



Windermere®

*everyone is someone
in our community*

Community News *Issue 5*

Nov 2010

the newsletter of windermere child and family services

Welcome

*From the CEO
With Cheryl De Zilwa*



CEO report Newsletter November 2010

Recruiting Board members

As many of you know, the governance requirements of running a medium to large community organisation is quite complex and time consuming. We have to be assessed against more than five different sets of standards, report to 8 different

government departments, manage risks inherent in running such a service for vulnerable individuals and families, and of course ensure compliance with legislative frameworks that are important for all organisations. This means that the work of the Board is significant in monitoring and supporting the maintenance of a robust governance system. Over the last few years we have been very lucky to have secured the commitment of a number of highly skilled individuals who have assisted in taking Windermere to a much higher level of accountability.

We are currently recruiting additional Board members to replace the natural turnover that occurs. The skills of particular interest to Windermere at the moment are marketing, research and community service expertise. If you think you would like to pursue Board membership or help us in other ways, I'd love to hear from you.

Windermere helping other agencies with standards

In particular, we are working with agencies who are helping people who are homeless but nevertheless they need to meet strict standards.

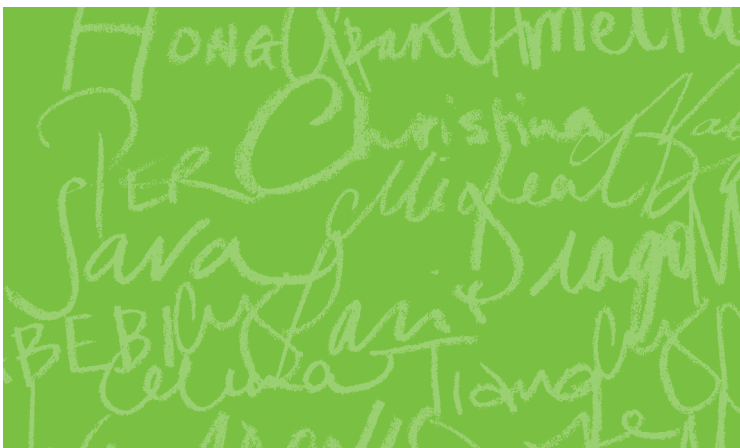
I'm very proud of the fact that Windermere has been invited to 'buddy' up with smaller organisations that are struggling to meet the increased expectations of government funders in relation to risk management and governance, quality of services and general management.

Mapping the skills required to work in the Community Services

Our General Manager Client Services Brad Sadler has been leading a Victoria wide project that has developed a performance appraisal system that enables the whole community services sector to benchmark skill level, training needs and improvements to our workforce. This is quite a ground breaking piece of work that places Windermere in a leadership position regarding human resources management.

Due to the high cost of mailing this newsletter, in future we would like to send the newsletter by email to those who would like to receive it this way. Please send us an email to: kathryn.king@windermere.org.au

*Cheryl De Zilwa
CEO, Windermere Child and Family Services*



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Diversity Corner

Pilot program for youth at risk receives funding from Sunshine Crocodile Foundation

One hundred at-risk young people from the Cardinia Growth Corridor, who have received their first caution from Police, will take part in a pilot program aimed at helping them get back on track.

The *Kids on Track* program, funded by the Sunshine Crocodile Foundation, will focus on building self-confidence, enhancing personal capacity, mentoring and education about the consequences of crime. It will also assist with building bridges into their local community.

Police report that they regularly receive calls from concerned parents, care givers, schools and other community members regarding young people aged 11-18 who are demonstrating signs of behaviour that may lead to offending. Currently, there are limited preventative services available in this arena, and Police believe there is a need for a program that helps give young people who have offended once or twice more options within the court system.

The one-year pilot brings together project partners Windermere, Gilwell Park Scout facilities, Shire of Cardinia and the Pakenham Police 'Caution' program in the Cardinia area. After evaluation, the program will be rolled out throughout the Greater City of Dandenong, Casey and Cardinia municipalities as funding permits.

This is the only project of its kind operating in Victoria at present. If its value and sustainability are proven as a result of its long-term evaluation, it is hoped that the project can be expanded state-wide.

Windermere capacity building project supporting people at risk of homelessness – funded by Lord Mayors Charitable Foundation

Casey-Cardinia is the fastest growing of Melbourne's five designated growth corridors. The declining amount of easily affordable 'greenfield' sites in the inner south-eastern suburbs has pushed families further out into Casey-Cardinia, creating significant demand for housing from new young families.

The Casey-Cardinia Growth Corridor also has the second fastest-growing Culturally and Linguistically Diverse (CALD) community in Australia, and one of the fastest growing populations of families with children less than eight years of age.

Windermere's Cardinia Growth Corridor community capacity building project is aimed at preventing homelessness in our local communities by strengthening social connectedness and building strong, responsive working partnerships.

It involves the establishment of a new early prevention of homelessness Local Network Group comprising stakeholders from local business, the not-for-profit sector and the community. As well as strengthening relationships, this approach will provide clear referral pathways for families at risk of homelessness, and co-ordinated responsive support from the local community.

Windermere's project will use the principles of social inclusion to develop, implement and deliver a community education program to at-risk groups. Its focus on building social connectedness, and the capacity of people and communities, is a departure from the traditional model of state and government-funded shelter and support services.



Featured fundraisers

30s glamour comes to Pakenham

Michael Muaremov and his team at accounting firm Michael Muaremov & Associates organised a 30s themed gala fundraising event at the Pakenham Cultural Centre in June. This was the second successful fundraising event for Michael and his team, raising over \$6,000 from the night.

Warmly welcomed quilts and scarves

The Sewing Connection from Berwick generously donated lovingly made quilts and scarves, which were given to our families during the cold winter months.

Footy puts boot into Futures Gala

It was with enormous regret that due to the replay of the AFL Grand Final, Windermere's Futures Gala, due to be held on 2 October at Zinc at Federation Square was cancelled. Windermere would like to sincerely acknowledge and thank all those who generously donated their ticket purchase and sponsorship back to Windermere as a donation for the non-event. We would like to particularly acknowledge our Gala

Cause for celebration

Windermere's Communities for Children Cranbourne (CFC) is "innovative, flexible local, inclusive and engaging". These are just some of the findings from the long-awaited CFC 2005-2009 Final Evaluation Report.

The report, which was launched at a CFC team celebration on 30 June 2010, is the result of a four-year evaluation facilitated by Community Child Health, Murdoch Childrens Research Institute.

The report findings reveal that through our work at CFC, Windermere is an agency that "works with and for families in innovative, flexible, local, inclusive and engaging ways and always towards positive outcomes". The findings were based on parent comments, practice toolboxes and quantitative data – all of which is now there for the sharing.

The 40-page CFC 2005-2009 Final Evaluation Report is available to access, download and use at http://www.windermere.org.au/files/Final_Evaluation_Report_2010.pdf

Naming Rights Sponsor, Commonwealth Bank, our Gold Sponsor, Berwick Nissan, and Lyn Cairns of Qudos Recruitment for their incredible generosity.



Windermere staff pitch in

The first Fifth Avenue Jewellery Fundraiser was held at Windermere's head office in Narre Warren in August and was attended by Windermere staff. An amazing \$650 was raised and we would like to acknowledge Sabrina Pereira and Tania Davis for their efforts in making this such a successful (and fun) fundraising event.

Cambodia charity challenge

Windermere will be holding a charity challenge in Cambodia in June 2011. In the next few weeks we will be contacting our supporters looking for sponsorship and participants for this event. Watch this space for more details coming soon!!! For further information regarding the challenge, please contact Carina Venturi or Kathryn King on 9705 3200 or email kathryn.king@windermere.org.au



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Please help

Your donation, no matter how large or small, can make a big difference to local kids in serious need. For example:

- \$52 can provide a counselling session for a troubled child
- \$104 can provide a week of groceries for a hungry local child
- \$76 can support a child on the disability waiting list

To make a donation, please complete this coupon and mail to us at:

Reply Paid 84615
Windermere Child & Family Services
48 Webb Street,
Narre Warren 3805

Donations over \$2 are tax deductible.

YES! I want to help local children in serious need

Please accept my gift via:

Cheque/money order payable to Windermere Child and Family Services

OR

Debit my: Mastercard Visa Card

No.: / / /

Expiry: /

Name on card:

Signature:

Details for receipt:

Mr Mrs Ms Miss Dr

First name:

Surname:

Address:

Postcode:

Phone:

Email:

- Please send me information about the Bequest Program
- Please tick here if you do NOT want to receive further communications from Windermere.

Thank you for your support!

How your donations are helping

Currently, we have an eight-year-old boy attending our 'Feeling is Thinking' group. He comes from a violent and abusive background and is very shy, with low self-esteem.

Initially, he didn't want to attend. But with encouragement from his mother and their Case Manager, he finally agreed to give it a go. At times his fears have prevented him from joining in the activities, but slowly he has started coming out of his shell. One of the biggest breakthroughs came when his eyes lit up and he laughed out loud during playtime with some puppets.

On the way home from a recent session, one of the group facilitators asked him what he'd enjoyed most about that day. His reply was "The best part was that I worked myself up to talk three times in the group!"

His mother also tells us that he has begun to talk about his feelings much more at home. So far, this brave little boy who was so fearful about coming to the group has attended every session.

We are so thrilled with his progress that we are now looking at ways to invite him back for another term to keep building on what he's achieved. It has been a pleasure for everyone involved to see his personal growth, and to be able to share this wonderful story with you.

Help make someone's day this Christmas

With Christmas fast approaching we are putting out the call to encourage you to donate to a child or family in need. All donations are greatly appreciated and no amount is too small. Alternatively, you can place a gift under the tree at the Target store in Mornington.

Windermere is the sole recipient of all gifts left at this store, which will be distributed to our clients prior to Christmas.



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Windermere Child and Family Services is a not-for-profit organisation that has been incorporated under the Association Act as required by law.

We have DGR status and therefore all donations are tax deductible.

For further information please contact the Windermere head office at: 48 Webb Street, Narre Warren Victoria 3805

Phone: (03) 9705 3200 Fax: (03) 9796 7650

Email: info@windermere.org.au Web: www.windermere.org.au