



ANNUAL REPORT

2024-2025

Quality of Life for Everyone:
Empowered Individuals
Connected Families
Committed Community

50 YEARS
PROVIDING SUPPORT
TO PEOPLE SINCE 1974

NDCAS acknowledges the Gomeroi people as the traditional custodians of the land on which we live and meet. We respect their cultural heritage and beliefs which have been practiced and shared across countless generations and recognise the importance of the continuing connection of the Gomeroi people to country, water, and community. We pay our respects to Elders past and present and acknowledge the youth who are the future.



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This Annual Report has been compiled by Narrabri & District Community Aid Service Inc, with design lead by Kayla Nehrkorn.

ABOUT THIS REPORT



This Annual Report covers Narrabri and District Community Aid Service Inc (NDCAS) activities and outcomes for the period 1 July 2024 to 30 June 2025.

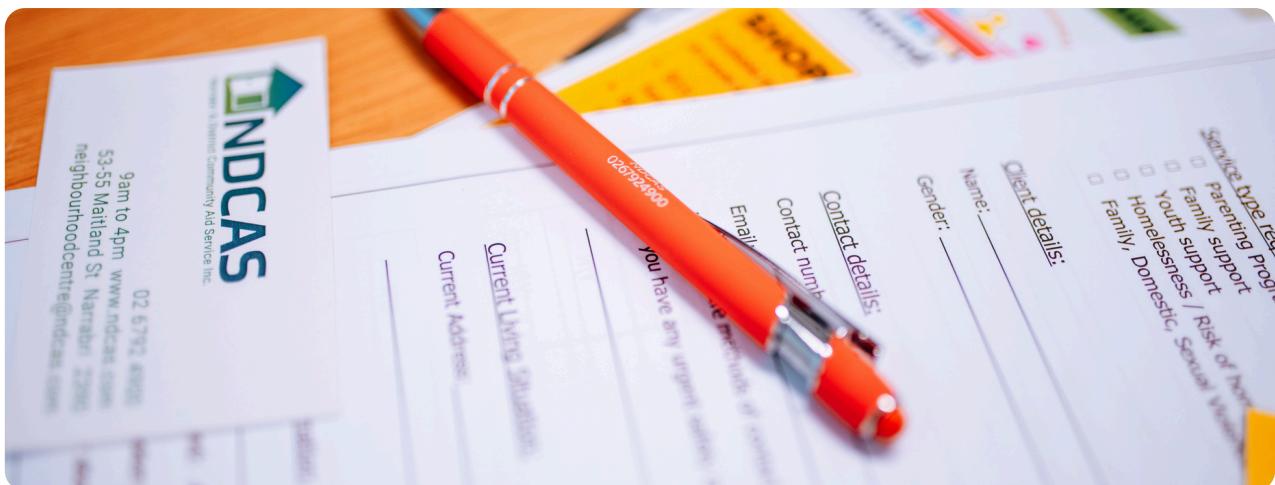
This Annual Report is one of the ways we seek to satisfy our accountability and obligations to our stakeholders, including the Australian Charities and Not-for-Profits Commission (ACNC), NSW Department of Communities and Justice, NSW Department of Education and Training, our partners, supporters and community. We believe accountability is crucial for our sustainability and therefore our ability to fulfil our vision. By holding ourselves accountable, we demonstrate that we are worthy of ongoing trust.

We encourage you to read this Annual Report in conjunction with our Strategic Plan. This addresses the mechanisms and processes that the organisation has in place to assure quality improvement and ensure integrity, as well as addressing the challenges the organisation faces as a whole.

Our annual financial statement is available as a separate document on request. From December 2025 a digital copy can be viewed on the ACNC website or by scanning the QR code.



NDCAS VISION & PURPOSE



Our Vision

Quality of Life for Everyone -
Empowered Individuals, Connected
Families, Committed Community.

Our Purpose

NDCAS connects, supports, and strengthens
our community. We are a link that helps hold
the community together.

Courageous

We choose what is
right over what is
easy and take
actions that lead to
positive change.

Supportive

We care deeply about
the wellbeing of our
team, clients, and
community.

Respectful

We choose behaviours
that recognise the
importance of every
person.

Collaborative

We seek ways to work
with others to maximise
our impact and
outcomes for clients
and community.

Adaptable

We are creative and can
be flexible to meet the
changing needs of our
clients and community.

Inclusive

We respect and
promote diversity. We
work to remove
barriers, so everyone
feels that they belong.

STRATEGIC PRIORITIES



Strategic Priority 1:

Our services and programs are Responsive and Innovative



Strategic Priority 2:

We will create Healthy Spaces and New Places



Strategic Priority 3:

A Strong Team Culture where everyone can be their best



Strategic Priority 4:

Strong Governance Systems and process ensure a sustainable service

A MESSAGE FROM OUR CHAIRPERSON

Congratulations to all staff and the executive team!

Once again, you have reached numerous milestones and outcomes that reinforce our reputation with the relevant funding bodies. Narrabri & District Community Aid Service is diligently working towards Accreditation in 2026, and both staff and the executive team are committed to adhering to the guidelines necessary for achieving this goal.

I want to extend my heartfelt congratulations to the CEO, Operations Manager, Team Leaders, and all staff for their adaptability throughout the changes within the NDCAS teams. As a service, we are fortunate to have a workforce filled with multi-skilled individuals who are enthusiastic, along with a CEO and Operations Manager who actively support the staff. NDCAS has welcomed new employees during 2024-2025, bringing additional skills to our dedicated team, a warm welcome to all the new staff.

NDCAS staff are highly respected in the community and continue to collaborate effectively, assisting wherever needed.

As the CEO of Wee Wee Local Aboriginal Lands Council (WWLALC), I commend the excellent collaboration that NDCAS has fostered with the Wee Waa Community, as well as the continuing connections with WWLALC and Wee Waa High School through programs the staff have delivered in the school.

I would like to highlight the outstanding efforts of Kayla and the NDCAS Christmas Committee, whose work made the Christmas Drive an incredible success in 2024. I'm delighted to see this initiative return in 2025, lead by a new committee, and I look forward to seeing what they achieve.



Over the past 12 months NDCAS have engaged a new HR system, enhancing efficiency and governance. I'm pleased to note that financial management has remained a strong and stable area over the past twelve months. Careful oversight and teamwork have ensured solid results, and I want to extend my sincere thanks to everyone who has contributed to this success, particularly Alan and Noeline for their work on the financial committee.

I would like to thank Noeline Kiss, Alan Marshall, Louise Stewart, Antony Vuragu, and Bradley Cork for their outstanding contributions as members of the NDCAS Board. I especially want to acknowledge Brad for his invaluable input into our policy reviews. His expertise in this area is greatly appreciated. We implemented a risk management committee this year. I would like to thank Brad and Antony for their contributions.

Exciting changes await in 2026 as we pursue our second strategic priority, Healthy Spaces and New Places, and settle into our new home! I look forward to continuing our work with the same dedication and enthusiasm over the coming year as we strive for NDCAS to fulfill its vision.

Robyn Keeffe
NDCAS Chairperson



A MESSAGE FROM OUR CEO

I like a good quote.

I have at least 15 of them blu-tacked around my office...and a little book of them on my desk. Among them is one that says,

***“How we do anything,
is how we do everything”***

This speaks to one of the fundamental truths of life. How we act when no one is watching and how we make seemingly insignificant decisions, these ultimately reflect our true selves and will show through when the spotlight is on us or when we are under pressure. So how we do anything whether it be big or small is ultimately how we do everything whether it be big or small.

This is an attitude that runs how we do things at NDCAS. It can be seen in our commitment to continuous improvement, to not doing the same thing because we always have done it a certain way but rather asking; Could we do this better? Is what we are doing best for our community, for our clients, and for each other?

The 2024-25 year began with a new strategic plan working towards the vision of Quality of Life for Everyone – Empowered Individuals, Connected Families, Committed Community.

Immediately after this was in place the board and executive staff started work on uplifting our risk management plan and processes. Alongside this we adopted changes to strengthen our HR, WHS and IT management. These are things that may not be seen by many people, but they lay a strong foundation for positive outcomes across the areas of our work that are more visible.

Many of the positive outcomes you will read throughout this annual report are:

- Establishing a new service team specifically focused on supporting women and their children who have experienced domestic, family, or sexual violence
- Growth in our funded services and an overall increase in our staffing
- The first Community Christmas Drive which will now run annually
- Establishing a new pop-up style of service provision to towns across the LGA
- Celebrating 50 years of NDCAS service provision to the Narrabri LGA



I would like to thank the services, businesses, community groups and individuals who have worked alongside us in supporting our community this year. Thank you to those who we partnered with for the first time this year and to those who we have worked with for many years.

Thank you to our Board Members. NDCAS is very fortunate to have a board that brings a range of skills and experience to the governance of our organisation. Most importantly our board are committed to good governance of NDCAS for the benefit of our community.

And a massive thank you to the NDCAS team. To Operations Manager Lisa Smith, Team Leaders Kelly Herden, Amanda Fowler, and Jessica Fitzsimon and to every single member of our growing team. You are the face of NDCAS to our community, the people who walk beside people through challenging moments and setbacks and celebrating them in their wins. It is an honour to lead this team of champions.

Sadly, in October 2025 our colleague Jonathon (Jono) Ross passed away after a short period of illness. Jono embodied “how we do anything, is how we do everything”. He was a humble and caring man who was always willing to help and always put in full effort. We will miss Jono but are grateful to have had the opportunity to work alongside him. Thank you Jono.

As we look forward to the year ahead there are exciting things on the horizon, one of those being a move to a new premises for NDCAS. We look forward to the new opportunities this will create in the support we can provide to the community. This move doesn't just happen, rather it is the culmination of lots of unseen work, getting the small decisions right and asking that question, could we do this better?

**“How we do anything,
is how we do everything”**

Joshua Pattison
NDCAS Chief Executive Officer



WHAT WE DO

Narrabri and District Community Aid Service Inc. (NDCAS) is a not-for-profit community service. We provide essential support services throughout the Narrabri Local Government Area (LGA).

Busy Little Hands at Play Supported Playgroup

Busy Little Hands at Play Supported Playgroup holds playgroup sessions working towards outcomes which include healthy living, child safety, parenting skills and child development, early literacy/numeracy support and school transition. Playgroup is held every Thursday (excluding school holidays and public holidays) from 10am – 12pm at 51 Tibbereena Street Narrabri. This is a safe space for parents, carers and their children (aged 0 to 5 years) to develop social skills, connections, participate in learning activities and access information and advice.



Namoi Toy Library

The purpose of Namoi Toy Library is to provide educational support to young children within our LGA, promoting the importance of early childhood education to families. The Namoi Toy Library provides the Start Strong Pathways program to support educational engagement of children too young to receive a preschool education, support pathways to preschool and to promote the importance of early childhood education to families and communities.

Community Strengthening

Narrabri and District Community Aid Service delivers a variety of programs and events within the Narrabri LGA, to foster community spirit and participation. Each year NDCAS facilitates small and large events to increase social participation and a sense of belonging to the community, reduce risk of entry into the child protection system, empower individuals and families and a training event for early intervention service providers.



NDCAS Families & Youth Service

The Families and Youth Team (NFYS) delivers programs which meet wellbeing and safety needs of children, young people and families.

This is achieved through case management which could include home visits, support, advocacy, referrals and skills development to help people achieve their outcomes and goals. NFYS also offer parenting programs that provide support specifically targeted at parent/child relationships and/or practical skill building for parents and carers.



Narrabri Homelessness Support Service

The Homelessness Support Team (NHSS) provides support to men, women, young people and children who have experienced or are at risk of homelessness or domestic violence, aiming to decrease homelessness and empower them to overcome related challenges. We provide crisis accommodation for women and children and offer referrals and support for cost of living challenges, mental health matters, substance use issues, and life skill development.



Safety Beyond Violence Service

The Safety Beyond Violence Team (SBVS) supports women and their children who have been impacted by domestic, family, and sexual violence.

This team provides intensive and long term support for women to leave an abusive relationship and to remain safely in their home. The team also provides information sessions to workplaces across the Narrabri LGA.



AT A QUICK GLANCE

NDCAS supports the community in many ways. Below is a snapshot of the services we have delivered throughout the period of July 2024-June 2025.

Events held in the Narrabri LGA

15



Toy Library Members across Narrabri, Wee Waa, Pilliga & Gwabegar

88

Clients supported by Domestic Family Sexual Violence Service

96

Clients supported by NDCAS Family & Youth Service

175

Clients supported by Narrabri Homelessness Support Service

190

Attended playgroup one or more times

235



Intakes conducted

241



Our team by years of service

● 0-2 ● 3-4 ● 5-6 ● 7-9 ● 10+



Our team by age

19-29 | 14%



30-39 | 33%



40-49 | 24%



50-59 | 19%



60+ | 10%





THE COURIER

THURSDAY, NOVEMBER 21, 2024 • VOL CXI NO. 70

Proudly Serving The Narrabri Shire For 111 Years

PHONE: (02) 6792 1011 • \$3.00 Inc. GST

**NORTH
WEST
MAGAZINE**
INSIDE



**NIGHT WITH
OUR SPORT
STARS**

PAGE 3



**FAMILY FUN AT
CHRISTMAS
PARTY**

PAGES 12-14



Festive generosity on show

Strong community support for NDCAS Community Christmas Drive



Narrabri West Public School

17h ·

We had a wonderful morning at our P & C Mother's Day Breakfast today. It was lovely to have everyone come and celebrate with us. Thank you to the wonderful ladies from NDCAS Narrabri for coming and cooking. Thank you to the families and Kristy Hodges who donated eggs and bacon for our breakfast, it was very much appreciated. Happy Mother's Day for Sunday to all our Mums, Nans and Grandmas.

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ee. The Co
will now
however,
commun



AS
NDCAS Community Christmas Drive to bring joy to those in need during festive season



Like



COMMUNITY CHRISTMAS DRIVE: Gail Anderson, Kayla Nehrkorn and Jess Weeks are encouraging the shire to support families in need through the NDCAS Community Christmas Drive.

Oct 17, 2024

A new Community Christmas Drive initiative, organized by Narrabri and District Community Aid Service (NDCAS), will be providing presents to people in need during the festive season.

The shire community can be part of the initiative by donating new unwrapped presents and gift cards at drop-off locations across Narrabri and Woori Woori from October 12 to December 2.

Narrabri West Public School's post

Narrabri West Public School

5 March ·

Thank you to everyone who came to our Welcome Back to School BBQ today. It was lovely to celebrate the beginning of the 2025 school year. A huge thank you to the girls from Narrabri NDCAS for their ongoing support of Narrabri West by coming and cooking our BBQ lunch.



Raising awareness about homelessness, one coffee at a time

Aug 4, 2024

Narrabri and District Community Aid Service (NDCAS) will be raising awareness about homelessness...

READ MORE



+17

Like Comment Share

COURAGEOUS

We choose what is right over what is easy and take actions that lead to positive change.

In October 2024, NDCAS celebrated 50 years of dedicated service to the Narrabri Local Government Area (LGA).

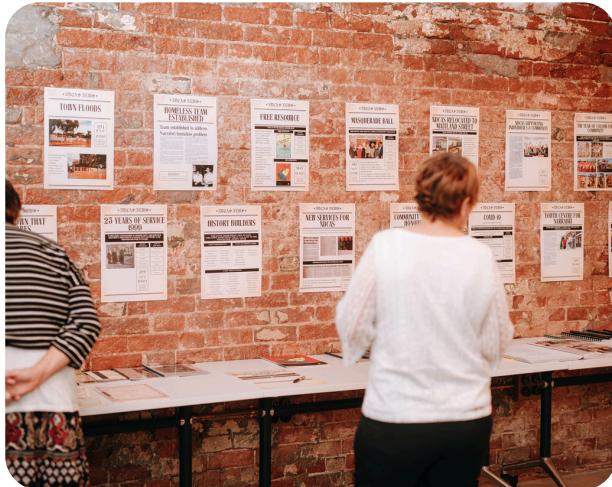
NDCAS marked the occasion with a formal event. The celebrations brought together past and present board members, staff, volunteers and community partners. Board Chairperson, Robyn Keeffe and NDCAS CEO, Joshua Pattison, delivered speeches recognising the organisations past achievements and future direction.

Founded in 1974 as Community Aid Service (CAS), the organisation was created to respond to a wide range of community needs from pension advice and marriage guidance to support for individuals experiencing challenges with alcohol, drugs, gambling, and mental health. Even then, CAS stood out as one of the first services of its kind in the North West, setting the foundation for what would become decades of compassionate, community-driven support.

Looking back over our history, NDCAS has courageously evolved alongside the community it serves. As needs changed, so too did our programs, some coming to an end and later returning as new generations faced similar challenges. This adaptability reflects not only our resilience but also our willingness to embrace change with courage and purpose.

Over the past 50 years, NDCAS has been guided by numerous dedicated Presidents, Board Members, staff, and volunteers, each contributing to the organisation's strength and longevity. Their courage to take on new challenges, advocate for those in need, and stand up for what matters has shaped NDCAS into the respected community service it is today.





1974

VS

2024

Minimum wage

\$2.08 p/h



\$24.10 p/h

4oz of Heinz baked beans

\$0.09c



\$1.06

Median house price

\$22,000



\$445,000



SUPPORTIVE

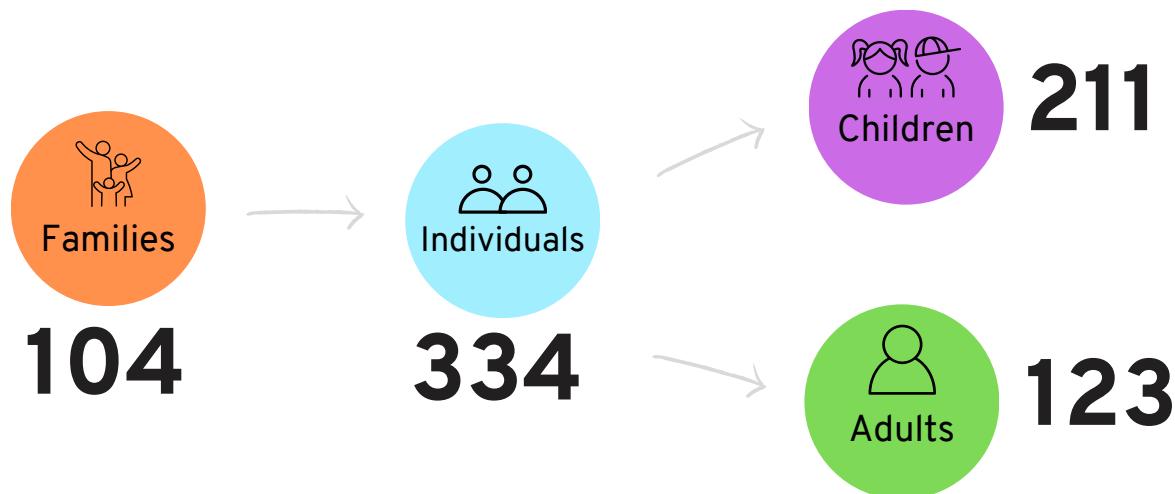
We care deeply about the wellbeing of our team, clients, and community.

The NDCAS Community Christmas Drive initiative was a resounding success, fulfilling our goal of supporting families facing financial hardship, ensuring they could provide gifts for their loved ones. This achievement was a direct result of the extraordinary community support from local businesses, schools, and residents, donating over 500 gifts to the Drive.

Volunteers, community partners and dedicated staff took the time to carefully sort and wrap every donation. This massive effort helped alleviate the financial and emotional stress of the holiday season for 104 local families, a truly heartwarming accomplishment.

Feedback like, "You don't realise how wonderful it was to have those extra gifts under the tree," confirms the significant impact of the community's support.

The spirit of giving shone brightly, and we aim to increase this reach in 2025.



RESPECTFUL

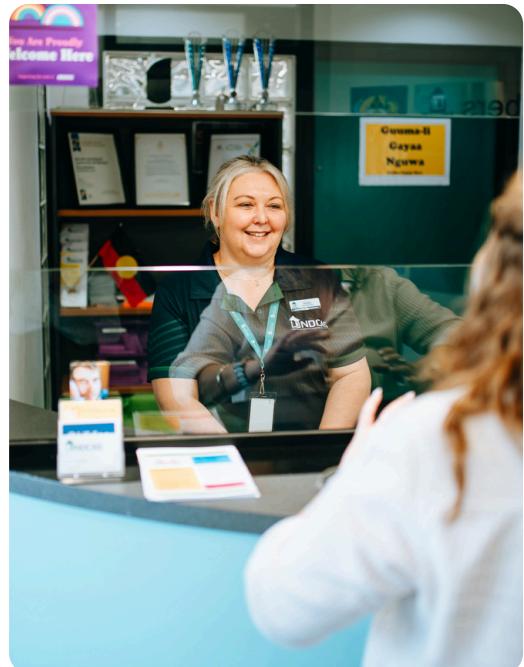
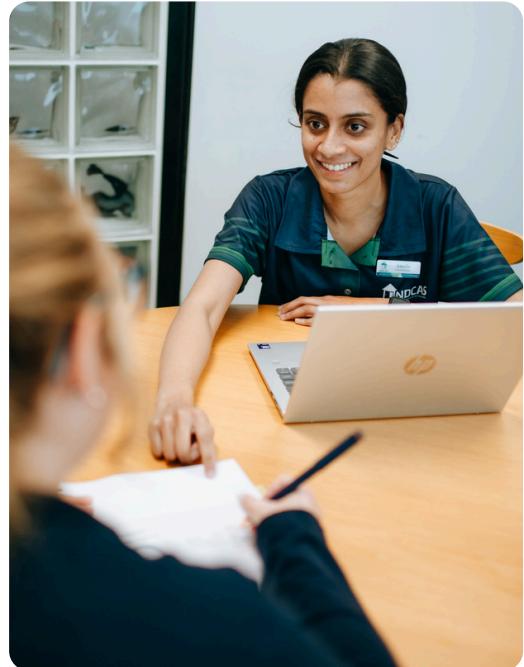
We choose behaviours that recognise the importance of every person.

We committed to supporting community members over the age of 60 with compassion, respect, and understanding. Over the past year we have seen a growing number of older residents seeking our support. We recognise the invaluable contributions these individuals have made in building the strong and vibrant community we enjoy today.

We have supported older residents to connect with other services through referrals to promote safety, independence and wellbeing as well as social opportunities, particularly those without nearby family or informal support networks.

Rising housing pressures have impacted this group, with many long term renters losing access to their homes as properties are sold. This has left some struggling to find affordable rentals and manage safely at home without the right supports.

Sadly, our team continues to identify instances where older individuals experience disadvantage or abuse. NDCAS approaches these situations with great care and respect, providing confidential support, advocacy, and guidance to help individuals regain control and live free from harm.



COLLABORATIVE

We seek ways to work with others to maximise our impact and outcomes for clients and community.

NDCAS works in partnership with other organisations to achieve meaningful and positive outcomes for our community.

In July 2024, the NDCAS team joined with local services to celebrate NAIDOC Week in Wee Waa, an event hosted by the Wee Waa Local Aboriginal Lands Council. The event was a vibrant Family Fun Day, fostering a sense of unity, connection, and celebration of sharing Aboriginal and Torres Strait Islander culture with the whole of the Wee Waa community.



NDCAS partnered with the Pilliga community in September 2024 to host a community NAIDOC celebration, supported by other local organisations.



Throughout the day, various services facilitated interactive activities that encouraged cultural expression, creativity, personal development, and social connection, empowering individuals to learn new skills and engage with their community.

NDCAS collaborates with service providers and agencies to support individuals and families. This delivers comprehensive assistance to people in the Narrabri LGA, including wellbeing programs, accommodation services, and support through the local legal and justice system.

We would like to thank the following organisations for their support over the last 12 months; Summit Community Services, Shared Table, Narrabri and Wee Waa High Schools, Salvation Army-Moneycare, Wee Waa, Pilliga and Narrabri Local Aboriginal Land Council, Gunida Gunyah and Narrabri Police. This is just a small list of the organisations we have worked with and we know there have been many more along the way, we extend our thanks to them all. Establishing and maintaining close working relationships are essential to achieve the best possible results for individuals, families, and the community.

ADAPTABLE

We are creative and can be flexible to meet the changing needs of our clients and community.

In response to the growing and changing needs of those affected by domestic and family and sexual violence within our community, NDCAS made significant steps to strengthen our support services.

In October 2024, NDCAS launched the Safety Beyond Violence Service (SBVS).

Over the reporting period, our domestic, family and sexual violence services expanded from one dedicated caseworker to a specialised team of three Domestic, Family and Sexual Violence Caseworkers and an Aboriginal Cultural Support Worker, ensuring culturally responsive and trauma-informed care to women and their children who have experienced gendered violence.

The team attended the Ending Coercive Control Conference in Sydney. Hearing from national experts and survivors provided the SBVS with valuable insights, innovative strategies, and renewed energy to enhance our local response.

The SBVS teams work is adaptable in its responses which include the new legislative and social changes after the introduction of the new Coercive Control offence in NSW on 1st July 2024. The team works collaboratively to support women and their children impacted by domestic, family and sexual violence, helping them safely leave abusive relationships or remain safely in their homes, depending on the individuals or families needs.

Creating something new is easy.

Creating something that can last is the challenge.

- Simon Sinek



What is coercive control?

When someone uses patterns of abusive behaviour such as assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim. It doesn't relate to a single incident- it is a purposeful pattern of behaviours. Over time this creates fear and takes away a person's freedom and independence.

INCLUSIVE

We respect and promote diversity. We work to remove barriers, so everyone feels that they belong.

NDCAS Busy Little Hands at Play Playgroup promotes genuine connection between parents, carers and their young children, providing a space for children aged 0-5 years and their parents and carers to build peer support networks, share experiences, and combat social isolation, while children engage in essential early socialisation and play.

NDCAS aim to provide a truly welcoming and non-judgmental environment that ensures every attendee feels safe and seen.

Beyond providing this essential community space, the program offers targeted support through structured initiatives that directly address key developmental areas and needs. These initiatives focus on crucial areas such as healthy living, child safety, parenting skills, and child development, alongside dedicated activities for early literacy and numeracy. NDCAS provide specific assistance with school transition to ensure a smooth and successful entry into formal education. This holistic approach leverages the power of play to deliver a comprehensive family and child development support environment.

The demographic makeup of the Narrabri community is reflected in the diverse range of families who attend Playgroup each week. Families from a variety of cultural, linguistic, and socio-economic backgrounds come together, creating a welcoming and inclusive environment where all children, parents and carers are valued. This diversity enriches the experiences of the children and fosters a sense of belonging within the broader community.



2024-2025 IN REVIEW

Quality of life for everyone.

In collaboration with expert skateboard coaches from Totem Collective, NDCAS hosted a learn to skate workshop at the Narrabri Skate Park in July. Children and teenagers learnt practical skills and knowledge ranging from the fundamentals of skateboarding to more advanced tricks. Additionally, it emphasised the importance of staying active and connected, motivating young people to express themselves and build their confidence.

In March during Women's Week, women came together in a child-friendly space to share a meal. They connected with Child Family Health Nurse Jess from Buttercup Mums, who provided valuable insights on child development and how to incorporate this in their families activities.

NDCAS Caseworkers also created an opportunity for mothers to be honoured on Mother's Day by hosting an afternoon tea in the park. This event established a safe space for families to connect and celebrate together.



NDCAS partnered with Summit Community Services to run a local Homelessness Week campaign in August to increase awareness of homelessness within the community for the second year in a row. Coffee shops in Narrabri served takeaway coffee to customers in specially designed cups. The coffee cups featured six locally relevant homelessness statistics, (examples below) covering subjects including; why and how people may become homeless, preparing and storing healthy foods and the number of people NDCAS and Summit supported in the year prior.

Family & domestic abuse is one of the leading causes of homelessness



DID YOU KNOW?

Over 400 people were supported for homelessness in the Narrabri Shire in the past 12 months

To mark National Families Week in May, NDCAS hosted Mr. Snotbottom, a children's comedian and entertainer, at The Crossing Theatre.

A comedy workshop provided an excellent opportunity for children in the Solasta Studio Drama class to explore their comedic talents, learning to captivate an audience through humour.

Later that evening, the community was invited to enjoy a light-hearted show that explored the complexities of the human body. Mr. Snotbottom entertained children and adults alike, covering everything from snot to germs, all while delivering an educational and amusing performance.



In April, Easter egg hampers were provided to families and the local school at Pilliga to ensure families could enjoy Easter together, particularly as flooding made trips to the shops more challenging.

This highlighted the need for other support to smaller towns. NDCAS introduced a pop-up Neighbourhood Centre schedule in Pilliga, Gwabegar, Bellata, and Baan Baa, allowing NDCAS to connect more regularly with residents and strengthen community ties across the LGA.



Throughout the year, new connections have developed between Narrabri West Public (NWPS) School and NDCAS. NWPS invited NDCAS to assist in celebrating various special days by providing a BBQ for parents, students, teachers and the school community.

The Safety Beyond Violence Service conducted various short workshops for community services and businesses to educate their employees to recognise and support others who may be experiencing domestic, family and sexual violence. These sessions aimed to foster understanding and open dialogue to reduce stigma and promote awareness. The initiative contributes to creating a supportive community that stands united against domestic, family and sexual violence.



NDCAS have maintained a partnership with the Narrabri Shire Council by delivering a variety of events and programs within the LGA. Highlights include NarrabRIGHT, where we embraced the theme of 'Dream' by screening the original Wizard of Oz and providing free popcorn, and Youth Week, which featured the simultaneous screening of two movies, accommodating different ages and interests.



NDCAS contributed to 2024-2025 Narrabri Dolly Parton's Imagination Library program for the LGA. By supporting this program we ensure children of the Narrabri community have the best start towards literacy development and are prepared for their school years. Ready to read, learn and succeed.

In the recent year two board members were made life members of NDCAS. This was commemorated in December. Noeline has been a board member since November 2014, Alan Marshall joined in November 2015. Both Noeline and Alan have held various roles on the board over the years.



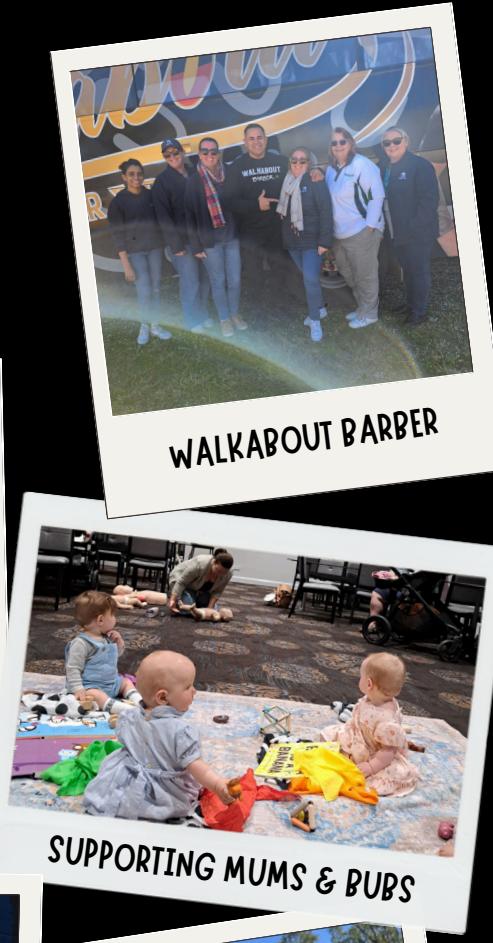


31.12.1974 - 10.10.2025

In memory of our friend and colleague Jonathon Ross

A LOOK INTO THE FUTURE

WHAT WE DO BEST



GROWTH & DEVELOPMENT

→ Healthy Spaces and New Places
-A new home for NDCAS

