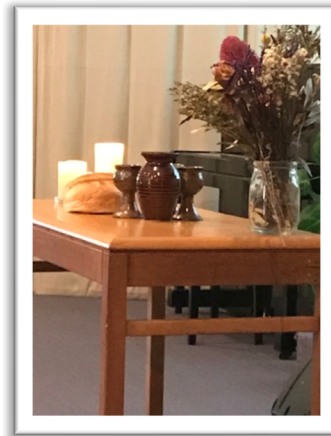


Pathways COMMUNITY

2022/2023 Annual Report



We acknowledge the wonderful funding and support made available through the NSW Government, Department of Communities and Justice, Fresh hope Housing and Wesley Mission which allows us to do the work we do.



Staff Profiles

Management



Kellie has been serving as the Head of Agency since 2015, managing and overseeing the social justice programs within Pathways Community Care. She is a qualified counsellor and supervisor, also working as a counsellor in her private practice. She is extremely proud of the work that the team do at Pathways and is passionate about Jesus and His plan and purpose in ours and the lives of those we serve. She is married to Brad and has 4 children. **2 dpw**

Lynn has been a long-term staff member of Crossroads and Pathways, with duties covering accounts receivable and payable, payroll, working with children compliance, childminding, iKidz, playgroup, overseeing our Emergency Relief program and any other administrative roles she is asked to fill. Lynn lives in Blacktown and has three children and two grandchildren. **4dpw**



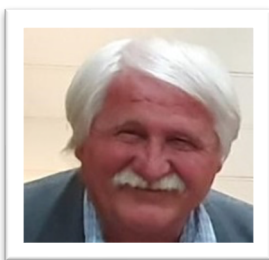
Crisis Centre



Cecilia started the case manager role in January 2023 and has loved every moment of the position. Cecilia has thrived in a Christian environment and really appreciated working in the Pathways Community Care team. Cecilia has a background in various fields of employment and plans to continue her studies in a Bachelor of Social Work. Cecilia has a passion for assisting people and enjoys working with each unique family. **5dpw**

Aged Care Volunteers Visitor's Scheme

Jo has been the Coordinator of the Aged Care Volunteer Visitors Scheme (previously known as CVS) for Pathways since March 2019. She has worked for Pathways since 2017 in the Brighter Futures Program, Crisis accommodation and groups. **3dpw**

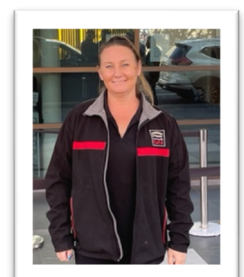


Stepping Stone

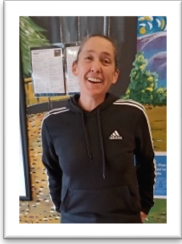
A long term volunteer in our Stepping Stone program, John manages our kitchen, overseeing the collection of donated goods, ordering of food, preparation of food parcels for distribution and cooking of up to 120 meals per week! John lives in Pendle Hill and has six adult sons and thirteen grandchildren. **5dpw**

Children's Work / Cafe

Natalie Wilgress, Café Manager, Activities Co-Ordinator, Support Worker, and JP. Natt has been at the café since 2008 and for the past 5 years she has also been our Activities Co-Ordinator, running playgroup, iKidz and overseeing Craft and child minding. Natalie works with our short and medium term families in our crisis accommodation assisting the case manager. **5dpw**

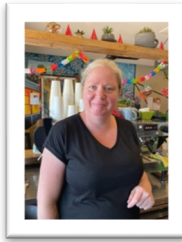


Café



Gabi has been a part of the café team for over 10 years. She has continued to be a wonderful asset to the Lalor Park Community looking after ordering, baking and always makes sure that she has the customers favourite cakes and slices available daily. Gabi cares greatly for the Lalor Park community, and customers share their joys and troubles with her.

Sharyn O'Loughlan has been with the café since 2016. Sharyn started volunteering with us after completing the café skills course run in conjunction with TAFE NSW. Sharyn has been a valuable part of the team who cooks, helps with training work experience students and new volunteers. Sharyn cares immensely for the Lalor Park community and goes the extra mile helping community members cook, clean and shop when they need a little help. Sharyn is a mum of two and Nanna Lockie to 5 beautiful granddaughters.



Nicole Martin has been a member of the cafe team since meeting Natt at a Tafe outreach course. She volunteered at the cafe to gain more experience and became a valued member working 4-5 shifts a week. This year Nicole moved into the area, embracing the Lalor Park community as her own.

Programs

Stepping Stone



John Monk - Co-ordinator

Stepping Stone has an outstanding community reputation for the years of service we have offered to the homeless community in Prince Alfred Park, Parramatta. At present Pathways Community shares the facilitating of this program with Parramatta Baptist Church who run proceedings on Sunday at lunchtime, while Pathways continues to operate the Wednesday evening meal.

This ministry continues to be run by a small team of volunteers, who are led by Julie Brownlow, and Jason Sylvester. John Monk is the chef behind the proceedings, with many invaluable helpers including Rami, Anusha, Robyn S, Robyn C, Helen, Jonathan, Steve C, Cecilia, and Reyna. This year we have been blessed with donations for food from ParraVilla in Parramatta who have been providing food faithfully each fortnight for our friends in the park.

Our team on a Wednesday night can serve anywhere between 40 to over 70 Meals each week.

The strength of this program is to provide the community with free meals, and where possible making long lasting connections, and where needed, referring out to other services to help more holistically. Volunteers are always needed,

The Stepping Stone program relies on the donations from local businesses and community members.



Craft Group

Kate Creighton - Co-ordinator

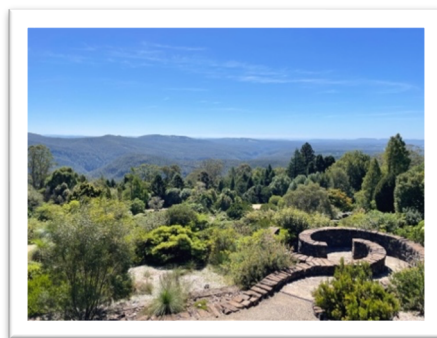
Our craft group provides a space for adults to learn a new skill or build on skills they already have. Participants have the chance to share experiences, concerns, triumphs, and disasters, or just have another adult to talk to. This group offers a great support network, social inclusion, new friends and helps to improve self-esteem. It is a child-free time (childcare is provided) in a safe environment. Participants feel culturally and socially accepted.



Aged Care Volunteer Visitors Scheme

initiative of the Australian Government

Joanne Daines - Co-ordinator



The Aged Care Volunteer Visitor Scheme or "ACVVS" is funded by the Australian Government.

This free service aims to reduce the isolation and loneliness of the elderly through the development of friendships between volunteer visitors and residents in Aged Care and in the homes of those waitlisted or receiving an aged care package.

This year has been a very busy one here at Pathways.

Following a review into the nationwide program, Pathways successfully applied for the funding to continue to provide this service to residents in aged care across Western Sydney.

Meanwhile, we have held 2 information sessions here at Pathways for volunteers to learn more about their role and to network and support each other.

In March we had a lovely day trip for the volunteers to Kurrajong Village and Mt Tomah Botanical Garden.

We celebrated National Volunteer Week at Pathways Church this year in combination with volunteers from Pathways' other services. We had a lovely afternoon tea catered by the staff at Common Groundz, and volunteers were presented with certificates and badges in recognition of their service by the Head of Agency.

Please pray for the health and wellbeing of our volunteers and recipients and that we will continue increasing our number of visitors over the next year.



Crisis Centre

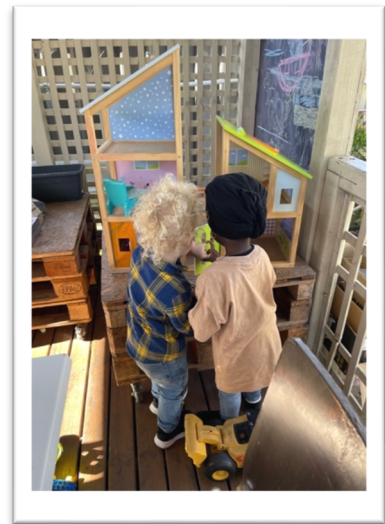
Cecilia Aquirre – Case Manager

Pendle Hill Crisis Centre is an emergency accommodation service for women and their children in crisis, most often escaping domestic or family violence, or other factors that place them at risk of homelessness. We are very fortunate to be able to provide short -and- medium- term housing for families who require additional support and care as they transition back into permanent and stable housing. Staff provide practical assistance as well as emotional support to these very vulnerable families.

Families reside in our Refuge for up to 12 weeks, whilst they work on feeling safe and looking for their next home. For our medium-term accommodation, we are blessed and thankful for our partners Wesley Mission and Amelie Housing who provide safe and secure transitional properties for our families to reside in. They live here for up to 12 months and receive support for housing and other goals like budgeting, mental health or getting back into the workforce.

Coming out of the COVID pandemic, staff have been able to re-establish face-to-face case meetings and other interactions. In this year we have had two case workers, one case worker for the first 6 months and another case worker for the other 6 months. Our families thrive on being heard and having a safe place to connect and be emotionally held. Our families delight on achieving their goals and enjoy working alongside staff to gain independent skills to accomplish tasks once leaving our service.

The Pendle Hill Crisis Centre and transitional housing are funded by Family and Community Services, via a partnership with Wesley Mission, with a three year service agreement in place. The Crisis Centre also receives an annual grant from Fresh Hope Engage and the use of the refuge and a transitional house from Churches of Christ in NSW.



Emergency Relief

Lynn Gale – Co-ordinator



This year in our Emergency Relief program at Pathways Community we have helped families with 177 food parcels with John Monk overseeing the packing and distribution of the food.

In conjunction with Wesley Mission, we were also able to supply Food Vouchers to the value of \$71,950 to families in the community in need. Pathways Community provided vouchers primarily over the phone and via email over the last financial year. The need for both food and food vouchers has increased significantly over the past 12 months, however with the need increasing for food vouchers the criteria has changed and the wait time to apply for vouchers has increased.

Pathways Community has been able to help several clients with payments of their rent arrears, water bills, vehicle registration and also with the supply of washing machines and fridges, with the help of Wesley Mission.

Emergency Relief food hampers receives no external funding and is operated solely through the donations of local businesses and community members. Emergency Relief vouchers are provided via Wesley Mission.

Playgroup

Natalie Wilgress- Co-ordinator

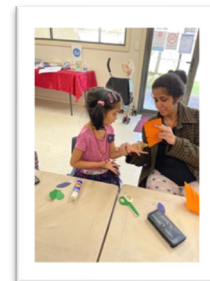
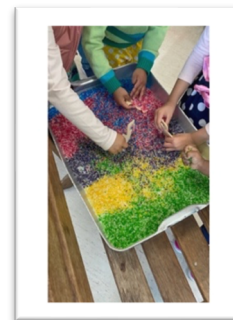
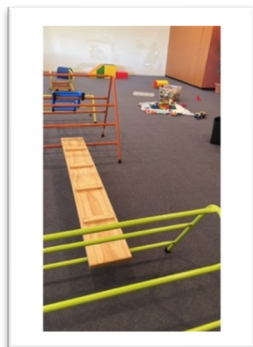


Playgroup creates opportunities to build and strengthen children's development, support families, and promote community engagement, health, and wellbeing. Playgroup is filled with fun activities, crafts, and freeplay play, providing a great opportunity for parents and carers to network and get to know their community whilst building skills to interact with their children.

Playgroup numbers have grown steadily over the year after dropping off during the pandemic. Families attending Playgroup have enjoyed each other's company, watching their children grow and make new friends. Craft is a big hit with both the children and the parents. This year we have exercised our fine motor skills and enhanced our cognitive abilities with sensory play activities including playing with coloured rice and painting.

The home corner and new climbing equipment were a hit too. By providing a setting for role play, the home corner allows children to make sense of their world; children have opportunities to co-operate, explore their feelings, and develop language skills to express and respond to one another's needs. Climbing improves gross motor movements as children learn to scale climbing structures and engage their entire body.

Playgroup attendees enjoy a routine of free play, craft, morning tea, singing, dancing and story time.



Natalie Wilgress - Co-ordinator

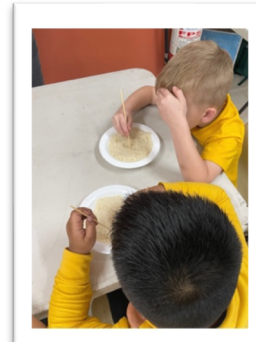
iKidz is our afterschool children's program funded by Department of Communities and Justice under the TEI funding. iKidz is for children in kindergarten up to year 6. They engage in a wide range of activities that are fun and help children grow to be the best they can be.

Children benefit from strong friendships with each other and with the fantastic leadership team. It is run by dedicated and passionate leaders that focus on the welfare of the children.

This year we have seen an increase in attendance numbers, with children excited to know what we are doing each week.

Children who participated in iKidz are given the chance to widen their skills by participating in a variety of craft activities, games and even cooking! We made pizzas, clay masterpieces and practiced our fine motor skills by finding beads in rice with skewers. The highlight of our year was winning prizes and challenging each other in Minute to Win it games.

Play helps to develop a child's knowledge and skills and prepares them for a lifetime of learning both in school and beyond.





Common Groundz - Lalor Park

Natalie Wilgress - Co-ordinator



Common Groundz Community Café is committed to projects and partnerships in the Lalor Park Community.

Through our café and community outreach, we are continuing to build a safe and inclusive community for all. We exist to relieve the hopelessness, suffering and distress of those most at risk of exclusion by fostering connection, providing support, and serving the needs of our community. We are staffed by a dedicated team, managed by Natt. Everyone has their role to play, whether it is cleaning tables, sweeping the floor, washing up, making coffee, cooking, baking, or checking in with vulnerable customers. Every person is important.

Common Groundz takes on work experience students and other community members who want to learn more about hospitality / serving the community. We love to see them all grow their skills and passions for serving others. Over 22-23 we hosted 15 school students from 7 local high schools. One Mitchell High student's feedback said "Really friendly staff, I enjoyed my time working there. Their instruction was clear and easy to understand, they took the time to teach me just about everything they do, ensuring I was confident enough to then do those things on my own."

The Lalor Park community continue to embrace supporting the cafe and each other. Many have attended events like the Café's 14th Birthday, Christmas Carols and Christmas lunch – ensuring no one is alone on Christmas Day, and the Anzac Day Service.

Anzac Day saw hundreds gather to pay their respects and stay for food and conversation this year; it was really encouraging to see so many turn out and the number who remained to spend time together over coffee and breakfast. The atmosphere was both respectful and welcoming.

This year's Christmas carol event was joined by the Hub markets and local dance/performance groups, who kept us entertained. We went for a more picnic style of food, rather than a full Christmas meal and it served the very, very, hot weather well. Simply Voices, the Lalor Park Choir led the carols, and we even had a few teenagers perform for the first time. We greatly appreciate everyone who volunteers their time and skills to help make this such a highlight in the Lalor Park calendar.

Baking all our own cakes and slices, on site. Gabi never fails to have exactly what the customers want – sometimes selling out the cakes in less than an hour! Don't forget to try her cheesecake on your next visit... if there is any left!

There is a real "family" feel around the café, and customers love to dine in meeting with friends, old and new. We continue to be a source of hope and support to those entering our doors. Staff, volunteers, customers, and other local community personal draw alongside each other to celebrate good times and grieve together during the times of suffering and loss.

Partnering with Bakers Delight in Kings Langley to reduce the impact of waste they have, we pick up their left-over sweets, and savory rolls on a Friday night, bag it up and the community of Lalor Park is welcome to pick it up, for free, on Saturday Mornings. This initiative has been utilized by many.

Supporting those less fortunate, this year we ran a 'Reverse days of Christmas', where customers donated items to be made into hampers. We were able to bless over 20 families in our community in Lalor Park and Pendle Hill, including our crisis accommodation.

We love to see several community members who take pride in their café and volunteer to undertake tasks such as watering the gardens out the back, mulch, and or plant new tomatoes for us.

The café is somewhat like a beacon in Lalor Park, where people can gather, support each other, and find support. It is a safe place and, when the opportunity presents itself, we are privileged to help people find faith in our Lord Jesus.

Our Café serves great coffee and breakfast from 6am-12pm, 6 days a week.

