

Nimbin Neighbourhood and Information Centre
Incorporated

ANNUAL REPORT

1st July 2024 – 30th June 2025

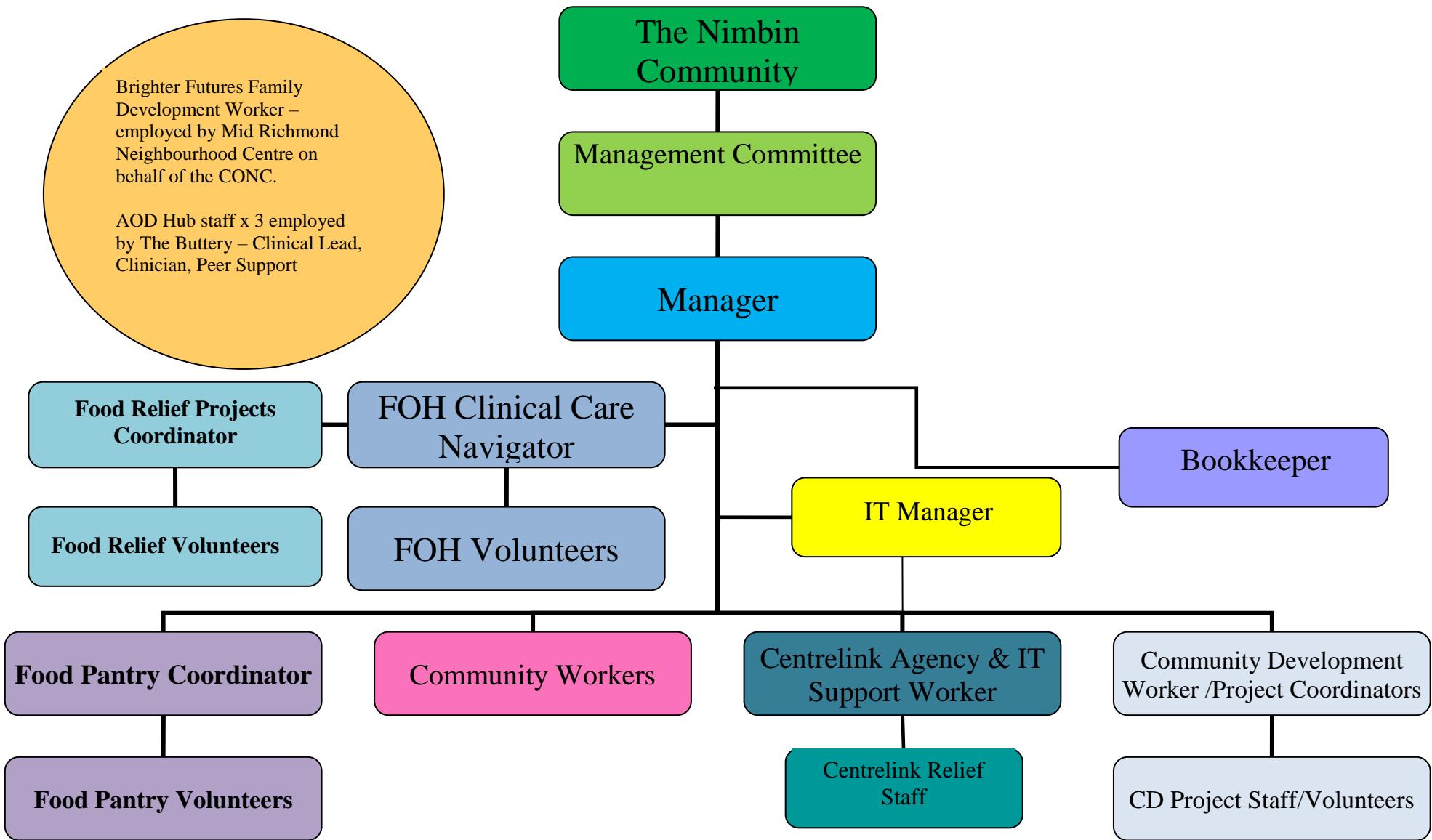


1st Food Swap Meet 2024

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Nimbin Neighbourhood and Information Centre Statement of Commitment to First Nations People



Nimbin Neighbourhood and Information Centre (NNIC) acknowledges the First Nations people of this land as the Traditional Owners of Country and their continuing connection to land, skies, waters, and community. We pay our respects to Elders past, present and emerging.

We recognise and acknowledge that we walk, work and live on Widjabul Jagun (land) of the Wia-bal Clan of the Bundjalung Nation, land that was never ceded and the control and care over which was stolen from the original custodians.

We are committed to strong, respectful, and genuine partnerships with First Nations peoples and see those partnerships as being critical to all that we do and any decisions we may make. It is essential that we incorporate the expertise, experience, and aspirations of First Nations peoples and recognise that Indigenous knowledge as custodians of Country is critical to living sustainably in Australia.

We recognise and honour the generosity with which traditional knowledge has been shared by First Nations people and pledge to respect cultural and intellectual property.

We commit to meaningful engagement with First Nations people to ensure their voices are included in the decisions we make, and to incorporate Indigenous values and knowledge across all our initiatives. We commit to partnering and collaborating with First Nations people whenever there are opportunities to do so.

We also commit to creating a culturally supportive environment for First Nations staff and volunteers, and increasing understanding, knowledge, and appreciation of First Nations cultures within our organisation.

What we will do:

- Consider how we can contribute to Closing the Gap outcomes** in consultation with local First Nations community members and authentic partnerships with Aboriginal Community Controlled Organisations.
- Enhance consultation** opportunities and develop stronger two-way communication pathways and open dialogue on policy, programs and service delivery.
- Build Cultural Intelligence** in the organisation by taking time to listen and develop deeper understanding of the experiences, preferences and perspectives of our local First Nations community members
- Create a culturally safe and supportive workplace** by celebrating our diversity, recognising and working to reduce cultural load, and celebrating the history and culture of First Nations people.
- Actively work to provide** work placements and other training opportunities, and culturally safe employment pathways for First Nations people in our organisation.



Nimbin Neighbourhood &
Information Centre

ABOUT US



Nimbin Neighbourhood &
Information Centre

Nimbin Neighbourhood and Information Centre (NNIC) is a not for profit incorporated association, and a registered charity with gift deductible status (DGR). NNIC is governed by a voluntary management committee which is accountable to the Nimbin community, NNIC's members, regulatory and funding bodies. NNIC employs staff and volunteers, delivers various projects and activities directly, as well as providing an auspice role for community groups and projects.

NNIC works in partnership with many organisations, government and business, both locally and across the Northern Rivers.

OUR TEAM in 2024-2025

Staff

Natalie Meyer, Manager

Julia Melland, Bookkeeper

Elke Tavra, Community Support Worker

Kerry Negus, Community Support Worker

Alison Southey, Community Support Worker

Nicole Raward, Front of House Community Access Worker and Clinical Care Navigator

Stephanie Seckold, Community Development Worker

David Julian, Services Australia/Centrelink Agent and IT Support

Josh Ellery, Services Australia/Centrelink Agent

Kirsty Pamplin, Casual Relief Services Australia/Centrelink Agent

Reg Saunders, Casual Relief Services Australia/Centrelink Agent

Maarten de Weerd, Casual Relief Services Australia/Centrelink Agent

Chris Harris – Casual IT Manager

Alison Southey, Recovery Support Service Program Manager

Kim Gram, Recovery Support Service Case Manager

Jasmine McHenry, Recovery Support Service Case Manager

Max Reithmuller – IT Consultant

Anna King- Community Care Team Coordinator

Management Committee

Tashanna Fuller, Chairperson

Lisa Lucken, Deputy Chairperson

Reginald Saunders, Secretary, Public Officer

Laurel Grant, Treasurer

Chibo Mertineit, Ordinary Member
Christine Becroft, Ordinary Member
Roxane Graham-Smith, Ordinary Member
Jasmine McHenry, Ordinary Member

Volunteers

Front of House Support – Front Desk, Cleaning, Stalls etc:

Chris Harris, Tom Scuff, Ron Duffy, Darren Cleaver, Fiona Gray, Rain Wickham, Fintan McKenna, Lisa-Jane Mason, Gwen Trimble, Brigitte Pawls.

Webmaster: Dave Julian (and Tom Schuf).

Food Relief Projects Coordinator: Ron Duffy.

Soup Kitchen/Food Pantry Team: Ron Duffy, Janene Shoppe, Rita Summers, Bob Keane, Peter Aland, Tash Fuller,

NAIDOC Day and Xmas helpers: Gail Clarke, Rachel Clarke, Tub and Heidi Glover, Nicolette, Rachel Clarke, Jane Taylor, Paul McKern.

7 Sibley Street volunteers: Sue Bingham, Andrew Edwards-Taylor, Rick Humphreys, Christine Howard, Steven David, Linda Wirf, Wan, Amanda King.

Paul McKeon -Water Collective, Renita Glencross – Arts Collective.

nimBINChickens: Kat Coe, Carl Heydon, Katherine LM, Heathcliff Stubbs.

CDAT Members: Chibo Mertineit, Deborah Woodbridge, Amber Johnstone, Natalie Meyer (Chair).

Nimbin Women's Dinner: Nicole Raward, Virginia Waters, Claudie Frock, Cath Smith, Elke Tavra, Biko, Alison Southey, Jasmine McHenry, Deb Woodbridge, Rain Wickham, Tashanna Fuller, Gail Clarke, *(Cyclone Alfred resulted in the cancellation of the event three days prior – but a lot of work went into preparing for it).*

"Our local neighbourhood centre is amazing. Staffed by dedicated, caring people." Comment from the Community Wellbeing Survey

OUR SERVICES and ACTIVITIES

Our Services

- Community Hub/Community Support/Community Strengthening (information and referrals, general support, community development) – *funded by NSW Department of Communities and Justice (DCJ) – Targeted Early Intervention (TEI).*
- Electricity vouchers – *Energy Accounts Payment Assistance (EAPA) scheme.*
- Community Access to Technologies: *funded via fees for services.*
- Services Australia (Centrelink) Agency – *funded by Commonwealth Services Australia.*
- Nimbin AOD Hub (harm reduction and support service for people who use alcohol and other drugs and/or their families, friends and carers – in partnership with The Buttery – *funded by NSW Ministry of Health.*
- Brighter Futures Far North Coast – Nimbin Outlet Agency – *funded by NSW DCJ via the Consortium of Neighbourhood Centres Far North Coast (CONC).*
- CONC Emergency Relief (material aid, case coordination and wrap around services) – Nimbin Outlet Agency - *funded by the Commonwealth Department of Social Services (DSS) via the CONC.*
- CONC Food Recovery project.
- Material Aid: e.g. Food parcels/Meals/Tea and Coffee/Soup, Kitchen/blankets etc: *funded via donations.*
- Food Pantry: *self-funded.*
- Recovery Support Service – *funded by NSW Reconstruction Authority. (The Nimbin RSS wound up in February 2025).*

Our Community Development Activities in 2024-2025

- Nimbin Disaster Resilience – Energy Security Project – *funded by Foundation for Regional and Rural Renewal - Strengthening Communities Program (upgrade solar array at NNIC).*
- Nimbin Build Rebuild CommUnity project (SNCP review) – *funded by Northern Rivers Community Foundation – Northern Rivers Community Resilience Grants Program (review SNCP and NNIC systems upgrades).*
- Mens' Wellbeing project – *funded by Northern Rivers Suicide Awareness Group.*
- 7 Sibley St – Nimbin's Sustainable Living Hub – workshops, activities, events, Seed Savers, community composting, community gardens.
- Welcome to Nimbin Kit updates and distribution.

Auspicing:

Nimbin CDAT (Community Drug Action Team).

Nimbin Death and Beyond.

Nimbin Youth.

Nimbin Community Collective Interagency.

What is 'Community Development'?

NNIC is committed to community development which contributes to a stronger community and region. Underpinning this is a strengths-based approach and the understanding that community pride and cohesion is the key to a functioning community and reducing crime, disadvantage, isolation and unemployment. We have seen that people working together and sharing resources can lead to significant activity including economic benefits. Community development is therefore a major element of NNIC's core business.

The basis of community development is the idea that local people already know what the issues and problems are and how to solve them. The community development approach assists communities to undertake projects in planned and structured ways, recognising the strengths and knowledge of local people and providing leadership.

"Workshops like this bring us together to share and learn in such a fun way" Feedback from 7 Sibley St workshop participant

Other Services/Activities Co-located at NNIC:

- Various community meetings
- Mobile Library Bus (Thursdays)
- DCJ Community Corrections
- Nangala Yilbirri Counselling (Mondays)
- Rekindling the Spirit (Thursdays fortnightly)

Volunteers

Volunteers are essential to our services and activities, and to the functioning of the Nimbin community in general. A number of volunteers assist with the operations of our front desk and technologies. Many other volunteers are involved in our community developments projects.

We are a registered provider for Community Service Orders (Corrective Services), Work Development Orders (Revenue NSW) and Centrelink/JobActive volunteer placements. We also provide placements for school and tertiary students.



Foreword by the Chairperson

The past 12 months have been an extremely busy time for the Management Committee.

We continue to strengthen our skills and knowledge around our roles in governance, learning as we go.

In the past 12 months we completed the overhaul of all Centre policies and have now moved on to undertaking regular reviews according to the Review Schedule.

A new Strategic Plan with an easy to use format was developed together with the Centre staff and Volunteers, providing us all with a clear and agreed path forward.

Stronger child safety standards have been adopted and implemented in the Centre including the training of all staff and volunteers.

Recently the Management Committee has begun work on a comprehensive fundraising strategy and plan with the aim of increasing our financial sustainability, attracting more income and maximizing the impact of existing assets and funds, with lots of good ideas to be trialled.

We were lucky to welcome on board Jasmine McHenry as our newest Management Committee member. Jasmine brings with her a solid understanding of the sector, including her experience as our former RSS case worker.

With several Management Committee members imminently retiring, in the coming year we will be working on recruiting suitable people to join us on the Committee, to ensure a solid team into the future.

Tashanna Fuller

Chairperson



Dinner to celebrate completion of the Policy Manual review.

Strategic Plan 2024-2029



Our Vision

A thriving community which is strong, sustainable, connected and safe.



Our Commitment

To empower people and community to build individual and collective resilience and wellbeing.



Team Culture



Our Values

Community Focused

Our work is based on the needs and aspirations of our community.

Integrity

We act ethically and transparently, and follow through with the commitments we make.

Empowerment

We support the community and people to be in charge of their own futures.

Inclusivity

We embrace diversity, celebrate difference and learn from others. Everyone is treated with respect and dignity.

Compassionate

We actively understand and empathise with the experiences and challenges of others, without judgement or assumptions.

Collaborative

We work with our community, stakeholders and each other for better outcomes.



Strategic Focus Areas

Build capacity in people (especially children, young people and families) and community by providing effective support, services, activities and advocacy which reflect the priorities and changing needs of the community and stakeholders.

Build capacity in people and community through collaborative leadership and mentoring.

Earn trust through authentic and culturally-intelligent relationships with First Nations' people and organisations.

Nurture positive change by informing policy and planning and proactively sharing our experiences and knowledge.

Ensure sustainable, transparent and accountable practices through strong governance, leadership, a healthy participatory culture, consultation and partnerships.



**Nimbin Neighborhood
and Information Centre**

What We Did in 2024-2025 (Occasions of Service)

Info/referrals

5,967

CW: 2283

Front of House/Manager:
3,149/171
7 Sibley St: 364

Material Aid

8,872

ER Case Coordination: 1,199
Meals/Food Parcels: 5,309
Showers: 5
EAPA vouchers: 44
Christmas Hampers/Gifts: 30/85
Soup Kitchen: 2,200 serves

Access to Hub Equipment Etc.

3,389

Access to technologies: 2,849
Phone: 158
Room Hire: 232
Secretary Support: 118
Tools: 32

Identified Clients/Customers

3,830

NNIC CW: 379
RSS: 58
Centrelink: 3,061
AOD Hub: 51
Food Pantry: 281

Website

www.nnic.org.au

Unique Visitors

32,036

Average 2,669/month
Visits: 68,471
Average: 2.1 per visitor

Workshops: 36

7 Sibley St: 28
SNCP:2
Dying Matters:6

Workshop participants

526

7 Sibley St: 447
SNCP Review: 29
Dying Matters:50

Reception and Support (Front of House)

1,589

Triage, intake and support

Events

6

Sustainability Alley (500 people)
Nimbin NAIDOC Day (150)
Big Community Xmas Lunch (240)
CCT gathering (12)
Day of the Dead (20)
Mens' Health Forum (22)

Centrelink Agency o/s

4,445

**Total Occasions of Service
= 24,233 (+ 32,036 website visits)
3,830 Identified Clients + 526 workshop participants**

Outcomes 2024-2025 (Was Anyone Any Better Off?)

TEI Client Support:

Service satisfaction: **98.5%**

Client Outcomes (23% clients SCORED): **93%** achieved an overall positive result in terms of Goals and 80.6% for Circumstances.

36.4% (138) were first time clients

15% were First Nations people

44 people were assisted to pay \$17,550 worth of electricity bills.

12 people were assisted to pay off \$4,486 worth of unpaid fines via volunteering at NNIC.

TEI Community Strengthening (events, workshops, activities)

24 sessions were SCORED (via participant surveys/practitioner assessments):

100% overall positive outcome.

Participants reporting improved community networks: **60%**

Improved knowledge/skills/behaviors: **73%**

Improved social cohesion: **92%**

Workshops

Sibley St workshops (49 responses):

92% of participants surveyed reported increased confidence;

47% reported said they were inspired to consider a new business idea;

94% said they learned new skills to improve their life circumstances;

88% said they feel more connected to the community as a result of the workshop;

84% said they learned about services, activities and facilities available in the community at the workshop.

Sustainable Nimbin Community Plan workshops (96 responses):

92.7% reported renewed optimism.

95% reported increased community connections.

CDAT project

240 people engaged in AOD Harm reduction conversations at Nimbin Mardi Grass. **75%** correctly answered the Quiz Wheel questions and ca. **50%** correctly measured a standard drink.

CONC Food Recovery

- Over **72 tonnes** of food rescued from landfill via CONC Food Recovery across the region in 24-25.
- 7+tonnes** of that was distributed by NNIC to the Nimbin community.

Total Food Distributed

Ca. 25 tonnes

Our tCO2-e footprint (travel, electricity, water & waste)

3.594 tonnes
(8.69t in 223-24)

Managers' Report

Natalie Meyer, Manager

Highlights of the past year included:

- The finalisation and launch of the revised Sustainable Nimbin Community Plan (many thanks to funding support from NRCF);
- The commencement of a new Policy review schedule;
- The development of a much improved and accessible five-year Strategic Plan; and
- The review and overhaul of our IT systems (again, thanks to support from NRCF);
- Our carbon footprint (excluding food) reduced by more than 50% due to our upgraded solar system.

Achievements under our new Strategic Plan in the past year included:

- Development and Adoption of a Statement of Commitment to First Nations People;
- Co-location of Rekindling the Spirit clinical Service – now every fortnight at NNIC;
- Assumed responsibility for organising Nimbin NAIDOC Day;
- Improved team collaboration;
- Business Continuity Plan developed.

Our analysis of the 2024 Community Wellbeing Survey results for Nimbin revealed that male respondents scored lower on all indicators than women, and we ran a subsequent survey around loneliness, which confirmed that men in our community were particularly prone to isolation and loneliness. This informed our submission to the NSW Inquiry into Loneliness, as well as the evidence we gave as a witness at the Inquiry at the NSW Parliament in February 2025.

"Often men who are lonely don't initiate stuff. [We] isolate, and are more prone to suicide." Comment from Nimbin Loneliness Survey 2024

It also resulted in attracting a small amount of funding from the NR Suicide Awareness Group, to a small local men's support group which formed following the tragic death of a local young man, around their concerns for their sons and their friends. The funds were used to hold a Men's Health gathering on Sunday 29th June 2025 at Nimbin Town Hall, featuring guest speakers in men's health, including male suicide and its prevention. 22 men attended including 9 fathers,



one grandfather, 9 young men including 3 indigenous, 6 women (3 with their male partners).

The local conversation around men's wellbeing also gave impetus to the formation of the new Nimbin Men's Shed group, which is making great progress.



Our longstanding volunteer of over 20 years, Chris Harris, retired in January 2025 and his parting gift to us was to scrape back the flaking paint and repaint the the ceiling of our Front of House area. Many thanks and we will miss you Chris!

Services and Programs

Client numbers and occasions of service remained fairly steady in the past year. Presentations relating to Family and Domestic Violence, insecure housing/homelessness and financial stress remained high.

See the individual Service and Program Reports below, for more information.

"There's no way I could have done this on my own. I would be dead without you guys. We are so lucky to have a service like this in town"

Feedback from Community Support Service client

The **AOD (Alcohol and Other Drugs) Hub** at NNIC has been a significant addition to services in Nimbin and client uptake has been good, especially given the voluntary nature of the program and the challenges involved in engaging the

targeted cohort, indicating the success of the model in achieving harm reduction outcomes for people struggling with AOD issues.

Our **Recovery Support Service** wound up at the end of February 2025, but the policies on landslips and rural land holdings in relation to eligibility for the Disaster resilience Grant and the Resilient Homes Program were not released until August 2024, and there are still outstanding claims to be resolved, with many of those clients transferred back to NNIC Community Workers' caseload. We participated in several evaluation processes of the RSS program.

In March 2025 ex-tropical Cyclone Alfred crossed the East Coast, and although it thankfully caused minimal damage in our area, it did cause the cancellation of our sold-out annual Nimbin Women's Dinner which was scheduled for the night the cyclone was due to make landfall.

Only two weeks prior, NNIC participated in the rough sleepers count and identified 37 around the Nimbin village alone. As the cyclone approached we requested that an official evacuation centre be stood up in Nimbin at the Show Grounds, to provide shelter for these rough sleepers during the cyclone, but DCJ advised they did not have capacity to do so. The NDRG members arranged with the A&I Society to open up one room at the Show Grounds and provided a generator and radio under the supervision of the Showground's site caretaker with Police back up. This was not ideal and a lot to ask of the caretaker and the A&I Society as well as the NDRG members.

It is evident that this is a gap in disaster response in Nimbin and not one that the community itself can fill without significant resources and support.

It was an excellent opportunity to test the Nimbin Emergency Radio Network in a live disaster situation, and the Network worked very well throughout.

Events

Nimbin NAIDOC Day July 2024: In 2024 the reins were handed to NNIC to take over the management of the event with support from Nimbin Aged Care and Respite Service, and the Community Centre which allowed us to hold the event at the Community Centre Market Stage. Around 150 people attended. Performers included BlakBoi, Bunjil, Widjabul Wiabul Dancers, Boy of Many Colours, Shelly Nagus, Babali Dancers with the opening smoking ceremony conducted





by Gilbert Laurie. Food was prepared by our food team, with a big thank you to Nicolette and her famous roo patties. Thanks also to Tub who helped Ron on the BBQ.

The NAIDOC Day Quiz featuring Bundjalung language questions was again popular with 15 Jarjums aged 14 and under and 27 adults entering (41 in total). There was a kids' art space and lots of kids painted mini Aboriginal flags and 'planted' them around the site.

Sustainability Alley at the Nimbin Show September 2024: Show attendance was lower than the previous year, and there were numerous community events held over the same weekend, which may have impacted attendance.

We launched the new Sustainable Nimbin Community Plan and again ran the Sustainability Quiz. We also ran a Kids' Activities Space all weekend which was a hit with the kids of stallholders in particular.

NDRG held a stall to promote the Nimbin Community Care Team and the Nimbin Emergency Radio Network.

Community Care Team Gathering 9th November 2024: 12 current/potential CCT members attended the info sharing session at Nimbin Showgrounds, organised by the CCT Coordinator Anna King and featuring a presentation by Paul Dodd on trauma response. A CCT working group was formed to assist with coordination tasks.

Annual Big Community Xmas Lunch 20th December 2024: Once again the Big Lunch was a success and well attended with 240 meals served and gifts given out to 85 kids aged 12 and under by Santa. A big thanks to all our regular Xmas helpers the wonderful Gail and Rachel Clarke, Heidi Glover and Tub, Jane Taylor and Paul McKern. Big thanks also to Nimbin RFS Captain Marcus for the safe delivery of Santa.

The 19th Annual Nimbin Women's Dinner March 2025: A lot of work went into preparing for this event by a committed group of staff and community volunteers and it was sold out, but sadly we were forced to cancel just three days before due to the impending cyclone (see above).

Community Development Projects

Nimbin Rebuild CommUnity Project: funded by NRCC for 12 months (to December 2024) and aimed at re-focusing community on collective action \by

undertaking a comprehensive community review and update of the Sustainable Nimbin Community Plan (SNCP).

A total of 7 workshops were held, with the final two being in the 24-25 year (Social & Political and Water).

SNCP Review workshop participants: 165

Total individual participants: 96 (inc 6 online)

% first time participants: 43%

No. of local community groups/orgs represented: 13

No. of individual people with leadership roles under the revised SNCP: 34

No. of local orgs with leadership roles under the revised SNCP: 13

No. of workshop feedback responses: 96

% participants reporting renewed optimism: 92.7%

% participants reporting increased community connections: 95%

"Opportunity to have my voice heard; Opportunity to listen; Varied community participation = varied opinions; Collaborative approach: opportunity to contribute; Discussions with others; The process – interaction; group skills/opportunities; connecting with needs of the community and connecting with people who care and are creating; Meeting new people; Understanding what is happening locally; Great topics - so important to get everyone together; Built strong framework for future collaboration, cooperation and set effective goals and strategies to achieve success". Feedback from participants: what they enjoyed most about the workshop/s.

The resulting revised SNCP together with a Report on Achievements from 2016-2023 was launched at the Nimbin Show in September 2024. Both the Report on Achievements and the revised Plan can be viewed or downloaded from our website.

7 Sibley St – our main community development project – see report

We are very grateful to all of our funders for the funding support in the past year, which helped us greatly to support our community in a period of high demand and significant trauma and stress.

Auspiced Projects

Nimbin Death and Beyond

Saskia held a series of 6 weekly workshops at the Church of Aquarius, between September and November 2024. On various Topics under the theme *Let's talk about Dying, Death and Beyond*:

- 21st September Introduction by Hallie Halloran from Paperbark: *Deathcare*.

- 28th of September - *legal aspects and paperwork*.
- 12th of October Lyn Kemp from Amitayus Home Hospice Service: *Care for the Dying Person at Home- how, who, what & where?*
- 19th October facilitator Andy Omjaya. *Dying, death and beyond* with Awareness Play.
- 26th October spiritual care consultant and educator Judy Arpana: *(self-)care for carers.*
- 2nd November celebration of “The Day of the Dead”.
- 9th November Emma Beatty from Before & After | Life: *Dealing with grief and loss.*

Sales of the book *Dying Death and Beyond* continued and we are about to run out of copies again.

The cool bed has been used three times by community members to date.

Nimbin Community Drug Action Team (CDAT)

CDAT funding cannot be applied to staff wages, which in the past year has been an issue due to capacity issues with the CDAT members.

Nimbin CDAT wrote a letter on behalf of the CDATs in our region, which was signed off by them all, to request that one of the regional **Drug Summit Forums** be held in Lismore. The lobbying from various groups was successful and the Drug Summit Forum was held in Lismore on 4th November 2024.

Work on the **Sharps Education project** continued - the LHD Harm Reduction Team experienced some challenges and capacity issues themselves in the past year and so progress on the project has been slow. Some booklets have been distributed to local schools and CDAT groups across the State, but we are waiting on LHD to apply the final touches to the Education package to release it more widely.



people were asked to guess the amount of a standard drink for wine, mid strength of full-strength beer, spirits.

Nimbin Mardi Grass May 2025:

2025: Nimbin CDAT crew attended on the Saturday and engaged around 240 people. We ran the Quiz Wheel with primarily cannabis and alcohol themed questions – around 75% of participants provided correct answers.

We trialed our new Correct Measurement game where

Around 50% of participants measured correctly or very close to it. Many others measured up to 3 times the standard drink, especially for spirits. The activity included harm reduction information about the recommended maximum standard drinks per week (10), as well as how long your liver takes to process one standard drink (one hour).

We also displayed a Warning Poster about the contamination of various substances by opiates and promoting Take Home Naloxone for people's First Aid Kits. There was a lot of interest in this.



Nimbin Youth

Spring Holiday Break program – we auspiced the (NSW Office for Regional Youth) funding for this project, which was developed and delivered by Nimbin Youth and aimed to teach young people to build their own website and do basic coding. Unfortunately, due to the tragic death of one of the young people involved in the project just prior to commencing, uptake of the program ended up being low as the targeted cohort of young people were dealing with significant grief and loss. The few who did engage got a lot out of it.

Lismore Youth Fest – we also auspiced this FRRR funding, for Nimbin Youth to

organize a Lismore Youth Fest which was planned to occur in June 2025. Due to issues with the venue, the event has been postponed until April 2026, and the funding has been subsequently extended.

Nimbin Youth commenced operating in 2024 and is a strategy under the SNCP. It is run by volunteers so far and the twice weekly Youth Clubs for 12-18 year olds have been popular.



The Welcome to Nimbin Kit is now due for another update which is underway.

Partnerships and Networks

The **Consortium of Neighbourhood Centres Far North Coast** (CONC) remains our primary partnership and the CONC is currently funded to deliver Emergency

Relief (Commonwealth – DSS), the North Coast Food Recovery Program, and Brighter Futures (NSW DCJ) across the region, as well the Staying Home Leaving Violence in Tweed and Ballina and the Tweed Child and Family Service in Murwillumbah (NSW DCJ).

Across the Region, the CONC Food Recovery program recovered 72,737kg of food that otherwise would have gone into landfill, in the past year. Over 7,000kg of that was distributed via NNIC.

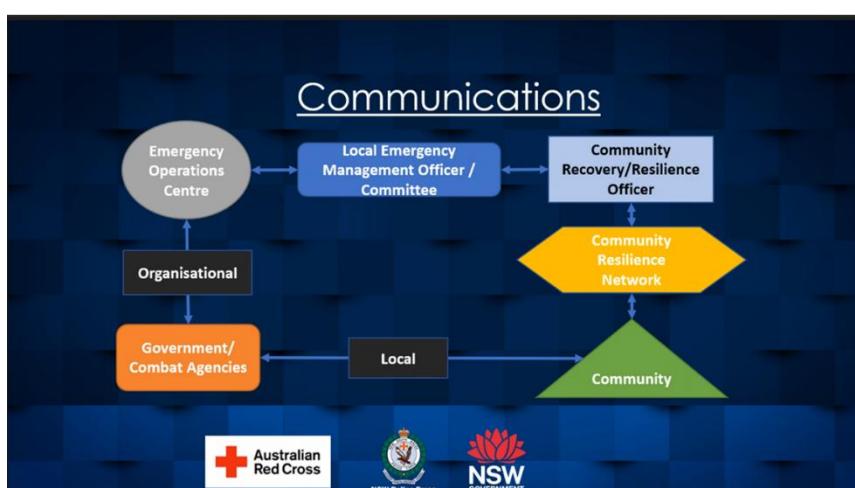
The **Nimbin Advisory Group** (NAG) was disappointingly dissolved by Lismore City Council in the past year. Thus, after 14 years of operating it has been replaced with a general Villages Advisory Group on which there are two reps from Nimbin. It remains to be seen whether this new group will be able to operate as effective conduit between our community and Council, in the way that the NAG had been for so long.

Nimbin Interagency/ Nimbin Community Collective a strategy under the SNCP, the Chamber of Commerce took the initiative to call a first meeting of Nimbin volunteer-run community groups in May 2025 and NNIC agreed to convene the next meeting in September 2025. The aim of the collective is to support and foster volunteerism in the community, share skills and resources and build succession planning and sustainability into the many community groups which keep Nimbin humming along.

The **Nimbin Disaster Resilience Group** (NDRG) continued to operate and oversee the implementation of the Preparation section of the Community Disaster Plan. Anna King continued to maintain the Community Care Team (CCT) and recruit additional members, but we still do not have all the localities across our District covered. Building the CCT is an ongoing process. Disaster fatigue across the community renders the task of keeping such initiatives active in between disasters is very challenging.

Community Resilience Network (CRN) I sit on the Lismore CRN representing NNIC and NDRG and am also on the CRN subcommittee. Anna King also attended VRN meetings on behalf of NDRG/CCT. The CRN sits within the Local Emergency Management Plan (LEMP) and the subcommittee reports to the LEMC (Local Emergency Management Committee) on behalf of the Lismore, Kyogle and Richmond Valley CRNs.

The CRN is still under development but is potentially the most important mechanism for communications between the LEMP agencies and communities in the ground.



I also attended the following disaster-related forums:

NSW State Recovery Plan launch and stakeholder Forum, at SCU Lismore August 2024

National Indigenous Disaster Resilience Forum: Lismore Showground, September 2024

Resilient Homes program - Relocatable Flood Homes info session – Invercauld House Lismore May 2025.

CWA Nimbin Branch we continued to work closely with the CWA which supports our clients with clothing and bedding, and in April 2025 they donated \$500 to NNIC to distribute as vouchers to primary carers of children.

Staff professional development

Team First Aid training February 2025 – 29 staff/vols attended (inc 4 CCT members).

Manager: Portable Long Service Leave webinars, Introduction to Child Safe Standards training, What to Do When You Don't Know What to Do – Harwood. Annual Services Australia training for Centrelink Agency staff and the Manager.

Client support staff: Safe and Together training; Workforce Responses to Sexual Violence training (Women Up North).

Finances

There was an overall deficit this year of \$7,830.40.

Despite this, the financial state of the organisation remains healthy with \$3.50 of (current) equity for every \$1 dollar of (current) debt as at 30 June 2025, and a debt-to-assets ratio of 0.28.

Over 50% our reserve funds are allocated to a range of contingencies under our Business Continuity Plan.

In the coming year we are returning to pre-flood funding levels and reduced staff hours and capacity as a result.

Our bookkeeper Julia continues to maintain our books in a highly professional and accurate fashion.

Thanks to Graham Cook of Cook and Cook Accountants who remains our current Auditor.

Organisational Carbon Footprint

CO2-e –Travel

Manager: 936kms

RSS staff: 1579 kms

Other staff: 240kms

Flights: 1 x Sydney return (Loneliness Inquiry) = 162kg CO2-e

Total for travel: 2755kms x .186g CO2-e/km = 513Kg CO2-e
Plus 162kg flights

Total = 675Kg CO2-e

(assumptions: ~8L / 100 km | ~186g CO2-e / km (8L/100 km x 2.33 and divide by 100 = 186 g CO₂e/km)).

CO2-e Electricity

2962 kWh's BILLED (2104 NNIC +858 Sibley) = 2962 x .68 = 2,014.16 kg CO2-e

Offset by Solar production - Surplus to grid: 4469kWh = 4469 x .68 = 3,038.92 kg CO2-e

2014.16kgCO2-e less 3,038.92kg = **Total -1,024.76 kg CO2-e**

(2023-24 NSW emission factor (kg CO₂e/kWh) = 0.68)



Note: our new solar system generated more than we used from the grid, thus offsetting the rest of our CO2-e footprint.

CO2-e Waste

1 x 240L bin x fortnightly = **3594kg CO2-e**

(Note: waste CO2-e mitigated 25% because all green waste composted etc., all recyclables recycled).

CO2-e Water

Sibley St 0.5KIs plus NNIC 34KIs = 34.5KIs = **17kg CO2e**

(Note the calculator is based on the CO2-e of water sourced via major municipal infrastructure and its accuracy in relation to our local water supply is unknown).

Total CO2t-e excluding food: 3.26t (Cf 8.69t in 23-24 and 7.8t in 22-23)

CO2-e Food (Food Relief projects, community BBQs, events, workshop catering, NAIDOC Day and Christmas Lunch)

Est 25,000kgs for all Food activities - est value = \$3.50 per kg = value \$87,500 = \$1823/wk - 75% non-meat = **54,802kg CO2-e**

Total CO2t-e including food: 58.06 tonnes (Cf 46.62 in 23-24)

The global aim is for a max of 2t per person, and for organisations to steadily decrease their CO2-e.

The per person amount is difficult to correlate with NNIC's situation, given that our services are delivered to so many people.

The upgrading of our solar array has resulted in a significant reduction in our overall carbon footprint.

Ref: <https://calculator.carbonpositiveaustralia.org.au/>





Arts & Culture

The community celebrates creativity and encourages participation and involvement through arts and culture



Economy

A vibrant local & circular economy that generates & invests in sustainable, valuable & innovative jobs & industry



Health & Wellbeing

Inclusion - Interaction – Syntegration



Food & Farming

The community actively participates in an abundant, local and resilient food and farming network for all, which incorporates water security and environmental regeneration



Ecosystems & Biodiversity

A clean environment, with high biodiversity and ecosystem integrity



Energy

A community which is self-reliant in energy needs with a minimal ecological footprint & a model for other communities



Sustainable Nimbin Community Plan

Caring for Community, Culture and Country

Housing & Built Environment



Diverse, safe, affordable & environmentally sustainable housing choices for all ages, linked by appropriate transport corridors & serviced by facilities & enterprises that support the ethos of Nimbin and meet the challenges of a changing climate



Transport

A carbon neutral transport system which promotes social inclusiveness by integrating a walkable village, vehicles powered by renewable fuels, and cycling



Water

A pure, clean & healthy, water supply, through a responsible, whole-of-catchment management approach & living in harmony with the natural cycles of the region

Front of House Report

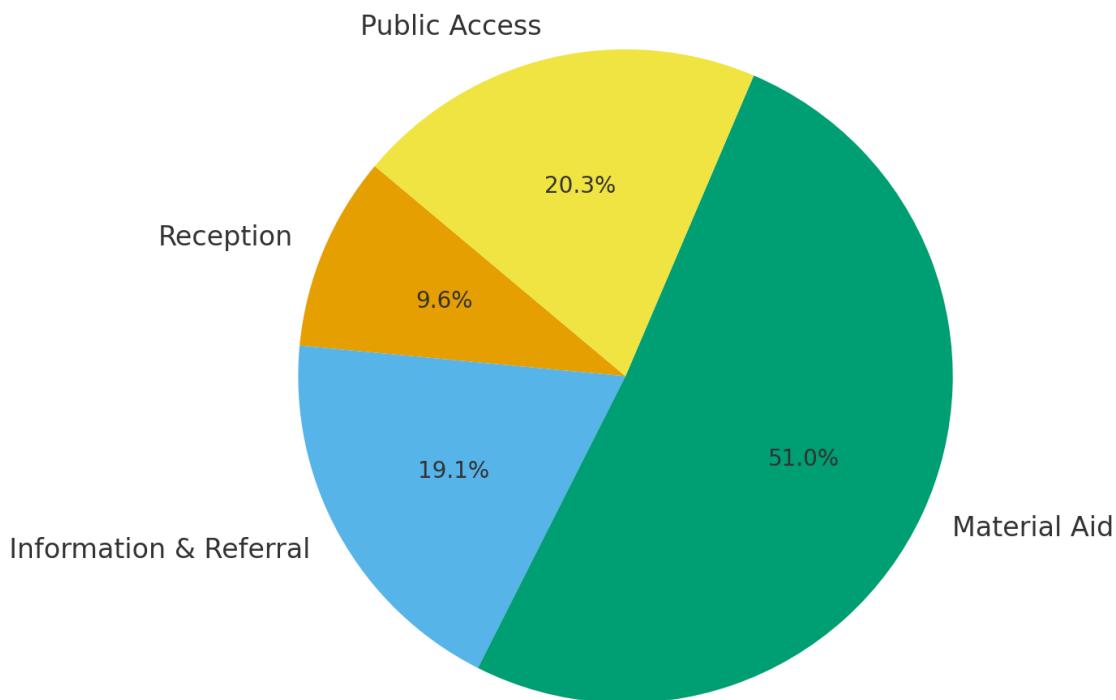
Nicole Raward, Clinical Care Navigator

"If we can't help we probably know who can!"

Here to help, we strive to link the Nimbin Community with the information or services they need as much as we possibly can.

Total Occasions of Service: **18,095**

Breakdown of Occasions of Service (2024-2025)



The Front of House (FOH) team's focus is on building and maintaining good relationships with our community through service delivery that is welcoming, nonjudgmental, and inclusive to all.

By providing information, support with bookings for the services available at NNIC or by providing referrals to other services, we foster networks locally and with the wider Northern Rivers community. Our workers and volunteers also offer IT access and support, assistance with document layout and forms, devices and meet basic needs through food and material aid.

We also provide community access to rooms and equipment including PCs and internet, copying and printing, phones and various other equipment.

Strong community connections are fostered at NNIC, this has been recognised in recent Community Wellbeing surveys with NNIC seen as a culturally safe,

trusted, supportive space that alleviates cost-of-living stress and social isolation.

"the Neighbourhood Centre has been invaluable over my first five years in the area." Comment from Wellbeing Survey respondent

Occurrences of Service	2024-2025 Number of Days: 245	2023-2024 Numbers of Days: 241
Total Occasions of Service	18,095	17,102
Reception Occasions of Service - (triage, client appointments & support)	1,589	1,297
Information & Referral Occasion of service - Info/Referrals - Assist with Forms - Animal Welfare info & referrals (includes provision for pet food & support)	3,149 • 2286 • 719 • 144	4,094
Front Desk Material Aid Occasions of Service- - Miscellaneous Goods - Meals - Soup Kitchen - Food Packs - Showers	8,436 • 922 • 2282 • 2200 • 3027 • 5	8,201
Public Access to Equipment, Technologies, Rooms Occasions of Service- - PCs/ Print/ Copy/ Fax - Secretarial Support - Phone Use - Room hire/booking	3,355 • 2849 • 118 • 158 • 230	3,560
Facilitated Employment pathways - New work placements and assist with CV	• 7	

First Nations people

In the past year there were 643 occasions of service to First Nations People at the FOH.

Unmet Housing Needs

As the Housing Crisis deepens, with little progress in addressing the national shortfalls in availability and affordability, we have seen a significant increase of

services provided to those with unmet housing needs. **919 occasions of services** were recorded, an increase of 179 from last year.

Meeting daily needs is difficult without basic essential living facilities such as access to a shower or ways to store and prepare food. We do what we can to assist with emergency relief and contacting specialist services including the Link 2 Home crisis line. Many people report giving up on these services due to poor experiences, long wait times, ineligibility or pet ownership. Sometimes the placement is in a locality beyond their means to reach before nightfall, when the offer expires.

In February I took part in the **2025 Street Count for Northern NSW** with DCJ Housing. Nimbin knowledge and relationship with locals assisted in creating a picture of the large number of rough sleepers in Nimbin with a count on the day of **37 individuals** including **15 living in vehicles** in the Western car park. This is a conservative estimate, as many known individuals were not recorded on the day.

Role of the Clinical Care Navigator (CCN)

The CCN is a full-time position providing a continuity of communications between team members (the majority of whom are part-time), the Nimbin AOD Hub, our local community organisations and our service users.

The position is funded by our partner The Butterly from funding provided by the Ministry of Health.

The Nimbin AOD Hub

The Hub is a partnership between NNIC and The Butterly to provide support with a harm minimisation focus to individuals and families impacted by alcohol and other drugs (AOD) and mental health issues related to their use.

The Hub now in its second year has seen an increase in uptake of its services.

The drop-in model and person-centred approach means that our FOH team and AOD Hub staff are able to work together to build trust and rapport with people to encourage them to take up greater support.

This year **62 referrals** were made from FOH to the AOD Hub, with 51 of those receiving counselling and/or case management. Focused case management can assist participants with multiple barriers to their wellbeing including stigma, access to the health system or other support services.

This year as part of our harm reduction strategy, NNIC and the Hub continue to promote and distribute Naloxone to assist in the prevention of opiate overdose deaths. Naloxone saves lives! In the past year we distributed 20 packs of Naloxone, the most we have given out since we began the program in 2021.

As the first point of contact for NNIC and the Nimbin AOD Hub it is my role to assess the needs of those attending our service. This is achieved through:

- Service Coordination: Managing the delivery of FOH services and overseeing the volunteers;
- Providing information: about Nimbin and external services;
- Triage and Intake: Initial assessments and triage of people seeking assistance, ensuring they are directed to the appropriate services;
- Data capture and entry;
- Referrals: Connecting clients with co-located and external services as needed;
- Supporting The Buttery Staff: Assisting with quick enquiries, initial intake, appointment bookings, triage, data entry, and warm referrals to the Nimbin AOD Hub;
- Facilitating Access: Helping the community access a range of services offered by The Buttery, including individual counselling, crisis intervention, case management, and other AOD programs, while providing NNIC support to all Hub clients.

Volunteers

The CCN is responsible for recruiting, rostering, and supervising volunteers for all Front of House (FOH) activities and other NNIC program activities including Food Relief programs and events.

Volunteering at NNIC offers various opportunities, including:

- Meeting Mutual Obligation Requirements for Centrelink benefit recipients.
- Work Development Orders (WDO) enabling people in financial hardship to pay off fines from NSW State Revenue through volunteering.
- Community Services Experience: providing valuable experience in the Community Services sector.

This year NNIC supported:

Work placements: 3 TAFE students, studying Mental Health Cert IV and Diploma of Community Services; 1 work experience opportunity for a Nimbin young person.

Work Development Orders: Supervised 12 WDO participants and facilitated an additional 6 WDO referrals for AOD Hub case management.

Job Seeker Assistance: Supported 5 job seekers with CV creation and formatting.

Mutual Obligation: Enabled 6 Jobseekers to meet their mutual obligations requirements.

Volunteer Training:

10 FOH volunteers trained in various areas including Work Health and Safety (WHS), customer service, child and cultural safety, administration and IT skills, daily statistical data collection, triage and referral options.

Recruitment: 5 new FOH volunteers recruited.

Attracting and retaining volunteers, especially younger people has become increasingly difficult, and we are not alone. The decline in volunteering, especially longer-term regular volunteering, is well documented across Australia

and the causes include a mix of economic and time pressures, an ageing community, increased bureaucratic process, Centrelink Mutual Obligation age restrictions and competition with the many other groups in need of volunteers.

Our small band of FOH volunteers go above and beyond in their service to NNIC and our community. We are incredibly lucky to have dedicated volunteers on our NNIC team, their commitment and contributions significantly improve our ability to deliver crucial services and support to the community.

Donations and Community Support

NNIC enjoys its close relationship with other local organisations. This year we have arranged donations for the Nimbin Preschool from Baby Give Back to assist families. We have also provided support to Nimbin Central School students including sim cards from Good360 and Optus Donated Data program to assist with digital divide for students.

We have an arrangement with the Nimbin CWA to provide emergency clothing and bedding supports for clients due to our storage constraints at NNIC, and we give them any excess donated goods and having access to these anytime they are needed.

This year NNIC received donations and support from:

CWA Nimbin Branch	Nimbin Emporium	ARC Animal Rescue
Nimbin Aged Care& Respite	The GreenBank	Good360
Nimbin Comskool	Nimbin Village Pharmacy	Baby Give Back
Nimbin Hemp Embassy	Nimbin Apothecary	Coles
Nimbin Hotel	Nimbin Bakery	Aldi
Rainbow Power Company	Nimbin Herbs	
Nimbin Environment Centre	Rekindling the Spirit	

We also regularly receive cash donations and goods from Nimbin locals and family members of our clients



Food Relief Projects Report

Nicole Raward/Ron Duffy

Food Distributed 2024-2025 (approximations):

Sourced from the CONC Food Recovery Project:

Fresh Fruit and vegetables - 3,400kgs

Bread and baked goods - 6,000 packs average 500gms = 3,000kgs

Meat - 730kg

Sourced from Food Bank: 9,500kg

Individual Meals provided: 4482

Food packs: 3,097

Total Food Distributed: est 23,760kgs

***NNIC averages 30 daily visits for food relief services ***

In the past year our food relief projects continued to be in high demand. NNIC is thankful to our dedicated volunteers who turn up each week to keep these programs operating. We could not provide these essential services for our community without them. We currently have 7 weekly volunteers in our food team with a few extras we can call on for events.

Our Food Team volunteers:

- order and stock goods for all our food relief programs
- operate our Food Pantry
- sort the produce from Food Recovery
- create and serve nourishing soups and meals.
- help with food at NNIC events and fundraisers

Nimbin Neighbourhood Food Pantry: operates each Wednesday afternoon providing access to a range of essential grocery items for free or at very low



prices. Each week we serve between **25-30 customers** with **281 members** signed up at the end of June 2025. Donors to our food relief programs in the past year included the Nimbin Emporium, Coles and Aldi. We

acknowledge the work of Heidi Glover, and we are grateful for her tenacity in

getting the Food Pantry project launched in 2023. It is a highly successful program with many benefits to our community.





Food Recovery Project: a CONC initiative which sees food waste from supermarkets destined for landfill collected, sorted, given out or cooked up at Neighbourhood Centres across the Northern Rivers. Each week this program runs alongside our Food Pantry to provide customers with access to fresh produce.

Nimbin Soup Kitchen: now in its 33rd year serving approximately 50 patrons each Friday. Our soup volunteers create wholesome meals using produce from Food Recovery and other donations. The Soup Kitchen isn't just about feeding people, it is also a social event encouraging connections between community members. Janene and Bob have created an inviting and inclusive

atmosphere for new soup kitchen visitors and our soup regulars.

Emergency hampers: each day we have hampers available with staples for creating meals for those who find themselves struggling or in crisis. This also creates opportunities for FOH staff to have conversations with those accessing food relief regularly to discuss other issues and encourage them to access support services.

Freezer meals: Volunteers cook excess produce and items from our Food Pantry into nutritious meals which are available anytime from the FOH to heat up for hungry clients or to give to those experiencing financial hardship, illness or crisis to take home for dinner. This year we gave out an average of 20 meals a day.

Friday weekly SOUP KITCHEN

Average customers per week: 50 x 44 weeks

Christmas Hampers

Christmas is an expensive and often difficult time for some of our clients. To ease pressure and to help celebrate the festive season this year we gave out 30 Christmas Hampers to local families. These are purchased from the Food Bank

supplemented with extra goodies from the CWA Nimbin Branch- Christmas cakes and cookies along with other donated gifts.



Community Support Service Report 2024 – 2025

Elke Tavra and Alison Southey, Community Workers

1. Service Summary

The Community Support Service (CSS) offers free, confidential, face-to-face appointments four days a week, between the hours of 10am and 4pm. Our service is primarily funded by the NSW Department of Communities and Justice (DCJ) through the Targeted Early Intervention (TEI) Community Strengthening stream. Our goal is to foster inclusion, connection, and wellbeing, while detecting problems early to prevent them from turning into crises – especially for children, families, and other vulnerable individuals.

We also coordinate Emergency Relief (ER) clients, aiming to provide not just short-term crisis help, but sustainable outcomes wherever possible. That said, rising cost-of-living and a critical shortage of affordable housing means it is increasingly difficult to lift clients out of the financial stress driven by long-term poverty.

Filling Gaps Between Services

The Community Support Workers are highly experienced in supporting people through complex challenges. For many, we are the first (or only) place people turn to when their life begins to fall apart.

We provide a soft entry point and an essential safety net for people stuck on long waitlists, excluded from other services, or not yet ready to engage with more formal supports.

This year, we worked with rough sleepers denied housing assistance because they had insufficient identification documents and/or no phone. We supplied them with phones and other items like tents, bedding, and clothing, to keep them safe from the elements while we worked to gather the documentation required to access housing and other services. Because people with no secure place to store their belongings are frequently robbed or displaced, we sometimes kept their ID or phones in a secure location.

We advocated for people with significant disability whose vital care needs were rejected by both the NDIS and local health district due to co-occurring mental health and substance use issues. These clients are often deemed “too complex” for one system and “not severe enough” for another, leaving them with no clear pathway to support.

“these clients are often deemed ‘too complex’ for one system and ‘not severe enough’ for another, leaving them with no clear pathway to support.”

We worked with individuals who had refused clinical assessment or treatment due to previous traumatic experiences and were consequently deemed ineligible for other services because of it. In these instances, we have successfully encouraged engagement with treatment options by leveraging our relationships with trusted local health organisations. By linking such individuals in with trauma-informed practitioners and providing warm referrals, we helped rebuild their trust in a system that previously they felt excluded from.

2. Measuring Client Outcomes with SCORE – is anyone any better off?

TEI and Emergency Relief services both use the SCORE evaluation tool, to measure client outcomes.

Clients receive SCOREs across three categories: Circumstances, Goals, and Satisfaction. Assessments are conducted pre and post-service. It is important to note that at any given point in time, only the pre-service assessment will have been conducted with some clients. In addition, not all CW clients are scored – for example, those seeking one-time assistance for simple needs or those immediately referred out to external providers do not undergo scoring.

During the reporting period, 73.6% of clients received a SCORE in one or more domains.

Of the 38% of clients that received a **circumstances SCORE, 84% achieved a positive outcome.**

Of the 23% of clients that received a **goals SCORE, 92.9% achieved a positive outcome.**

Of the 72.6% of clients that received a **satisfaction SCORE, 96.7% rated their satisfaction as positive (4 or 5 out of 5).**

“It’s been really helpful to have someone to talk things through with and keep me on track” Feedback from Community Support Service client

Total # of TEI clients: **379** (Cf. 389 in 23-24).

Average Sessions per TEI client: **5.34** (Cf. 4.3 in 23-24).

Total # of TEI occasions of service: **2280** (cf. 1701 in 23-24).

Total # of ER clients: **218** (Cf. 337 in 23-24, 187 in 22-23).

Total # of ER occasions of service: **1199** (Cf. 1625 in 23-24, 810 in 22-23).

Total # of Indigenous Advocacy / Support sessions: **160**

Total # of Employment Pathways facilitated: **11**

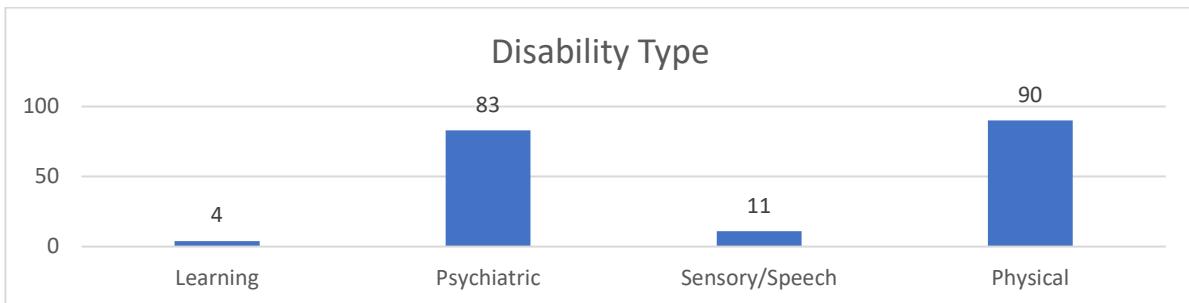
First time clients: **138**

The average number of sessions per client rose for a third year in a row. This reflects the complex, persistent challenges many of our clients are currently facing: homelessness, disability, substance use, and long-term system disengagement. These interconnected issues are unlikely to be solved within a single appointment and often require ongoing, hands-on support.

Despite our best efforts to refer to specialist services, waitlists, eligibility criteria, or service withdrawal often leaves people with no support apart from what we can provide.

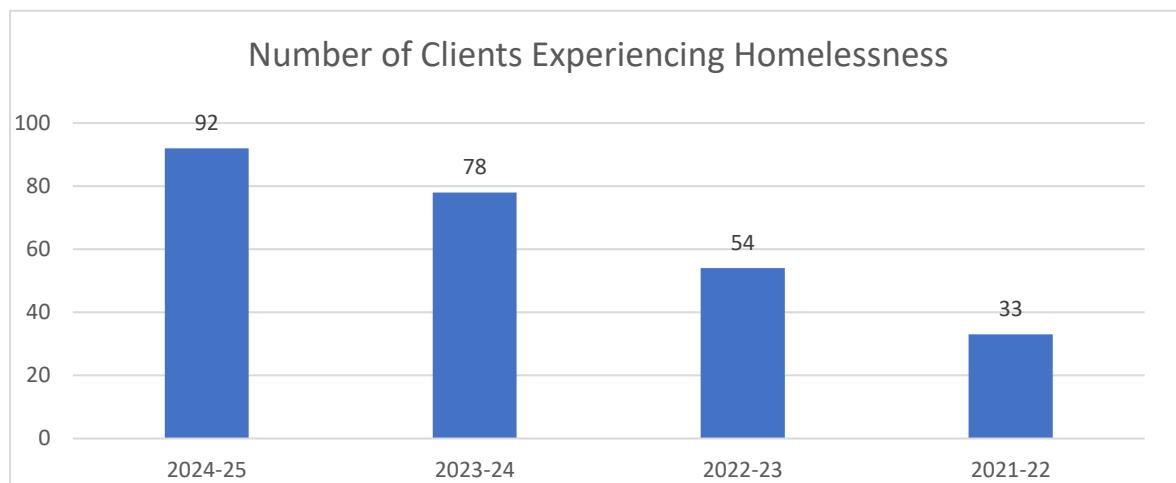
Client Demographics

Client Demographics	# of clients / percentage (24-25).	# of clients / percentage (23-24).
First Time Client	138 (36.4%)	196 (50.4%)
Male	172 (45.4%)	173 (44.5%)
Female	207 (54.6%)	220 (56.5%)
Aboriginal and/or Torres Strait Islander	58 (15.3%)	45 (11.57%)
Culturally and Linguistically Diverse	33 (8.7%)	25 (6.4%)
Youth (Under 18 years)	17 (4.5%)	7 (1.8%)
Senior (over 65 years)	67 (17.7%)	62 (15.9%)
Couple with dependent children	64 (16.88%)	79 (20.3%)
Homeless	92 (24.27%)	78 (20%)
At Risk of Homelessness	24 (6.3%)	29 (7.4%)
Single Person Living Alone	137 (36.1%)	125 (32.1%)
Single Parent	57 (15%)	58 (14.9%)
Living with Disability	147 (38.78%)	130 (33.4%)

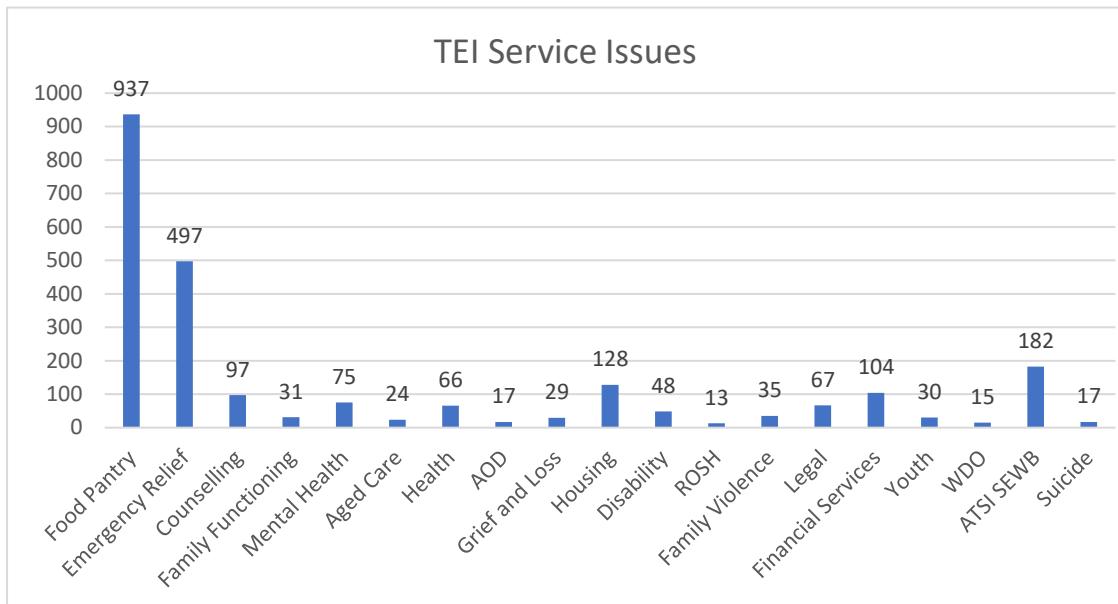


% of clients accessing the service who align with the TEI priority target groups: children and youth (4.5%); single parents (15%); families with vulnerabilities (16.89%), and First Nations people (15.3%).

Since 2022 we have seen an ongoing rise in the number of people with insecure housing, from 97 last year to 128 this year. No one is safe from the current housing crisis – families, young people, and older adults alike are all struggling to maintain a safe place to live. Skyrocketing rental costs and limited availability of public and emergency housing, made worse by the compounded impact of multiple natural disasters, has pushed some of our clients out of their homes and into tents, cars, or makeshift shelters while others cycle through unstable or overcrowded housing arrangements. Without bold policy change we will continue to see vulnerable people pushed into inadequate living conditions, and it is time the authorities recognised safe housing as a non-negotiable starting point for well-being.



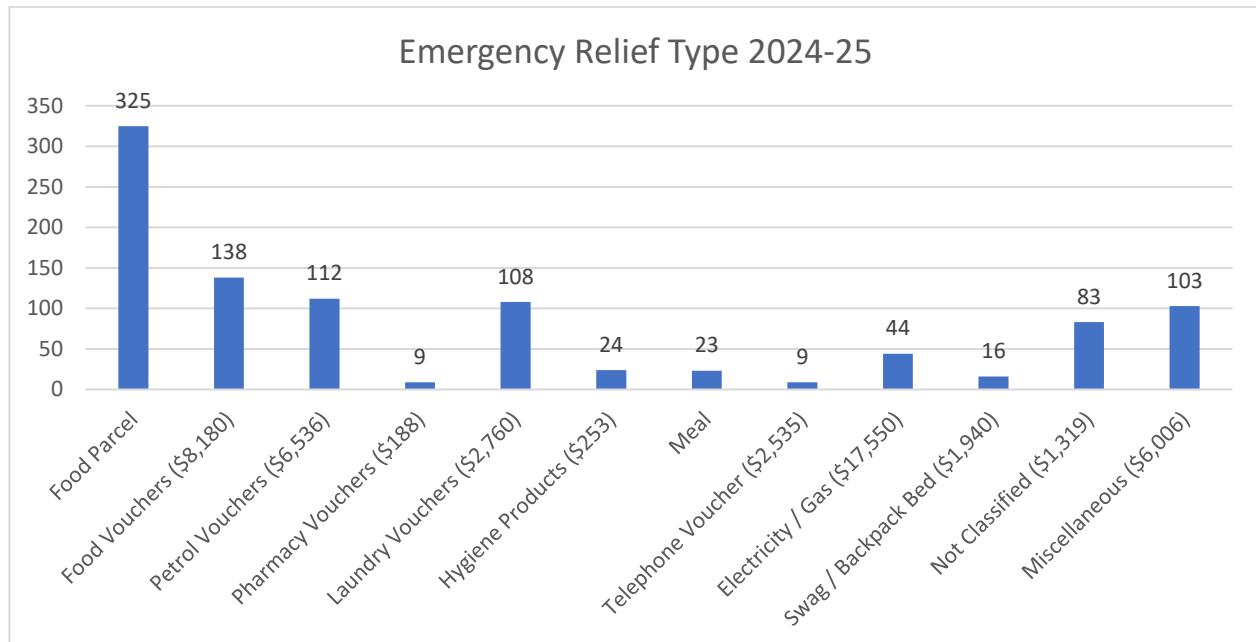
TEI Service Issues: Areas of Need



Emergency Relief

Emergency Relief (ER) provides a wrap-around coordinated case management service which aims to lift people out of immediate financial crisis and includes the provision of financial and material support to individuals and families facing sudden or unforeseen crises. The provision of material aid allows us to meet immediate needs while serving as a vital entry point to longer-term support.

This year slightly more people received ER assistance than last year, but the occasions of service per client decreased with an overall reduction in occasions of service.



*Unclassified/Miscellaneous items include vouchers from GIVIT, tents, cooking utensils, mosquito nets etc.

Food Pantry

The Food Pantry has been popular among many First Nations community members, leading to an increase in referrals and ATSI SEWB appointments. We make ourselves available for quick check-ins around the Food Pantry and Soup Kitchen opening times to ensure our clients can access timely advice and support.

Aboriginal and Torres Strait Islander Social and Emotional Wellbeing

We made extensive outreach efforts this year to engage with First Nations peoples, leading to an increase in Aboriginal and Torres Strait Islander social and emotional wellbeing-focused appointments. Rekindling the Spirit (RTS) and their Aboriginal Health Service have played a vital role in strengthening how we support our First Nations clients. Their co-location at NNIC has made culturally safe, holistic care more accessible. Having trusted Aboriginal workers onsite has helped our First Nations clients feel more comfortable engaging with services. We work closely with the RTS team, supporting our shared clients with advocacy, coordination, and wrap-around care.

“When I sought help from [other provider], I was made to sit in front of four angry white people and plead my case for how desperate I was. One of them handed me a fifty-dollar voucher and said, ‘Don’t come back’! In contrast, from the moment I walked in the door here I was treated with kindness and not a single ounce of judgement. Thank you”

Feedback from Community Support Service client

Financial Services

Almost all of our clients are currently experiencing financial stress and struggling to make ends meet. Consequently, financial services were one of the most common reasons people sought help from us this year. We assisted people to connect with financial counsellors, apply for NILS (No Interest Loans), access their superannuation, and apply for disaster relief and other financial support services.

Counselling and Mental Health

Mental health and counselling support continues to be one of the most common reasons people reach out to us. While we regularly refer clients to local mental health services for clinical support, many people continue to check in with us throughout their journey.

For some, we are the first safe point of contact: somewhere they can speak openly without fear of judgement. Others value the practical and motivational support we can provide, which complements formal therapy by helping people manage the day-to-day realities that often impact mental health. In the end, everyone benefits

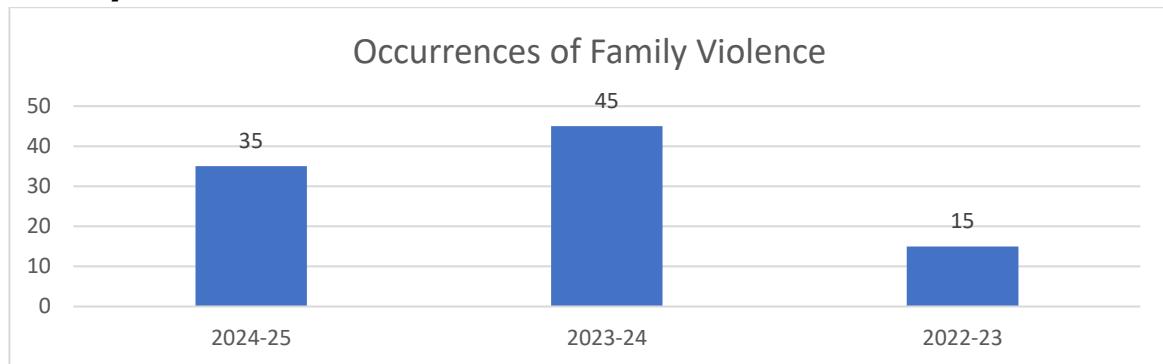
when people are surrounded by strong, coordinated teams who work towards common goals.

"This is the only place that has ever helped me." CSS Client feedback.

Health

The stress caused by financial strain can lead to deteriorating mental and physical health. We supported clients with their health needs by supporting them to find GPs, book appointments, and understand their treatment plans. In some cases we attended appointments alongside clients to advocate, take notes, or offer emotional support.

Family Violence



This year, we supported 35 instances of people seeking help with family violence. This represents a slight decrease from 45 the previous year, but still more than double the number we saw in 2023.

As mandatory reporters, where children are involved and appear to be at risk of significant harm, we are required to lodge reports. But the reality is there is lack of capacity in the child protection system, as well as in DV services and so we may be the only service engaging with such families and monitoring their safety and wellbeing for extensive periods of time.

Our Community Workers completed training on the Safe and Together model and additional professional development through Women Up North's Workforce Responses to Sexual Violence training, which added to our skills in holding conversations with families that are grounded in children's safety and well-being while encouraging parents to self-reflect and step into more positive, safe, and child-centred behaviours.

Case Studies

Case Study One

A mother and young daughter were told by someone on the street to "go speak to the people at NNIC, they'll help you out". They had travelled across the country fleeing domestic violence and had been sleeping in their car for nearly a year. The mother was overwhelmed and exhausted. She had a chronic health condition but hadn't been taking her medication and her anxiety about seeing a GP was so high that she couldn't bring herself to book an appointment.

She suspected that her daughter was neurodivergent but didn't know how to get assessed or what difference that would make. Her daughter was showing signs of developmental delay but had never accessed any interventions. She was enrolled in a school but was refusing to go. The mother was separated from two older children of a different father who were staying with him, and suffering from guilt and depression as she felt that all her children should be together but she couldn't provide the stable home that all her children required.

At the time of intake, the client's SCORE ratings were 20/50.

Physical Health: 2

Mental Health, Wellbeing, and Self-Care: 2

Personal and Family Safety: 3

Age-Appropriate Development: 2

Community Participation and Networks: 2

Family Functioning: 2

Financial Resilience: 3

Material Well-Being: 2

Employment: 1

Housing: 1

We assisted the client to secure emergency accommodation through Link2Home and where they stayed for a few months and were able to rest and recuperate. She continued to travel a fair distance to see us and we supported her to attend the Nimbin Medical Centre and to obtain a referral to a paediatrician for her daughter. After the initial GP appointment, she was able to attend all future visits on her own.

We linked the client in with the Family Connect and Support program, who worked on getting her daughter to attend school. We also supported her through the NDIS and Carer's Allowance applications processes.

The client's health stabilised, she found employment, and later, a private rental where she was finally able to start making a home.

At their last assessment, the client's SCORE ratings had improved by 18 points to 38/50.

Physical Health: 4

Mental Health, Wellbeing and Self-Care: 4

Personal and Family Safety: 4

Age-Appropriate Development: 3

Community Participation: 4

Family Functioning: 3

Financial Resilience: 4

Material Well-Being: 4

Employment: 3

Housing: 5

Case Study 2

A young First Nations person presented at NNIC for food support and the occasional shower. Once the CCN had built up trust and explained the things we could help with, they mentioned that he would like help applying for the DSP.

The client was referred to the CW and they disclosed that they had no family support and a diagnosed psychiatric disability. They had been sleeping rough long-term and didn't feel that any housing options were suitable, so they were not interested in chasing any housing referrals. They had a long medical history but no current GP and couldn't remember their previous providers. They were ambivalent about going back on medication and were self-medicating with alternative medicines instead. They had no car and had never learnt to drive, so travelled everywhere on foot.

They were unlikely to qualify for the DSP because of the requirement for individuals to be fully diagnosed, treated, and stabilised. The CW explained this to the client who agreed to a warm referral to Lisa from Rekindling the Spirit and their Aboriginal Health Service. Later, we made a referral to the AOD Hub Buttery clinician and the client started attending regular appointments with both services.

At the time of intake, the client's SCORE ratings were 17/35.

Physical Health: 3

Mental Health, Wellbeing, and Self-Care: 2

Personal and Family Safety: 3

Community Participation and Networks: 3

Financial Resilience: 2

Material Well-Being and Necessities: 2

Housing: 2

The client continued to attend appointments with RTS and the Buttery and had many informal catch-ups with the CW and CCN. We worked as a team to find their prior medical providers, obtain copies of his medical history, and used this documentation alongside the updated medical reports from RTS and the Buttery to submit an application for the DSP.

At their last assessment, the client's SCORE ratings had increased to 24/35.

Physical Health: 4

Mental Health, Wellbeing, and Self-Care: 4

Personal and Family Safety: 3

Community Participation and Networks: 5

Financial Resilience: 3

Material Well-Being and Necessities: 3

Housing: 2

While this increase is small, it is still significant. Our support prevented their situation from getting worse, and we provided links to easily accessible and culturally informed care to manage their health needs, which previously had been left untreated. When the client received food support they would often use it to make meals to share with others. They quickly made friendships, increasing their sense of community and wellbeing. This client's story continues and we are committed to supporting their journey.

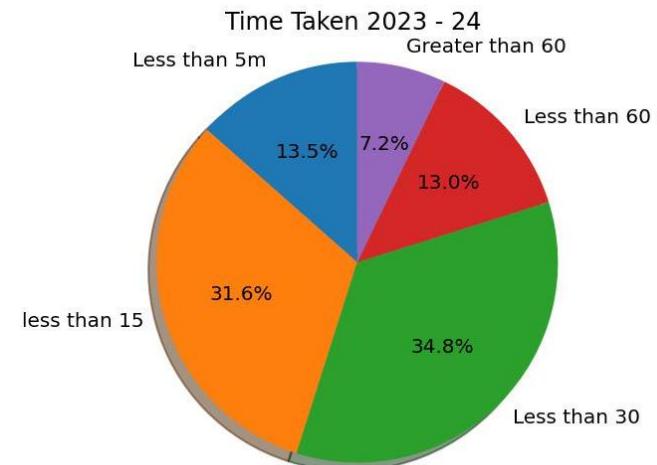
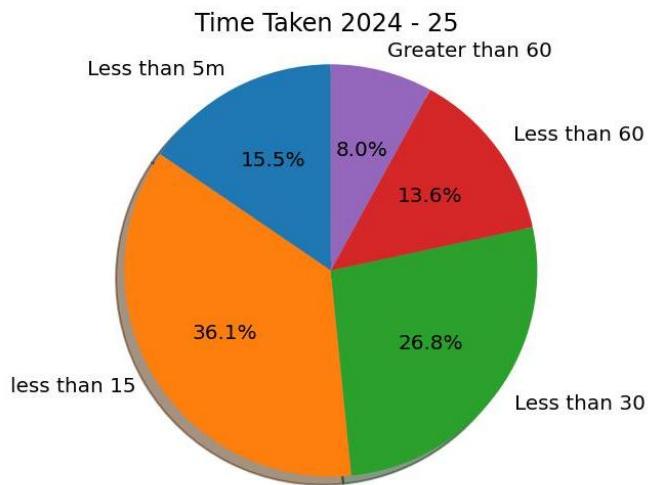
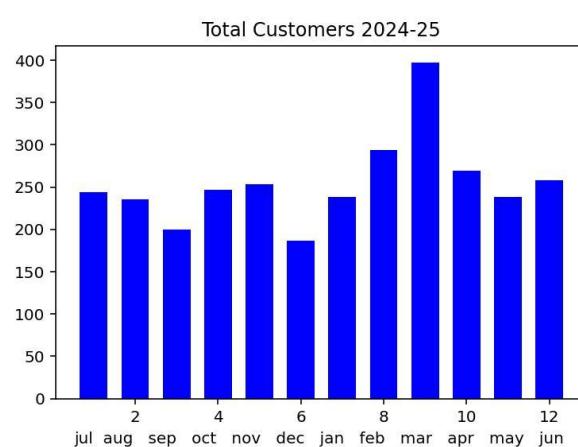
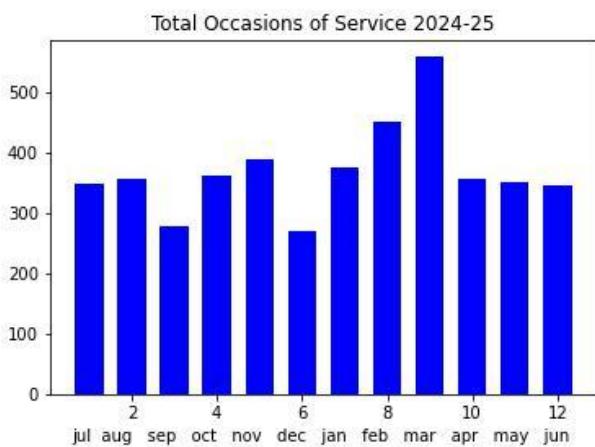


Services Australia (Centrelink) Agency Report

David Julian, Services Australia Agent and IT Support/Webmaster

Total Occasions of Service: 4,445
Total number of customers: 3,061

	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20
Occasions of Service	4445	3582	5080	7342	4299	5081
Total Customers	3061	2690	2618	2631	1625	1982



Service	Customers	% of total
Register customer for myGov	84	2.3
Register customer for Agency Linking Codes	90	2.4
Assist customer with myGov website	396	10.6
Assist customer with myGov app	108	2.9

Assist customer on their own device	189	6.6
Assist customer on computer (SST)	1019	27.2
Assist customer with upload of document (Scan)	258	6.9
Assist customer using silver service	336	9
Assist customer with faxing	28	0.7
Assist with identification confirmation	46	1.2
Assist with forms completion	331	8.9
Assist by providing forms/publications	431	11.5
Refer customer to Services Australia phones	373	10

This year our Agency contract was expanded by 3 hours a week, meaning we are now open from 10am to 3pm five days a week.

It has been another busy year at the Centrelink office with total customer numbers at an all-time high. Once again, the interrelated issues of homelessness and mental health featured strongly. The housing crisis is clearly worsening with more people facing homelessness and insecure accommodation. This is especially difficult for Jobseeker customers who are required to satisfy mutual obligation requirements.

In June 2024 we welcomed Maarten de Weerd on board as new member of our Casual Agency staff pool.

There has been some improvement in access to Job network agencies (JNAs). Customers with special needs or extenuating circumstances can have phone appointments. New laws introduced after the Robodebt scandal require agencies to consider a jobseeker's circumstances before suspending payments. This is not always done, as many payments are suspended automatically, under the 'Targeted Compliance Framework' set up by the Department of Employment and Workplace Relations (DEWR) to monitor compliance. The Commonwealth Ombudsman has found that, in many cases, these payment suspensions are unlawful. (ABC news Aug. 6, 2025) Payment suspensions can have devastating consequences for vulnerable recipients such as single parents, and those suffering housing stress.

There is an ongoing communication gap between Centrelink and JNAs and the Department of Employment and Workplace Relations (DEWR). It can take considerable time to restore a payment or correct an error when multiple parties are involved. For instance, a parent on jobseeker may have to contact three government agencies (Child support, DEWER and Centrelink) as well as one or more JNA's and possibly a co-parent to correct a problem.

With an aging population, we have seen increasing numbers of aged pension claims. Since older people are generally less comfortable with IT systems, they require extra help filling out a relatively complex claim. Older people have often accumulated assets such as superannuation, property and investments or are involved in family trusts. Foreign born claimants may be eligible for a pension from their birth country and this must be tested prior to an Australian pension being granted. These complex claims may take up to a year to be resolved.

Customers at the other end of the age spectrum present a different set of issues. Young people under the age of 16 are ineligible for youth allowance, and the only payment option is a special benefit. It is very difficult to convince Centrelink that this payment is necessary, since for most young people the Family Tax Benefit (FTB), paid to a parent or carer, is the primary support payment. A young person under 16 suffering abuse or neglect from parents may be unable to live safely at home and a parent may already be claiming FTB yet, sadly, not providing care. In these situations, it is necessary for the young person to have a discussion with a Centrelink social worker. This can be a challenge for someone that may be suffering trauma, a distrust of authorities, and in extreme cases severe mental health issues. Young people often do not have sufficient evidence, such as proof of identification, confirmation of financial situation and other paperwork that is necessary for a claim to be successful. The recently established Nimbin Youth club has played a pivotal role in recognising young people in vulnerable situations who otherwise would be invisible. The Nimbin Youth club volunteers and the Nimbin School counsellor have assisted and advocated for young people when dealing with Centrelink issues.



Nimbin & District Recovery Support Service

Alison Southey, RSS Program Manager

Total clients 24-25: 58

Total clients whole program: 298

Nimbin & District Recovery Support Service

Kim Gram – Case Manager

Jasmine McHenry – Case Manager

Purpose

The Nimbin Recovery Support Service (RSS) was established in September 2022, with funding from the NSW Reconstruction Authority, to provide targeted support to community members impacted by the February/March 2022 flood events.

The service offered personalised assistance through the development and implementation of individual Disaster Recovery Plans, helping residents navigate their recovery journey. In collaboration with local community organisations, the RSS facilitated streamlined referral pathways and coordinated support responses.

Operating from 7 Sibley Street, the service was available for appointments five days a week. The initial contract was extended through to the end of 2024.

Jasmine McHenry and Kim Gram continued as case workers until November and January respectively and Alison continued in the RSS role on a part time basis until the end of February 2025.

This approach ensured the service remained accessible, coordinated, and responsive to evolving community needs throughout the recovery period.

Recovery in Our Community

Landslip Impacts and Ongoing Recovery Challenges

Alongside the devastating floods of 2022, severe landslips damaged homes and cut off access routes across the region. Some residents, while their homes were not directly damaged, remain in precarious situations—living either above or below significant landslips that continue to pose a serious threat to their properties.

For many clients, the recovery process has been lengthy and fraught with obstacles. In August 2024, policies were released outlining eligibility for the major financial assistance program—the Resilient Homes Program—specifically addressing residents on large rural lots (including Multiple Occupancies) and those affected by landslips. Until this policy release, it remained uncertain whether these groups would be eligible for the support they urgently needed.

Throughout this period, the RSS team strongly advocated on behalf of clients with complex circumstances, many of whom fell outside standard funding and assistance parameters. While the policy changes have created opportunities for some of our most severely affected clients, as of August 2025, many are still awaiting final approval of their applications, which is disappointing. The extended

recovery process continues to place pressure on mental health and wellbeing within the community. Several of those clients have subsequently transferred back onto NNIC's general caseload as a result of the winding up of the RSServices across the region whilst there remain cases yet to be resolved.

Our experience highlights the importance of sustained advocacy and tailored support for residents navigating long-term recovery challenges.

Community Outreach

On 10 May 2025, Nikki Treanor from NSW Reconstruction Authority (formerly the Lismore Community Recovery Officer) coordinated a *Community Big Map* event in Nimbin, which drew strong participation from local residents. Representing the Nimbin RSS, Alison engaged with community members in mapping discussions that highlighted the interconnected nature of the region's valleys. The event provided a valuable platform for sharing local knowledge, fostering community connections, and building a greater understanding of the geographic and social factors influencing disaster preparedness and recovery.

Community engagement activities such as this play a vital role in strengthening local networks and resilience ahead of future emergencies.

Our Clients

As at 28 February 2025, the RSS had provided support to 298 clients across five Local Government Areas, including residents from 18 local Rural Land Sharing Communities (Multiple Occupancies). A number of clients continue to await finalisation of their Resilient Homes Program (RHP) applications. Of those assisted, 44% were affected by landslips, 18% by flooding, and 26% by storm damage, while 54% experienced damage to driveways or access roads. These figures reflect the diverse and often overlapping nature of disaster impacts within the region, underscoring the need for flexible and comprehensive recovery support.

Initially, 101 cases were referred from community workers at NNIC. Since then, referrals have primarily come through self-referrals, other RSS providers in the region, and reciprocal referrals from NNIC. The RSS achieved success in securing grants from Service NSW and the NSW Reconstruction Authority to assist clients in repairing homes and essential infrastructure. The *Back Home Grant* closed in December 2023 and the *Resilient Homes Program* closes in June 2026.

Navigating eligibility requirements was often challenging, as government agencies were not always familiar with the structure of rural land sharing communities or the extent to which landslips affected property access. The *Back Home Grant* from Service NSW, which closed in December 2023, supported 86 households to repair homes and access roads. The *Resilient Homes Program (RHP)* enabled one client to relocate from a flood zone and supported appeals for four others, outcomes unknown. One client, initially deemed ineligible for all program streams, was successful on appeal and approved for a house raising, which is currently in progress. Five clients who applied under the RHP landslip policy remain awaiting outcomes—one has been denied and is now supported by the Northern Rivers Legal Centre, while three are in the process of internal appeal. One client has

accepted the valuation and is continuing to follow through the process of finalising, which is being met with obstacles also.

The *Small Business Grant* from Service NSW assisted 10 clients to sustain their businesses, and one client successfully repaired a commercial property through the *Northern Rivers Commercial Property – Return to Business* grant.

Additional community support was provided by Ballina on Richmond Rotary Club, which gifted five clients emergency housing PODs, complete with kitchenettes and hot water systems.

Psychosocial support has remained a cornerstone of the RSS, with clients welcome to 'drop in' whenever needed. The service provided a safe, supportive environment, and many clients expressed that their recovery would not have been possible without the assistance and care offered by the RSS. This ongoing emotional and practical support has been instrumental in strengthening resilience and fostering a sense of hope within the community.

Client Case Studies – The Human Face of Recovery

Behind every statistic in disaster recovery lies a deeply personal journey—often marked by trauma, uncertainty, and resilience. The following case studies offer a glimpse into the lived experiences of our clients over the past three years. They highlight the complexity of navigating recovery processes, the unique challenges faced by those impacted by floods, landslides, and other disasters, and the critical role of ongoing advocacy and practical support. Each story is a reminder that recovery is rarely a straight path; it is a process that requires persistence, collaboration, and a community that stands alongside those rebuilding their lives.

Case Study One

This follow-up from last year's Annual Report highlights the complexity, uncertainty, and length of the recovery process for many in our community. The client was displaced after massive landslides cut off all access to their home, located on a Multiple Occupancy (MO). On the night of the disaster, the client and a friend were forced to outrun several landslides, eventually finding refuge downhill at another neighbour's home.

For the first 12 months, the client moved between temporary arrangements—couch surfing and house-sitting—before receiving a caravan through the *At Home Caravan Program*. This provided much-needed stability until February 2024, when the Ballina on Richmond Rotary Club generously donated housing pods to several of our clients, including this one. Having a secure, private space to live in brought a renewed sense of safety and the beginnings of a place to call home.

The client is currently awaiting the outcome of an Internal Review under the *Resilient Homes Program*. While the extent of government assistance remains uncertain, they have expressed deep appreciation for the advocacy and ongoing support provided by the RSS. Living on an MO has added significant complexity to their situation, presenting unique challenges for government agencies to navigate.

This case demonstrates the prolonged, multi-layered nature of disaster recovery, where securing safe housing, navigating complex systems, and maintaining hope often requires extended periods of persistence and dedicated advocacy.

Case Study Two

This client endured the traumatic experience of being inside their home when a landslide dislodged it from its piers and carried it more than 30 metres downhill before it came to rest. Their recovery journey has been marked by significant challenges and emotional strain.

Initially, the client was conditionally approved for a *Disaster Relief Grant (DRG)*, which would have enabled rebuilding through the NSW Reconstruction Authority. However, the application was later denied after it was discovered that the home did not have full council approval—leaving the client uncertain and distressed about the next steps.

Subsequently, the client was approved for the *Temporary Dwelling Package* under the DRG, providing limited financial relief to begin rebuilding. Additional support came through a housing pod from the Ballina on Richmond Rotary Club, with Resilient Lismore constructing a sturdy roof over the pod to offer much-needed protection from the summer heat. The client later purchased a second pod, positioned alongside the Rotary pod, creating a combined living space with a bedroom and a main room with small kitchenette.



The recovery process remains ongoing. The client is currently navigating a development application (DA) for a grey water system—a process complicated by the lack of specific exemptions for landslide-affected residents. While council has waived many fees for flood-affected homeowners, these provisions do not yet extend to those impacted by landslides. The RSS has formally written to council requesting that this oversight be addressed and is awaiting a response with the

good outcome for the client. Council has waived two thirds of the application fee which is fabulous news for our client.

This case reflects both the resilience of disaster-impacted residents and the critical role of advocacy in addressing gaps in policy and support for those navigating complex recovery circumstances.

Case Study Three

This client was living south west of Lismore during the floods and lost everything. Returning to his home, he found all of his belongings placed on the roadside for collection. In the months that followed, he travelled from place to place, couch surfing, until he acquired a small truck with plans to convert it into a home. A friend offered to rent him land, and he began attempting to rebuild.

The client was referred to the RSS after attending the NNIC, as he had no running water or electricity. Following discussions, the RSS assisted him to apply for a caravan through the *At Home Caravan Program* administered by the NSW Reconstruction Authority (RA). The caravan provided secure accommodation with essential services, offering stability at a critical time.



Ongoing illness prevented the client from fitting out the truck as intended, making the caravan an essential part of his recovery. The program was extended several times, with RA showing understanding of his circumstances and health limitations. The search for rental housing had been a significant source of stress, so the RSS referred him to *Social Futures – Connecting Home*. Together, we were able to secure a housing pod for him in one of the purpose-built villages established after the floods.

This transition has eased financial and emotional pressures, allowing the client to focus on improving his health.

This case illustrates the importance of tailored, collaborative support in restoring stability and enabling recovery for individuals facing both disaster impacts and personal health challenges.

The common thread in all of our clients' cases is resilience in the face of immense hardship and the importance of sustained, compassionate support. The road to recovery is long and often unpredictable, but with consistent advocacy, practical assistance, and community connections, we can help ensure no one is left to walk that road alone.



IT Report

Dave Julian

In December 2024 we saw the retirement of Chris Harris, who was NNIC's IT administrator for many years. We also saw the retirement of Tom Schuf in January 2025.

Max Reithmuller continued to provide essential IT consultancy and support.

This year, thanks partly to funding support from Northern Rivers Community Foundation, the IT systems team, consisting of myself, Max Reithmuller, Chris Harris, Tom Schuf (until they both retired), Reg Saunders, undertook the design work and commenced the migration to Microsoft SharePoint with the establishment of a basic file structure and the creation of user accounts for all staff. The assigning of permissions to each folder in the file structure is a complex task, that must balance usability, security and ease of administration.

Individuals can be assigned editing, reviewing or read only permissions. This means that work can be checked, and documents produced by the organisation are the best they can be.

Data Collection

Data collection is important both as a reporting tool for funding bodies but also key to informing NNIC's evaluation and service quality monitoring and continuous improvement process.

We have identified several areas in regard to succession management, efficiency and completeness that could be improved. I have done some work reverse engineering the front of house spreadsheet used for daily statistics to avoid succession disruption and to ensure it can be updated and modified as required.

We have identified some gaps where data collection may be incomplete, and are working on solutions to these.

Booking System

The online appointment booking system for NNIC staff was developed by a volunteer utilising free software we had available to us at the time, but as result was somewhat cumbersome and limited in usage capabilities. In the coming months we will be replacing it with a Microsoft Booking system, and the relevant staff trained in its use, including an instructional video under development by Max. Staff will be able to check and adjust bookings outside of office hours and from their own personal laptops.

Windows 11 upgrades

NNIC computers are now progressively being migrated to Windows 11 operating systems, as Windows 10 will be phased out in October 2025.

Community Development Report

Stephanie Seckold, Community Development Worker

Program/Activities data 24-25

Tools Library:

Total members to date: 64

Total current (financial members: 19

Tools borrowed occasions of service: 32 (23- 24:27) (22-23: 49)

Info and referrals (locals) O/Service: 364 (2024 = 213) (2023 = 397)

Info – Tourists: O/Service: 339 (2024 = 185) (2023 = 381)



Workshops:

No of workshops conducted: 28 (2024 = 38)

No of participants: 447 (2024 = 269)

Plus SNCP workshops x 2 (30 participants)

In the 24-25 year, regular water collective meetings commenced as did the monthly Food Swaps, as strategies under the SNCP, and fewer workshops were held as a result.

Summary of Workshop Topics:

Stick spinning and weaving, recycled plastics workshops (nimBin Chickens) – shredding and processing, extrusion and moulding, tags, furniture, etc.,

Cob Rocket Stove construction, Cooking from the subtropical food forest, Forgotten arts – lacemaking, Waste and recycling talk and demo at Tuntabale School (15 students), Cooking with cassava, Making oil lamps, Millet Broom making, Forgotten arts – use of a scythe, Crafternoons, bristle brush making.

NimBINchickens – the project was launched at the Nimbin Show in 2024 and workshops commenced in October 2024. No of workshops: 7.



Events:

21st and 22nd September 2024: Sustainability Alley Nimbin Show

ca. 500 people came through over 2 days.
NimBINChickens (plastics recycling project)
demo at the Show: 52 people engaged

We again ran a Quiz so people had to engage with various stalls to find out the correct answers & be in the running for the prize (Composting Tumbler as the prize for adults, and a worm farm (plus worms) for the kids). 70 people including kids did the Quiz and the overwhelming feedback from participants was that it was an enjoyable activity and they learned something new. The Quiz included questions about the Sustainable Nimbin Community Plan (SNCP) which they had to sit down and look through to find the answers.



Answer the Quiz and be in the running to

WIN!! \$400 worth of
prizes!



1 x Maze Premium Twin Chamber
Compost Tumbler



1 x Worm Farm + 1000 worm
starter kit (14yrs and under)

1st correct
answers drawn WINS

1st correct 14 + under entry
drawn WINS

(Prizes must be collected in
person)



Regular events/meetings/gatherings:

Food Swap Meets: 9. Average no of participants: 12

Launched in August 2024, the monthly food swap aims to share and swap excess produce, root stock and seeds.

SNCP Water Collective meetings held: 9

Knitting circle x 10 (led by Sue Bingham), Spinning and weaving x 6, (average 4 participants each)

A local men's support group used the gardens x 3 meetings (average 7 participants).

7 Sibley Street Operations

The Nimbin and District Recovery Support Service wound up in February 2025 and normal operations resumed at 7 Sibley Street thereafter.

Until then, Steph was present on site on Wednesdays and Saturday for site maintenance, the Community Tools library and workshops (Saturdays).

Our regular mower Rick finally retired after 6 years in December 2024, and various volunteers including Steph and Wan have taken over the mowing and whipper snipping since then. Andrew continues to look after the front gardens

once a week.

Progressing the Sustainable Nimbin Community Plan (SNCP) Goals

Sustainable Nimbin Community Plan REVIEW

The review of the SNCP was completed with the final two workshops held in July and August, and the revised Plan launched at the Nimbin Show in September 2024.

Work has now commenced on implementing various aspects of the SNCP, including facilitating meetings of the newly formed Water Collective, the monthly Food Swaps and the nimBINChickens plastics recycling project.

Waste Reduction

❖ Coordinated waste management at Mardi Grass festival: **4th and 5th May 2025**. Collected and sorted bins over 3 days, including taking bottles and cans to return and earn at Lismore waste facility.

Festival attendance: between 3000 and 5000 people. One 15 cubic metre skip bin filled with recycling = 2.7 tonnes of waste diverted from landfill. (*Assumption – weight of recycling: 150-200kg per cubic metre.*

❖ Promoted waste management and use of various bins at Sustainability Alley 2024.
❖ nimBINchickens project commenced recycling certain types of plastic waste.
❖ On-site composting continued with green waste from 7 Sibley and organic waste from NNIC.

Promoting Sustainability And Skills Sharing

❖ Engaging with locals and tourists, explaining 7 Sibley purpose and Nimbin values (environmental, self-sufficiency, etc.) referring them to sources of information and easy to implement changes they can do at home. Promoting workshop participation
❖ Sales of products made on site: EM1 and bokashi for compost toilets and gardens.
❖ Diverse workshops with a focus on DIY, potential income supplement, and living skills, using recycled, found and locally grown materials.
❖ Promotions and demos at Sustainability Alley 2024.



7 SIBLEY STREET

Workshops 2024–2025

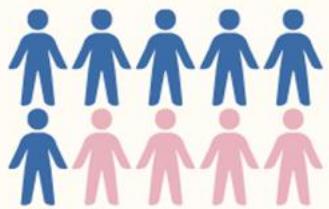
Participant Survey Results

Workshop participants

NUMBER OF WORKSHOPS: 28

NUMBER OF PARTICIPANTS: 447

Number of survey responses: 49

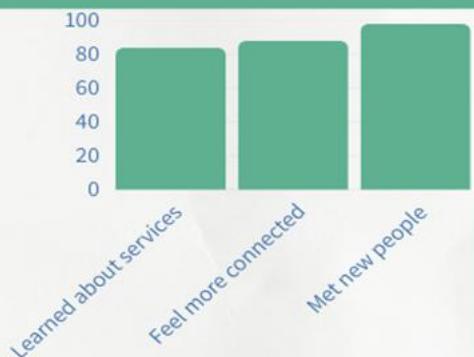


100%

RATED THE WORKSHOP GOOD OR VERY GOOD



% of respondents who agreed or strongly agreed that they gained:



% of respondents who agreed or strongly agreed with the above statements

Some comments from participants

“Workshops like this bring us together to learn and share in such a fun way!”

“Very inclusive and educational. Loved the cooking and eating!”

“Worth doing. Great teacher and so inspiring”

2024-2025 Financial Reports