

## Blue Mountains Community Sector Profile

*at November 2014*

Overall, the Blue Mountains community sector employs over 380 staff (FT & PT), and provides opportunities for more than 900 volunteers at any given time. The total turn-over contributed directly to the local economy is well in excess of \$20m – though the social capital benefits, savings to governments at all levels from prevention/early intervention, and flow-on effects, increase this value considerably, and provide a significant positive return on investment.

Agency Name	FTE Staff/ Volunteers	Service Outline	Premises	Annual Budget / turn-over
<b>Aftercare</b>	15 paid staff/ occasional volunteers	<ul style="list-style-type: none"> <li>Personal Helpers and Mentors (PHaMs) - a recovery focussed program supporting people whose lives are severely impacted by mental illness.</li> <li>(HASI) Housing Accommodation Support Initiative is also a recovery focussed program, in partnership with NSW Department of Human Services and Health.</li> </ul>		(National)
<b>Blackheath Area Neighbourhood Centre</b>	18 FTE paid staff, 33 staff in all / 50 volunteers	<ul style="list-style-type: none"> <li>Community development (major priorities: families and children, transport, low income and disadvantaged people, town infrastructure, community capital).</li> <li>No income loans (NILS) and emergency food.</li> <li>Day programs for people with intellectual and physical disabilities and people with mental health issues.</li> <li>Before, after school and vacation care – BOOSH.</li> <li>Information, referral, office infrastructure and computer access.</li> <li>Isolated people's social support program.</li> </ul>	Partially located in Council-owned premises (Community Hall); as well as private and school-based premises.	\$1.5m
<b>Blue Mountains Aboriginal Culture &amp; Resource Centre</b>	8 paid staff/ 13 volunteers	<ul style="list-style-type: none"> <li>Culturally appropriate services to Aboriginal &amp; Torres Strait Islander People, or culturally supportive referrals to mainstream services.</li> <li>Provides outlets and opportunities for Aboriginal &amp; Torres Strait Islander People &amp; non-Aboriginal People to learn about Aboriginal culture &amp; history, as well as current and past issues that affect our communities.</li> <li>Indigenous Family Support Service assists Aboriginal and Torres Strait Islander children / youth and their families. Family Worker organises programs for young people and provides links to other youth services; Koori Playgroup; also drop-in access.</li> <li>HACC-funded transport program to assist frail aged &amp; disabled people to attend appointments, conduct errands or to get to and from events.</li> <li>A bush regeneration project at the Community Gardens Site in North Katoomba.</li> </ul>	Katoomba (DFACS-owned property)	\$400,000
<b>BM Family Support</b>	12 (+2 = 14 from end of 2014) paid part-time staff 3 volunteers	<ul style="list-style-type: none"> <li>Parenting programs: Early Intervention Placement Prevention (EIPP), Brighter Futures and Families NSW Early Intervention.</li> <li>Family support around parenting – 1-1 home visiting and parenting support groups, eg PPP</li> <li>Practical group work for families, including PPP, budgeting, emotions &amp; behaviours, etc.</li> <li>Practical support through drop-in service (eg emergency relief, energy vouchers, food parcels).</li> </ul>	Council premises; pay utilities	\$630,000

		<ul style="list-style-type: none"> <li>• Family fun day/special events.</li> <li>• Playgroups at Mount Victoria &amp; Blackheath public schools</li> <li>• Free weekly community breakfast on Wednesdays</li> <li>• Multicultural playgroup.</li> </ul>		
<b>BM Food Services Inc. 'Meals on Wheels'</b>	13 paid staff/ 200+ volunteers	<ul style="list-style-type: none"> <li>• Meals – fresh chilled meals delivered daily, frozen menu for weekly/fortnightly delivery and 9 community restaurants across the mountains each week.</li> <li>• Mental Health Access Worker – supporting those clients who are recovering from mental health. Healing through Creativity – shared lunch and experiences while using creative skills. Assessment of clients in their homes.</li> <li>• Client Support Worker – assisting clients at restaurants; organising activities and guest speakers at the community restaurants; liaising with Community Transport so that clients can access the restaurants. Assessment and reassessment of clients in their homes.</li> <li>• Social Support Worker – working with clients within their home to ensure that they have good nutrition and support; taking clients to community restaurants.</li> </ul>	Lower Mtns Community Centre, Springwood Presbyterian Church Hall, Mid Mountains Community Centre, Katoomba Civic Centre, Blackheath RSL Hall	\$1.3m
<b>BM Youth Accommodation &amp; Support Service</b>	15 permanent staff, numerous casuals.	<ul style="list-style-type: none"> <li>• Provides accommodation and support to young people who are vulnerable.</li> <li>• Manages the Glue factory – one stop access point for all young people.</li> <li>• Operates a 24 hour supported youth accommodation unit for young people aged 15- 19 years.</li> <li>• Has transitional housing in various locations throughout Mountains.</li> <li>• Offers accommodation for young parents and parents-to-be.</li> <li>• Offers outreach support for young people through early intervention or post crisis models.</li> <li>• Supports various group work strategies on a needs basis.</li> </ul>	Office at Valley Heights, unit in Katoomba, owned by BMYASS; other properties NSW Housing-owned & private rental: at Glue Factory in Katoomba	\$1.2m+
<b>Blue Mountains Women's Health and Resource Centre</b>	22 PT paid staff	<ul style="list-style-type: none"> <li>• BMWHRC is the only women's health centre in the Blue Mountains LGA and provides a range of free and low cost women's health services.</li> <li>• Assessment and referral services and outreach programs.</li> <li>• Health promotion activities, health education groups and social and recreational groups across the Blue Mountains.</li> <li>• Women's Domestic Violence Court Advocacy Service, providing services to Katoomba, Lithgow, Bathurst and Mudgee Courts.</li> </ul>	Pay rent on a building owned by a local trust, the Blue Mountains Land Foundation.	\$834,671
<b>The Blue Mountains Youth College in Lawson</b>	3 Teachers 2 Teachers Aides F/T Receptionist 1 F/T Campus Coordinator Volunteers needed	Independent School <ul style="list-style-type: none"> <li>• Delivering Life skills and Stage 5 for students unable to thrive in a mainstream environment. A social welfare orientated approach to education and obtaining the ROSA Report of School Achievement.</li> <li>• Currently catering for students aged 14 years who have completed Year 8 studies. Specialising in mental health including anxiety, internalised behaviours.</li> </ul>	Operating out of the old Youth Centre/ Uniting Church premises Yileena Ave, Lawson	Funding dependent on a number of variables

<b>Connect Child &amp; Family Services</b>	55 paid Staff/ 10 volunteers	<ul style="list-style-type: none"> <li>• Early Childhood education (Possum Preschool; Hazelwood Child Care Centre; Supported Playgroups; Possum Community Toy Library; Parents &amp; Educators Resource Library).</li> <li>• Disability Services, including: Screening &amp; Assessment, Home Visits, Early Learning Program &amp; Itinerant Inclusion Support.</li> <li>• A wide range of programs, including: Nepean Area Transition To School Project; <i>Brighter Futures</i>; <i>You Ask, We Nurture</i>; Play Therapy; Helping Children With Autism; <i>My Time</i>; <i>Kids On The Move</i>.</li> <li>• Community Hubs.</li> <li>• Volunteer Opportunities.</li> <li>• Research and consultancy.</li> <li>• Professional development services and training.</li> </ul>	Bungarrabee Centre & Westend St. in Katoomba (owned and managed); Heatherbrae, council-owned; Hazelwood CCCH council-owned (co-located with MOCS and KU - share expenses).	\$3.5m
<b>Dianella Cottage</b> (Blue Mountains Drug and Alcohol Recovery Services)	3 FT staff; 2 PT	<ul style="list-style-type: none"> <li>• Provides drug and alcohol services specifically for women over the age of 18 with co-existing issues with drug and alcohol, mental health and complex trauma.</li> <li>• Group-based support and limited case management provided.</li> <li>• Operates Monday – Thursday 9:00am - 4:30pm (for client contact).</li> </ul>	Katoomba (private rental)	\$339,800
<b>Elizabeth Evatt Legal Centre</b>	6.5 FTE/ 4 volunteers	<ul style="list-style-type: none"> <li>• As part of a national network of Community Legal Centres, EECLC offers free &amp; independent legal and tenancy advice, casework, community legal education and law reform services to people living in the Blue Mountains, Lithgow, Oberon and Bathurst Regions.</li> </ul>	Katoomba (BMCC premises).	\$713,000
<b>Gateway Family Services</b>	14 FTE (23 Paid Staff)/ 7office volunteers	<ul style="list-style-type: none"> <li>• Family Work Programs: Families NSW; EIPP, incl. the Gunedoo Project , <i>Brighter Futures</i> &amp; Lapstone Early Intervention FW project- meet with families (in their homes or at locations suitable to the family) to work together on the concerns facing the family.</li> <li>• Parent Groups &amp; Community Projects: Groups focus on parenting education and support &amp; helping parents build links in their communities to support them as they parent their children. Supported playgroups at Winmalee, Blaxland and Warrimoo Public Schools. Community Hubs @ Winmalee &amp; Lower Mountains; Multicultural Playgroup; ITAV project-multiple ECC. Penrith Council Early Childhood services Family work &amp; parent group program</li> <li>• Emergency Relief Programs: Individuals, couples and families can receive food and/or financial assistance /water vouchers(including Christmas Hampers) and support to organise extensions of payment &amp; deal with financial matters.</li> </ul>	Blaxland, Katoomba	\$1m+
<b>Katoomba Neighbourhood Centre</b>	35 paid staff (22 PFT/PPT; 6 casual; 7 contracted)/ 94 active volunteers	<ul style="list-style-type: none"> <li>• Community Hub Information, Referral &amp; Linking Services.</li> <li>• Community &amp; Cultural Development Social Inclusion Capacity Building Projects (Katoomba Film Club, Connecting through Stories Book Club, Creative Writing for the Soul, Vocal Locals Community Choir, New Country New Friends multicultural group, Community Lunches, The Kat Community Café, TAFE Outreach Courses).</li> <li>• Community Visitors Scheme - support for people who</li> </ul>	Main premises Katoomba are Council-owned; Vale Street site is a Nepean Blue Mountains Local Health District site; BMHMMS	\$1.4m

		<p>are in residential care, keeping them connected.</p> <ul style="list-style-type: none"> <li>• Katoomba Volunteer Home Visitors Services - social support for people over 65 years and people with a disability through the provision of volunteers visiting at home (and incorporating BM Male Carers Support Group, Eat &amp; Greet Social Inclusion Group for Persons with a Disability and Home Library Services).</li> <li>• Blue Mountains Home Modifications and Maintenance Services BMMMS (LGA-wide) - assists older people &amp; persons with a disability to remain in their homes by purpose-modifying them to improve access, mobility &amp; safety.</li> <li>• Out of School Hours (KOOSH) Care - providing before, after &amp; vacation care for primary school aged children.</li> <li>• Vale Street Social &amp; Recreational Program for persons living with or recovering from a mental health issue (LGA-wide).</li> <li>• Emergency/Crisis &amp; Material Support - sponsored fortnightly free community lunches, weekly bread access, food parcels, assessment and targeted/assisted referral, infrastructure access e.g. phone.</li> <li>• Volunteer opportunities across all programs &amp; services.</li> <li>• Auspicing organisation for Transition Blue Mountains; BM Persons Living with HIV/AIDS.</li> <li>• Advocacy for community members and support for other community projects (e.g. Blue Fringe, Tax Help, Financial Counselling).</li> <li>• Infrastructure available for community access, community meeting spaces, audiovisual equipment, public address system.</li> </ul>	Workshop is leased premise.	
<b>Lower Mountains Neighbourhood Centre</b>	4 PT paid staff/ 50 volunteers	<ul style="list-style-type: none"> <li>• Information &amp; Referral services.</li> <li>• Shopping &amp; Transport Services.</li> <li>• Volunteer Home Visitors social support service.</li> <li>• No Interest Loan Scheme (NILS).</li> <li>• Adult learning courses.</li> <li>• Community development programs.</li> <li>• Volunteer opportunities.</li> </ul>	Council premises (Blaxland Community Centre); LMNC pays a nominal rent.	\$330,000
<b>Mid-Mountains Neighbourhood Centre</b>	9 paid staff/ 158 volunteers	<ul style="list-style-type: none"> <li>• Community development projects (eg Lawson Festival); other community events; Chronic Fatigue Support Group; Community Readers; Tax Help; Mid Mountains Community Gardens; Hazelbrook Association; Graffiti Removal Project; community group management skills training; forums.</li> <li>• No Interest Loans (NILS).</li> <li>• Volunteer Home Visitors.</li> <li>• BM Palliative Support Service - care &amp; support to people with life-limiting illnesses.</li> <li>• Getting Around in Community sustainable transport project (LGA wide).</li> <li>• Strengthening for Over-Sixties exercise program.</li> <li>• Broadband for Seniors tutoring &amp; other adult learning courses.</li> <li>• Information, referral, office infrastructure and computer access (newsletter, web, blog, direct info); volunteer opportunities.</li> </ul>	Council-owned Mid Mountains Community Centre.	\$470,000

<b>Mountains Outreach Community Service (MOCS)</b>	10 paid PT staff, 9 casuals / 19 volunteers	<ul style="list-style-type: none"> <li>• BM Occasional Child Care – quality licensed service for children aged 0-6 years.</li> <li>• Mountains Mobile Minders – child minding for groups etc run by community organisations.</li> <li>• Parenting Young – support for parents aged to 25.</li> <li>• Mid-Mountains Community Hub – playgroups, courses, activities for families.</li> <li>• <i>Paint the Blue Read</i> early learning program.</li> <li>• Reconciliation and other community development groups, activities and events.</li> <li>• Brighter Futures casework as part of BM Consortium</li> </ul>	Own premises, Hazelbrook – co-located with Connect and KU.	\$565,000
<b>Mountains Youth Services Team (MYST)</b>	10 paid PT permanent staff, 9 casuals / 19 volunteers	<ul style="list-style-type: none"> <li>• Counselling.</li> <li>• Youth Centres (recreation, information &amp; referral).</li> <li>• Personal Development programs.</li> <li>• Casework &amp; crisis support.</li> <li>• Adventure-based programs.</li> <li>• Advocacy &amp; community development.</li> <li>• Reconciliation and other community development groups, activities and events.</li> </ul>	3 locations: Katoomba, Springwood & Winmalee (all BMCC premises).	\$1.1m
<b>Northcott</b>	5 paid staff	<p>Northcott supports people with disabilities to reach their full potential by providing services and support to promote a genuinely inclusive society. Services include:</p> <ul style="list-style-type: none"> <li>• Early Links. Early intervention 0-8 years</li> <li>• Intensive Family Support. For families with a child/ young person with a disability and at risk of family breakdown</li> <li>• Support Networks and Community Development. Promoting inclusion.</li> <li>• Employment –(Katoomba)</li> </ul> <p>NB: The Penrith office offers the full range of Northcott services for the Nepean area that includes the Blue Mountains. Refer to the Northcott website for detailed service descriptions <a href="http://www.northcott.com.au">www.northcott.com.au</a></p>	Office space rented at Lawson Road, Springwood.	
<b>Springwood Drop-in Centre (CatholicCare Social Services)</b>	7 paid staff (plus 2 more who do outreach in mountains) 8 volunteers	<ul style="list-style-type: none"> <li>• Outreach across the mountains, and various offices in Western Sydney</li> <li>• Services at the centre: <ul style="list-style-type: none"> <li>· Community development (Bushfire Recovery)</li> <li>· Bushfire Support workers (using a step-by step model)</li> <li>· General Counselling (including relationship, trauma and cognitive behavioural therapy)</li> <li>· Financial counselling</li> <li>· Problem gambling counselling</li> <li>· Family Support</li> <li>· Small groups (information and support)</li> <li>· Drop-ins and referrals</li> </ul> </li> </ul> <p><i>Staff do not proselytise.</i></p>	Premises: Macquarie Rd, Springwood	Approx. \$150,000
<b>Springwood Neighbourhood Centre Cooperative</b>	25 paid staff / 95 volunteers	<ul style="list-style-type: none"> <li>• Community development – various courses: computing classes, fitness classes for older people including tai chi and yoga. Various social groups including Open Door, Art Social Group, Knit and Yarn and Social Cards.</li> <li>• Advocacy for local residents and support for other community projects (eg <i>Blue Fringe</i> activities), mental health activities (Healing through Creativity), Art Social Group. The Acoustic Club, Live at the Village, Vision Impaired support group, HDD Support and Tax Help.</li> </ul>	Springwood Avenue, Springwood * opposite Anytime Fitness. SNCC pays no rent, but covers utilities,	\$900,000

		<p>Also community renewal projects including Yarn and exercise classes in Winmalee</p> <ul style="list-style-type: none"> <li>• Volunteer Home Visitors – social support, social transport and domestic assistance to people over 65, aimed at supporting them so that they can stay in their home.</li> <li>• Community Visitors Scheme –social support/companionship for people either in residential care or living at home and receiving a HACC package.</li> <li>• Tanderra OOSH Before &amp; After School Care and Vacation Care.</li> <li>• Dementia Carers Support Group, meets twice a month to break down isolation and build social connections for people in any kind of caring role those living with dementia</li> <li>• <i>BM Talking Gazette</i> – a weekly audio CD local news resource from the BM Gazette.</li> <li>• Emergency material support – non-perishable food items and toiletries available from our community donated food cupboards</li> </ul>	cleaning & maintenance agreement. *From March 2015; the whole precinct in Springwood is currently being redeveloped.	
<b>Substance.org (Western Sydney Drug and Alcohol Resource Centre)</b>	4 PT paid workers; 1 student on placement	<ul style="list-style-type: none"> <li>• D&amp;A Health Promotion and Resource service; target group of all ages, covering: Penrith, Blue Mountains, Hawkesbury, Lithgow.</li> <li>• Health Promotions in schools with Choices Program.</li> <li>• Training for other community services workers, and Community Education in D&amp;A issues (eg Drugs in Perspective for parents &amp; carers).</li> <li>• Community development projects related to D&amp;A issues.</li> <li>• Referrals pathway via phone and web-based services.</li> </ul>	Pay rent on a Penrith Council-owned building.	(National) <b>NB The Penrith office is closing due to loss of funding.</b>
<b>Wentworth Community Housing</b>	6 FTE paid staff	<ul style="list-style-type: none"> <li>• Wentworth offers subsidised housing for people on very low to moderate incomes: <ul style="list-style-type: none"> <li>○ social housing – for eligible people, often with high needs</li> <li>○ affordable housing – for people living in unaffordable or unsuitable housing, or who need to relocate for work</li> </ul> </li> <li>• In addition to property and tenancy management, Wentworth also offers referral, advocacy and case management, and help with access to: <ul style="list-style-type: none"> <li>○ temporary (including emergency) accommodation</li> <li>○ supported and crisis accommodation</li> <li>○ private rental assistance including brokerage, tenancy facilitation and Rentstart.</li> </ul> </li> <li>• Work closely with other community organisations to help strengthen neighbourhoods (with tenant support, community development services and projects to combat chronic homelessness).</li> </ul>	Office in Katoomba	(State-wide)
<b>Wimlah Specialist Domestic Violence Service (now managed by Penrith Domestic Violence Services)</b>	8 paid staff/ 1 volunteer/ 6 mentors	<ul style="list-style-type: none"> <li>• Crisis refuge accommodation.</li> <li>• Advice and outreach support.</li> <li>• A drop-in space at Katoomba and Springwood.</li> <li>• Community education.</li> <li>• Groups for women and children.</li> </ul>	Non-Council owned premises	\$500,000

<b>Winmalee Neighbourhood Centre</b>	6 PT staff/ 38 volunteers	<ul style="list-style-type: none"> <li>• Information, Referral services &amp; Advocacy</li> <li>• Community development-educational/recreational programs for children and adults. 'Good Start Breakfast Club-Winmalee Public School.</li> <li>• Emergency Relief program assists with utility accounts, food relief, weekly free Community Lunch.</li> <li>• No Interest Loan 1800 NSW Free Call Service Operator; No Interest Loan Scheme (NILS).</li> <li>• Low cost women's massage, Women's Art, Community Garden, Children's activities, Fee Financial Counselling, Free Counselling, Tax Help, Bush Fire Recovery Projects</li> <li>• Faulconbridge Netball Club Inc. The Sewing Guild; the Lower Mountains Breast Cancer Support Group (Bosom Buddies) The Asperger's Support Group.</li> <li>• Volunteer opportunities, &amp; Infrastructure available for community access, community meeting spaces, dedicated play area for children, and rooms for hire.</li> </ul>	Winmalee premises are owned by BMCC. The Centre is responsible for utilities, property maintenance & ground maintenance.	\$196,000
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*Produced in collaboration with the  
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