability
- Relocation support and tenant rights
- Environmental impacts
- Community facilities and infrastructure
- Access to local services and supports

Counterpoint played an important role in ensuring these perspectives were communicated to Homes NSW and redevelopment partners, helping to ensure community experiences informed ongoing discussions and decision-making.

Supporting Residents Through Change

The past year included several significant redevelopment milestones, including the public exhibition of the amended Concept Plan and the continuation of relocation activities.

For many residents, particularly older residents and long-term tenants, these changes have presented uncertainty, anxiety and complex decision-making challenges. Counterpoint supported residents by creating safe spaces to discuss concerns, access information and receive assistance navigating redevelopment processes.

Through tenant meetings, individual conversations, information sessions and advocacy support, Counterpoint helped residents better understand redevelopment developments while ensuring their feedback was heard by relevant stakeholders.

The organisation's ongoing presence within the community continues to provide residents with a trusted source of support and information during a period of substantial change.

Building Partnerships for Better Outcomes

Counterpoint recognises that lasting community outcomes are achieved through collaboration and collective action.

Throughout the year, Counterpoint strengthened partnerships with residents, government agencies, health services and community organisations to ensure emerging issues were identified early and addressed collaboratively.

As convener of Groundswell, Counterpoint continued to bring local organisations together every two months to share information, identify community priorities and coordinate responses to issues affecting Waterloo residents.

Counterpoint also maintained its leadership role within the Waterloo Human Services Collaborative, working alongside government and community partners to improve service coordination, strengthen communication and ensure community experiences continue to shape broader planning and service delivery.

These partnerships reflect Counterpoint's commitment to working collaboratively and ensuring residents benefit from strong, connected support networks.



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Improving Access to Information and Support

Counterpoint continued to provide practical support to residents through its involvement with the Waterloo Connect Office, helping residents access information, referrals and assistance throughout the year.

During periods of staffing pressure, Counterpoint provided additional support to maintain continuity of service and ensure residents continued to have access to familiar and trusted sources of assistance.

The organisation also progressed the community noticeboard project following consultation with tenant representatives and residents. Developed in response to community feedback, the initiative aims to improve access to clear, accessible and locally relevant information within residential buildings and shared community spaces.

By supporting resident-led approaches to information sharing and engagement, Counterpoint continues to encourage greater participation, community ownership and local leadership.

Looking Ahead

As Waterloo South moves into the next phase of redevelopment, Counterpoint remains committed to supporting residents through ongoing engagement, advocacy and community development activities.

Future priorities include supporting detailed design consultations, strengthening tenant participation and delivering activities that respond directly to resident interests and community needs.

Planned initiatives, including community film sessions, bus trips, grooming sessions, music afternoons and Memory Café activities, will continue to create opportunities for connection, wellbeing and participation.

Counterpoint acknowledges the support of the City of Sydney, Homes NSW, community partners, volunteers and residents whose ongoing contribution helps ensure Waterloo remains a connected, inclusive and resilient community.

Together, we will continue working towards a future where residents feel informed, supported, connected and valued throughout the redevelopment journey.



OUTREACH PROGRAM

Standing Alongside Social Housing Communities

Counterpoint Community Services continued to strengthen its Outreach Program throughout the year, working alongside social housing tenants across the City of Sydney and Randwick Local Government Areas. While positive outcomes have been achieved, many residents continue to face significant challenges, including antisocial behaviour, housing maintenance concerns, social isolation and barriers to accessing support services.

The Outreach Program exists to bridge these gaps, ensuring that residents who may otherwise struggle to navigate complex service systems have access to practical assistance, advocacy and trusted local support. Through relationship-based practice and a consistent community presence, Counterpoint continues to build trust, strengthen local networks and support tenants to have their voices heard.

Supporting Communities in Randwick

Counterpoint's work in the Randwick LGA continues to deliver positive outcomes through the ongoing leadership, partnership and investment of Randwick City Council. This support has enabled the delivery of flexible, responsive outreach services that assist residents to understand their rights, access support and address issues affecting their wellbeing.

Working in partnership with local stakeholders, including Kingsford Legal Centre, Counterpoint has strengthened referral pathways, increased service coordination and improved accountability across multiple agencies. Outreach appointments delivered through Lexo Hub and the Counterpoint Multicultural Centre have provided accessible opportunities for residents to seek assistance and connect with relevant services.

This collaborative approach demonstrates the significant impact that dedicated outreach and community support can have in addressing complex housing and social issues while empowering residents to advocate for themselves and their communities.

Responding to Emerging Needs in the City of Sydney

Counterpoint also continues to provide outreach support across the City of Sydney LGA through partnerships with the Have a Chat Café in Glebe and the Surry Hills Neighbourhood Centre.

Through these partnerships, residents experiencing antisocial behaviour, housing maintenance issues and other tenancy-related concerns have been able to access practical assistance, advocacy and referral support. Outreach activities provide an important connection point for tenants who may otherwise face barriers in accessing services or resolving issues affecting their housing and wellbeing.

As housing pressures and service demand continue to grow, outreach has become an increasingly important tool for ensuring residents remain connected to support and information. For many tenants, these services provide a trusted and familiar point of contact during difficult circumstances.

Looking Ahead

While the need for outreach services continues to increase, available resources remain limited. Demand for case management, advocacy and tenant support far exceeds current capacity, particularly within the City of Sydney LGA.

Counterpoint remains committed to supporting social housing communities and advocating for stronger investment in outreach and case management services. Additional resources would enable the organisation to expand its reach, respond more effectively to emerging issues and ensure that vulnerable residents are not left without the support they need.

By continuing to work alongside tenants, housing providers, councils and community partners, Counterpoint will remain focused on strengthening community wellbeing, promoting social inclusion and ensuring residents have access to the support,

MENTAL HEALTH

Mental Health First Aid Training

Counterpoint Community Services partnered with the Sydney Local Health District Health Promotion Team to deliver Mental Health First Aid (MHFA) Training for local residents, strengthening community capacity to recognise and respond to mental health challenges.

Mental health concerns affect individuals, families and communities in many different ways. The MHFA program was designed to provide participants with practical knowledge and skills to identify signs of mental health difficulties, respond appropriately, and support people to access professional assistance when needed.

▶ Very good way to interact, ease the loneliness, get different cultures together, the young and old mixing. We need more of this! ◀
Participant Feedback

The training explored common mental health conditions, the impact of stigma, and strategies for responding to situations where someone may be experiencing emotional distress, a worsening mental health condition, or a crisis. Participants learned how to provide initial support in a respectful and non-judgemental manner while encouraging individuals to seek appropriate professional help.

The course also covered responses to situations such as panic attacks, suicidal thoughts, traumatic events and other mental health crises, helping participants develop greater confidence in supporting friends, family members, neighbours and community members when concerns arise.

The program attracted strong community interest, with more than 15 residents from Waterloo, Redfern and Surry Hills, including people living in social and affordable housing, successfully participating in the training. Through increased awareness and practical skill development, participants reported feeling more confident in recognising when someone may be struggling and knowing how to respond safely and appropriately.

By increasing mental health literacy and reducing stigma, the training helped build stronger informal support networks across the community while empowering residents to play an active role in promoting wellbeing. The program contributed to a more informed, resilient and connected community where people feel better equipped to support one another and seek help when needed.



Mental Health Month Morning Tea

As part of Mental Health Month, Counterpoint Community Services partnered with the City of Sydney to host a community Morning Tea at the Factory Community Centre, creating a welcoming space for residents to connect, learn and engage in conversations about mental health and wellbeing.

The event brought together residents from across the community to share experiences, strengthen social connections and learn about local services and supports available to promote positive mental health. Creating safe opportunities for people to come together is an important part of building community wellbeing, reducing social isolation and encouraging early help-seeking when challenges arise.

A highlight of the event was the involvement of members of the Waterloo Peer Educators Program, who facilitated interactive activities, discussions and presentations focused on mental health awareness, community connection and wellbeing. Drawing on both training and lived experience, peer educators helped create meaningful conversations that encouraged participants to reflect on their own wellbeing and support those around them.

Mental Health Program Officers from the Central and Eastern Sydney Primary Health Network (CESPHN) also attended, providing information about local mental health services, support programs and referral pathways available to community members.

The event successfully promoted greater awareness of mental health, encouraged open conversations and helped challenge the stigma that can prevent people from seeking support. It also strengthened community connections by bringing together residents from different backgrounds, cultures and age groups in a supportive and inclusive environment.

Feedback from participants demonstrated the positive impact of the event. Of the 15 survey responses received from the 38 attendees:

- 93% reported an increase in their knowledge and skills.
- 100% said they knew where to access help if needed.
- 100% would recommend the event to others.
- 80% reported making a new social connection.
- 93% felt confident to apply what they had learned.
- 93% reported feeling more connected to the local community.

Participants shared overwhelmingly positive feedback about the experience:

The Morning Tea demonstrated the power of community-led wellbeing initiatives in building resilience, strengthening local networks and creating environments where people feel comfortable discussing mental health and seeking support when needed.









SUMMER ON THE GREEN

Celebrating Community, Connection and Belonging

Summer on the Green once again demonstrated the important role community events play in creating connected, inclusive and resilient neighbourhoods. By bringing people together in a welcoming and vibrant environment, the event provided opportunities for residents to connect with neighbours, access local services, celebrate community achievements and strengthen their sense of belonging.

Community events are about far more than entertainment. They create opportunities for social connection, reduce isolation, strengthen neighbourhood relationships and help residents build the networks that contribute to healthier and more resilient communities. Summer on the Green continues to be an important community celebration that promotes wellbeing, encourages community participation and showcases the diversity and strengths of Waterloo and surrounding communities.

This year, more than 500 people attended the event, enjoying a wide range of activities, entertainment, information stalls and opportunities to engage with local organisations and services. Residents of all ages participated, creating a welcoming atmosphere that reflected the spirit and diversity of the local community.

Feedback from attendees highlighted the event's significant impact on community connection and wellbeing. A total of 193 participants completed surveys on the day, reporting that:

- 91% feel safe in the community.
- 93% feel connected to the local area.
- 95% know where to access help if needed.
- 97% are willing to help a neighbour.
- 99% would recommend the event to others.
- 86% met someone new during the event.

These results demonstrate the important role that community events play in strengthening local networks and creating opportunities for meaningful social interaction.

When asked what they valued most about the day, residents consistently highlighted the sense of community created through meeting neighbours, reconnecting with familiar faces and sharing positive experiences together. Many participants commented on the welcoming atmosphere and the opportunity to feel connected to the broader community.

The event also provided an opportunity for local services, community organisations, government agencies and residents to come together, strengthening partnerships and demonstrating the collective effort required to build thriving and inclusive communities.

Counterpoint extends its sincere thanks to the event sponsors and supporters, including the City of Sydney, Homes NSW, Stockland and the Cycle Re-cycle Club (CRC), whose generous support helped ensure that Summer on the Green remained a free and accessible celebration for the entire community.

Summer on the Green continues to be one of the community's most valued annual events, bringing people together through shared experiences, strengthening local connections and celebrating the vibrant spirit of Waterloo.

VOLUNTEER AWARDS

Celebrating Community Leadership and Service

Volunteers are at the heart of Counterpoint Community Services. Through their generosity, compassion, skills and commitment, they strengthen our programmes, support local residents and help create more connected, inclusive and resilient communities. Whether assisting at community events, supporting families, contributing to local initiatives or providing practical assistance to those in need, volunteers make a significant contribution to the wellbeing of our neighbourhoods.

Each year, Counterpoint's Volunteer Awards are held in conjunction with National Volunteer Week, Australia's largest annual celebration of volunteering. This year's theme, "Your Year to Volunteer", recognised the many ways people contribute to their communities and highlighted the positive impact volunteering has on individuals, organisations and society as a whole.

In 2026, Counterpoint proudly celebrated the 20th anniversary of the Volunteer Awards, recognising the outstanding contribution of volunteers from across Sydney's inner-city communities. The event honoured individuals whose dedication, leadership and service have made a lasting difference in the lives of local residents. Recognition was given to both long-serving volunteers who have devoted many years to community service and emerging community leaders who continue to inspire others through their commitment and passion.

The awards provide an important opportunity to acknowledge the often-unseen work carried out by volunteers and to celebrate the positive impact they have in supporting social inclusion, community participation and community wellbeing. Their contribution helps ensure local services, events and community initiatives remain welcoming, accessible and responsive to community needs.

Counterpoint extends its sincere thanks to the City of Sydney and Homes NSW for their ongoing support of the awards program. We also acknowledge Councillor Adam Worling, Michael Wheatley, Head of the Housing Portfolio at Homes NSW, and Michael Shreenan, CEO of Counterpoint Community Services, for assisting with the presentations and helping celebrate the achievements of our volunteers.

A special recognition award was presented to Geoff Turnbull for his outstanding advocacy, leadership and longstanding contribution to the Redfern and Waterloo communities. Through his tireless efforts, Geoff has supported residents, strengthened collaboration between community stakeholders and championed initiatives that promote inclusion, wellbeing and community connection.

Colleen Hepburn was also recognised for her exceptional contribution as a founding member of the Northcott Pet Day Committee. Since 2007, Colleen has volunteered at every Northcott Pet Day event, helping deliver free pet health services to more than 2,700 companion animals while supporting responsible pet ownership, community engagement and neighbourhood connection.

The Volunteer Awards continue to highlight the incredible contribution volunteers make every day. Their dedication, kindness and commitment strengthen our communities, inspire others to get involved and demonstrate the power of people working together to create positive change.









PAWS, CLAWS & HEARTBEATS

Celebrating the Human-Animal Bond



Paws, Claws and Heartbeats is a community-led project developed through the Waterloo Peer Educators Program that celebrates the important role pets play in the lives of residents and the broader community. Supported by the City of Sydney and funded by Homes NSW, the project highlights the companionship, connection and wellbeing that animals bring to people of all ages and backgrounds.

The initiative began at the City of Sydney's Pet Day in 2024, where residents from Surry Hills, Redfern, Glebe and Waterloo were photographed with their beloved pets. These photographs captured the unique relationships between people and their animal companions and were later showcased in a community exhibition at the Waterloo Neighbourhood Centre.

Building on the positive community response to the exhibition, Paws, Claws and Heartbeats was developed as a commemorative booklet featuring photographs and personal stories shared by Waterloo residents. Through these stories, residents reflected on the important role that pets play in their lives, providing companionship, routine, comfort and emotional support.

For many people, pets are much more than animals. They are trusted companions, sources of comfort during difficult times and valued members of the family. The stories featured throughout the booklet highlight how these relationships contribute to emotional wellbeing, reduce feelings of loneliness and help foster stronger connections within the community.

The project also provided an opportunity to celebrate the diversity of the Waterloo community. Residents from different cultural backgrounds, age groups and life experiences came together through a shared love of their pets, demonstrating how common interests can build connections and strengthen community belonging.

Counterpoint extends its gratitude to everyone who contributed to the project, including residents who generously shared their stories and photographs. Special thanks go to photographer Krunal Padhiar, documentary filmmaker; Shane Brown from Sydney Local Health District; and volunteer Rebecca Reddin, whose dedication helped bring the project to life.

Paws, Claws and Heartbeats is a reminder of the joy, companionship and connection that animals bring to our homes, neighbourhoods and communities. It celebrates the special bonds that enrich our lives and highlights the important role pets play in creating healthier, happier and more connected communities.

CITY OF SYDNEY PET DAYS

Supporting People, Pets and Communities



Counterpoint Community Services is proud to continue its longstanding partnership with the City of Sydney, RSPCA NSW, the Cat Protection Society of NSW, Sydney University Veterinary Teaching Hospital and a wide range of community partners to deliver the annual Northcott Pet Day and Redfern Waterloo Pet Day events.

These much-loved community events provide free veterinary care and support services for companion animals while creating opportunities for residents to connect with neighbours, access local services and strengthen their sense of belonging within the community. For many households, pets are valued family members, and Pet Day helps remove financial barriers that can prevent owners from accessing important animal health services.







Strengthening Communities Through Pets

While Pet Day provides essential veterinary services, its impact extends far beyond animal health. These events create opportunities for social connection, reduce isolation, strengthen neighbourhood relationships and help residents engage with local services in a welcoming and inclusive environment.

Counterpoint is proud to support these events and acknowledges the City of Sydney, RSPCA NSW, the Cat Protection Society of NSW, Sydney University Veterinary Teaching Hospital, Animal Rescue Collective, Hills Pet Nutrition, community transport services, volunteers and residents whose contributions continue to make Pet Day one of the community's most valued annual events



Feedback from participants of pet days reflected the value of the initiative:

▶ Thank you for organising and hosting yet another amazing Redfern & Waterloo Pet Day event. Every professional we encountered was wonderful. Everyone genuinely seemed happy to be there, happy to help, and sincerely interested in what we had to say or ask ◀

▶ Our community is truly grateful and thankful to be afforded something so special, particularly in times like these. It really does make a huge difference to our families ◀

▶ Thank you for the great, super organised, fun-filled day. We had a lovely time engaging with local community members and learning a lot from other service providers ◀







CITY OF SYDNEY PET DAYS

Northcott Pet Day

Northcott Pet Day welcomed more than 400 residents and 207 companion animals, including 150 dogs, 55 cats and 2 rabbits.

All animals received free veterinary health checks, with additional support including:

- Free microchipping for 26 pets.
- Free desexing bookings for 35 pets.
- Sixteen referrals for follow-up veterinary assistance.
- Free pet tags, collars, leads, toys and accessories.
- More than 250 gift bags containing flea and worming treatments.
- Donations of dog food, blankets, coats, harnesses and pet supplies through the Animal Rescue Collective (ARC).
- More than 200 boxes of cat food and additional supplies distributed by the Cat Protection Society of NSW.

Beyond pet services, residents enjoyed free meals, coffee, entertainment, face painting and opportunities to connect with community organisations and local services.

One-third of attendees were first-time participants, demonstrating the event's ongoing ability to engage new members of the community.

Survey responses highlighted the broader community benefits of the event:

- 93% reported feeling safe in their community.
- 86% felt more connected to the community.
- 82% knew where to access support if needed.
- 98% would recommend the event to others.
- 89% would be willing to help a neighbour.
- 68% met someone new at the event.

As one participant shared:

"It was such a fantastic day, everything was super chill, and we had a great time. Thank you."

Redfern Waterloo Pet Day

The annual Redfern Waterloo Pet Day attracted more than 700 residents and 347 companion animals, including 236 dogs, 106 cats and 5 rabbits.

Working alongside more than 100 veterinarians, veterinary students and volunteers, the event delivered an impressive range of free services, including:

- Free health checks for all 347 animals attending.
- Free vaccinations for 308 animals.
- More than 200 leptospirosis vaccinations for dogs.
- Free microchipping for 64 animals.
- Free desexing bookings for 75 pets.
- Free collars, leads, pet tags, toys and veterinary care packs.
- More than 400 bags of pet food and hundreds of pet toys and accessories.
- Community transport support for over 90 residents and their companion animals.

For many residents, these services provide significant financial relief while helping ensure pets remain healthy, safe and connected to veterinary care.

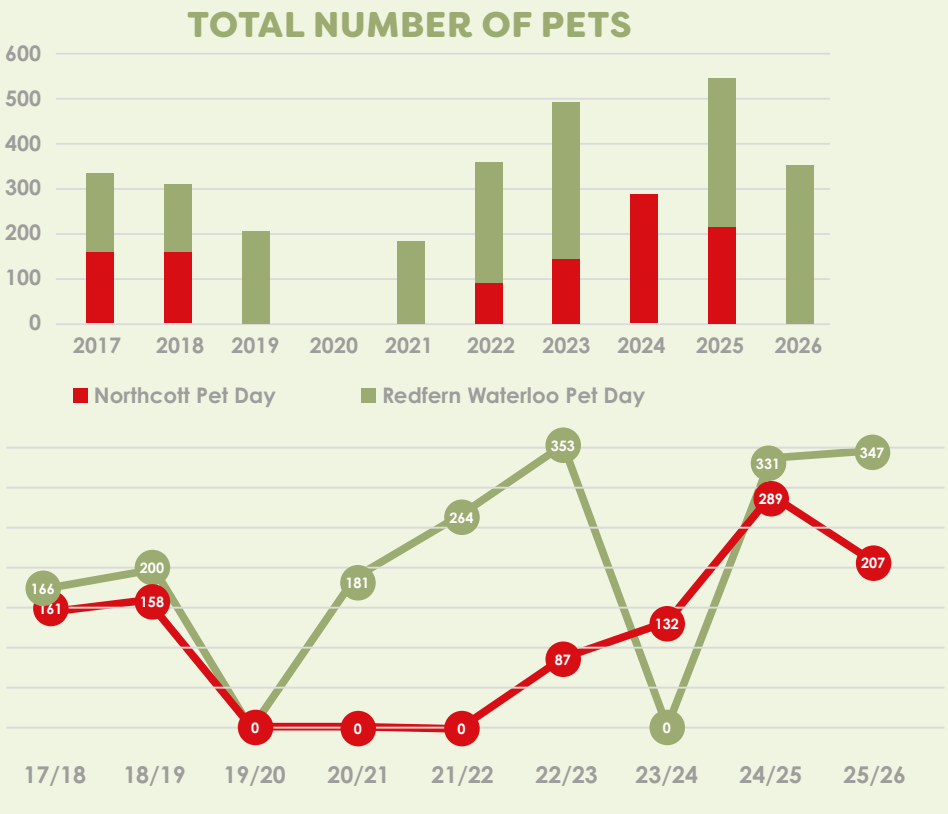
The event also delivered strong social outcomes:

- 90% felt safe in their community.
- 91% felt connected to the local area.
- 89% knew where to access support if needed.
- 96% would help a neighbour if required.
- 98% would recommend the event to others.
- 64% met someone new during the day.

More than one-third of surveyed residents were attending Pet Day for the first time, demonstrating the event's ongoing reach and relevance.

Pet Days in Numbers

- **Since 2007 the committee has hosted 23 Pet Day events and provided free pet health services to 4787 companion animals**
- **Northcott Pet Day: 15 events since 2007 providing services to 2796 pets**
- **Redfern Waterloo Pet Day: 8 events since 2017 providing services to 1991 pets**
- **This financial year we provided services to 554 companion animals and over 1000 people attended the events**
- ***FY 2024–2025 was our biggest year - providing free pet health services to 620 companion animals, due to no Redfern Waterloo event in May 2024 and increasing services at Northcott Pet Day 2024**



Connections Across Borders

Counterpoint continues to strengthen its international relationships, creating opportunities to share knowledge, learn from global practice, and showcase the value of community-led approaches to social change.

During the year, we welcomed delegates from South Korea and China through partnerships with HOJURO Tours, the Australia-China Cultural & Professional Exchange, the Korean Social Workers Association, Yichang Social Services and Hangzhou Social Services. These visits provided valuable opportunities to exchange ideas on community development, social welfare, and supporting diverse communities.

Through presentations, site visits and open discussions, delegates explored Counterpoint's approach to trauma-informed, person-centred and culturally responsive practice. Conversations focused on strengthening community participation, reducing social isolation, supporting people experiencing disadvantage, and fostering inclusive communities where people feel connected and valued.

The exchanges also highlighted the shared challenges faced by communities across the world, including population change, migration, social cohesion and increasing demand for support services. By sharing experiences and practical approaches, participants gained new perspectives on building stronger, more resilient communities.

These international partnerships reinforce the importance of collaboration beyond borders. They provide an opportunity to showcase the strengths of grassroots community organisations while learning from innovative approaches being developed internationally.

Counterpoint is proud to contribute to these global conversations and remains committed to building relationships that strengthen community practice, promote inclusion and create positive outcomes for people locally and internationally.











STUDENT EXCHANGE

National Chengchi University Student Exchange

Through Counterpoint's involvement in the IFS Asia-Pacific Regional Network, we continue to foster international relationships that strengthen community development practice and promote knowledge sharing across the region. The network connects community centres, neighbourhood houses, settlement organisations, social welfare agencies and peak bodies throughout the Asia-Pacific, creating opportunities for collaboration, learning and cultural exchange.

As part of this commitment, Counterpoint maintained its longstanding partnership with the Graduate Institute of Social Work at National Chengchi University in Taiwan, welcoming international social work students to undertake learning experiences across our community hubs.

The exchange program gives students firsthand exposure to community development practice in an Australian context, enabling them to observe and participate in a range of community-based activities, events and support services. Through engagement with residents, community groups, volunteers and staff, students gain a deeper understanding of place-based practice, social inclusion, advocacy and the role of community organisations in responding to local needs.

The benefits of the exchange extend beyond student learning. Staff, volunteers and community members also gain valuable opportunities to share knowledge, experiences and perspectives with participants from different cultural and professional backgrounds. These interactions encourage reflection, broaden understanding and strengthen international connections between communities facing many of the same social challenges.

The program promotes cross-cultural learning, professional development and international cooperation while reinforcing the importance of community-led approaches to creating positive social change. By bringing together people from different countries, cultures, and experiences, the exchange helps build mutual understanding, strengthen relationships, and contribute to the development of stronger, more connected communities both locally and internationally.

Counterpoint values its ongoing partnership with National Chengchi University and looks forward to continuing to support future student exchanges that enrich both our organisation and the communities we serve.

STUDENT PLACEMENTS

Building Capacity and Community Impact

Counterpoint Community Services remains committed to supporting the next generation of community sector professionals through meaningful student placement opportunities. During 2025-2026, we partnered with a range of universities and education providers, welcoming students from the University of New South Wales, Western Sydney University, Acknowledge Education, Excelsia University College, TAFE NSW St Leonards and TAFE NSW Ultimo.

Student placements are an important part of Counterpoint's commitment to capacity building. They give emerging practitioners the opportunity to apply their academic learning in a real-world community setting while developing practical skills, cultural awareness, and professional confidence. In turn, students contribute fresh perspectives, additional capacity and new ideas that strengthen our services and benefit the communities we support.

Throughout the year, students worked alongside staff across a range of programs and activities, supporting community members experiencing housing challenges, financial hardship, social isolation, mental health concerns and other complex issues. Placements also exposed students to community development practice, advocacy, outreach programs, community events and culturally responsive service delivery.

Student feedback consistently highlighted Counterpoint's supportive learning environment, strong supervision, inclusive workplace culture, and commitment to social justice. Many students reflected on the opportunity to work with people from

STUDENT REFLECTIONS



▶ Every day brings different clients and challenges, so I learn something new while making a meaningful difference in people's lives ◀

▶ Meet people where they're at and lead with kindness ◀

diverse cultural backgrounds, build meaningful relationships with clients and develop a deeper understanding of the realities faced by communities experiencing disadvantage.

A common theme emerging from student reflections was the importance of working alongside people rather than doing things for them. Students spoke about learning the value of listening, empathy, dignity, empowerment and relationship-building while supporting individuals to achieve their own goals and strengthen their own capabilities.

Students also valued the opportunity to learn directly from experienced staff and gain practical insight into community work, case management, counselling, advocacy and community development. Many described the experience as both professionally rewarding and personally transformative, helping shape their future career pathways within the community sector.

These partnerships demonstrate the value of collaboration between educational institutions and grassroots community organisations. By investing in student learning and professional development, Counterpoint is helping build a skilled, compassionate and community-focused workforce while strengthening our own capacity to deliver positive outcomes for local communities.

We thank all students, supervisors and educational partners for their contribution throughout the year and look forward to continuing these important partnerships into the future.

STUDENT ACKNOWLEDGEMENT

Student Participants 2025-2026

Counterpoint would like to thank the following students for their contribution to our services, programs and community throughout the year:

- Aashika Budhathoki (Acknowledge Education)
- Ding Frank (University of New South Wales)
- Eric Han (University of New South Wales)
- Min Pan (Western Sydney University)
- Mthokozisi Moyo (Acknowledge Education)
- Musi Chen (Western Sydney University)
- Olivia Ou (University of New South Wales)
- Simran Gurung (Acknowledge Education)
- Valerie Gao (University of New South Wales)
- Yucheng (Felix) Shou (University of New South Wales)
- Rojina Nepal (Excelsia University College)
- Phanitphorn Kittivira (Penny) (TAFE NSW)
- Michelle Kwek (TAFE NSW)
- Tenish Singjali Thapa Magar (TAFE NSW)
- Ha Trang Vu (Selina) (TAFE NSW)
- Preeyapat Boonyoo (TAFE NSW)
- Sabina Sunar Rasaili (TAFE NSW)
- Giomanna Judith, Sampayo Palencia (TAFE NSW)
- Thi Kim Phung Nguyen (Jena) (TAFE NSW)
- Do-Fy Chen (National Chengchi University)
- James Wang (National Chengchi University)
- Eden Wang (National Chengchi University)

We thank all our placement students for their enthusiasm, professionalism and commitment to supporting local communities. Their contribution strengthens both our organisation and the broader community services sector.



▶ The best advice I've received is to empower clients rather than doing everything for them, as over-supporting can sometimes cause more harm than good ◀

▶ Counterpoint has motivated me to pursue social justice and support as a community worker while giving me practical experience and allowing me to play a meaningful role in the wellbeing of people and families ◀

▶ Counterpoint has motivated me to pursue social justice and support as a community worker while giving me practical experience and allowing me to play a meaningful role in the wellbeing of people and families ◀

▶ Always listen carefully, be patient, and approach every client with empathy and respect ◀

▶ The best advice I have been given from Counterpoint is that we are here to work with clients, not for them. Our role is to empower them, respect their choices, and support them to achieve their own goals ◀

REDWATCH

Supporting Community Advocacy

Counterpoint Community Services continued to support independent community advocacy through its longstanding role as convener and supporter of REDWatch, a resident-led network that brings together community members, workers and organisations from Redfern, Eveleigh, Darlington and Waterloo.

For more than two decades, REDWatch has provided an important independent platform where residents can access information, raise concerns, share local knowledge and engage directly with government agencies, elected representatives and redevelopment partners. As Waterloo and surrounding communities continue to experience significant change, REDWatch remains a trusted source of information and a respected voice for local residents.

Throughout the year, Counterpoint hosted and supported REDWatch's monthly public meetings at the Factory Community Centre. These forums gave residents opportunities to receive updates, ask questions, and participate in discussions about the Waterloo South redevelopment, local planning proposals, human services, public housing issues, and broader community concerns. The meetings promoted transparency, accountability and meaningful community participation by ensuring residents had direct access to decision-makers and project representatives.

REDWatch also played an important role in supporting residents to better understand complex planning and redevelopment processes. Through community briefings, public meetings, email updates and its online resources, residents were able to access independent information and contribute to discussions affecting their future. Issues raised throughout the year included housing design, tenant rights, relocation processes, environmental impacts, community facilities and neighbourhood connections. Feedback gathered from residents informed advocacy activities, submissions and ongoing discussions with Homes NSW and redevelopment stakeholders, ensuring local experience and community knowledge remained part of decision-making processes.

Partnerships with organisations including the Waterloo Human Services Collaborative, Groundswell Redfern Waterloo and the emerging Eveleigh Bridge Alliance further strengthened community advocacy and collaboration across the area. Walking tours, presentations, university partnerships and community engagement activities also helped increase understanding of the unique history, strengths and challenges of the Redfern-Waterloo community.

Counterpoint acknowledges the ongoing contribution of REDWatch's volunteer Coordination Committee, community organisations, guest speakers and local residents whose commitment continues to strengthen independent community participation and advocacy. As redevelopment progresses, Counterpoint remains committed to supporting REDWatch as a trusted platform that helps ensure community voices are informed, heard and respected.







City of Sydney Lord Mayor's Social Housing Forums

Counterpoint Community Services continued to support resident participation in the City of Sydney Lord Mayor's Social Housing Forums, recognising the important role these forums play in strengthening community voice, civic participation and local decision-making.

Held twice each year at the Factory Community Centre, the Waterloo forums bring together social housing tenants, residents, government agencies, elected representatives and community organisations to discuss issues that matter most to the local community. They provide a valuable opportunity for residents to raise concerns; share lived experience and engage directly with decision-makers on matters affecting their neighbourhoods.

Throughout the year, discussions included community safety, neighbourhood amenity, service delivery, housing issues, local planning and the ongoing Waterloo redevelopment. The forums enabled residents to access accurate information, ask questions and contribute directly to conversations that shape the future of their community.

Beyond individual issues, the forums support greater transparency, accountability and collaboration between residents, service providers and government agencies. They create a platform for meaningful dialogue, helping ensure that community perspectives are considered in the planning and delivery of local services, programs and initiatives.

Counterpoint is proud to support the forums by providing a welcoming and accessible venue, assisting with community engagement and encouraging resident participation. These forums continue to demonstrate the importance of creating opportunities for people to have a voice in decisions that affect their lives while strengthening connections between residents, organisations and government.

Cuppa with a Cop

Counterpoint Community Services was pleased to host Cuppa with a Cop at the Factory Community Centre, creating an informal and welcoming space for residents, local police, government agencies and community organisations to connect and strengthen relationships.



More than 50 people attended the event, including residents, South Sydney Police officers, City of Sydney representatives, Homes NSW, Stockland and Link Wentworth staff. The relaxed format encouraged open conversation and gave residents an opportunity to raise issues, share local knowledge, and engage directly with agencies and organisations working in the community.

A particularly positive outcome was the participation of many residents who had not previously attended community activities. The event demonstrated the value of accessible and inclusive engagement opportunities in reducing barriers to participation, strengthening community connections and encouraging greater involvement in local initiatives.

Counterpoint recognises that positive relationships between residents, service providers and government agencies are essential to building safer, stronger and more connected communities. Events such as Cuppa with a Cop provide opportunities to build understanding, strengthen trust, and create constructive dialogue around local priorities and concerns.

A special thank you to Georgie and the team from the Youth Leadership Organisation (YLO) for supporting the event and bringing along young people undertaking work experience placements. Their involvement provided valuable firsthand exposure to community development practice, partnership building and community engagement, helping inspire the next generation of community leaders.

By bringing together residents, agencies and young people in a shared community space, the event demonstrated the importance of collaboration, participation and relationship-building in creating positive outcomes for Waterloo and the broader community.



LOVE THY NEIGHBOUR CHRISTMAS APPEAL

Love Thy Neighbour Christmas Appeal

The Christmas season can be particularly difficult for families experiencing financial hardship, with increased household expenses placing additional pressure on already stretched budgets. Through a partnership with Hillsong CityCare's Love Thy Neighbour Christmas Appeal, Counterpoint Community Services helped ensure local families could celebrate the festive season with dignity, connection and hope.

Working alongside Hillsong CityCare, Counterpoint distributed Christmas hampers containing essential food items and festive treats to families and individuals across our community. The initiative provided practical support at a time when many households were facing ongoing cost-of-living pressures and financial uncertainty.

Beyond the immediate assistance provided, the appeal reinforced the importance of community connection and collective care. For many recipients, the hampers represented more than food support. They reminded them that their community cared about their wellbeing and that they were not facing challenges alone.

The appeal's success was made possible by the generosity of donors, volunteers, and community partners who gave their time, resources, and energy to support others during the holiday season. Their contribution brought comfort, relief and festive cheer to many local households and helped create positive memories for families during an important time of year.

Counterpoint extends its sincere thanks to Hillsong CityCare and everyone involved in the Love Thy Neighbour Christmas Appeal. Partnerships like these show the power of communities working together to support those experiencing hardship and strengthen the sense of connection, kindness and belonging that underpins healthy and resilient communities.



INTERNATIONAL FEDERATION OF SETTLEMENTS AND NEIGHBOURHOOD CENTRES (IFS)

Connecting Local Practice to Global Communities

Counterpoint Community Services continued to strengthen connections between local community development practice and international networks during 2025/26 through its ongoing involvement with the International Federation of Settlements and Neighbourhood Centres (IFS), a global network of neighbourhood centres, settlement houses and community-based organisations.

Through contracted support arrangements and sector leadership contributions, Counterpoint staff assisted in facilitating international collaboration, knowledge exchange and engagement between community organisations across Australia and around the world. This included supporting opportunities for practitioners to share approaches to community development, social inclusion and neighbourhood strengthening.

A key highlight was the centenary year of the global settlement movement, marked through the IFS100 Conference and Locality Convention in the United Kingdom. The event brought together more than 120 international delegates and over 500 participants, creating opportunities for community leaders to learn from one another and explore solutions to shared challenges facing local communities.

Counterpoint's involvement reflects our belief that strong local communities benefit from both local knowledge and global learning. By participating in international networks, we help bring new ideas, evidence and partnerships back to the communities we serve, while also sharing the strengths and innovations of Australian community centres with colleagues around the world.
This work aligns with Counterpoint's commitment to community-led development, social justice and building stronger, more connected communities at both a local and global level.

UTS PARTNERSHIP

UTS Shopfront Partnership

Counterpoint Community Services was pleased to partner with the University of Technology Sydney (UTS) Shopfront Program through a collaborative project with students from the Socially Responsive Design stream. The partnership gave Counterpoint an opportunity to showcase the breadth of its work while supporting students to apply their skills to a real-world community project.

Over several months, students from Drift Studio worked closely with Counterpoint staff to explore the organisation's history, programs, services and impact within the community. Using a co-design approach, the project focused on understanding the experiences, stories and achievements of the people and communities connected to Counterpoint.



The result was the development of a professionally produced promotional video that captures the diversity of activities delivered across our community centres, highlights the strengths of our local communities, and reflects the values that underpin Counterpoint's work. The project helped tell the story of community development in action, showcasing the importance of connection, participation, advocacy and local leadership.

The partnership provided valuable practical experience for participating students, allowing them to work directly with a community organisation and apply creative design and storytelling skills in a meaningful setting. Their fresh perspective, creativity and professionalism contributed to a final product that effectively communicates the impact of Counterpoint's work and the importance of place-based community services.

For Counterpoint, the completed video serves as an important communication and engagement tool, helping to increase awareness of our services, strengthen community connections and share the stories of the residents, volunteers, partners and staff who contribute to creating stronger and more connected communities.

We thank the students, academic staff and UTS Shopfront Program for their commitment, creativity and collaboration. Partnerships such as these demonstrate the value of bringing together educational institutions and community organisations to create positive outcomes for both students and the wider community.

THE CLOTHING CLINIC

Auspice Projects: Clothing Clinic Project: Building Skills, Confidence and Sustainability

The Clothing Clinic Project is an auspice project through Counterpoint and was developed to explore how creative, community-based initiatives can support both environmental sustainability and community wellbeing. Through a series of practical sewing and textile upcycling workshops, participants learned to transform post-consumer textile waste into useful, reusable items, helping reduce the amount of clothing and fabric sent to landfill while building valuable new skills.

Participants were referred through a range of community organisations and service providers, creating opportunities for women from diverse backgrounds to come together in a supportive and welcoming environment. The workshops combined practical learning with social connection, encouraging creativity, confidence and participation while strengthening relationships between participants.

Originally designed to support women who had experienced domestic and family violence, the project evolved during delivery to include women experiencing hardship more broadly. This adjustment responded to identified community needs and enabled more women to participate and benefit from the program.

Throughout the project, participants developed practical sewing and textile repair skills, gained confidence in their abilities, and built supportive social networks. For many women, the workshops provided an opportunity to reconnect with their creativity, learn alongside others and participate in a positive community experience that fostered both personal growth and community connection.

The project also highlighted the growing interest in community-led approaches to sustainability. By promoting the reuse, repair and upcycling of textiles, the Clothing Clinic encouraged participants to adopt more sustainable consumption practices while demonstrating how environmental initiatives can create meaningful social outcomes.

Insights and feedback gathered throughout the pilot have helped inform the future development of the Clothing Clinic model. The project demonstrated strong potential as a community development initiative that combines environmental sustainability, skill development, social inclusion and community participation.

Counterpoint looks forward to exploring opportunities to build on this work and continue creating innovative programs that strengthen both people and communities while contributing to a more sustainable future.

We would like to extend our sincere thanks to Jo and Joss from the Clothing Clinic for their hard work and commitment.



HEALTH NAVIGATION PROGRAM

Connecting Residents to the Right Support

Counterpoint Community Services continues to partner with Sydney Local Health District's Healthy Living Program to improve access to health services and support for residents across Waterloo and surrounding communities.

The program identifies community health needs and provides individual, group and community-based health navigation services. By helping residents find and access appropriate healthcare, the program plays an important role in improving health outcomes and reducing barriers to support, particularly for people experiencing disadvantage, social isolation or complex health issues.

Shane Brown, Healthy Living Program Manager, continues to provide Health Navigation services from Counterpoint each week, offering residents a trusted and accessible point of contact for assistance. Through a combination of appointments, referrals and advocacy, residents are supported to navigate what can often be a complex and overwhelming health system.

Counterpoint staff work closely alongside the Health Navigation service to support individuals with multiple and interconnected needs. Many referrals involve significant coordination between health services, community organisations and government agencies to ensure residents receive appropriate and timely support.

Over the past year, demand for assistance has continued to grow. Increasing numbers of older social housing residents have required support to access aged care services and assessments relating to cognitive and memory concerns. These referrals often involve extensive advocacy and ongoing coordination to ensure residents remain connected to the services they need.

Demand for mental health support also remains high. Residents frequently seek assistance to access crisis intervention services, mental health assessments, counselling, trauma support, domestic and family violence services, financial counselling, and alcohol and other drug services. Access to affordable dental care continues to be a significant challenge within the community, while requests for support relating to hoarding and squalor continue to exceed the availability of specialist services.

PEER EDUCATION

Peer Education and Community Leadership

While the formal Peer Education Program, coordinated by Shane Brown and Elle Brind, concluded during the year, its legacy continues through the ongoing involvement of community members who completed the program.

The group of 20 trained Peer Educators has developed significant knowledge of local health and wellbeing issues and continues to play an active role in community engagement, advocacy and consultation activities. Several members are currently contributing to a Health Impact Survey and remain actively involved in discussions relating to community wellbeing and the future of Waterloo.

The program has built a strong foundation of local leadership, ensuring that residents with lived experience continue to contribute to community conversations and advocate for improvements to services, facilities and supports.

Counterpoint values its ongoing partnership with Sydney Local Health District and the Healthy Living Program. Together, we continue to strengthen access to healthcare, support community wellbeing and ensure residents have the information, advocacy and connections they need to live healthier and more connected lives.









JEWISHCARE RUSSIAN-SPEAKING SENIORS GROUP

Connection, Culture and Community

The JewishCare Russian-Speaking Seniors Group continued to provide a welcoming and supportive environment for older members of the community, creating opportunities for connection, friendship and participation through weekly gatherings at the Factory Community Centre.

Meeting every Monday, the group offers a range of social, cultural and recreational activities that encourage members to remain active, engaged and connected. Throughout the year, participants came together to celebrate birthdays, observe Jewish holidays and High Holidays, enjoy bingo and games, share music, and participate in a variety of social activities that strengthen relationships and foster a sense of belonging.

For many members, particularly those living alone or experiencing social isolation, the group provides an important source of companionship and support. The regular gatherings create opportunities to build friendships, share life experiences and maintain meaningful social connections within a safe and welcoming environment.

The program is especially valuable for members of the Russian-speaking community, allowing participants to communicate in their first language while maintaining important cultural, social and community connections. These opportunities help strengthen participants' sense of identity, reduce isolation and support overall wellbeing.

By providing a consistent and culturally responsive space for older residents to connect, the JewishCare Russian-Speaking Seniors Group continues to play an important role in promoting social inclusion, community participation and quality of life for local seniors.

Counterpoint is proud to support the ongoing partnership with JewishCare and acknowledges the staff, volunteers and participants whose commitment helps ensure the program remains a valued part of community life.

RUSSIAN-SPEAKING WORSHIP GROUP

Faith, Connection and Community Support

The Russian-Speaking Worship Group continued to provide a welcoming and supportive space for community members to gather in fellowship, celebrate important cultural and religious traditions, and strengthen social connections.

Meeting regularly on Saturday afternoons at the Factory Community Centre, the group brought together people from a range of backgrounds united through shared faith, language and community. Throughout the year, members celebrated significant Jewish festivals and traditions, including Purim, Passover, the Jewish New Year and the Feast of Tabernacles, creating opportunities for connection, reflection and cultural expression.

For many participants, these gatherings provide more than spiritual enrichment. They offer friendship, companionship and a sense of belonging that helps strengthen individual and community wellbeing. Through shared meals, celebrations, discussions and mutual support, members continue to build meaningful relationships and maintain important cultural and social connections.

This year was particularly significant as the broader community responded to several traumatic events that deeply affected many people across Sydney. These events created feelings of grief, uncertainty and distress for many residents, including members of the Russian-speaking community and the wider Redfern and Waterloo area.

During this time, the Worship Group played an important role in providing comfort, support and solidarity. Through regular gatherings and mutual care, the group created a space where people could come together, share their experiences and find encouragement amongst friends and community members. The sense of connection and support fostered through the group helped many participants navigate a difficult period while strengthening community resilience and hope.

Counterpoint Community Services values the contribution of the Russian-Speaking Worship Group and acknowledges the important role it continues to play in supporting spiritual wellbeing, cultural connection and community belonging for its members. Through faith, friendship and mutual support, the group remains a valued part of the Factory Community Centre community.







SPANISH COMMUNITY CARE ASSOCIATION

Creating Connection and Belonging

The Spanish Community Care Association (SCCA) continues to play an important role in supporting the wellbeing, dignity and inclusion of older Australians, particularly those from Spanish-speaking backgrounds. Through culturally responsive programs and strong community connections, SCCA helps reduce social isolation while creating opportunities for older people to remain active, connected and engaged.

Throughout the year, SCCA delivered regular social groups at Manly Vale Community Centre and Pyrmont Community Centre, providing members with opportunities to participate in wellbeing activities, share meals, celebrate culture and build meaningful social connections. These gatherings create welcoming spaces where participants can maintain friendships, celebrate their cultural heritage and enjoy a strong sense of community.

Members also participated in a variety of special events and outings throughout the year, including Seniors Week activities, community excursions, Christmas celebrations, Hispanic Heritage Day, and Mother's and Father's Day events. These activities help foster social participation, strengthen community networks and promote positive ageing.

A key component of SCCA's work is the Aged Care Volunteer Visitors Scheme (ACVVS), which provides companionship and social support to isolated older people. Through regular visits and ongoing contact, bilingual staff and volunteers help reduce loneliness and overcome language and cultural barriers, ensuring older community members feel supported, connected and valued.

Volunteers remain the foundation of the organisation's success. Through their generosity, they provide friendship, transport assistance and practical support to community members, helping improve quality of life and strengthen community connections. Their contribution continues to make a lasting difference to the lives of many older people.

As the organisation looks to the future, SCCA remains committed to expanding its reach, supporting isolated seniors and advocating for culturally inclusive services that respond to the diverse needs of older Australians.

Counterpoint Community Services is proud to support the ongoing work of SCCA and values the longstanding partnership between our organisations. Together, we continue to create opportunities for connection, inclusion and belonging, ensuring older community members remain active participants in community life.

Together, we create belonging.



GLEBE COMMUNITY CENTRE

Investing in Community for the Future

Counterpoint Community Services continued planning for the establishment of the new Glebe Community Centre, a significant initiative that will expand our ability to support residents and strengthen community connections in Sydney's inner city.

Developed in partnership with Bridge Housing, the centre represents an important investment in community infrastructure and reflects Counterpoint's ongoing commitment to place-based community development. Once operational, the centre will provide a welcoming community space where residents can connect, access support, participate in activities and build stronger local networks.

Unlike many new community facilities, the Glebe Community Centre has been developed without dedicated operational funding. Counterpoint has committed organisational resources to support the establishment of the centre, recognising the importance of creating accessible community spaces that foster inclusion, participation and belonging.

Throughout the year, planning and development work continued, including preparation for the centre fit-out, operational planning and ongoing discussions with key stakeholders. While progress has taken longer than originally anticipated, the project continues to move forward and remains a key organisational priority.

The new centre will build on Counterpoint's long history of supporting communities through trusted local services, community development initiatives and opportunities for connection. It will also create new opportunities to strengthen partnerships, respond to emerging community needs and support residents who may otherwise have limited access to local community infrastructure.

As work continues, Counterpoint remains committed to ensuring the Glebe Community Centre becomes a sustainable and valued community asset that supports residents for many years to come.



WATERLOO RECYCLE WORKSHOP

Building Sustainability, Connection and Community Participation

The Waterloo Recycle Workshop continues to demonstrate the important role that community-based social enterprises play in creating environmental, social and community benefits. More than a recycling initiative, the Workshop provides opportunities for residents to develop skills, build relationships, contribute to their community and participate in practical sustainability initiatives.

Throughout the year, the Workshop encouraged the reuse and recycling of household goods, helping divert valuable materials from landfill while promoting environmentally responsible practices. By extending the life of donated items and supporting a culture of reuse, the Workshop contributes to reducing waste and encouraging sustainable living within the local community.

The Workshop also plays an important social role. For many residents, particularly those experiencing social isolation or financial hardship, it provides a welcoming space where people can connect, share knowledge and engage with others in a supportive environment. These informal interactions create opportunities for friendship, participation and community connection that extend well beyond the practical purpose of the project.

A key strength of the Waterloo Recycle Workshop is its commitment to community development principles. Residents are encouraged to actively participate in identifying local needs, sharing skills, contributing ideas and supporting community-led initiatives. This involvement helps build confidence, strengthen community capacity and foster local leadership while ensuring the project remains responsive to the interests and priorities of the community.

As Waterloo continues to grow and change, community-based social enterprises such as the Waterloo Recycle Workshop remain an important part of the neighbourhood's social fabric. They provide practical responses to environmental challenges while creating opportunities for participation, inclusion and community connection.

The ongoing success of the Workshop highlights the value of investing in initiatives that deliver both environmental and social outcomes. By combining sustainability with community participation, the Waterloo Recycle Workshop continues to create meaningful opportunities for residents to learn, contribute and work together towards a stronger, more connected and environmentally responsible community.

Counterpoint extends its thanks to the volunteers, donors, customers and community members whose ongoing contribution ensures the Workshop remains a valued local resource and an important example of community-driven social enterprise in action.







CYCLE RE-CYCLE CLUB

Building Community Through Recycling, Repair and Volunteer Action

The Cycle Re-cycle Club (CRC) continues to demonstrate how community-led initiatives can create lasting social, environmental and community benefits. Operated by a dedicated team of volunteers, CRC provides affordable bicycles, practical skills development, opportunities for volunteering and a welcoming space where people can connect through a shared interest in cycling.

Entirely volunteer-run and financially self-sustaining, CRC enables Counterpoint Community Services to direct resources towards other community priorities while continuing to support an initiative that delivers significant local impact. The club provides a safe and supportive environment where community members can learn bicycle maintenance skills, access tools and equipment, contribute to the repair of donated bicycles and support environmentally responsible recycling practices.

Volunteer participation remained strong throughout the year, with an average of nine volunteers attending each session. The Club also welcomed two international travellers as short-term volunteers, further strengthening cultural exchange and community participation within the program.

Through the collection, refurbishment and sale of donated bicycles, CRC continued to divert valuable resources from landfill while making affordable bicycles accessible to community members. During the year, sales of refurbished bicycles totalled $11,456, helping support ongoing operations and community giving.

CRC also received significant public recognition during the year, with coverage in the Daily Telegraph, interviews on ABC Sydney, and a feature on A Current Affair. This exposure highlighted the important role community-led social enterprises can play in promoting sustainability, volunteering and local community participation.

A $10,000 City of Sydney grant enabled CRC to invest in key infrastructure improvements, including the purchase of an electric bicycle work stand, new storage systems, replacement repair stands, workshop storage facilities and additional bicycle parts. These upgrades improved the efficiency and functionality of the workshop while enhancing the volunteer experience.

Beyond bicycle repair, CRC remains committed to giving back to the community. During the year, donations totalling $2,000 were provided to community initiatives including Counterpoint Community Services, Poets Corner Preschool and community radio station 2SER-FM.

The club also refreshed its website and upgraded its digital platforms to improve accessibility and community engagement. Volunteer wellbeing and social connection remained a priority through social activities including the annual Christmas gathering, mid-year volunteer dinner and participation in the Spring Cycle Ride.

In recognition of its contribution to the community, CRC received a Certificate of Appreciation during National Volunteer Week 2026.

Counterpoint extends its sincere thanks to CRC's volunteers, supporters, donors and community members whose dedication continues to make the initiative a success. Through recycling, repair, volunteering and community participation, CRC demonstrates how a simple idea can generate environmental benefits, strengthen community connections and create lasting positive impact.

Financial performance

It is my pleasure to present the Treasurer's Report for the year ended 30 June 2026.

Counterpoint Community Services (CCS) has once again maintained a strong financial position, recording a surplus of $9,063 for the year and increasing retained earnings to $1,011,030 – equivalent to over nine months of 2026 expenses. While this result is significantly lower than last year's surplus of $125,278, it reflects changing funding arrangements, strategic investment and evolving program demands rather than any deterioration in the organisation's underlying financial health.

The most significant factor affecting this year's result was a reduction of $120,997 in Department of Education funding for Poet's Corner Preschool. Preschool income fluctuates from year to year with enrolment numbers and the needs of enrolled children. Earlier Poet's Corner surpluses have helped absorb this year's shortfall, and a further loss is expected in the coming year. Other CCS activities have limited capacity to subsidise Poet's Corner long term if it cannot break even.

In addition to retained earnings, CCS has $346,354 set aside in this year's accounts for expected expenditure, including initial fit-out and employee costs for establishing the new Glebe centre, and to subsidise the pre-school expected loss in the coming year. The late handover of the site has delayed preparations for the new Community Centre in Glebe; however, the organisation is well positioned to proceed once the site is available.

Income

Total income for 2026 was $1,340,704, a decrease of 7% compared with 2025. While Department of Education funding declined, other grant sources remained stable or improved. Funding from the NSW Department of Communities and Justice increased through indexation, Homes NSW funding increased to support redevelopment-related community development activities, and the City of Sydney continued its longstanding support across a range of programs and initiatives. Donations and small grants also increased, while fees and receipts and other income were lower, the latter largely reflecting a one-off insurance recovery received in 2025 and lower WorkCover reimbursements, which are matched by lower WorkCover wages.

Expenditure

Total expenses for 2026 were $1,331,641, only 1% higher than last year despite continuing increases in wages, operating costs and service demand.

This is largely due to changes in our largest expense item, Employment Expenses, which was $5,993 lower than last year. This followed a $70,503 drawdown from the Poets Corner reserve; before that drawdown, employment costs rose by around 6 per cent, reflecting higher salaries, superannuation,3 and workers' compensation premiums.

Administrative expenditure increased during the year, largely reflecting expenditure on equipment and furnishings, advertising and promotion, and donations to partner organisations, partly offset by lower IT costs.

Strategic direction and outlook

Counterpoint also began implementing its 2026–2029 Strategic Plan as we invest in strategic priorities including the Glebe Community Centre, organisational capability, service innovation and long-term community impact.

Budgeting for a not-for-profit organisation like CCS is inherently challenging given the unpredictability of donations, small grants and long-term funding. However, with over $1 million in retained earnings, CCS is well positioned to navigate uncertainties and ensure operations can continue through any interruption in funding or program reorganisation. Looking ahead, several matters will require careful monitoring:

Glebe Community Centre: the new centre represents an important investment in the future of both the organisation and the community. It is unclear how long the centre will take to become self-sustaining. CCS is committed to serving this new community with the same dedication it has shown to Redfern and Waterloo since its inception in 1977.

Poet's Corner Preschool: with fluctuating enrolments and individual needs, the preschool's income has dropped significantly over the last two years. It is expected to stabilise this year but still run at a loss, raising questions about its long-term viability.

Community support demand: demand for community support, counselling, outreach and early intervention services continues to exceed available funding. Many individuals seeking help are not covered under current funding agreements, and community centres are increasingly asked to respond to complex social issues without the core funding needed to maintain community infrastructure, build local relationships and provide preventative support. CCS supports the call for core funding for community centres and remains a strong advocate for sustainable investment in neighbourhood and community centres.

Economic pressures: rising wages and costs, future falls in interest rates and changes in funding guidelines will all continue to challenge finances in the future, necessitating the exploration of new income sources and potential reliance on retained earnings. Despite these challenges, I remain confident in Counterpoint's financial position. We enter the coming year with a strong financial position, sound financial management and a solid foundation to meet future challenges and opportunities.

Minor changes in the presentation of this year's accounts result from Nestor Tindugan of United Advisory Pty Ltd taking over from Greg Middleton as our auditor. Where groupings have changed, we have also adjusted the corresponding 2025 figures for a like-for-like comparison.

On behalf of the Management Committee, I would like to thank Michael Shreenan, Anna Kim, our staff, volunteers and fellow Committee members for their ongoing commitment to responsible financial stewardship. I would also like to acknowledge our auditor, Nestor Tindugan of United Advisory Pty Ltd, and our funders, donors and community partners whose support enables Counterpoint to continue strengthening communities across Sydney's inner city.

Geoff Turnbull, Treasurer

COUNTERPOINT COMMUNITY SERVICES INC

ABN 21 334 613 263

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

Counterpoint Community Services Inc.
Committee members' report
30 June 2026

The Committee Members present their report, together with the financial statements, of Counterpoint Community Services Inc (the "Association") for the year ended 30 June 2026.

Committee Members
The following persons were Committee Members of the Association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Jose Perez – Chairperson
Geoff Turnbull – Treasurer
Julie Foreman – Secretary
Diana Whitworth – Committee Member
Joanna Quilty – Committee member
John Martin – Committee Member
Lyn Lormer – Committee Member
Michael Mackenzie – Shreenan – Public Officer

Objectives
The short-term objective of the Association is to relieve poverty, disadvantage and social isolation by providing community support, connection, advocacy and capacity-building opportunities for individuals, families and communities.

The long-term objective is to foster strong, inclusive and resilient communities by strengthening community capacity, wellbeing, participation and access to support.

Principal activities
During the financial year the principal continuing activities of the Association was reduction of poverty and Advancement of social welfare and public welfare through the Provision of Community Facilities and Support and advocacy services for individuals, families and community groups within a community development framework.

Signed on behalf of the Members of the Committee.



……
Jose Perez
Chairperson



……
Geoff Turnbull
Treasurer

17 September 2026
Sydney

Counterpoint Community Services Inc
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30 June 2026

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General information

The financial statements cover Counterpoint Community Services Inc as an individual entity. The financial statements are presented in Australian dollars, which is Counterpoint Community Services Inc's functional and presentation currency.

Counterpoint Community Services Inc is a not-for-profit incorporated association, incorporated and domiciled in Australia. Its registered office and principal place of business are:

Registered office

67 Raglan Street
Waterloo NSW 2017

Principal place of business

67 Raglan Street
Waterloo NSW 2017

A description of the nature of the Association's operations and its principal activities are included in the Committee members' report, which is part of the financial statements.

The financial statements were authorised for issue on 17 September 2026.

Counterpoint Community Services Inc
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2026

	Note	2026 $	2025 $
Income	3		
Department of Communities and Justice		499,642	482,666
Homes NSW (LAHC)		112,246	77,901
NSW Department of Education		339,404	460,401
City of Sydney		86,849	79,237
Other Grants		65,916	47,907
		1,104,057	1,148,112
Other income			
City of Sydney- in kind rent		37,142	36,060
Donations		30,429	20,284
Fees and receipts		60,970	81,520
Other income		100,679	157,371
Transfer from Glebe Centre Reserve		7,427	2,880
		236,647	298,115
Total income		1,340,704	1,446,227
Expenses			
Administration		99,774	75,705
Building Costs		25,345	19,132
City of Sydney-in kind rent		37,142	36,060
Communication		6,532	6,382
Depreciation	7	-	8,643
Employment expenses	4	1,064,890	1,070,883
Program		72,660	68,894
Transfer to provisions		25,298	35,250
Total expenses		1,331,641	1,320,949
Surplus before income tax expense		9,063	125,278
Income tax expense		-	-
Surplus after income tax expense for the year		9,063	125,278
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		9,063	125,278

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Counterpoint Community Services Inc
Statement of financial position
As at 30 June 2026

	Note	2026 $	2025 $
Assets			
Current assets			
Cash and cash equivalents	5	1,883,279	1,897,738
Trade and other receivables	6	35,642	44,967
Prepayments		13,008	-
Total current assets		1,931,929	1,942,705
Non-current assets			
Property, plant and equipment	7	-	-
Total non-current assets		-	-
Total assets		1,931,929	1,942,705
Liabilities			
Current liabilities			
Trade and other payables	8	74,008	96,031
Employee benefits	9	206,127	188,588
Grants received in advance		457,048	491,553
Total current liabilities		737,183	776,172
Non-current liabilities			
Employee benefits	9	183,716	164,566
Total non-current liabilities		183,716	164,566
Total liabilities		920,899	940,738
Net assets		1,011,030	1,001,967
Equity			
Retained surplus		1,011,030	1,001,967
Total equity		1,011,030	1,001,967

The above statement of financial position should be read in conjunction with the accompanying notes

Counterpoint Community Services Inc
Statement of changes in equity
For the year ended 30 June 2026

	Retained surplus $	Total equity $
Balance at 1 July 2024	876,689	876,689
Surplus after income tax expense for the year	125,278	125,278
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	125,278	125,278
Balance at 30 June 2025	1,001,967	1,001,967

	Retained surplus $	Total equity $
Balance at 1 July 2025	1,001,967	1,001,967
Surplus after income tax expense for the year	9,063	9,063
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	9,063	9,063
Balance at 30 June 2026	1,011,030	1,011,030

The above statement of changes in equity should be read in conjunction with the accompanying notes

Counterpoint Community Services Inc
Statement of cash flows
For the year ended 30 June 2026

	Note	2026 $	2025 $
Cash flows from operating activities			
Receipts from customers		1,267,669	1,500,723
Payments to suppliers and employees		(1,344,053)	(1,379,805)
		(76,384)	120,918
Interest received		61,925	63,672
Net cash (used in) / provided by operating activities		(14,459)	184,590
Cash flows from investing activities			
Payments for property, plant and equipment		-	(8,643)
Net cash used in investing activities		-	(8,643)
Net cash from financing activities		-	-
Net (decrease) / increase in cash and cash equivalents		(14,459)	175,947
Cash and cash equivalents at the beginning of the financial year		1,897,738	1,721,791
Cash and cash equivalents at the end of the financial year	5	1,883,279	1,897,738

The above statement of cash flows should be read in conjunction with the accompanying notes

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 1. Material accounting policy information

The accounting policies that are material to the Association are set out below. The accounting policies adopted are consistent with those of the previous financial year, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted
The Association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Basis of preparation
In the Committee Members' opinion, the Association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and New South Wales legislation the *Associations Incorporation Act 2009*. The Committee Members have determined that the accounting policies adopted are appropriate to meet the reporting requirements of Counterpoint Community Services Inc.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Historical cost convention
The financial statements have been prepared under the historical cost convention.

Critical accounting estimates
The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.

Revenue recognition
The Association recognises revenue as follows:

Revenue from contracts with customers
Revenue is recognised at an amount that reflects the consideration to which the Association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Association: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Donations
Donations are recognised at the time the pledge is made.

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 1. Material accounting policy information (continued)

Grants
Grant revenue is recognised in profit or loss when the Association satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the Association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest
Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue
Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax
As the Association is a charitable institution in terms of subsection 50-5 of the *Income Tax Assessment Act 1997*, as amended, it is exempt from paying income tax.

Current and non-current classification
Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the Association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the Association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no right at the end of the reporting period to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

Cash and cash equivalents
Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Trade and other receivables
Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

Contract assets
Contract assets are recognised when the Association has transferred goods or services to the customer but where the Association is yet to establish an unconditional right to consideration. Contract assets are treated as financial assets for impairment purposes.

Property, plant and equipment
Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 1. Material accounting policy information (continued)

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Property improvements	5 years
Plant and equipment	2 years to 4 years
Motor vehicles	8 years
Furniture and fittings	2 years to 4 years
Office equipment	2 years to 4 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the Association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Impairment of non-financial assets
Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

Trade and other payables
These amounts represent liabilities for goods and services provided to the Association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Contract liabilities
Contract liabilities represent the Association's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when the Association recognises a receivable to reflect its unconditional right to consideration (whichever is earlier) before the Association has transferred the goods or services to the customer.

Employee benefits

Short-term employee benefits
Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits
The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense
Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

Fair value measurement
When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 1. Material accounting policy information (continued)

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

Goods and Services Tax ('GST') and other similar taxes
Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

New Accounting Standards and Interpretations not yet mandatory or early adopted
Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Association for the annual reporting period ended 30 June 2026. The Association's assessment of the impact of these new or amended Accounting Standards and Interpretations, most relevant to the Association, are set out below.

AASB 18 Presentation and Disclosure in Financial Statements
This standard is applicable to annual reporting periods beginning on or after 1 January 2027 and early adoption is permitted. The standard replaces IAS 1 'Presentation of Financial Statements', with many of the original disclosure requirements retained and there will be no impact on the recognition and measurement of items in the financial statements. But the standard will affect presentation and disclosure in the financial statements, including introducing five categories in the statement of profit or loss and other comprehensive income: operating, investing, financing, income taxes and discontinued operations. The standard introduces two mandatory sub-totals in the statement: 'Operating profit' and 'Profit before financing and income taxes'. There are also new disclosure requirements for 'management-defined performance measures', such as earnings before interest, taxes, depreciation and amortisation ('EBITDA') or 'adjusted profit'. The standard provides enhanced guidance on grouping of information (aggregation and disaggregation), including whether to present this information in the primary financial statements or in the notes.

Note 2. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities are discussed below.

Estimation of useful lives of assets
The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 2. Critical accounting judgements, estimates and assumptions (continued)

Employee benefits provision
As discussed in Note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Note 3. Income

	2026 $	2025 $
Revenue from contracts with customers		
Fees and receipts	60,970	81,520
Grants	1,104,057	1,148,112
	1,165,027	1,229,632
Other revenue		
Donations	30,429	20,284
Interest income	61,925	64,001
Other income	83,323	132,310
	175,677	216,595
Revenue	1,340,704	1,446,227

Note 4. Expenses

	2026 $	2025 $
Surplus before income tax includes the following specific expenses:		
Superannuation expense		
Defined contribution superannuation expense reported as part of employment expenses	111,299	100,731

Note 5. Cash and cash equivalents

	2026 $	2025 $
Cash at bank	913,801	959,661
Cash on deposit	969,478	938,077
	1,883,279	1,897,738

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 6. Trade and other receivables

	2026 $	2025 $
Trade debtors	13,609	28,489
Accrued interest	22,033	16,478
	35,642	44,967

Note 7. Property, plant and equipment

	2026 $	2025 $
Property improvements – at cost	71,420	71,420
Less: Accumulated depreciation	(71,420)	(71,420)
	-	-
Plant and equipment – at cost	8,643	8,643
Less: Accumulated depreciation	(8,643)	(8,643)
	-	-
Motor vehicles - at cost	3,012	3,012
Less: Accumulated depreciation	(3,012)	(3,012)
	-	-
Office equipment - at cost	37,192	37,192
Less: Accumulated depreciation	(37,192)	(37,192)
	-	-
Furniture and fittings	41,883	41,883
Less: Accumulated depreciation	(41,883)	(41,883)
	-	-
	-	-

Note 8. Trade and other payables

	2026 $	2025 $
Trade creditors	11,423	19,304
GST, PAYG liabilities	27,885	33,409
Accrued expenses	34,700	43,318
	74,008	96,031

Counterpoint Community Services Inc
Notes to the financial statements
For the year ended 30 June 2026

Note 9. Employee benefits

	2026 $	2025 $
Current liabilities		
Provision for annual leave	206,127	188,588
Non- current liabilities		
Provision for long service leave	183,716	164,566

The Association participates in the Community Services Industry Portable Long Service Leave Scheme (the “Scheme”) as an eligible community services employer. Contributions are made to the Scheme at rates prescribed by the Long Service Leave Corporation. The Scheme assumes responsibility for payment of long service leave benefits to eligible employees. Consequently, the Association's obligation is limited to payment of the required contributions which are recognised as an expense in the period incurred. The remaining long service leave balance held by the Association at year end represents long service leave provision balance prior to the implementation of the Scheme on 1 July 2025.

Note 10. Disclosure related to *Charitable Fundraising Act 1991*

The Association operates its fundraising activities under its license being CFN/12700.

No fundraising appeals or activities were conducted during the year ended 30 June 2026. Consequently, the Association did not derive any fundraising revenue nor incur any fundraising expenditure during the reporting period. Accordingly, there are no fundraising transactions to report in these financial statements in relation to fundraising activities

Note 11. Contingent liabilities

The Association had no contingent liabilities as at 30 June 2026 and 30 June 2025.

Note 12. Commitments

The Association had no commitments for expenditure as at 30 June 2026 and 30 June 2025.

Note 13. Events after the reporting period

No matter or circumstance has arisen since 30 June 2026 that has significantly affected, or may significantly affect the Association's operations, the results of those operations, or the Association's state of affairs in future financial years.

Counterpoint Community Services Inc
Committee members' declaration
30 June 2026

In the Committee Members' opinion:

- the Association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and New South Wales legislation the *Associations Incorporation Act 2009*;

- the attached financial statements and notes comply with the Accounting Standards as described in note 1 to the financial statements;

- the attached financial statements and notes give a true and fair view of the Association's financial position as at 30 June 2026 and of its performance for the financial year ended on that date; and

- there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

Signed on behalf of the members of the Committee.



.....
Jose Perez
Chairperson



.....
Geoff Turnbull
Treasurer

17 September 2026
Sydney

UNITED ADVISORY

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF COUNTERPOINT COMMUNITY SERVICES INC

Report on the audit of the financial report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Counterpoint Community Services Inc (the "Association"), which comprises the statement of financial position as at 30 June 2026, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows and notes to the financial statements and Committee members' declaration.

In our opinion, the accompanying financial report of the Association is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and New South Wales legislation the *Associations Incorporation Act 2009*, including:

i. giving a true and fair view of the Association's financial position as at 30 June 2026 and of its financial performance for the year ended; and
ii. complying with Australian Accounting Standards and the *Associations Incorporation Act 2009*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report.

We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the "Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other matter- basis of accounting

We draw attention to Note1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities with the *Australian Charities and Not-for-profits Commission Act 2012* and New South Wales legislation the *Associations Incorporation Act 2009*. As a result, the financial report may not be suitable for another purpose. Our audit opinion is not modified in respect of this matter.

Other information

The Committee Members are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the Committee Members' report but does not include the financial report and our auditor's report thereon.

UNITED ADVISORY

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of management and those charged with governance for the financial statements

The Committee Members of the Association are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, *Australian Charities and Not-for-profits Commission Act 2012* and New South Wales legislation the *Associations Incorporation Act 2009*, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial statements that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee Members are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

Signed by:
Nestor Tindugan
8B0F6104658B428...

NESTOR TINDUGAN
Principal Auditor

UNITED ADVISORY PTY LTD
Sydney

17 September 2026

PARTNERS & SUPPORTERS

ACU
AUSTRALIAN CATHOLIC UNIVERSITY

Quils & Mane

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Jewish Care
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bridge housing linking people to a better future

NSW GOVERNMENT

Sage EARLY EDUCATION CENTRE

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REDWatch
Redfern, Eveleigh, Darlington & Waterloo Watch Group

FACTTREE youth & community

SCCA

NSW GOVERNMENT Homes NSW

South Sydney Herald

Glebe TreeHouse

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CITY OF SYDNEY

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LCSA
LOCAL COMMUNITY SERVICES ASSOCIATION

Shelter
NEW SOUTH WALES

INNER SYDNEY VOICE
regional social development council

ncoss
NSW Council of Social Service

TENANTS' UNION
OF NEW SOUTH WALES

ELECTED OFFICIALS



JENNY LEONG MP
MEMBER FOR NEWTOWN

Tanya Pilbersek

THE LORD MAYOR OF SYDNEY
CLOVER MOORE

NOTES

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