

SUBMISSION TO INDEPENDENT PLANNING AND ASSESSMENT COMMISSION

United Wambo Open Cut Coal Mine Project (SSD 7142) & associated modifications (MOD3 & MOD 16)

Singleton Neighbourhood Centre Inc (SNC) is a not for profit incorporated association, that provides information referral and support to the residents of the Singleton LGA. SNC has operated in Singleton since 1974.

For the first 34 years of our existence, SNC operated from rental premises throughout the Singleton urban area, often in Council owned premises. As Council required the premises we had to move, often at short notice and often to premises that were less than adequate for our needs. This constant change impacted on our ability to provide a constant and reliable service to our clients as well as increase and expand the range of services available

We are managed by a committee of interested residents and relevant community service providers with 1.4 equivalent full-time staff and twenty volunteers.

The centre operates Monday to Thursday from 8.30am – 4.30pm. SNC receives some funding from NSW Department of Family and Community Services and the Commonwealth Department of Social Services.

In 2008 Xstrata, now Glencore, purchased a building at 21 Mary Street for use by the neighbourhood centre. This purchase changed and enhanced the ability of the centre to meet the increasing needs of the community. With a base to work from services expanded and spare office space was rented to visiting ^{services}. This rental income allows us to pay for a Support Worker 3 days a week to assist with client interviews and assistance as well as a bookkeeper.

This provided a one stop shop for many of our clients, a site that didn't change as the rental property was sold and the ability of the neighbourhood centre to rent out excess office space to those services that visited.

In the 2017-2018 financial year the centre had over 40 000 occasions of service, this includes interactions with our visiting services,

- Women's Health Nurse,
- Legal Aid,
- Financial Counselling,
- Addiction Counselling,
- Mediation,
- Compassionate Friends,
- Alcoholics Anonymous,
- Probation and Parole,
- Upper Hunter Homelessness Support Service
- one off services that use our premises.

Gradually the range of services provided has increased so that we now provide

- food and clothing support
- assistance with energy and telephone accounts,
- Work Development Orders,
- No Interest Loans
- advocacy and budgeting support.

◦ *Free Counselling Service*
 Having a secure location has also enabled us to access Coles Second-Bite program that supplies bread, fruit and vegetables we distribute to clients for free.

The centre also runs

- Life Skills Courses
- information days for the community including
- Bring a Bills Day and
- seniors Information sessions.

In 2011 the community identified the need to assist homeless and disadvantaged in the community in a more tangible manner. A subcommittee was formed and with assistance from Glencore and working with the University of Newcastle, a Business Plan was developed for the conversion of an industrial shed to the OpenDoor@SNC. In 2014, a focus was made to raise the funds necessary, costed at \$250 000, and complete the project.

The building was funded by the Singleton community, the largest donor, followed by Glencore, corporate, the State and Federal governments through grants and a range of community organisations that ensured the completion of the project.

The facility was made possible by the belief of Glencore in our ability to deliver the project based on our past experience.

The facility opened in May 2018 and offers daily living facilities for the disadvantaged in the Singleton community,

- showers,
- clothes washing and
- breakfast is provided 4 mornings

Training courses have also been made available to other not for profit groups within the community, thereby increasing the overall skill level of the community as well as fostering productive networks within the community.

Glencore Ravensworth as part of their community involvement, worked with the Singleton Men's Shed to construct the extension at the rear of the existing building to allow services to be laid. This was part of the workforce's regular contribution to the community and staff from Ravensworth oversaw this part of the construction.

The Singleton Neighbourhood Centre received funding from Glencore Bulga in 2018 to assist with victims of domestic violence. Workers raised money through a raffle to donate to three organisations in the area helping victims of domestic violence. The money received by the neighbourhood centre is for immediate financial and other assistance such as fuel cards, vouchers, clothing.

Glencore through their community grants also subsidises the Breakfast program at the three state primary schools in Singleton. The program aims to improve learning outcomes and social skills in all children.

Throughout this time Glencore has also assisted through involvement on the management committee and by acting as a sounding board and support in decision making and service development. This assistance has enabled the centre to increasingly meet the needs of the community in a timely, cost effective and appropriate manner.

The assistance of Glencore has been fundamental in allowing the Singleton Neighbourhood Centre to deliver quality aid to the people of Singleton. Demand for our services has increased by over 10% in each of the last 5 years, the range of services available has also increased.

The assistance provided by Glencore has enabled both the centre to become better equipped in delivering much needed services to the community and has enabled us to support our clients capacity to address and proactively improve their situations and so increase their ability to move from disadvantage.

The assistance is meaningful and considered, allowing the neighbourhood centre the freedom to operate within the context of community needs, but with the knowledge that by owning its own premises it has stability and continuity this allows the management and staff to focus on meeting the increasing demands and needs of the community..

The long term assistance Singleton Neighbourhood Centre has received from Glencore has been instrumental in allowing the centre to increase its range of services and to most effectively meet the needs of the community.

The Management Committee

Singleton Neighbourhood Centre Inc

[REDACTED] 2330

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