



Working with the Community Sector

Cumberland City Council is changing the way we work with the community and the services we provide. We are implementing a new structure which will provide community development and direct service delivery within the following four service units (See below for Organisational Chart):

1. Community and Culture
2. Customer Experience and Engagement
3. Children, Youth and Families
4. Seniors and Disability Services

Community Development functions include:

- Community engagement
- Community sector development initiatives and capacity building
- Arts and cultural activities and public art
- Staffed-community centres (Auburn, Berala, Granville and Guildford)
- Business engagement
- Place management and local connections
- Community events

Community Service delivery includes:

- Seniors and Disability Services
- Children, Youth and Family Services
- Library Services

Community Development Team

Community Grants, administers grants programs and grant support program for local not for profit organisations and individuals - administers Council Grants and ClubGRANTS Scheme.

Grant writing support, assists with development of grant applications and provides tailored advice.

Cumberland Grants Bulletin a monthly e newsletter with grant opportunities for local organisations.

Volunteering Program, for individual residents who want to contribute to their community, build and share skills and make social connections through a wide range of volunteering opportunities

Support for local community and sports organisations, training, networking forums, joint planning and guest speakers

Civic Education Program, introducing residents and students to Council services and understanding the role and responsibilities of local government

Flavours of Auburn, cultural tourism program showing diverse local cuisines through food tours and cooking classes

Domestic and family violence prevention, supporting initiatives to address domestic and family violence in Cumberland including implementing the *Cumberland Sector DV Action Plan*.

Who to contact:

community@cumberland.nsw.gov.au
Ph: 8757 9000

Are you a new worker?

Email your details to community@cumberland.nsw.gov.au and join the Cumberland Sector Network e-group: acs-infoshare@googlegroups.com to stay informed and sign up for regular updates and information share.

Aboriginal & Torres Strait Islander Peoples, Cultures and Histories

Education programs which build understanding and respect for Aboriginal and Torres Strait Islander peoples, cultures, places, history and languages in Cumberland.

Convenes Council's Aboriginal and Torres Strait Islander Consultative Committee.

Responsible for the implementation of the *Reconciliation Action Plan* for Cumberland and key events around days of significance (NAIDOC Week and Reconciliation Day).

For enquiries or advice relating to local Aboriginal culture and history, cultural protocols, Welcome to Country requests.

Who to contact:

Aboriginal Education & Programs Officer
(Amelia Corr)
Ph: 8757 9833

Useful Tools/Resources:

Visit: cumberland.nsw.gov.au/community-sector-connect

Discover a range of resources such as:

- 2020 Cumberland Interagency Calendar
- Grants Bulletin and Grants Support Program
- Aboriginal Welcome to Country protocols and guidelines
- Community Services Directory (LINCS)
- Starting a New Community Organisation
- and more

Visit: cumberland.nsw.gov.au/discover-cumberland

- Cumberland Community Profile
- How does local government work?
- What does Council provide to the community?
- Who lives in the Cumberland area?
- Discover Cumberland Workshops and Residents Booklet (About Council Services - English, Arabic, Chinese, Tamil and Dari/Persian)

Place & Engagement

Responsible for the design and delivery of Council's community engagement programs, place liaison, community safety and business development.

Works with a broad range of internal and external stakeholders to improve the amenity, safety and cleanliness of local centres and neighbourhoods and delivers a 'close the loop' approach to listen and respond to the emerging needs of community and businesses.

Place Liaison

Place Liaison Officers work closely with residents, businesses and service providers across the LGA and across all Council departments to coordinate service enhancements, strengthen communities, resolve issues to make great places where people feel connected to each other and their local environment.

- Ensures public places are clean and attractive, and enhance local identity.
- Pro-actively reports Council-managed maintenance issues, such as pot holes, cracked footpaths, dumped rubbish and abandoned vehicles
- Facilitates cross-Council solutions to address local place based issues.
- Works closely with local community groups/organisations to help connect them to Council services, programs and resources.
- Assists schools with Council traffic related matters and resources, connection to Council programs and services and with local service providers to deliver programs and assist when and where needed.

Homelessness

Assists people experiencing homelessness in Cumberland through referrals (including homelessness services and contacts), developing Council's capacity to respond, improving service delivery, raising awareness and reducing stigma around homelessness).

Who to contact:

Place Liaison Team Leader (Rowa Omari)
Ph: 8757 9533

Seniors Units for Independent Living

Council has 76 self-care units for seniors to provide affordable and accessible accommodation for those who need it. The units offered are studio (sole occupant) and one bedroom units (maximum of two residents). Eligibility criteria apply.

Who to contact:

Place Liaison Officer (Nadine El Hassan)
Ph: 8757 9577

Business Engagement

- Face to face relationships with small to medium local businesses in town centres
- Improves communication and connections between local businesses and Council
- Provides resources, workshops and networking opportunities to help local businesses grow

Who to contact:

Business Engagement Coordinator (Natalie Yu)
Ph: 0437 134 919

Community Safety & Crime Prevention

Liaises with police, residents and businesses about crime and community safety issues, undertakes safety audits, coordinates Council's relocatable CCTV program and the 'Living Safely in Cumberland' personal safety workshop program.

Who to contact:

Crime Prevention Officer (Teresa Russo)
Ph: 8757 9788

Community Engagement

Delivers a range of Council's community engagement programs and online 'Have Your Say' website to enable residents, businesses and other key stakeholders to have their say on matters that affect them and inform Councils' decision making.

Who to contact:

engagement@cumberland.nsw.gov.au
Ph: 8757 9000
<https://haveyoursay.cumberland.nsw.gov.au>

Community Centres

Venues for hire, programs and services

- 4 staffed multipurpose Community Centres (Auburn, Berala, Granville, Guildford)
- Community Information Service (form filling assistance, community information and referral)
- Friendship Garden programs and workshops
- Volunteer run programs e.g. English conversation classes, computer classes, table tennis, tai chi

Wentworthville Community Hub (shared office and meeting space for community organisations)

Who to contact:

Community Centre Coordinator (Will Bovino)
Ph: 8757 9935

The Granville Centre (Moana Kailahi)
Ph: 8757 9027
granvillecommunitycentre@cumberland.nsw.gov.au

Auburn Centre for Community (Sam Ryan)
Ph: 8757 9028
auburncentreforcommunity@cumberland.nsw.gov.au

Berala Community Centre (David Harris)
Ph; 8757 9026
beralacommunitycentre@cumberland.nsw.gov.au

Guildford Community Centre (Ini Asemaga)
Ph: 8757 9030
guildfordcommunitycentre@cumberland.nsw.gov.au

Come and visit the NEW Granville Centre

The brand new, purpose-built community hub has 16 spaces available for hire as well as Library, Art Gallery, outdoor spaces and the Granville Swim Centre.

This centre offers a range of spaces suitable for events, conferences, meetings, training and community programs/services including:

- Large Hall (capacity 320)/Medium Hall (200)
- 2x Multipurpose Rooms (25/50 combined)
- The Meeting Space (capacity 30)
- Commercial Kitchen (capacity 12)
- Creative Suite which includes Music, Recording and Video Studios and Co-Lab Space (capacity 14)
- 2 x Workshop/Meeting Rooms (capacity 18)



For more information visit:
www.cumberland.nsw.gov.au/granvillecentre

Events & Culture

Events

Due to current public health regulations, Council's Events Program is currently on hold.

Gallery and Cultural programs

- Granville Centre Art Gallery (first exhibition will open 5 November 2020)
- Peacock Gallery at Auburn Botanic Gardens
- Arts Studio for local groups to use, artists in residency and workshops
- Regular art exhibitions
- Regular programs, including free all ages workshops and makers groups
- School tours and activities
- Public Art programs
- Implementation of the Cumberland Cultural Plan

Who to contact:

Ph: 8757 9029

For the latest information on exhibitions, events and workshops visit www.cumberland.nsw.gov.au/arts

Or follow us on Facebook:

www.facebook.com/peacockgalleryauburn

COMING SOON:

First Nations Exhibition at the Granville Gallery - co-curated by First Nations curators Dennis Golding and Rebekah Raymond celebrates strength and resilience of Darug and Aboriginal people through the art of local Aboriginal artists.

Exhibition opening on 5 November 2020



Seniors & Disability Services

Social Inclusion

Provides services that **keep seniors and people with a disability active, healthy and connected to their community**. Services include:

- Group programs at Centres - guest speakers, gentle exercises, entertainers etc.
- Yarn Up - for Aboriginal & Torres Strait Islander customers over 50
- CALD Specific Groups - Filipino, Maltese, Spanish
- Social Outings - day trips, lunch groups, male only
- Over 55's Lifelong Learning Programs
- Access Loop Bus (6 days a week) (currently suspended due to COVID)
- 1:1 Services - Shopping Assistance Services, Home Visits, Support to attend appointments

Also manages:

- Hire of Community Buses

Who to contact:

Social Inclusion Team

Ph: 8757 9031

Nutrition Services

Provides nutritionally balanced, delicious **meals to seniors and people with disability**.

- More Than Just A Meal - Health & Wellbeing Check
- Home delivered meals cooked on site, fresh daily
- Provide basic nutrition advice, what is suitable, alternate and suitable options, texture modified
- Supported Meals - customers living at home with dementia
- Seniors group/events catering

Who to contact:

Nutrition Services Team

Ph: 8757 9033

Disability Inclusion Action Plan is a whole of Council plan to remove daily barriers for people with disability by addressing attitudes, practices and structures

Community Care Forum – a local forum co – convened between Cumberland City Council and City of Parramatta for organisations providing services to seniors or people with disability through NDIS, CHSP etc in the Cumberland City Council and City of Parramatta local government areas.

Who to contact:

Manager Seniors & Disability Services (Kylie Marsden)

Ph: 8757 9801

Lifestyle & Leisure Links

Provides social support for people 18 to 65 years of age with a disability, as well as respite opportunities for parents and carers

- Group Activities
- Weeknight & Weekend Outings
- Respite for Carers
- Transport Available

Outings with the group mainly occur on weeknights and weekends. Reliable and affordable transport is available.

Who to contact:

Disability Programs Coordinator (Paul Spiteri)

Ph: 8757 9797

Service Development

Provides:

- Information and referral
- Intake and goal planning
- Promotion and marketing
- Volunteer recruitment, training & support
- Events
- Community engagement/awareness
- Networking and partnership development

Who to contact:

Service Development Team

Ph: 8757 9041

Children, Youth and Family Services

Education and Care

Provides care that suits your lifestyle and location. Cumberland's Education and Care services offer a wide range of options, including:

- **Family Day Care:** For children up to 13 years, run by professional educators in their homes with flexible hours.
- **Long Day Care:** For newborn to 6 year olds, offers a safe, inspiring environment for growth, early learning and socialisation.
- **Out of School Hours Care (OOSH):** For school children 5 to 13 years, usually within school grounds, early drop-offs and late pick-ups are catered for.
- **School Holiday Care:** For school aged children, offering safe and exciting holiday activities, while in the care of qualified educators.

Who to contact:

Education and Care Team, Ph: 8757 9000
accounts.children@cumberland.nsw.gov.au



Child Protection

Cumberland City Council supports the rights of children and young people and is committed to their care and protection. Council believes that the safety and wellbeing of children and young people is everybody's business. If urgent support or assistance is needed call one of the following crisis services:

- **Police, Fire or Ambulance – 000**, for an emergency
- **Child Protection Help line - 132 111**, if you think a child or young person is at risk of harm from abuse or neglect
- **Kids Help Line – 1800 55 1800**, for private and confidential telephone counselling for people aged 5 - 25 years

Who to contact:

Children and Youth Development Team 8757 9000

Youth Development

Cumberland City Council has a range of services for young people aged 12-25 years old:

- Homework Help
- Employment Support
- Health and Fitness Programs
- Youth Week Programs
- Online Events
- Cumberland Youth Interagency
- Youth 4 Youth Group

Who to contact:

Youth Development Team (Jeff Hamilton)
Ph: 8757 9552



Children's Programs

There's a great range of inspiring and educational services for children in Cumberland. These include:

- **The Bush School** – Nature play based experiences run at Central Gardens
- **Paint Cumberland REaD** – Poppy the Possum, Cumberland's literacy mascot, engages children in the joy of reading during story times
- **Community School Holiday Programs** – full of fun activities for kids aged 5-18 years who live in the Cumberland City Council area.
- **The Healthy Kids Initiative** - first launched in local primary and secondary schools in March 201. It consists of a series of workshops and sporting clinics within three main categories; Healthy Minds, Healthy Bodies and Healthy Eating.

Who to contact:

Children's Development Team (Christina Halligan)
Ph: 8757 9540

Library Services

Our Libraries

Provide library services in 8 locations to meet the information, recreation and technology needs of our community:

- Libraries are located at Auburn, The Granville Centre, Greystanes, Guildford, Lidcombe, Merrylands, Regents Park and Wentworthville
- Offer Wi-Fi, public PC, printing, copying and scanning services
- Free library membership and access to a diverse collection of books and electronic collections

Who to contact:

Library Customer Experience Coordinator
(Stephanie Hodgson)
Ph: 8757 9471

Library Programs, Activities and Events

Note: Some of our face to face activities and programs are on hold due to COVID-19, and some are available online.

Libraries provide activities and programs to keep our community educated, inspired and informed.

- Toy Library at Wentworthville
- Children's storytimes and activities from babies to school aged.
- HSC support
- JP Services
- Local and Family History
- Collections and information in Community Languages
- Home Library Services and activities for Seniors
- Book and game clubs

Who to contact:

Library Events and Programs Coordinator
(Kirsty Plumridge)
Ph: 8757 9354



Director Contact Information

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