



# Orana NSW Inc. Annual Report 2023 - 2024



# Mission Statement

---

Orana's Mission is  
to:

---

*Empower People to  
have a Voice; Foster  
Inclusion*

# Vision

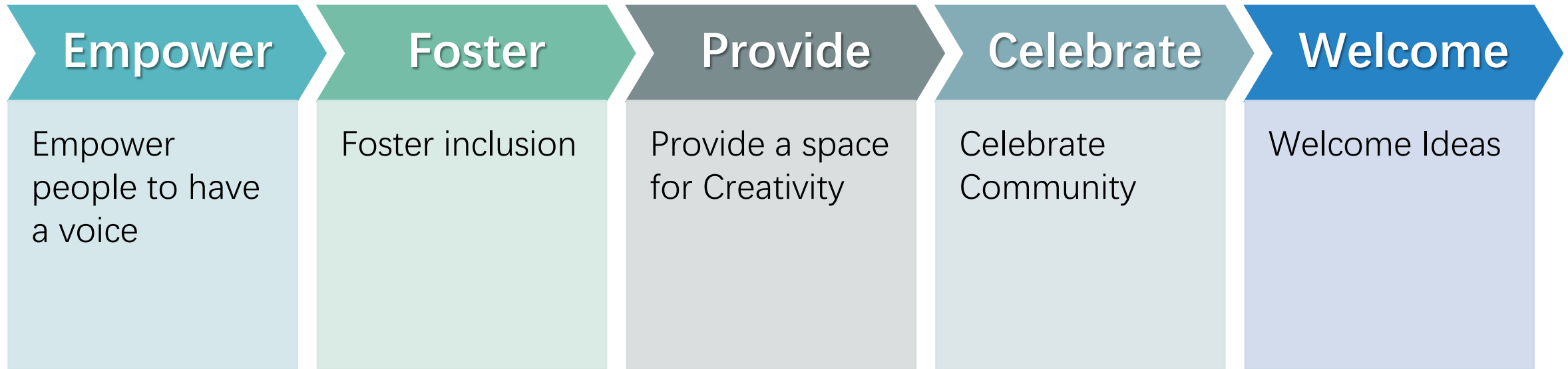
Orana's Vision is  
for:

*An inclusive,  
engaged, and  
optimistic  
community.*

# Objectives

Orana's Objectives are to:

---





<b>Chairperson</b>	Louis Hearnden
<b>Deputy Chair</b>	David Ackroyd
<b>Secretary</b>	Yvonne McDonell
<b>Treasurer</b>	Carol Strachan
<b>Board Member</b>	John Horder
<b>Board Member</b>	Patricia Hickey
<b>Board Member</b>	Ben Lenzo

# Orana Board

## 2023 - 2024

---

# Orana Staff 2023 - 2024

<b>Executive Officer</b>	<b>Elizabeth O'Neill</b>
<b>Orana Women's Health Centre Coordinator</b>	Bernadette Hoy
<b>Orana Early Support Coordinators</b>	Pippa Dean Caroline Gardner Leah Wallace
<b>Orana Domestic Violence Safety and Healing Caseworker</b>	Michelle Druery
<b>Orana Sutherland Centre Coordinator</b>	Pippa Dean
<b>Finance Officer</b>	May Lin
<b>Orana Adult Learning Volunteer Coordinators</b>	Renata Lenzo & Loretta Murphy
<b>Orana Carers Connect</b>	Clare Potgieter Irene Joannidis Imelda Gilmore Greg Hunt
<b>Orana Coffee Cart</b>	Mollie Chesworth







# Chairperson's Report 2023-2024

In the 2023-24 Financial Year, Orana embraced a challenging period marked by a growing demand for support and food assistance driven by the ongoing cost-of-living crisis. Throughout this time, we remained committed to our mission to empower individuals and strengthen our community by providing a space for creativity, fostering inclusion, welcoming new ideas, and celebrating our community.

This year brought positive developments in our funding landscape, including an increase in council support and CPI adjustments. These resources have enabled us to enhance our services and invest in initiatives that respond to the evolving needs of those we serve.





## Some milestones...

A significant milestone was the development of a tailored CRM system, which will improve our ability to manage our client interactions. As we prepare for the Department of Communities and Justice (DCJ) recommissioning process for 2025, we are well-positioned to adapt to future opportunities.



We also proudly launched several new services this year, including our Gov Hub, Poppy Playgroup and Art Therapy to name just a few. Our involvement with the Community Co-op Sutherland Shire has also been vital in addressing the rising demand for food assistance.

To support these works we were grateful to receive contributions through various grants, including in support of our Safety and Healing Program which continues to do important work supporting women facing the challenges of domestic and family violence.





# Thankyou from the Chairperson

As I prepare to step down from the Board in October, I'd like to **express my deep gratitude for the privilege of leading Orana and serving our community.**

I extend my **heartfelt thanks to our outstanding Executive Officer, Elizabeth O'Neill, and my fellow Board members** for their unwavering dedication and countless hours committed to the success of Orana.

Finally, I would like to **thank all Orana staff, volunteers and supporters for your work** over the last year. The remarkable thing about community is that it empowers individuals to offer support and welcome others in ways that would be impossible to do on our own.

**Thank you for your contribution towards helping Orana to foster a more caring and thriving community.** It is because of you that Orana continues to be, as we have been since 1968, a bedrock of community support in the Sutherland Shire.

As an organisation, we look forward to once again supporting, empowering, and celebrating our community over the next 12 months.

*Louis Hearnden*

*Chairperson, Orana*





# Executive Officers Welcome

Elizabeth O'Neill

As I reflect on the past year, I am filled with immense pride in how deeply engaged Orana has been with our community and other local service providers. Our organisation has continued to prioritise partnerships and collaboration, ensuring that we remain a key player in delivering much-needed support across the Sutherland Shire. These partnerships are essential in ensuring that we are responsive to the evolving needs of our community.





# Relocation & Collaboration



One of the **biggest and hardest changes this year was the moving of offices to the other side of the building.** During this move, we lost a lot of space including our communal lunchroom, kitchen and storeroom. With provisions made with the installation of a new kitchenette, we have now settled in to half the building. **This relocation has brought us closer to Activus,** as they joined us in the community centre.

This has **fostered new opportunities for collaboration and resource-sharing, creating a more vibrant and integrated community hub.**

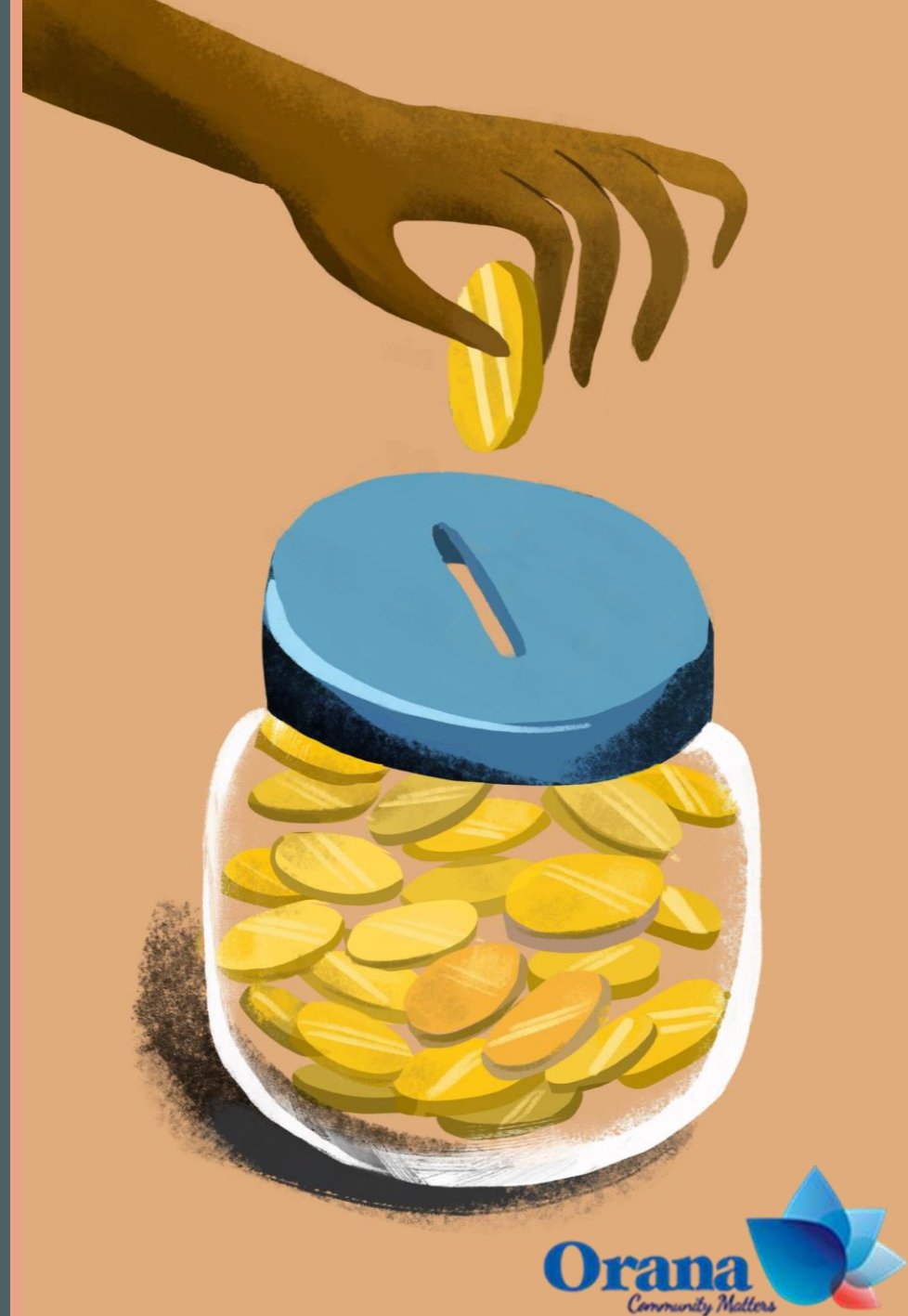
Through our **networking and collaboration with other service providers,** we've **strengthened our capacity to reach more people** and deliver targeted support. Our commitment to community development means we don't just provide services; **we actively work to identify emerging needs, gaps, and vulnerabilities within the community.** Importantly, we believe in involving the community in **creating solutions that foster long-term resilience, sustainability, community ownership and well-being.**

# Financial Targets, CRM & Recommissioning

We are pleased to announce that our funding from Sutherland Shire Council has been not only renewed but also increased, with the added benefit of a CPI inclusion going forward. This demonstrates the Council's confidence in Orana's ability to deliver essential services, and it ensures that we will be able to sustain our operations and hopefully expand our reach in the years ahead.

Another exciting milestone this year was the development of a Customer Relationship Management (CRM) system, specifically written for our purpose. This new system is already improving how we manage our databases and helping us on our journey toward becoming a paperless organisation. This advancement will allow us to operate more efficiently and respond to the needs of the community more effectively.

Looking ahead, we are gearing up for the DCJ TEI Recommissioning process, which is underway for 2025. This important process will determine the issuance of our Targeted Early Intervention (TEI) funding contracts for 2025-2030. We are confident that the groundwork we have laid, combined with our track record of delivering high-quality services, will position us well for this next phase of growth.



# Community Development and Collaborations 2023 – 2024

St George and Sutherland Shire Housing and Homelessness Interagency

St George and Sutherland Shire Mental Health Interagency

Sutherland Shire Domestic Violence Committee

Domestic Violence Court Advocacy Scheme

South Eastern Sydney Local Health District

Love Bites Schools Project

Sutherland Shire Emergency relief Forum

White Ribbon Day/16 Days of Activism

SSHAC Sutherland and St George Homelessness Assertive Outreach Collaboration

Elder Abuse Collaborative

Sutherland Child and Family Interagency

Sutherland Shire Reconciliation Committee

We proudly continue our involvement with the **Community Co-op Sutherland Shire**, working closely with partners like the Salvos, Hopefield, and One Meal to provide vital food relief to families facing hardship. The cost-of-living crisis has driven an increase in the number of people seeking food assistance, and we've worked tirelessly to meet this growing demand.



We also **started a meaningful partnership with Minerva School**, which caters for students from Kindergarten to Year 12 students with mild to moderate intellectual disabilities and emotional disturbances. Orana now support the Minerva Breakfast Club and provide food hamper assistance to families in need.



# Safety and Healing Supporters

Our Safety and Healing Program for victims of domestic and family violence has seen an overwhelming number of referrals. We remain committed to providing these critical services, and we are incredibly grateful for the generous support we've received through grants and donations this year, including:

- **Iceni's donation** to the Safety and Healing Program.
- **Club on East's support** for DFV Art Therapy groups.
- A **Cronulla Lions Club donation** for the Art Therapy and POPPY Playgroup.
- Proceeds from **Sullivan Dewing Accountants' International Women's Day "Bubbles and Brunch"** event.
- The **Supporting Women Brunch**, where ex-Detective Sergeant Debbie Wallace was a guest speaker.
- Funds raised for Safety and Healing by the **Kareela Ladies Gold** for our programs.

You will read more about all these wonderful programs and events from the 2023-2024 financial year in the service reports that follow later in this annual report.





# In the Courtyard Café



Orana Courtyard Café Social Enterprise was established as an additional means to source funding for our unfunded services.

We have had a successful year with our Courtyard Café worker, Mollie Chesworth. We have expanded our menu and our therefore our regular customers.

We introduced Threepence coffee this year and are so glad to have their supply for our enterprise!

While Mollie moved on to a new career in January and we will miss her enthusiasm, professionalism and commitment to Orana and the community, we are looking forward to what's in store for the cart under new management.

We hope our enterprise continues to grow and bring funds to our unfunded services.







# Staff, Volunteers and Board...

This year has been one of growth, and our vision for the future is to expand both our service provision and community development initiatives, with a particular focus on supporting vulnerable families. **As we continue to grow, we aim to deepen our impact, ensuring that the most at-risk members of our community receive the support they need to thrive.**

I want to take this opportunity to express my sincere gratitude to our staff, volunteers, and Board. Your dedication to delivering the highest quality services and your tireless work week after week have made this year's successes possible. **Orana is what it is because of your passion and commitment.**

# With Thanks from the EO

---

I would also like to thank our funding bodies, the Department of Communities and Justice and Sutherland Shire Council. Your ongoing support ensures that we can continue to make a real difference in the lives of those who need us most.

Together, we look toward the future with optimism and determination. I am confident that with our continued partnerships, dedication, and focus, Orana will continue to be a pillar of strength and support for the Sutherland Shire community for many years to come.

Elizabeth O'Neill  
Executive Officer



# ORANA SUTHERLAND REPORT

Orana Sutherland has had a full year with new programs, new clientele, new partnerships and challenges along the way.

Orana Sutherland continues to support financially disadvantaged and socially isolated residents during the ongoing pandemic. Orana has been inundated with families and individuals in need of emotional and practical support due to the cost of living crisis and increased rates.

Much of this we could not do without our volunteers, partners, and donations from the community.





# Orana Sutherland Volunteers

At Orana, our commitment to the community is made possible by the extraordinary efforts of our dedicated volunteers. With a team of 26 caring individuals across our office and food services, they are the driving force behind the services we provide.

Whether it's providing administrative support or a listening ear in our busy reception area, or contributing to our food services, our volunteers bring boundless energy, genuine kindness, and a spirit of helping others.

We would like to thank each of our volunteers for their generosity, compassion and support to each individual who walks through Orana's door. Our volunteers are the backbone of our organisation and we would not exist without them.





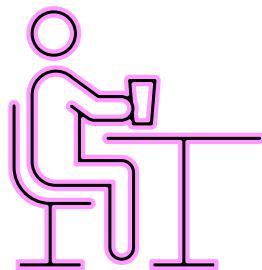


# Drop-ins – Information, Advice and Referrals for Orana Sutherland

Over the last year, **Orana has had 5530 community members drop into our centre at Sutherland.** At Orana, we understand the power of personal interactions, which is why we invite individuals to drop in for a cup of coffee, and friendly chat. We are committed to creating a welcoming environment where individuals can seek support, guidance, and resources.



Through our drop-in service, we have been able to make a lasting impact on the lives of countless community members. The significant number of community connections we have established over the year is a testament to our commitment and we are proud to be a trusted resource, providing a safe space for individual to share their concerns, seek advice and relevant referrals.



# Food Services



As an organisation with a long standing reputation and trust in the community, we are well placed to assess needs as they arise. **Orana Sutherland over the years has developed wonderful initiatives to support food insecurity** in the Sutherland Shire, which has only heightened this financial year due to the rising cost of living and food prices.

Recognising the profound impact of hunger both economically and socially, Orana has taken proactive measures to lighten food insecurity while promoting holistic well-being.

Economically, Orana's food programs ensure access to nutritious meals. In the current economy and with housing and utility costs on the rise, many are finding these expenses don't allow much of their limited resources left over for other essentials such as food. **These programs are supported by companies such as Woolworths, Bakers Delight, Muffin Break, Bourke St Bakery and more.**

Moreover, these initiatives have far-reaching social benefits. By fostering a sense of community, Orana's free meal programs create a supportive environment that nurtures social cohesion and empathy. People from diverse backgrounds gather around shared meals, fostering understanding, connection, and a sense of belonging. Such interactions reduce social isolation and combat the negative effects of marginalisation, building stronger, more resilient communities.

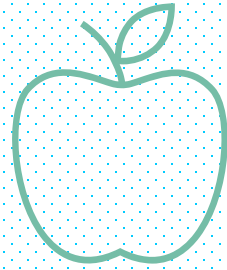
**Our food hampers are provided by the generosity of Sutherland Shire residents who donate non perishable goods to our Community Pantry. Our service would not exist without this phenomenal support.**



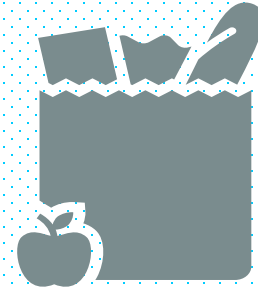




**Tea on Tuesday** – 1046  
meals served



**Fruit & Veggie Bags** –  
1206 bags provided to the  
community



**Food Hampers** – 492 food  
hampers given out to  
families in need.



**Friday Lunch** – 1517 meals  
served

**Food Assistance**  
– Yearly number of services provided 2023 – 2024



# Community Expo June 2024



Yet again in collaboration with the Salvation Army and Hopefield, Orana hosted a highly successful Community Services Expo on the 25<sup>th</sup> June 2024. We brought a wonderful array of services ranging from Government Agencies, local community services, financial support organisations, etc. We had **over 300 attendees**, making the day vibrant, inclusive, community focused and supportive. The event also fostered networking and collaboration among service providers. This allowed for better coordination of services and the sharing of resources, ultimately enhancing the overall support available to the community.

# GovHub



South Eastern Sydney Local Health District



## GovHUB POP UP: BRIDGING GOVERNMENT & COMMUNITY

You are invited to meet with government services for advice and information.

2nd Friday of the month, 11am – 1pm at Orana,  
3a Stapleton Ave, Sutherland.  
10 May and 14 June 2024

Services attending the Hubs include:

- 2Connect (Youth & Community Services)
- CatholicCare (Mediation)
- GambleAware - South Eastern Sydney
- Gynea Community Aid & Information
- Hearing Australia
- HOMES NSW (Housing Services)
- Orana NSW Inc
- Revenue NSW (Fines & Debts)
- Services Australia (Centrelink)
- Service NSW (Government Services)
- Sutherland Shire Council
- Vinnies

**FREE FLU VACCINATIONS**  
\*Please bring Medicare Card



Light refreshments provided PLUS Orana hosts a FREE weekly lunch @ 12pm every Friday.



**Gov Hub** – a monthly pop-up services hub run the second Friday of the month, offering access to government services to the community in one place. This initiative commenced October 2023 in partnership with NSW Health, Services Australia and Sutherland Shire Council. We noticed an increase in community members having a negative experience resulting in anxiety, when attending a government service centre. This pop up event aims to bridge the gap between government and community and the outcomes for individuals attending has been life changing, for some. **On average we have 50 people attend each month.** Services include Services Australia, Legal Aid, HOMES NSW, Services NSW, Revenue NSW, Sydney Water and many more.



# Orana Sutherland Support / Social Groups

Falling under Social Participation, we had **47 attendees** over the financial year over these groups.

---



Grandparents Support Group

Live Well

Artfully Social

COPAC – Challenges of Parenting Adult Children

Mind Body Soul in partnership with SESLHD

Orana's social inclusion and support groups offer a range of benefits for individuals who participate in them. Some of the key benefits include:

**Enhance Connections:** Groups provide a platform for individuals to connect with Social with like-minded people who share similar experiences, challenges, or interests.

**Emotional Support:** These groups create a safe and supportive environment where individuals can openly express their feelings, concerns, and experiences. Through sharing their stories and listening to others, participants can gain emotional support, validation, and empathy. This can lead to improved emotional well-being and a sense of relief.

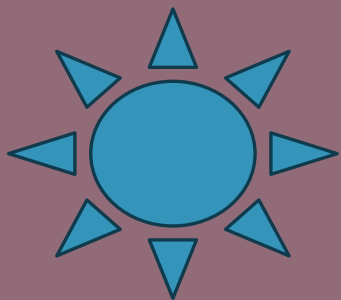
**Skill Development:** Participants can gain valuable knowledge, coping strategies, and practical tips for managing their specific challenges.

**Empowerment and Self-Advocacy:** By sharing their experiences and learning from others, participants can develop a stronger sense of self and build the confidence to advocate for their needs, rights, and aspirations.

**Peer Learning and Mentorship:** Individuals who have overcome similar challenges can serve as role models and sources of inspiration for others.

**Increased Awareness and Education:** Orana's groups help individuals gain a broader understanding of their own challenges as well as those faced by others. This increased awareness can help break down stereotypes, reduce stigmas, and promote empathy and inclusion in the wider community.

**Networking and Community Engagement:** Orana's groups provide opportunities for participants to network with professionals, service providers, and community organisations which can open doors to additional resources and support networks.







# Dementia Carer Friendship Group.

Over the past twelve months, our group has continued to meet regularly every month. We have seen membership grow, as people reach out for help and support on their journey of caring for a loved one with dementia. Some members care for a spouse, some for a sibling, others for a parent; they are at all different stages of their caring journey. Our meetings at the Community Centre see anything between six and twelve people attending in any given month; often a carer has to decline at the last minute because there is a new medical appointment, or simply because things don't go well at home and they can't leave their loved one.

The new attendees have realised very quickly that this is a group where they are able to share with people who deeply understand the heavy burden that caring brings, because each one of us is walking or has walked the same road. So often there is an aspect of care that someone finds troubling and in discussing it at the meeting, others share what they have found as solutions. We provide a safe, confidential space for members to share their feelings; we laugh together; we cry together.

Our meetings this year have had several guest speakers who have been most helpful to carers either in learning how to care for themselves and their own health, or in negotiating the minefield that is the Aged Care system, and the complexities of interacting with Government offices and services. These sessions have been well received and we will continue to source speakers in 2025.

Our group has lived up to its name of a Friendship group in our other social interaction outside of meetings, with one or two members meeting up for coffee, our regular Club lunch and Christmas lunches in July and December. Often people call each other or share their worries in emails and all of this means that we're supporting each other with a listening ear and offers of help when we can.



*“Our DC group is such a valuable source of support and information. We support each other because we “get” what everyone’s gone through/going through at our various stages.”*

*“We share useful information and experiences.”*

*“Our speakers help us in various ways to understand the system and what’s available and how to access services (whether it’s for our own health and well-being, or general everyday living/activities).”*

*“I just want to say how much our carers support group has helped me with my journey as a dementia carer. Imelda and Greg helped and supported me from the very start. I wouldn't be where I am now if not for their care and support. We need the group to continue”*

*“I have been attending the carers support group Sutherland for over 6 years. I feel it provides a safe and supportive environment to voice your struggles and frustrations without judgement and the encouragement you receive enables you to keep going.”*

*“One unique aspect of our group is that it recognises that Caring does not end when a loved one enters residential aged care or even after that person dies. So with our approach, 'past' carers can continue to be supported in their life transitions, and they can support the others who are still caring at home.”*

# Dementia Friendship Group Testimonials

# Christmas Hampers



Our Christmas hampers partnership with the Salvation Army was a resounding success. Since we no longer have the office space to assemble hampers ourselves, we combined resources, with the Salvos taking the lead in coordinating and distributing hampers to those in need.

Yet again there were over 200 hampers provided to the community.





**Orana**  
Community Matters

EDITION 71  
16th February 2024

# Orana E-News





**Happy New Year Subscribers!**

It has been three months since our last edition and from the Orana Team, we hope you had a lovely festive season and you are now staying cool in this warm weather!

Our Sutherland and Gympie centres are now open and back in full swing for 2024.

Enjoy your subscription and come say hello!

Next edition will be Friday 15th March 2024.

“  
I love coming to Orana, because I feel like part of the community.  
”

We're bringing you a new format for 2024!

A fresh new look for a fresh new year! Would you like to see anything in particular in our 2024 newsletters? Please contact us!

**IN YOUR EDITION 71:**

- WHATS ON AT ORANA
- ORANA VOLUNTEER OPPORTUNITIES
- COMMUNITY NEWS
- COOKING ON A BUDGET
- MY MENTAL HEALTH MATTERS

Need to speak with us? Please call Sutherland: 9521 8280 or Gympie: 9525 2058

**Orana**  
Community Matters

EDITION 73  
19th April 2024

# Orana E-News





**Happy April Subscribers!**

Hoping you all enjoyed the Easter Break! We sure did here at Orana.

This edition includes services over ANZAC Day, and some special Mothers Day ideas.

Enjoy your subscription and come say hello!

Next edition will be Friday 17th May 2024.

“  
Positive, happy, supportive environment, easy location, keeping me grounded and focused in life.  
”

**We are Closed ANZAC Day.**

Orana Sutherland and Orana Women's Health will be CLOSED on Thursday 25th April for ANZAC Day.

**IN YOUR EDITION 73:**

- WHATS ON AT ORANA
- ORANA VOLUNTEER OPPORTUNITIES
- COMMUNITY NEWS
- MOTHERS DAY
- COOKING ON A BUDGET
- ANZAC DAY SUTHERLAND SHIRE SERVICES
- MY MENTAL HEALTH MATTERS

Need to speak with us? Please call Sutherland: 9521 8280 or Gympie: 9525 2058

**Orana**  
Community Matters

EDITION 74  
17th May 2024

# Orana E-News





**Happy May, Subscribers!**

Hoping you all stayed dry and safe over the last few weeks of rain! Here's hoping the sun is here to stay for a while.

This edition includes volunteer week information, Orana's community services expo, and more!

Enjoy your subscription and come say hello!

Next edition will be Friday 21st June 2024.

“  
My volunteer position at Orana helped me to get some experience and the confidence I needed to find a paid position. Thankyou so much, I really appreciate it.  
”

**We are Closed 10th June, for the long weekend.**

Orana Sutherland and Orana Women's Health will be CLOSED on Monday 10th June for the long weekend.

**IN YOUR EDITION 74:**




- WHATS ON AT ORANA
- ORANA VOLUNTEER OPPORTUNITIES
- COMMUNITY NEWS
- COMMUNITY SERVICES EXPO
- COOKING ON A BUDGET
- MY MENTAL HEALTH MATTERS

Need to speak with us? Please call Sutherland: 9521 8280 or Gympie: 9525 2058

**Orana**  
Community Matters

EDITION 75  
21st June 2024

# Orana E-News

**Happy June, Subscribers!**

Hoping you are staying warm now the winter chill has hit! For any rough sleepers, please come into the centre as we have beanies and blankets available.

This edition includes many of our new programs and special events!

Enjoy your subscription and come say hello!

Next edition will be Friday 19th July.

“  
You give me hope and encouragement when I doubt myself.  
”

Orana Client

**Our Coffee Cart is OPEN! More information inside**

We are hosting a Community Services Expo on 25th June. More information inside!

**IN YOUR EDITION 75:**

- WHATS ON AT ORANA
- ORANA VOLUNTEER OPPORTUNITIES
- COMMUNITY NEWS
- IN THE COURTYARD!
- COMMUNITY SERVICES EXPO
- GOVHUB EVENTS
- COOKING ON A BUDGET - FOR JOAN
- MY MENTAL HEALTH MATTERS

Need to speak with us? Please call Sutherland: 9521 8280 or Gympie: 9525 2058

## Orana E- News

Orana Sutherland released 10 monthly editions of our online E-Newsletter to community members. This provided them with monthly information on community events, supports and resources. This year we started a fresh new layout to enhance engagement and increase subscriptions!

As of June 30th 2024 we have **31 subscribers**



# Orana Early Support Service Report 2023- 2024

- The **Orana Early Support Project provides support to families with young children who have little external support and need assistance.** The program is a successful volunteer based in-home service that provides support and help to families with children aged 0-3 years. The project specifically targets multiple birth families, mothers who are isolated, experiencing postnatal depression and/or anxiety, wives with partners in the army and families experiencing financial/relationship issues.
- One of **the strongest outcomes for families is the established confidence** in their parenting, ability to leave the house and overall validation of their parenting journey.
- **Program volunteers provide respite, practical support** and help families to develop skills and confidence to effectively manage their own lives and to link into social supports, as well as other community resources. To ensure all obstacles to a strong and nurturing family environment are addressed, during the initial visit with the family the coordinators will work with parents to identify areas where they feel they need additional help.
- This allows the program to **be tailored specifically to the needs of the mother/family. It is recognised that family stress is often the result of lack of support and social isolation** and this service helps to sustain and support families through difficult times, while assisting in the development of practical skills relating to the care of the child/ren and the role modelling of parenting skills.





# Orana Early Support 2023 training Volunteers Needed!

- **Looking to volunteer this year?**
- **Interested in supporting Sutherland Shire families with young children?**
- **Do you have between 2 - 4 hours one day a week?**
- **Are you a flexible, reliable, supportive and friendly person who loves kids?**

## ENQUIRE NOW!

Please email Kathy or Pippa at [earlysupport@oranansw.org.au](mailto:earlysupport@oranansw.org.au) or call 9521 8280

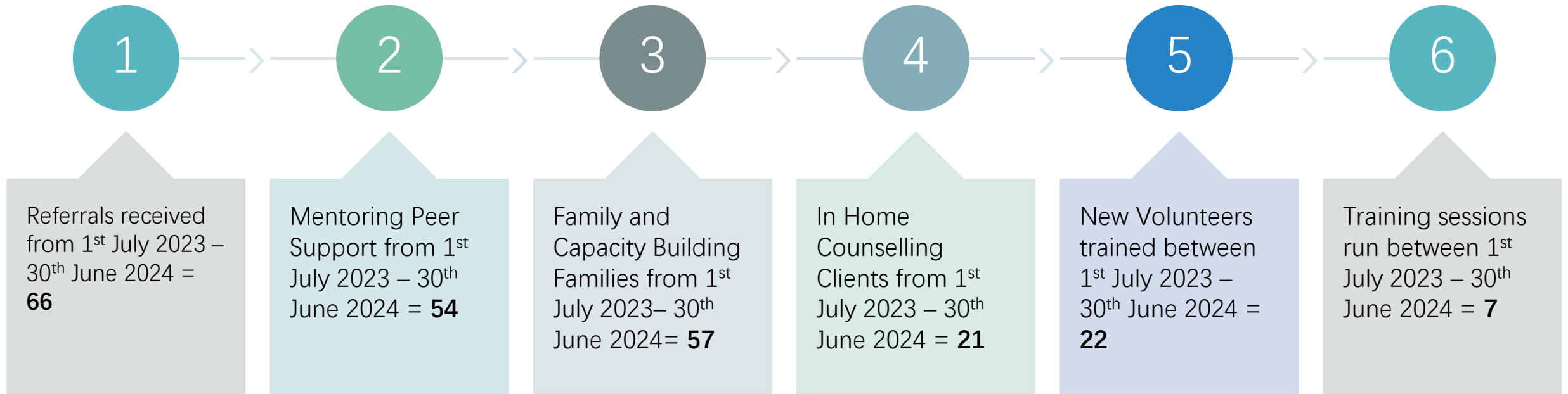


The Orana Early Support service thrived this year with our referrals however struggled with the lack of volunteers available for the service. This is a result of cost of living pressures and families relying on their own parents for support. Many of these parents are our volunteers we would in normal circumstances, recruit. People who would normally volunteer are also working longer. This is the outcome of many parents needing childcare as they return to work earlier than expected with cost-of-living increases and rental/interest rate increases.

We saw an emerging trend for families using their own parents and/or grandparents for in home support. We also saw an emerging need of mothers needing support with their second child, as opposed to their first. There was also an increase in families experiencing financial stress and hardship because of the economic climate.

Our referrals have increased instrumentally with the addition of our in home counselling service. We hope to see an increase in volunteers in the next financial year.

Leah Wallace & Caroline Gardner are our new service coordinators and counsellor. Caroline commenced employment with Orana in September 2023 and was then joined by Leah in February 2024. Fresh eyes, experience and perspectives have really lifted the service outcomes and the reach of families in need of support.



# Early Support Financial Year Statistics



# Outcomes of the Early Support In Home Volunteer Project:

1. One mum was referred for in home counselling and expressed worries about her capacity to parent who young children without any family in Australia. The counsellor worked with the client to identify the concerns and build the clients confidence to allow help from an in-home volunteer as she was reluctant at first due to her own thoughts which stated she did not deserve help. Orana was able to match the client with a lovely volunteer who has been visiting the client each week. Since the home visits, the client has been feeling more supported and is so grateful to have the volunteer's company. They both feel they are lucky to have each other and recognise that this project benefits both the client and the volunteer.

2. Another mum was unable to leave the house due to anxiety. With support and guidance from a lovely volunteer, the client has been able to go for walks with her baby, even venturing out to the shops. The clients expressed her gratitude and said she would have not been able to do this without the support from her volunteer. The family dynamics have positively shifted due to the confidence boost mum has received though the in-home volunteer project resulting in a better relationship between the parents.



# In Home Counselling for New Parents

We noticed an emerging trend of Mums experiencing birth trauma which has been a dominator during counselling sessions. **Mum Guilt** has been **heightened due to social media exposure and financial pressures.**

With the support of counselling, clients have been able to work through these challenges and positively shift their focus on their baby while building stronger relationships within the family unit.





# Early Support Community Development and Networking

- The coordinators attended several Child and Family Interagency meetings to broaden their awareness about other support organisations and work together to support the community as well as showcasing Orana's services.
- They attended the Children's Expo at Cronulla on the 27<sup>th</sup> October to inform the community of our Early Support services for families in the Sutherland Shire.







# POPPY Playgroup



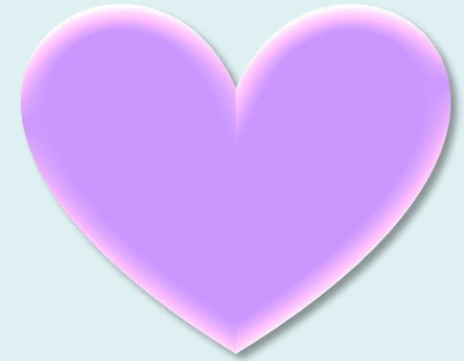
In March 2024, we set up POPPY Playgroup in partnership with South Eastern Sydney Local Heath District. The playgroup aims to specifically engage parents who are experiencing emotional distress, mental health challenges or have a diagnosed mental illness. While we have not been running this group for long, we have seen a positive shift in Mums and their children who have regularly attended the playgroup. The group meets every Thursday morning at our premises from 10am – 12pm.

Year to date we have had **7 families** participate in the group.



# Early Support Testimonials

*“My daughter and I absolutely love our mornings with the volunteer. She is wonderful and my daughter has the best time playing with her while I mil around the house cooking or tidying. The volunteer is wonderful at validating any small struggles I’m having. Thank you so much for all your support with the counselling and matching us with the volunteer!” –*  
**Early Support Client**



*“Thank you for the match with the mum and her beautiful daughter. We get along so well and enjoyed our first day. Mum was able to do some washing, get the backyard cleaned up, wash the dog and have a shower as well as cleaning the bathroom and getting dinner prepped while I spent time feeding, changing, playing and putting Bub to sleep. I was also able to wipe up some dishes she had previously washed and get them into the cupboard for her. I left their home after just over 3.5 hours when Bub was asleep. I encouraged Mum to think about all the jobs she would like to get done when I visit next week. She was very timid in asking me to do anything but I kept reassuring her that that was exactly why I was there and to use me to her best advantage!” –*  
**Early Support Volunteer**



*“The visits with our volunteer have been very helpful...it helps me get on top of things when she is here. She’s lovely and thoughtful.” –*  
**Early Support Client**

*“I am only 3 weeks into my placement with Mum and her 4 girls but I’m having the most wonderful time! It is such a great feeling to know that giving a little help to a family that are very time poor at the moment is so appreciated. We have become great friends and I look forward to my visits every week.” –*  
**Early Support Volunteer**





# Orana Women's Health Gynea Report 2023 - 2024

2023-2024 has seen the centre flourish back into the community as we continue to support women in the Sutherland Shire.







## 2023-2024 Orana Women's Health Highlights

---

**Walking Group-** This group ran from July to December and saw 15 women attend at various stages. The group walked for an hour each Wednesday, was supported by a trained counsellor and treated to coffee courtesy of Glow Church after each walk.

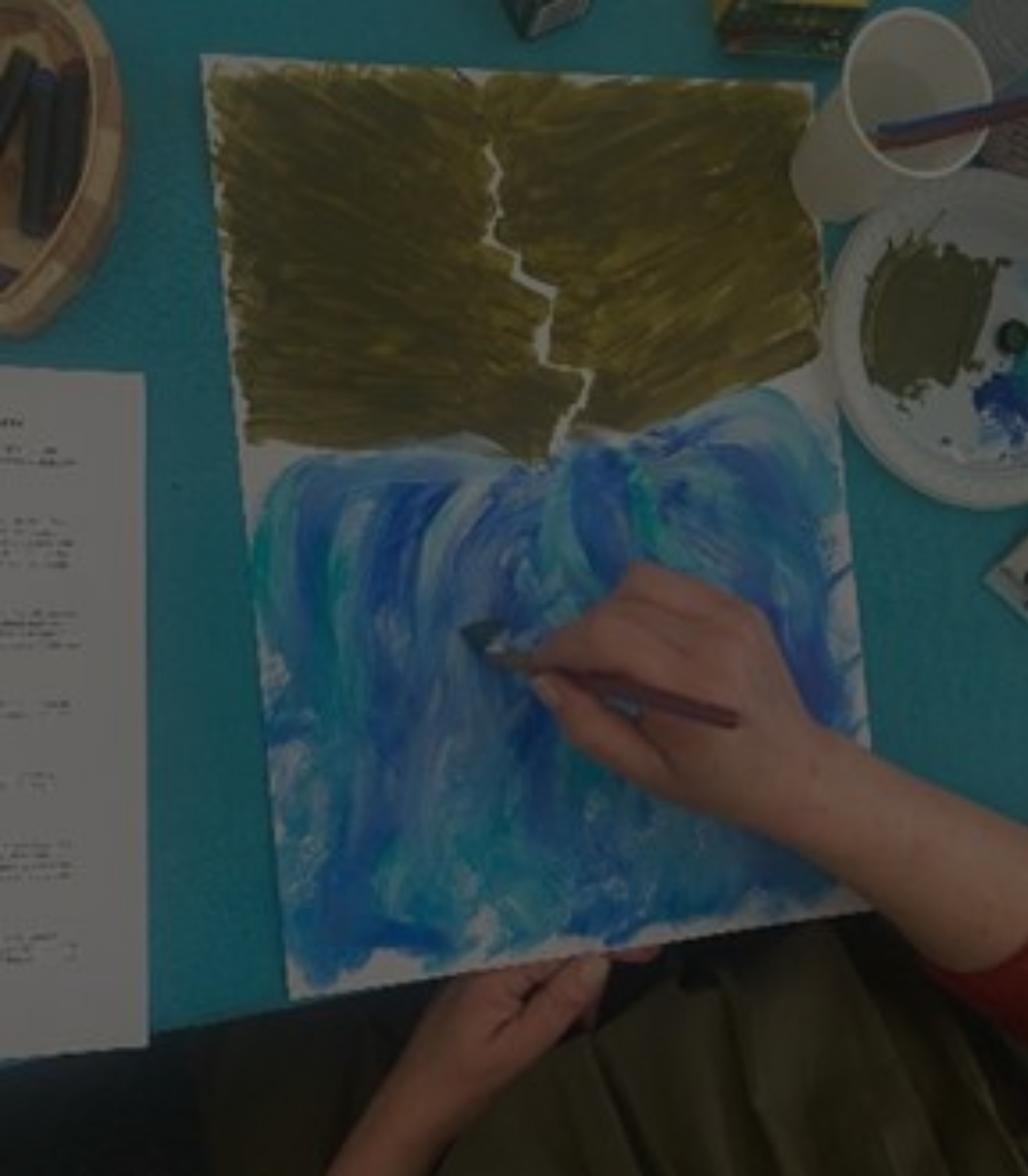
---

**Kareela Ladies Golf Club-** came on board as a major sponsor until 2025. This saw us receive a \$10,000 donation in two parts, mid-year and December.

---

**BFF4Change -** We were so lucky to have partnered up with BFF 4 Change a new locally based charity. This team provide vouchers for goods and services like massage, haircuts, new running shoes from local businesses that we are then able to pass onto clients. This makes them feel special and more than a little pampered.





## Art Therapy

We were so lucky to have received a grant from Club Grants from Club on East to be able to run our Art Therapy groups. These groups see up to 6 women attend the art therapy program for 6 weeks during a term. We have had some absolutely incredible breakthroughs for some clients, that have been truly life changing. The group is led by a trained art therapist and counsellor.



# Art Therapy Testimonials

*“When I started this course, I honestly thought I would never finish it, I just wouldn't be around. I had had enough. I was sceptical about its ability to change anything in me that would help in my recovery. I am happy to say I was wrong. I have learnt in 6 weeks to accept myself and nurture my inner child. I have connected with parts of myself I never knew existed and I have learnt some life changing skills along the way.”*



*“A wonderful program that makes lasting inroads into some deep-seated traumas in the most gentle and none confrontation way. Highly recommended.”*

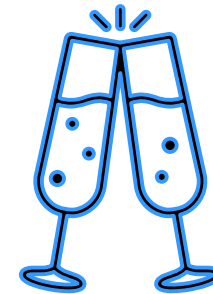
*“The course was what I needed as of my life at this stage it made me feel valued, safe and with a better head space”*



# Bubbles and Brunch 2024



We were again fortunate to be selected as the Sullivan Dewing Bubbles and Brunch recipients for 2024. This wonderful morning brings business and community leaders from throughout the Shire together to celebrate women in business and the work that we do here. **This brunch raised over \$10,000** for our Safety & Healing Program.





## Women Supporting Women Fundraising Breakfast

Our Annual Fundraising Breakfast was a huge success, attracting approximately 80 people. Our guest speaker, Deb Wallace was her usual effervescent, engaging self and a huge hit with the crowd. **We raised in excess of \$15,000** on the day with raffles, donations and ticket sales.



# Women's Health Foodi Group



Fun times and fun recipes at Women's Health monthly Foodi group.



# Women's Health Knitting Group



Thursday knitting ladies at the farewell for Jessie, our oldest knitter at 93 years young. Jessie has been knitting with our wrap with love knitting group each week for over 10 years.

The two knitting groups have completed a combined total of 181 wraps for the 12 months.



Women's Health  
Presentations and  
Networking/Meetings/  
trainings/  
information talks  
attended



- Multicultural committee
- Domestic Violence committee
- Elder Abuse collaborative
- Prosecutor training
- Menopause information session
- Cervical screening info session
- Probus talk
- Cronulla Ladies Golf
- Kareela Ladies Golf
- Inner Wheel Information session
- LCSA Conference

# Orana Women's Health Supporters

We are so grateful to the following businesses, charities and services that partner with us to support our clients –

- WMD Law
- Sullivan Dewing
- Kulani Kinis
- BFF 4 Change
- Cronulla Ladies Golf Club
- Kareela Ladies Golf Club
- Inner Wheel
- Russell Kennedy Lawyers
- Oz Hair and Beauty
- Standen Pilates
- Salvation Army
- Good Shepherd
- Endeavour Wellness
- Dandelion
- Glow Church





# Safety and Healing Report 2023-2024

Clients attending the Safety and Healing Program have often experienced trauma associated with the Domestic and family Violence, during the appointments there is an emphasis on listening and the program is person centred. During the appointments I am very aware of High-Risk Indicators and there is an emphasis on observations, professional judgement and validation of their situation. Referrals have come from many different agencies including; DVCAS, Centrelink, self-referrals, Sutherland Hospital, 1800 RESPECT, Orana early Support Program, Psychologists, Police, childcare centres and GNAIS.



Financial year total 38 clients being seen

162 appointments for the financial year including phone appointments

Average appointment time 1hour

27 new clients to the S & H program in 2023/24

11 clients carried over from the previous financial year

8 Clients that had successful EVP (Escaping Violence Program) claims

6 clients moved out safely and away from perpetrator of the violence

We encourage self-care, safety and our clients value the support we provide.







Referrals were made to many services including; Legal appointments, Dandelion, Orana Art Therapy, 2Connect, Prosecutors Hearing Clinic, Immigration including Home affairs, Catholic Care mediation, Gov Hub, Counselling and Miranda Salvation Army.



New clients were provided with vouchers up to \$100 for groceries and from retailers including Woolworths, Big W and Priceline.



Clients were provided with good quality donated clothes from our clothes rack, and we had a winter coat promotion with all clients invited to come in and pick a coat.

## Referrals, Donations & Support

# Safety and Healing Testimonials

*Just wanted to say thank you for everything you have done for me in the last two years and for supporting me through the most difficult time in my life.*

*I wish you all the best and will see you in September.”*

*“It's always great to hear good news, so thought I would share mine with you.  
I have enrolled myself in The Life Coaching College to study Life Coaching and I'm so excited and happy for this course!  
I'm grateful I got to know you and everyone I met at Orana. You've been extremely supportive and helpful.”*

*“I have good news!  
I have settled down in my new home and working on enrolling my baby in a childcare.”*



# Orana Adult Learning Report 2023-2024

This year we have been moving along with all the classes.

The Ukulele and Line Dancing classes continue to grow, each of these classes have at least 30 students or more enrolled.

The Ukulele class now consists of many new students learning the ukulele and they master it quite quickly. Our tutors are very patient and make sure that they give the time for new students to learn.

**Overall, there were approximately 135 – 140 students enrolled at any given time throughout the year.**

The numbers are lower than pre – covid but over time this should increase as not a week goes by without new enquiries about the classes.

I'd like to acknowledge Renata Lenzo and thank her for her assistance during the year. I wish her all the best and good health. Looking forward to seeing her in the future.



# Classes offered at Adult Learning

Australian History	Decorative Art	Card Making	Tai Chi	Computer/iPad	Mahjong
Line Dancing	Teddy Bears	Philosophy	Friendship Group	Coffee/Book Club	More than Sewing
Creative Cards	Patchwork with Betty	Family History	Ukulele	Folk Art	Crochet
		Dolls/Bears/Angels	Cards with Anne		



# Christmas Party

---

Our annual Adult Learning Christmas party was held in December 2023.

A wonderful day was had by all, we were entertained by our Ukulele group singing Christmas Carols.

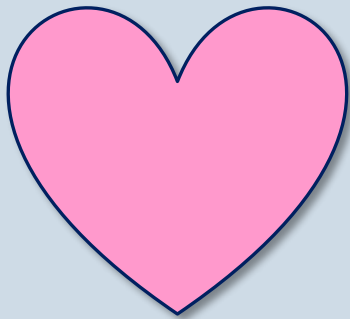
As we ate a Christmas luncheon of pork and turkey with pudding and pavlovas the many raffles were drawn.

All in all, everybody left with prizes and full bellies.

Many thanks to Brad and the team from Giovenco Catering.



# In Memoriam



During this year we sadly said goodbye to some of our long-term students and one of our teachers.

Terry Watters – Terry was a wonderful man; he was a student of Australian History and enjoyed a game of Mahjong each week. He was our go – to handyman especially when the wheels fell off our Adult Learning sign.

Rita Taylor – Rita was a great support to Adult Learning. She has been a tutor, student and eventually maintained our Trading Table for many years.

Mona Gluyas – Mona was one of the original students who participated in many classes. Last year we celebrated her 101st birthday, she passed away only 18 days before she would've turned 102

Elaine Bowers – Elaine was our Line Dancing teacher. She was a wonderful teacher, extremely patient and everyone enjoyed her class. She passed away quite suddenly but had still enjoyed teaching the week prior to her passing.

Unfortunately, we also sadly lost some of our students that have been at Adult Learning for many years.

I would like to extend my condolences to the families and friends of those we have farewelled this year.

Looking forward to the future,

Loretta Murphy – Co-Ordinator Adult Learning



# Treasurers Report 2023 - 2024

In the 2023-2024 financial year, Orana once again secured a positive audit result from WSC Group, with valuable recommendations for future improvements. As part of our ongoing commitment to operational excellence, we are taking steps to enhance our payroll controls and will establish a Related Parties Register to comply with the requirements set by the Australian Charities and Not-for-Profits Commission (ACNC). The Board extends its gratitude to WSC Group for their diligent review of our accounts.

Orana has continued to maintain a healthy financial position, with equity standing at \$285,421, compared to \$256,339 in the prior year. In 2023-2024, Orana achieved an income of \$748,449, with expenses of \$719,367. This included the Café's cost of goods sold at \$10,945, resulting in a surplus of \$29,081.

# Financial Performance

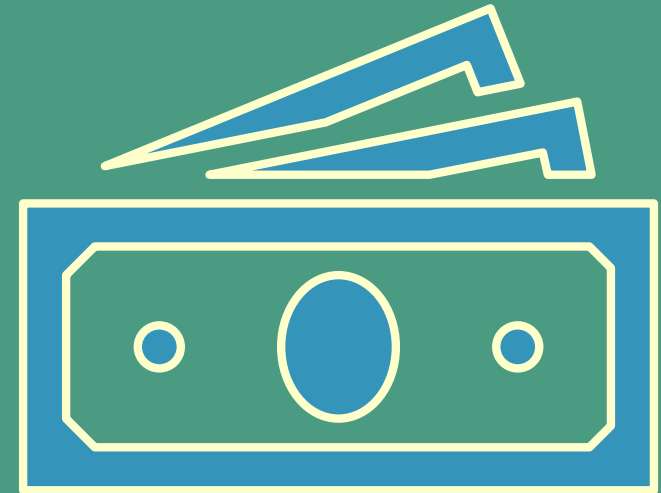
---

We have carried forward funds into the 2024-2025 financial year amounting to \$90,471, which includes the following:

**\$38,063 in donations for our Domestic Violence (DV) Worker**, whose services depend entirely on donations.

**\$10,156 in donations for Women's Health services.**

**\$10,735 in contributions for Adult Learning** to support ongoing operations.





---

\$

---

**The remaining balance was composed of donations for specific purposes and grants that are still to be acquitted:**

---

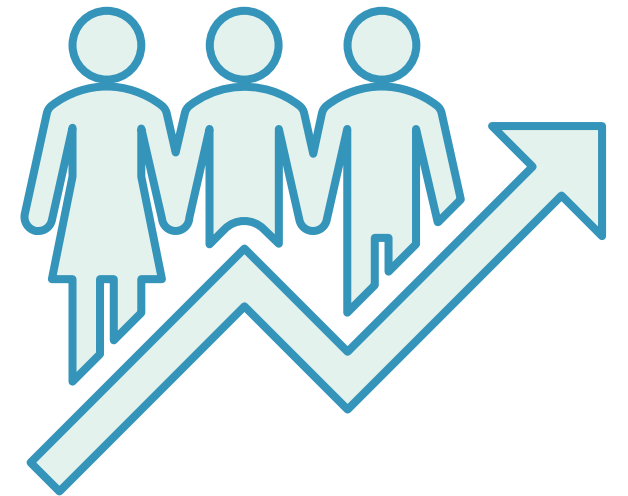
- Art Therapy Cronulla Lion Club: \$5,290
- Artfully Social – self funded group: \$2,327
- Club Grant 2023: \$2,449
- Community Meals: \$1,104
- Grandparents Grant 2016: \$2,882
- Pantry Food donations: \$3,102
- POPPY Playgroup Cronulla Lion Club: \$1,700
- Sector Transformation funds: \$5,531
- Volunteer Grant: \$3,129
- Toy Restoration Centre donation: \$4,000

# Donations

---

Through the continued generosity of our community and local organisations, Orana received donations of \$81,242 in 2023-2024. This exceptional result empowers Orana to significantly expand its charitable work within the community. While I will not mention individual donors to respect their privacy, I would like to highlight contributions from the following organisations:

- Cronulla Lions Club: \$6,990
- Kareela Ladies Social Golf Club: \$10,000
- Freemasons - Lodge Cronulla: \$5,000
- Probus Club: \$1,103
- Sullivan Dewing Chartered Accountants: \$11,500
- Sutherland Shire Toy Restoration: \$4,000
- Sydney Community Foundation: \$5,000
- The Snow Foundation: \$13,962







# Fundraising

---

We also achieved significant fundraising success during the year. Adult Learning raised \$664, and the Support Women event generated over \$10,000. Additionally, Women's Health raised over \$5,000 through raffles and Book Club sales. These incredible efforts demonstrate the dedication of our staff, volunteers, and supporters.

At the close of the financial year, Orana recorded Cash at Bank of \$499,801, representing the majority of our Total Current Assets of \$513,361. Our Total Liabilities amounted to \$227,940, which includes \$90,471 of carried forward funds and provisions for annual and long service leave totalling \$91,491.

While most of our income continues to come from grants and donations, we also generate revenue from other sources, such as:

**Café earnings: \$34,874**

**Management fees from services: \$30,758**

**Interest received: \$14,627**

**Rental income: \$34,014**





In 2023-2024, Orana embarked on a long-awaited project to develop a new Customer Relationship Management (CRM) system in collaboration with the Perception Collective.

This system will facilitate online booking for activities and improve our capacity to track and report outcomes. This is a significant step forward in enhancing operational efficiency.



Finally, wages for the year were \$460,292, representing 64% of our total expenses.



We look forward to continuing to strengthen Orana's financial position and operational effectiveness, ensuring we can deliver on our mission of supporting the community.



Thank you for your continued support.



Carol Strachan

# Thankyou, from the Treasurer

---

# Thankyou

---

FROM ALL AT ORANA, WE WOULD LIKE TO THANKYOU FOR YOUR SUPPORT. HERE'S TO 2025

---