



Community Organised Resilience Effort



Wardell CORE is
a testament to
what a group of
tenacious and
empathic
individuals can
achieve
together.

”

Wardell CORE has been our
go-to during the floods.
Our shelter during the second.
Our meals, our community
connection, our collection point for
a BBQ, food, fresh produce, mental
health base, a hug, a way to feel
supported and loved during one of
the hardest times of loss.

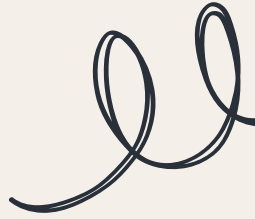
~ R.E



Wardell "One Year On" commemoration event

Presidents Report

A year of endurance and community connection



Dear Members and Community,

I am honored to present the President's report for WardellCORE, and reflect on our achievements and progress over the past year.

It fills me with immense pride to have witnessed the growth and impact of our community organisation, the strong and genuine connections that have been made and the formation of a genuinely community led operation that has made such a massive and positive difference to the lives of individuals and families in the Wardell district.

Our dedicated volunteer workforce has been the backbone of WardellCORE and our success has been dependent on a monumental contribution of their support. Our team of committed volunteers have provided well over 8000 hours - which accounts for nearly \$400,000 of labour contributed to our region's recovery[1] - just in the past year.

Through their compassion, kindness, time and energy these contributions, through our management committees, community hub, mental health first aid support, programs and projects, events, activities and social spaces have been absolutely crucial to our ability to remain open and available consistently 5 days a week for the past 18 months.

I want to express my deepest gratitude, sincere thanks and greatest respect to each volunteer who has selflessly given their time to create such a vibrant and thriving community facility.

As you all know, we have had to go this alone, despite having lived through the most expensive disaster Australia has even seen and certainly the most extensive disaster our region has ever seen, we continue to have to fight for the right to have support services for our district.

Ballina remains the only shire in the Northern Rivers without a permanent Neighbourhood Centre, there simply is no other community support services downstream from Woodburn and to say that support in the Ballina region has been inadequate is an understatement.

This has meant that Wardell CORE has had to do a huge amount of heavy lifting for our town, our district and our region.

No one in this organisation has done this before, we have learnt on the job, adjusted, adapted and forged onward while maintaining our values of Kindness, Respect, Dignity, Wellbeing and Community.

Under extreme difficulty we have managed to fund our overheads, operations and a huge range of services while also distributing :

- *an estimated value of half a million dollars worth of essential items both new and used.*
- *over \$100,000 of mattresses and couches,*
- *over \$30 thousand of fresh produce and*
- *many tens of thousands of dollars of pantry staples, food hampers and general food items.*

These costs have all come exclusively through wide community support and a range of amazing partnerships with individuals and charities.

We have and continue to incur the significant costs of a private lease on The Old Bank, the establishment of a complex community organisation and the foundation of a public mental health facility.

Appropriately, I would like to acknowledge the incredible efforts of community organisations such as the Rotary Club of Ballina on Richmond, the Lennox Lions Club, the Northern Rivers Community Foundation and Anglicare North Coast who have consistently shown up, helped out and been immense support to our community members and especially to our community hub.

Without these key partnerships and their generosity we simply would not have remained open or provided a venue and access point to the many community support services that have been available in Wardell.

Wardell CORE has been widely recognised by State and Local members, disaster management authorities and the associates we have worked with from throughout the combat response and recovery support sector. Our ability to deliver comprehensive and holistic support is regarded as a best case scenario for community recovery and an example that provides long term solutions solutions that 'focus on well-being and inclusiveness'.[2]

Our operation has involved a huge section of our community. We have created employment and offered a large number of opportunities for engagement, participation and skills development.

We have initiated a number of enduring support programs and these services continue to prevent some of the most serious forms of harm to members of our community while providing comfort, connection and opportunities for everyone in our region.

Our activities program continues to flourish, with each event that we have delivered over the past year consistently attracting capacity attendance. This enthusiasm speaks to the relevance of these programs, and the massive void that remains in accessible recovery support and community services in our local district.

Health programs such as QiGong and Yoga, which were initially funded through grants, have become so popular that the community now self-funds their continuation. Our weekly mums and bub's group has recently evolved into a formal Playgroup and is now looking to expand. We are also exploring the opportunity to deliver a number of our programs as contract services to the regions temporary villages. This reflects the impact and value these programs bring to the lives of our community members.

Notably, our Friday night community social event has become a symbol of unity and support for our district. It is incredible to witness how this event has achieved financial independence exclusively through donations and is able to consistently feed significant numbers of our community a quality meal in a supportive environment. This achievement is a demonstration of the strength and solidarity within our community.

We have continued to initiate community support programs that address a number of critical needs. Our Not-For-Profit fresh produce program provides food relief and reduced-cost fruit and vegetables to now over 60 families every fortnight.

As a community network, we also recognise the importance of resilience and preparedness for potential future disasters. Our facility now houses vital resilience assets and infrastructure, including a food pantry, first aid supplies, and a tool library equipped for various emergency scenarios including tools and a generator.

Furthermore, we have established social assets and communication resources such as radios, mailing lists, and social media groups, fostering better coordination and contact among community members.

We can be proud to have developed a culture of resilience that strengthens our district's preparedness for any future challenges.

Through strategic collaborations with research institutions, such as the Lismore Living Lab, Royal Far West, UNICEF, Natural Hazards Research Australia, Western Sydney University, Southern Cross University and Collaboration for Impact, we have expanded our knowledge base and contributed to the understanding of community recovery for Australia.

Additionally, we are actively documenting our recovery process, preparing case studies and hoping that we can provide benefits to other communities who will face similar challenges.

As we reflect on our accomplishments, I feel that I can speak on behalf of our existing committee and I hope on behalf of the new members that we will remain committed to continuous improvement and responding to the evolving needs of our community.

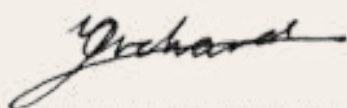
I extend my heartfelt gratitude to all members, volunteers, sponsors, and supporters for their unwavering dedication and contribution to the success of WardellCORE. Together, we have undeniably saved lives and built a resilient, connected, and empowered community.

We can all take immense pride in how far we have come and under the most difficult of circumstances. What is very clear is that our region's recovery has a very long way to go and that we will need everyone to continue to advocate for resources that will enable us to be a presence in this region..

It is my firm belief that it is the responsibility and duty of all levels of government to empower our community to drive and deliver its own recovery journey following disastrous events [3] and that it is the community that is best equipped to provide the support and services that are suited to them.

We can be confident we have the skills, expertise and enthusiasm and I look forward to working with you all into the future.

Joel Orchard



"Wardell CORE is the most cost effective, capable, adaptable and relevant organisation to ensure our region is able to rebuild and revive."

Projects

Outcomes



Incorporated as an association and Charity

- 268 Financial Members [representing more than 25% of total local population]
- ANCN registration

Attracted major program funding and investment

- Awarded \$420,000 to deliver dedicated mental health services over 2 years
- \$125,000 DCJ operations and management funding
- \$50,000 Northern Rivers Community Foundation
- \$50,000 Department of Regional Youth

2022 Get Ready Community and Resilient Australia Awards.

- Received highly commended by Steph Cooke MP and Commissioner Shane Fitzsimmons

Recovery support

- Facilitated over \$500,000 of funding, donations and community investment to our regions recovery
- Distributed over \$100,000 of new beds, mattresses and couches through charity partnerships and sponsorship.
- Delivered over 1500 GIVIT applications.
- Hosted RSS case management, legal aid and financial support.

Staffing and volunteers

- 2x PPT managers / coordinators
- 2x PPT qualified counsellors
- We currently have 8 community members on our board of directors, an operations management committee and a team of 16 permanent part time volunteers to operate our facility.

Community Facility

- The Wardell CORE "neighbourhood house" remains open 5 days from 9-4. Facility is utilised for activities all but 3 days of every month for a wide range of community services.
- We fund a private lease and are preparing a development application for permanent use.

Connection

“In the aftermath of natural disasters, social support is considered one of the most important protective factors against post-traumatic stress (PTSD)” [5]

We continue to offer a permanent weekly community social night and provide arguably the best wood fired pizzas in the region. This service is independently funded by donations and staffed by our community volunteers.

We have founded a registered Playgroup which meets every week and has nearly outgrown our venue. This provides essential support to new and young families from our district.

The WardellCORE community hub is a hive of activity with a constant flow of community members visiting our facility on a daily basis to access support, service, counselling, resources, company and an array of activities.

Our initiative has delivered new connection methods that provide beneficial and protective communication channels to our region. These include a mailing list that distributes fortnightly to over 700 district locals, a facebook page, community group and website for sharing information, resources and building community.

Our courtyard space has been built and designed for small groups, functions, and events and support an almost daily activity calendar.



Wardell CORE social night & community dinner

Social impact 2023 to date

Average 300 +
weekly visitor

2000 +
community
meals

125 + events
& activities

5. Focus Needed on Social Connections After Disasters, Boston University School of Public Health. <https://www.bu.edu/sph/news/articles/2016/focus-needed-on-social-connections-after-disasters/>

Food Security

Increasingly our community is experiencing financial insecurity, hardship, struggling to access food and have their nutrition needs met.

We now independently fund our own fortnightly fresh produce distribution program (feeding 60+ families) and provide a food pantry for people experiencing financial stress. We also offer free meals to anyone in need. Our team has also founded a growing network of home gardens who share significant quantities of home produced foods to our community.

We recently supported research which “found a lack of a co-ordinated government approach to disaster food security, with the burden of addressing food insecurity falling on the community” [6]



Eat Well Wardell : Food relief program

6. Is the Northern Rivers food system resilient? Fiona Berry (UTS-ISF) et al. 2023, <https://www.planc.org.au/foodsecurity>



Health & Wellbeing Activities

We have offered consistent and regular access to a wide range of physical health and wellbeing activities. These programs have provided cost accessible access to modalities that combine both physical and mental health outcomes, have been supported by our in-house wellbeing team and counsellors, have built strong and supportive community relationships and offered a large number of clients a pathway into more traditional mental health support.

Classes have included : Meditation, Yoga, Pilates, Qi Gong, Strength and Balance

150

sessions

1300+

participants



Therapeutic Horticulture

Therapeutic Horticulture is the purposeful use of gardening activities for the improvement of mental health. Our "Grow Well Wardell" initiatives have included a range of workshop style activities, field trips, peer-support, and working bees with aims to build community resilience while addressing social isolation. Our focus has been on personal development, holistic health and wellbeing initiatives through nature-based education and direct application. Classes have included : Herb growing, seasonal garden maintenance, compost making, worm farming, mushroom growing, community harvesting, nutrition & cooking classes

10

sessions

300+

participants



Creative Recovery

Our creative recovery programs have been delivered in partnership with local artists and the support of partners such as the Northern Rivers Community Gallery. These self expression sessions have offered both adults and youth the opportunity to explore a dynamic range of crafts designed to promote mental well-being, develop optimism and support personal growth and creativity.

Classes have included : lantern making, photography, poetry, ceramics, cyanotype, mural painting, rock painting, hand and sewing crafts.

15

sessions

500+

participants



Community Space

The Wardell CORE courtyard has created a dynamic community space that offers a suitable space for a wide range of social and communal activities, workshops and passive engagement. It is functional, weather proof and suitable for a wide range of activities all year round. We have equipped this asset with lighting, seating and tables and audio-visual equipment for events and presentations. The area has offered a functional meeting space for a range of recovery stakeholders, school groups, training providers, social groups, and community events including live music, community celebrations, exercise classes, playgroup, workshops and more.

100

sessions

2000+

participants

Mental Health & Wellbeing

Our facility has qualified counsellors and a mental health team members available 5 days a week. We provide a drop-in centre, appointments on demand and referral services. We can also offer outcalls and outreach or consultation by phone. Our mental health services are free, discreet and confidential.

We also offer a range of health and well-being activities available for everyone including weekly; Yoga, Qi Gong, Meditation, Pilates, therapeutic horticulture, social circles and informal support.

2

Counsellors

60

mental health first aiders

30

average accidental counselling per week



Wardell Wellbeing Room
private consultation & counselling space



Wardell CORE
community space

Our counselling and mental health services are funded by Healthy North Coast. Wardell Wellbeing Programs are also supported by the NSW Government and Northern Rivers Community Foundation.

We aim to establish a permanent and enduring facility that can support our region's recovery

into the future.



Wardell "One Year On" commemoration event

We remain desperately underfunded and have appealed for ongoing resources to support our sustainability. We need an assurance that we can maintain our momentum and build on our social capital to recover our region and protect our community from future disasters.

Like so many of the community-led recovery organisations, Wardell CORE is at risk, without any security or stability to plan and provide ongoing front line services for the year ahead.

Did you know...

Ballina is the only LGA in the Northern Rivers without a Neighbourhood Centre.

Our region is at risk

The Ballina Shire is located in the 2nd most at-risk Federal electorate to climate extremes and in the top 5 most at-risk electorates to riverine flooding – according to the Climate Council. [7]

This risk is compounded by evidence such as that featured in the Royal Commission into Natural Disasters [8]

- we can expect more concurrent and consecutive hazard events
- concurrent and consecutive hazard events increase the pressure on exposed and vulnerable communities
- communities will have to cope with the effects of multiple nature hazard events at once, with the prospect of being affected by further hazard events before the recovery efforts have been completed
- all of this compounded by the equally alarming trends of increased intensity and frequency of natural disasters

7. Uninsurable Nation : Australia's most climate-vulnerable places, Climate Council, 2022, https://www.climatecouncil.org.au/wp-content/uploads/2022/05/CC_Report-Uninsurable-Nation_V5-FA_Low_Res_Single.pdf

8. The Royal Commission into National Natural Disaster Arrangements, 2020 <https://naturaldisaster.royalcommission.gov.au/>

A blueprint for community *action*

- We need no lead time to provide absolute, comprehensive place-based solutions to increasingly complex cases of health, mental health, trauma and PTSD, financial hardship and housing insecurity.
- We are well recognised and highly trusted within our community, the wider district and regionally for our support capabilities.
- We have an exceptional and complex communications network with our memberships, clients, mailing list and social media network.
- Our teams are motivated, engaged and now have significant experience that is most relevant to supporting our region. It is critical that we find ways to maintain this expertise and the productivity of our programs.



Grow Well Wardell - therapeutic horticulture



Wardell "One Year On" commemoration event

We aim to develop an enduring culture of resilience as an outcome of the recovery process. Our community recognise the great and powerful network that we have developed and the need to support our districts' preparedness for new and potential disasters.

Our facility now houses valuable resilience assets and infrastructure that offer significant value to our community in emergency circumstances and crisis events; such as extreme weather, natural disasters or pandemics.

Food pantry and food stores, first aid supplies, tools and tool library with equipment for power generation, storm recovery, cleanup and more. We also now have significant social assets and connection resources such as radios, mailing lists and social media groups that didn't exist before.

Only now do we have a community that now knows its neighbours.

We have a management, coordination and logistics framework, a cohort of volunteers that are skilled and experienced in psychological first aid and an appetite to deliver training and support preparedness.

We have delivered a wide range of community engagement activities including surveys on risk and response, community wellbeing, volunteering and participation. These have helped us better understand the barriers people face with accessing emergency information, guide our programs and ensures our practice meet the communities needs now, their anticipated recovery journey and aspirations.

lets not let this disappear

**ON A MISSION TO
IMPROVE PEOPLE'S
LIVES BEYOND THE
POINT OF DISASTER
RECOVERY & TO
SUPPORT THE
COMMUNITY TO
CREATE A SHARED
VISION FOR THE
FUTURE**

**KINDNESS
WELLBEING
DIGNITY
COMMUNITY
RESPECT**

OUR CORE OBJECTIVES

- **To support community-led disaster preparedness, recovery and resilience**
- **To help Wardell and surrounding communities develop their capacity to prevent, prepare for, respond to and recover from crises and disasters**
- **To build community resilience to prevent the impact of poverty, disadvantage and suffering that results from natural disasters**

Richmond River - Wardell flood markers



Having collaborated directly with over 30 regional towns across three years of fires, pandemic and flood recovery, I have not seen any other towns with the same level of consistent uplifting volunteer presence as the Wardell Core. I recommend collaborating with the Core team without hesitation. I also urge any organisation or individual that has the means to support the Core charity as generously as possible through finance, service or equipment donations. The community wide benefits that result from their work will grow exponentially and reach well beyond the doors of the beautiful space they have created.

Gabriella Dal Pozzo, Regional Project Lead,
OzHarvest NSW

A well-targeted investment in resilience could reduce spending on recovery by as much as \$10 for every \$1 invested.[9]

Wardell has done everything that could possibly be done to prove that we are courageous, capable and innovative problem solvers with a deep connection to community and a solutions mindset to both disaster recovery and community rebuilding.

Without formal training and effectively no support or guidance we have performed under extreme and enduring pressure while providing comfort, support and a commitment to our values of kindness, dignity, community, respect and wellbeing.

Disasters of this nature are no longer isolated events and we need to develop our own strategies to ensure that our community is safe.

Not only do facilities such as ours save lives, we reduce the severity of harm, protracted mental health and psychosocial challenges, and reduce the severity of long term financial insecurity, housing insecurity and disruption. Together we can support our community to regain its sense of identity and ensure that community members are better prepared for future events.



9. Systematically addressing disaster resilience in Australia could save billions, CSIRO, 2016, <https://www.csiro.au/en/news/all/articles/2016/april/building-disaster-resilience-systematically-australia-save-billions>

our major supporters
strategic partnerships and resource providers



memberships



Quarterly Impact Snapshot

1st quarter 2023 : Jan - Mar



To all of our valued and important partners who provide support in our community's recovery please review the following details on our facility's activity, engagement and impact.

Please feel free to distribute this information to any associate that may require general information on the ongoing support requirements offered and needed in the Wardell community.

We capture and provide the information below to demonstrate the ongoing support needs of our community and to advocate for resources and investment in our region's recovery. WardellCORE have demonstrated resourcefulness, competence and capability in delivering place-based solutions and recovery support in partnership with the community that we support.

Our services continue to experience high demand for support from a large number of community members from our region. We provide dedicated aid with navigating the complexities of flood recovery and assistance to the wider community by providing a comforting environment, continuity of care and critical support to a wide range of citizens experiencing:

- **ongoing trauma**
- **critical mental health challenges**
- **financial hardship**
- **severe health issues**
- **women escaping domestic violence**
- **suicidal thoughts**
- **housing insecurity**
- **social isolation**
- **seniors support**

WardellCORE is a community-led registered Charity and Incorporated Association of 199 financial members from our district. Our funding and program resources have been provided through partnerships with NSW Government, Healthy North Coast, Northern Rivers Community Foundation and an even wider range of community organisations, charities and local businesses. We depend on the generosity and kindness of a huge team of passionate community members, volunteers and pro-bono service providers.

We have received overwhelmingly positive feedback and endorsement from our community and from all of the impact partnerships that we have developed with respected associates. The testimonials from clients and our community speak for themselves and we are confident that we are continuing to save lives through suicide awareness, domestic violence support and ensuring that we minimise the wider impacts of financial insecurity.

The following snapshot provides an overview of our impact over the past 3 months which is quantified by a hub visitor registration system and surveys.

We remain open 5 days per week from Tuesday to Saturday at 3 Sinclair Street Wardell. More information, our contact details, business registration, charity details, services and activities are available on the Wardell CORE website <http://www.wardellcore.community> and our social media @wardellcore.

We are available by phone or in person by arrangement to discuss any inquiries with regard to the operation of the Wardell CORE community facility. If there is any confusion or concern around our activities and intentions we openly encourage you to contact our management team directly.

Joel Orchard

Director : Wardell Community Organised Resilience Effort Inc.

hello@wardellcore.community - 0431716457 - @wardellcore

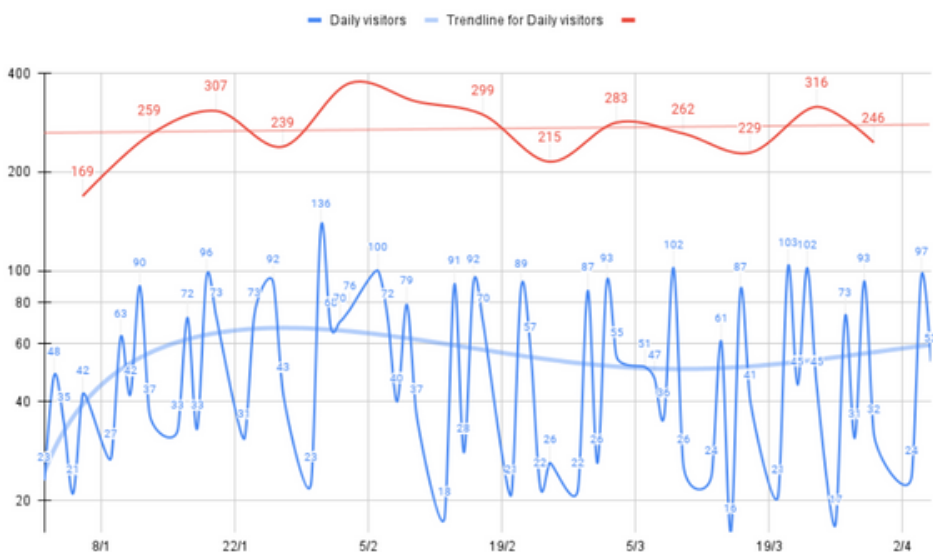
Impact Snapshot - 1st quarter 2023



Wardell CORE visitor numbers

Jan 1 2023 - 31 March 2023

[4th quarter 2022 total visitors : 5112]. [1st quarter 2023 total visitors : 4404]



4400+
visitors supported
Jan/Feb/Mar

Daily visit average

68

Weekly visit average

366

64

days of operation

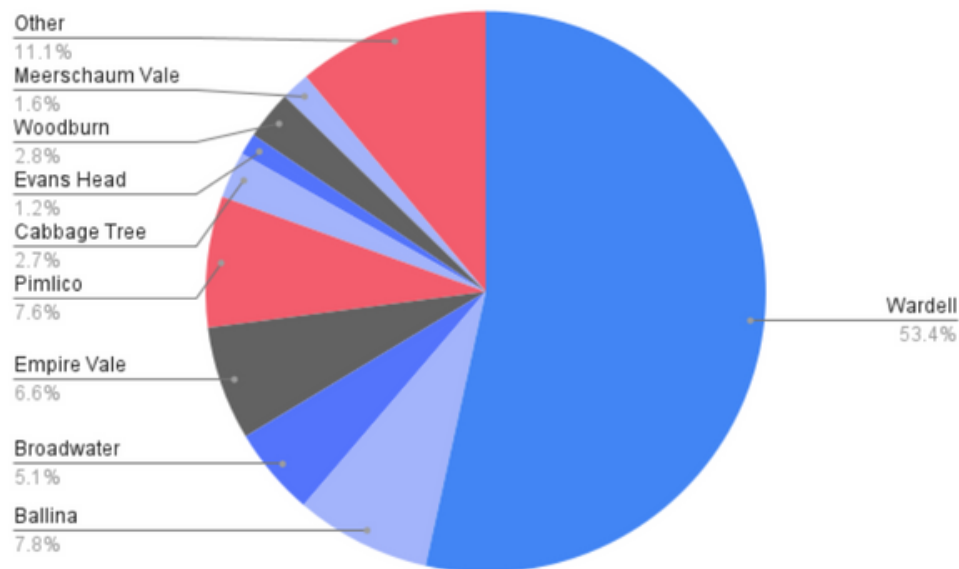
1500+ hrs
community service

Impact Snapshot - 1st quarter 2023



We acknowledge and support highly transient and displaced people from throughout the Northern Rivers with community members making significant efforts to find appropriate help and care. Visitors to our community facility travel from well beyond the Wardell - Pimlico districts with high levels of visitation from the Ballina community, Lismore, Coraki and Casino.

We also provide support for a number of people in temporary accommodation from the Cabbage Tree Island community and residents of emergency accommodation in Wollongbar, Lennox Head, Evans Head and further afield.



Impact Snapshot - 1st quarter 2023



Public services

17.5%

Volunteering

7.5%

Support / Company

21.9%

Food

36.8%

To access goods

16.4%

Public Services

- GIVIT registration
- Food relief: OzHarvest market, FoodBank pantry
- Informal case management, referrals and recovery advice
- Essential services: community laundry, OrangeSky, showers, internet access
- News bulletin, online communications and social media networks.

Goods Access

Bedding, mattresses, small electrical, furniture, homewares, kitchen wares, cooking equipment, tools, pet supplies, medical, toiletries, cleaning equipment.

Recovery Links

Legal Aid
Case Management
Financial Counselling

Support & Company

Mental health services, outreach, counselling and coaching, peer support, wellbeing workshops and activities, community kitchen, community carers and supporters network, drop-in facility, tea room, accidental counselling

Health & Wellbeing Activities

- Mothers support group
- Meditation sessions
- Balance & Strength exercise program
- Pilates
- Friday community social night and dinner
- Vegetable swap
- Backyard gardening and food growing workshops

Impact Snapshot - 1st quarter 2023



Milestones : Jan - Mar

Wardell "One Year On"

500+

Our commemorative event attracted over 500 people to Wardell to reflect on the previous year; activities included a riverside lantern parade, smoking ceremony, poetry, a photography collage, food vendors, river boat cruises, live music, entertainment and youth space.

Our weekly community gathering offers a quality meal, a social venue and peer support to between 60 and 80 visitors weekly. This free service has served over 600 hot meals to our community this year

600+

Community Meals

We offer a schedule of unique and regular activities for the community to connect and come together. Our programs focus on improving community health and well-being.

Events and Activities

46

We delivered 5x unique workshops in our backyard gardening series offering skills in food growing and sustainability to over 190 community members

190

Grow Well Wardell

Community Engagement

200

We now have 200 financial members of WardellCORE Inc. who share our vision, values and a desire to maintain an ongoing community owned and led support centre in our district.



you can help

Donate Now

Wardell Community Organised Resilience Effort Inc.

www.wardellcore.community

@wardellCORE

Impact Snapshot - 1st quarter 2023

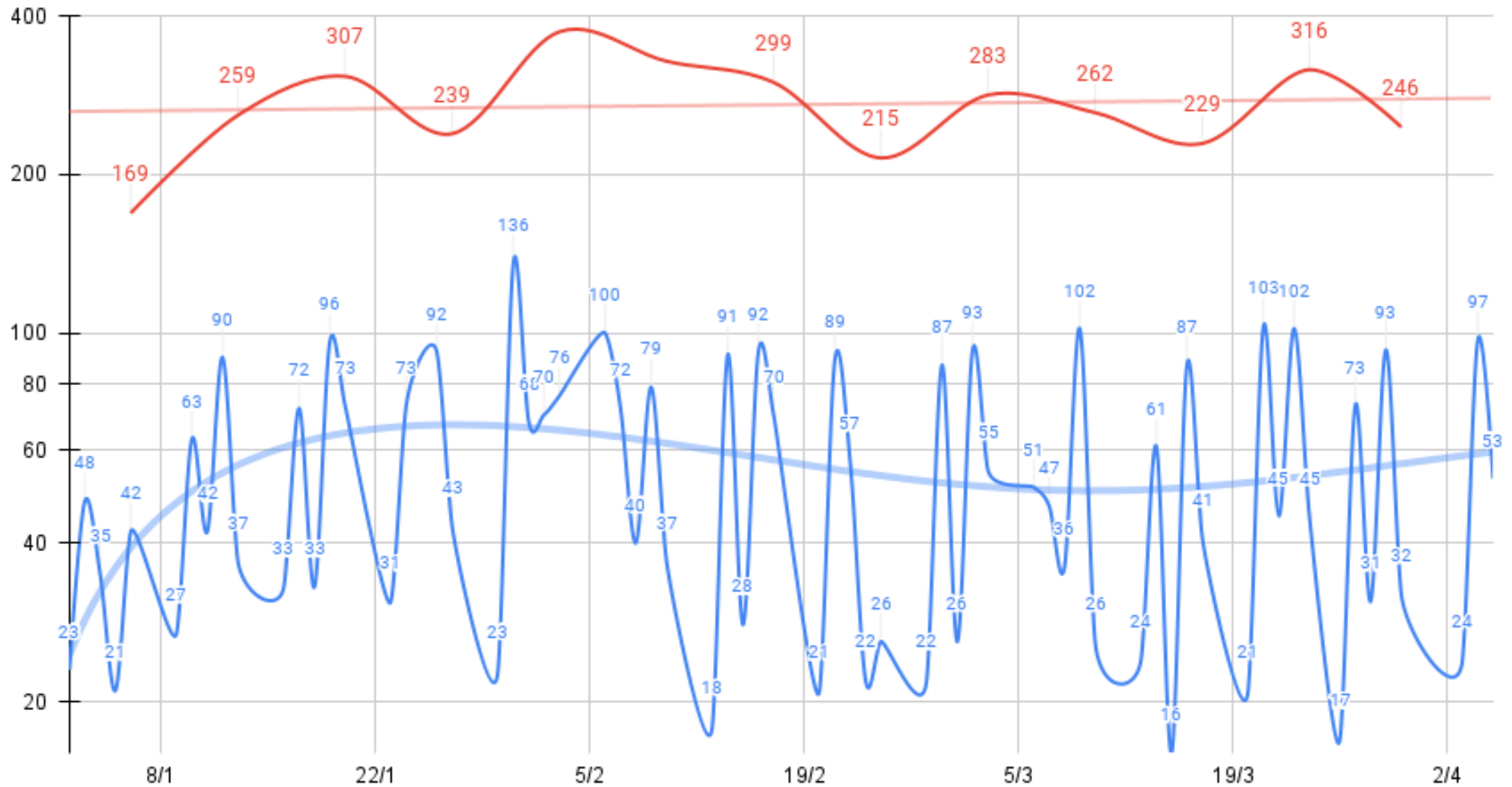


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— Daily visitors — Trendline for Daily visitors —



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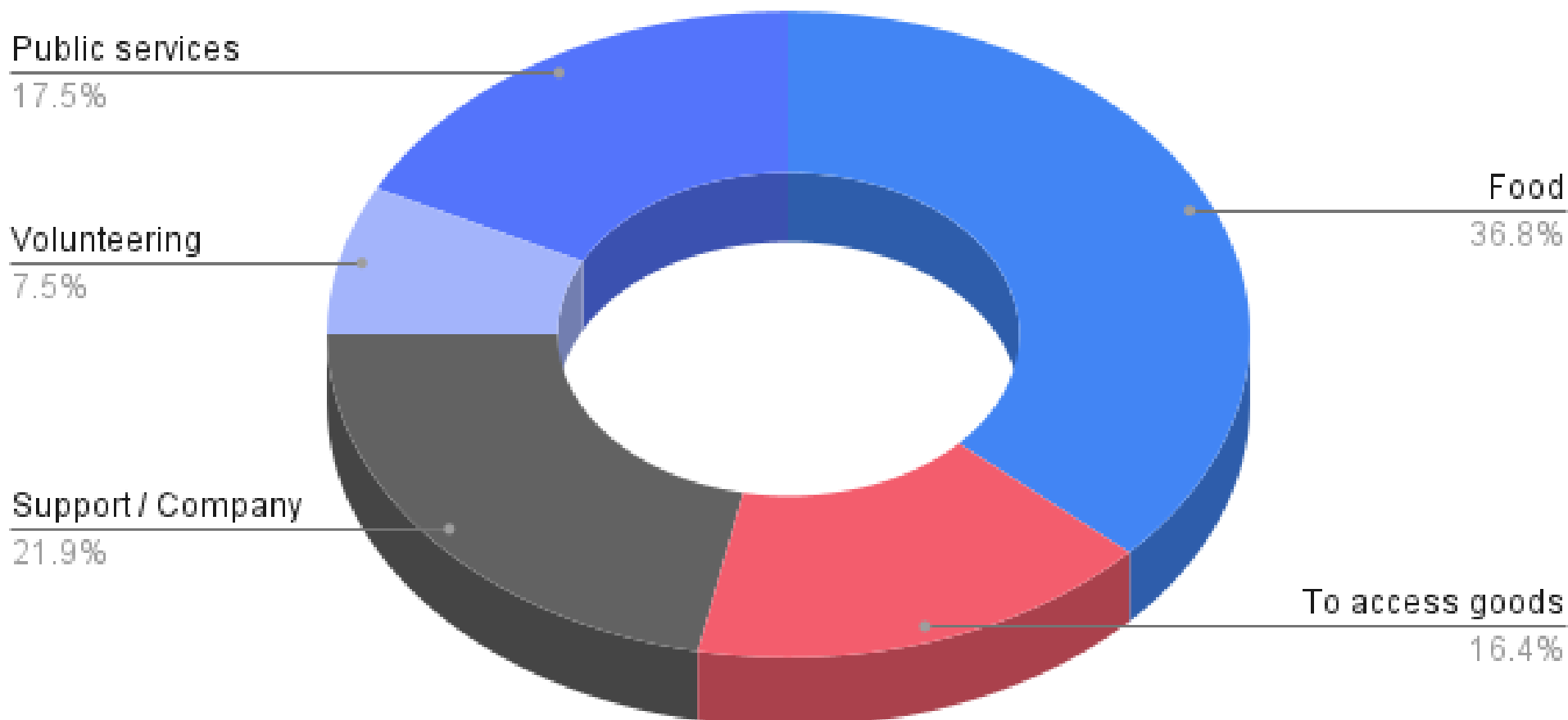
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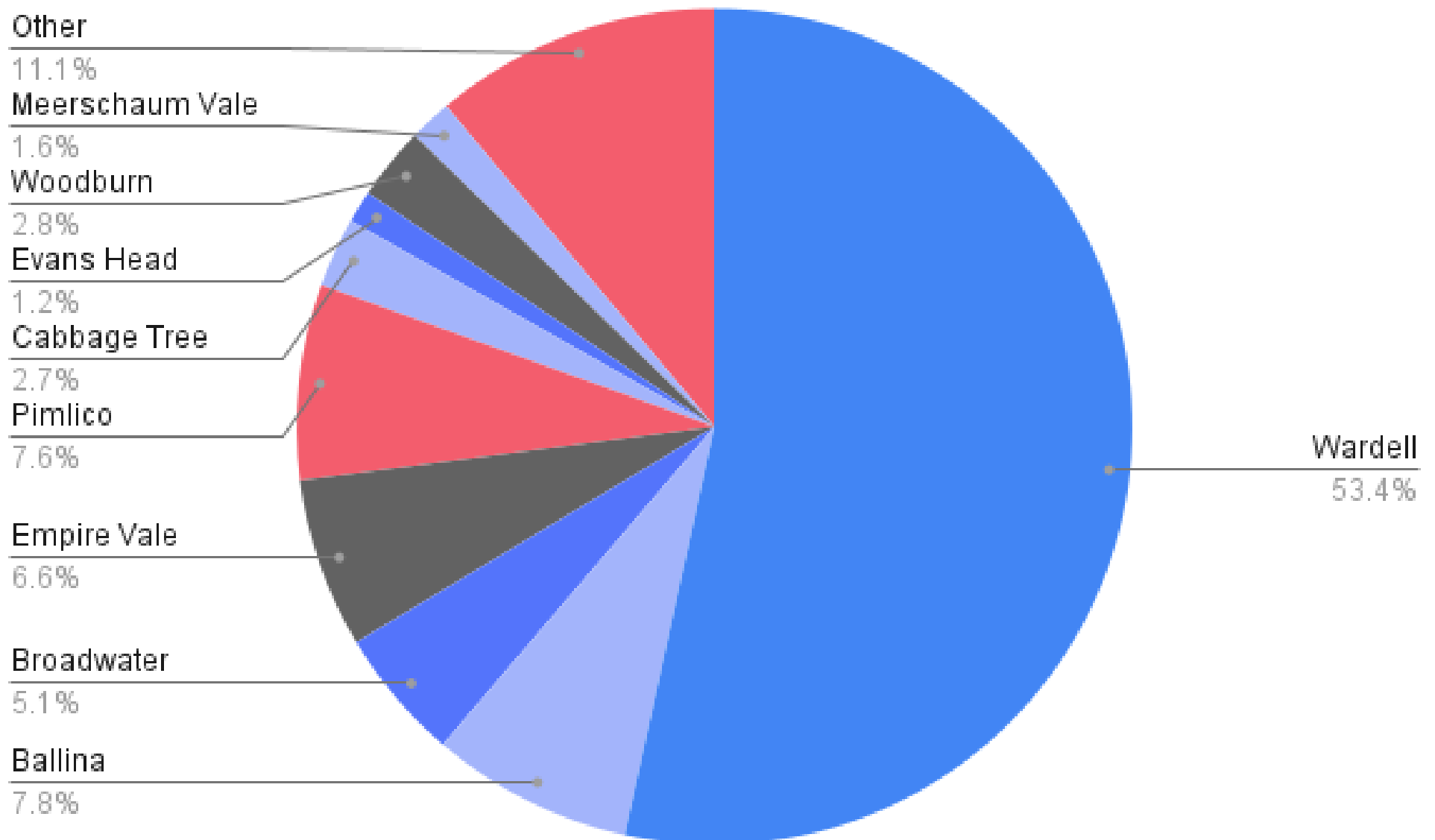
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Impact Snapshot



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you can help

Donate Now

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@wardellCORE



Wardell CORE and it's members have helped my family on almost a daily basis since they started operating; they have helped not only clean my home and that of my elderly father's next door, but they have also helped us to survive the current conditions we are living in!

A kind word, a helping hand, a food voucher, a bag full of groceries, a bowl of fresh fruit, pre cooked meals, dog food, a pair of gum boots, warm clothing and bedding is just a few of the 100 things the CORE has helped my family and I source!

We are externally grateful for their support, presence and hard work in the Wardell community!







JUL DEC 2023

IMPACT

SNAPSHOT

Impact Snapshot

2nd half of 2023 Jul-Dec



Wardell CORE: Mid-to-End Year Impact Report (July - December 2023)**

Please feel free to distribute this information to any associate that may require general information on the ongoing support requirements offered and needed in the Wardell community. The following snapshot is captured from our visitor registration, event registration, and participation to demonstrate the positive impact of our organisation and the ongoing support needs of our community.

Wardell CORE continues to serve as a vital lifeline for our community, offering a wide range of services and initiatives aimed at fostering resilience and recovery. Throughout the latter half of 2023, our organisation achieved several notable milestones and made significant impacts in various areas:

1. **Community Engagement:** : Our weekly community social continued to provide essential food relief and foster social connection for residents in Wardell and surrounding areas. This initiative has garnered significant community engagement, with a growing number of volunteers actively participating in its operations.
2. **Disaster Preparedness:** Recognising the need for enhanced disaster response capabilities, Wardell CORE embarked on a project to establish a rapid response mobile food kitchen. With the invaluable support of partners like the Rotary Club of Ballina on Richmond, we aim to alleviate dependency on external support agencies and provide critical food relief during emergencies.
3. **Partnerships and Recognition:** Wardell CORE's efforts have not gone unnoticed, as evidenced by our growing network of partnerships with organisations such as the Lennox Lions Club, Ballina Rotary Club, Alstonville Rotary Club, Red Cross, and others. We have also been recognised with a number of awards and featured in case studies and research.
4. **Community Support Services:** Our organisation continues to address the diverse needs of our community, providing critical support to individuals and families experiencing ongoing trauma, mental health challenges, financial hardship, domestic violence, and housing insecurity. Through our crisis centre and various support programs, we strive to offer comfort, continuity of care, and pathways to recovery for those in need.
5. **Advocacy and Leadership:** Wardell CORE remains at the forefront of advocating for social and community services in the Ballina region. We have identified and addressed gaps in service provision, particularly in response to rising costs of living, the end of emergency accommodation, and reduced recovery funding. Our organisation serves as a voice for vulnerable demographics, ensuring their needs are heard and met.

As we reflect on the achievements and impacts of Wardell CORE in the latter half of 2023, we reaffirm our commitment to serving our community with dedication, compassion, and resilience. We welcome continued collaboration and support from our existing and new partners as we work together to build a stronger, more resilient Wardell.

Joel Orchard

Director: Wardell Community Organised Resilience Effort Inc.

hello@wardellcore.community - @wardellcore

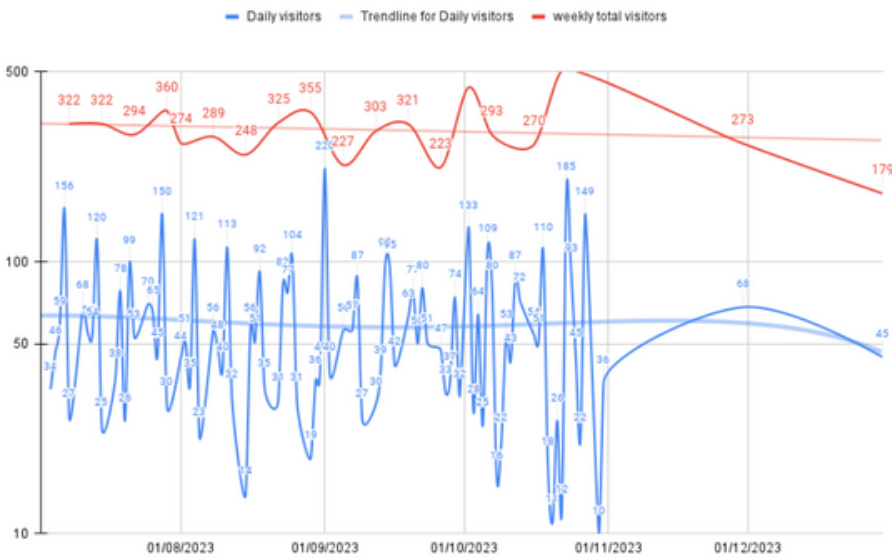
Impact Snapshot - 2nd half of 2023 Jul-Dec



Wardell CORE visitor numbers

JULY 1 2023 - NOV 2023

[2nd year half total visitors estimate : 6487]



6487+
visitors supported
July - Dec

Daily visit average

59

Weekly visit average

313

124

days of operation

4300+ hrs
community service

Impact Snapshot - 2nd half of 2023 Jul-Dec



Milestones : Apr - Jun

Awards

2023 NSW Resilient Australia Awards finalist
Community Achievement Awards for NSW & The ACT - Peoples Choice Award
Finalist -Connecting Communities award .

New Board of Directors elected
200+ in attendance for Spring Feast

AGM

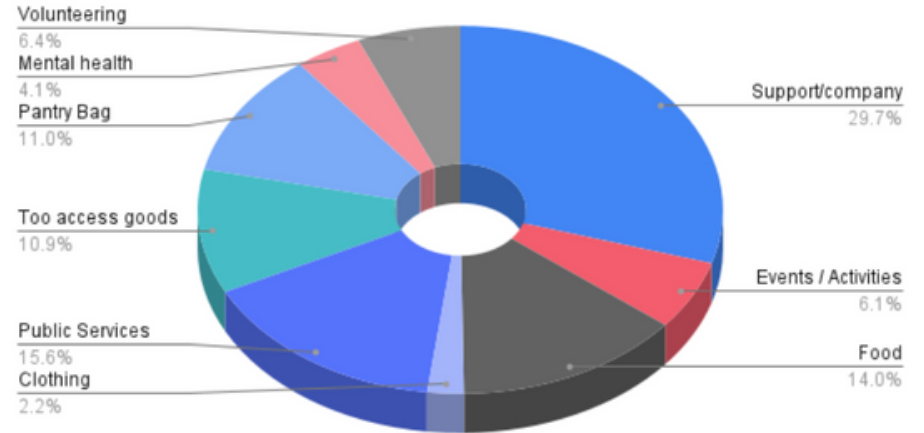
Events and Activities

Spring Feast
Halloween Disco
Community Christmas Party
Fishing Competition

School Holidays art programs
Halloween Disco
Music performances
After School - Youth Space
Kayaking and outdoor adventure
Leadership Program

Youth Program

Impact Snapshot - 2nd half of 2023 Jul-Dec



Public Services

- GIVIT registration
- Informal case management, referrals and recovery advice
- Essential services: community laundry, OrangeSky, showers, internet access
- Tool library
- Professional services and service providers; legal aid, financial counselling, DPI, local health district, MRNC, Uniting
- General community help : directions, instructions, toilets

Goods Access

Bedding, mattresses, small electrical, furniture, homewares, kitchen wares, cooking equipment, tools, pet supplies, medical, toiletries, cleaning equipment.

Finding Help

Moving house, lifting furniture, yard maintenance, handy man, trades access.

Support & Company

Mental health services, outreach, counselling and coaching, peer support, wellbeing workshops and activities, community kitchen, community carers and supporters network, drop-in facility, tea room, accidental counselling

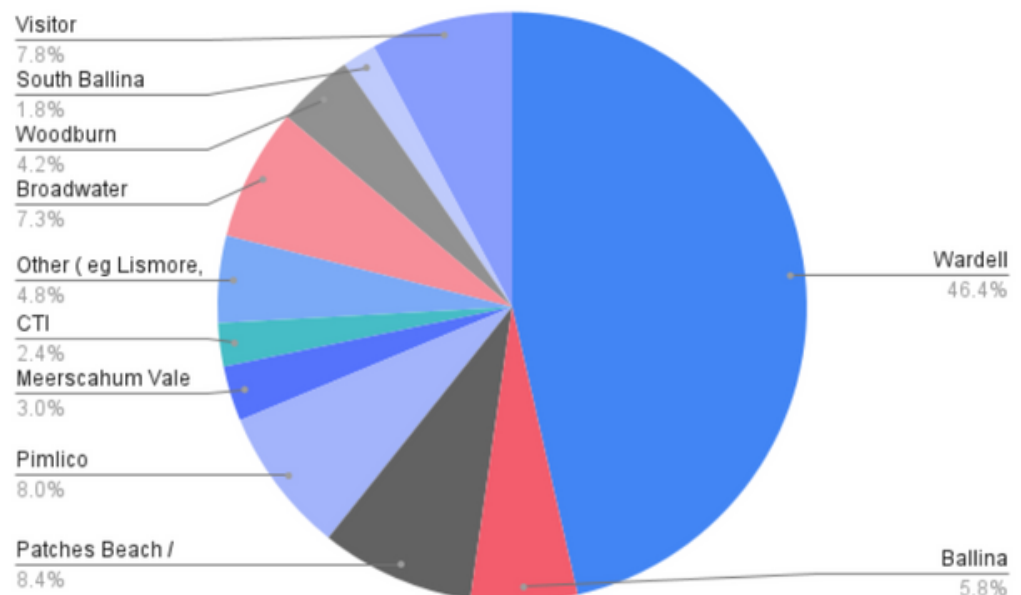
Events / Activities

- Mothers support group
- Meditation sessions
- Balance & Strength exercise program
- Pilates, Qigong
- Friday community social night and dinner, events.
- Backyard gardening and food growing workshops
- Mahjong

Impact Snapshot - 2nd half of 2023 Jul-Dec



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you can help

Donate Now

Wardell Community Organised Resilience Effort Inc.
www.wardellcore.community
@wardellCORE

Impact Snapshot - 2nd half of 2023 Jul-Dec

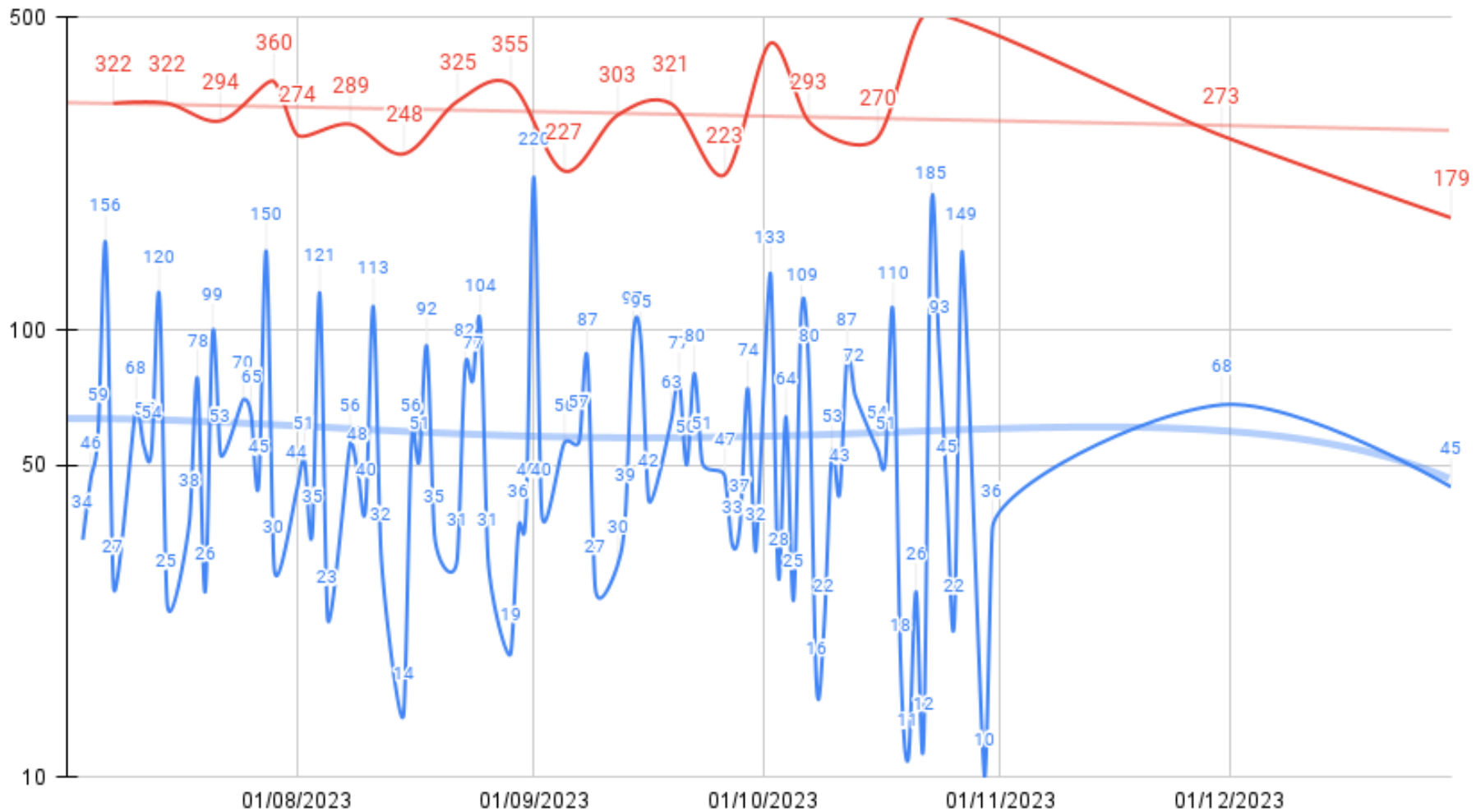


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— Daily visitors — Trendline for Daily visitors — weekly total visitors



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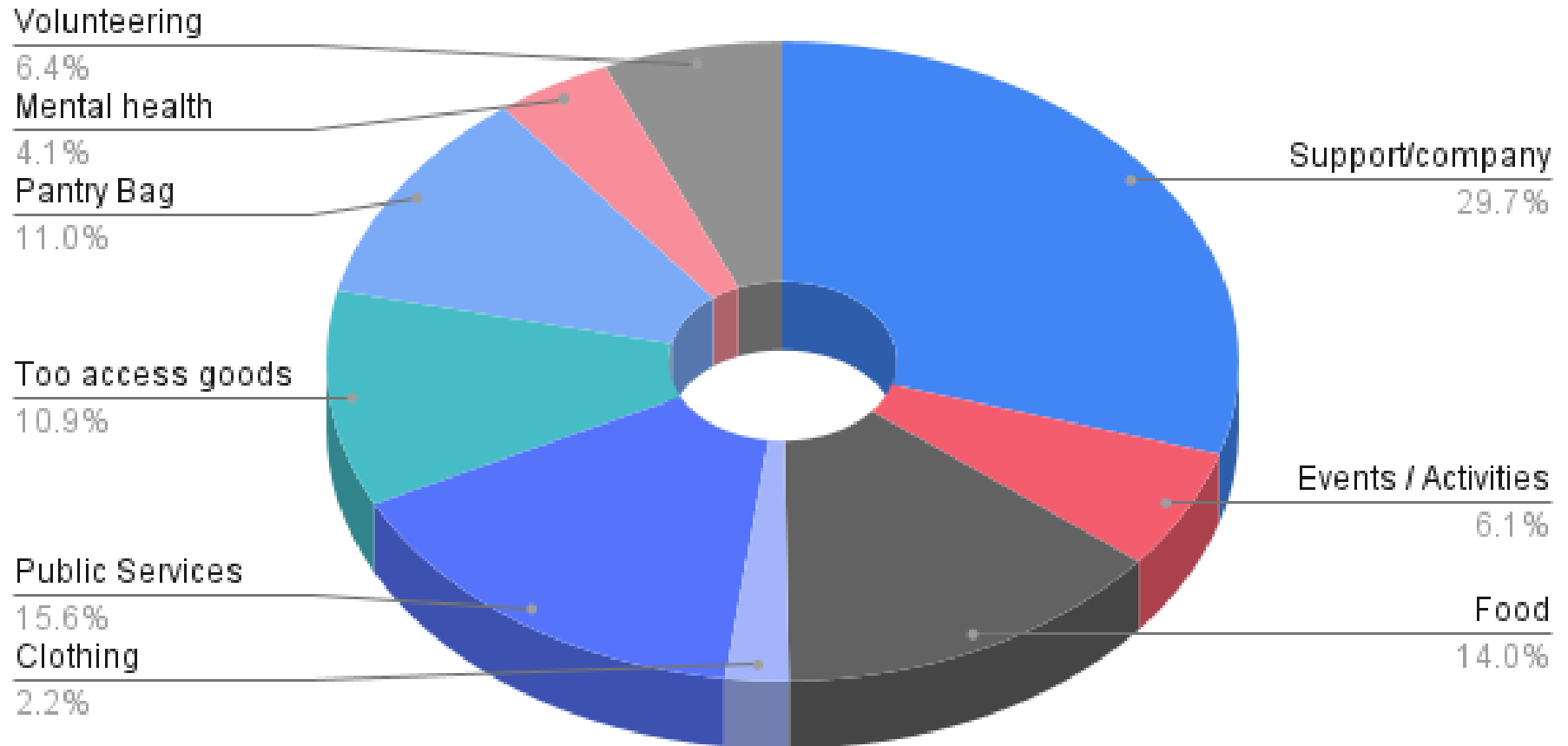
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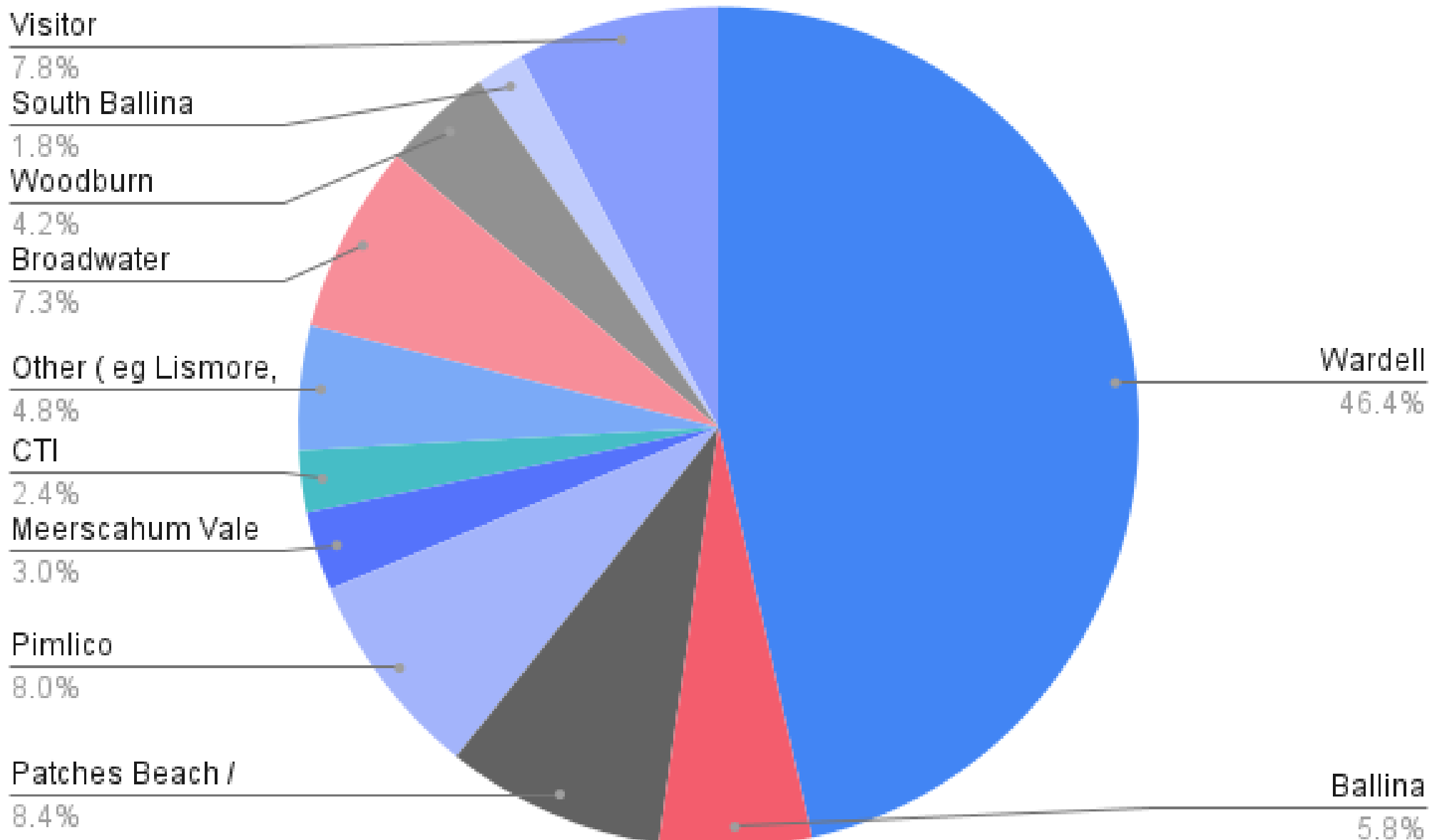
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you can help

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Wardell Community Organised Resilience Effort Inc.

www.wardellcore.community

@wardellCORE

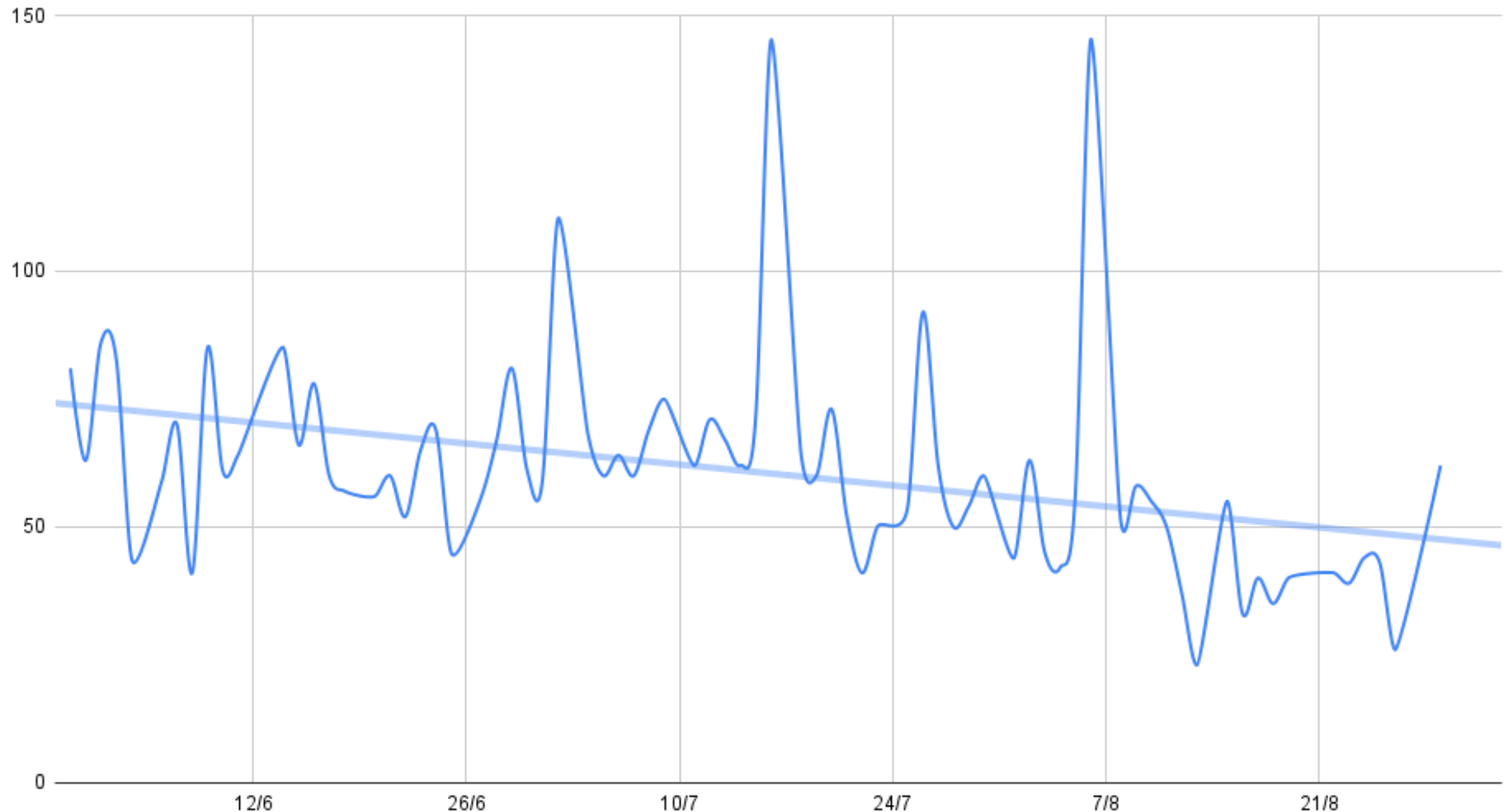
Having collaborated directly with over 30 regional towns across three years of fires, pandemic and flood recovery, I have not seen other towns with the same level of consistent uplifting volunteer presence as the Wardell Core. I recommend collaborating with the Core team without hesitation. I also urge any organisation or individual that has the means to support the Core charity as generously as possible through finance, service or equipment donations. The community wide benefits that result from their work will grow exponentially and reach well beyond the doors of the beautiful space they have created.

Gabriella Dal Pozzo, Regional Project Lead,
OzHarvest NSW, June 2023

Quarterly impact snapshot



WardellCORE daily visitors



4500+
visitors supported
Jun - Jul - Aug

Daily visit average

June : 68 per day
July : 67 per day
Aug : 49 per day

Average of 5
volunteers per day

78
days of service
equivalent to over
3000 hrs

Community needs

Volunteering

9.4%

Public Services

15.4%

To access goods

18.8%

Food

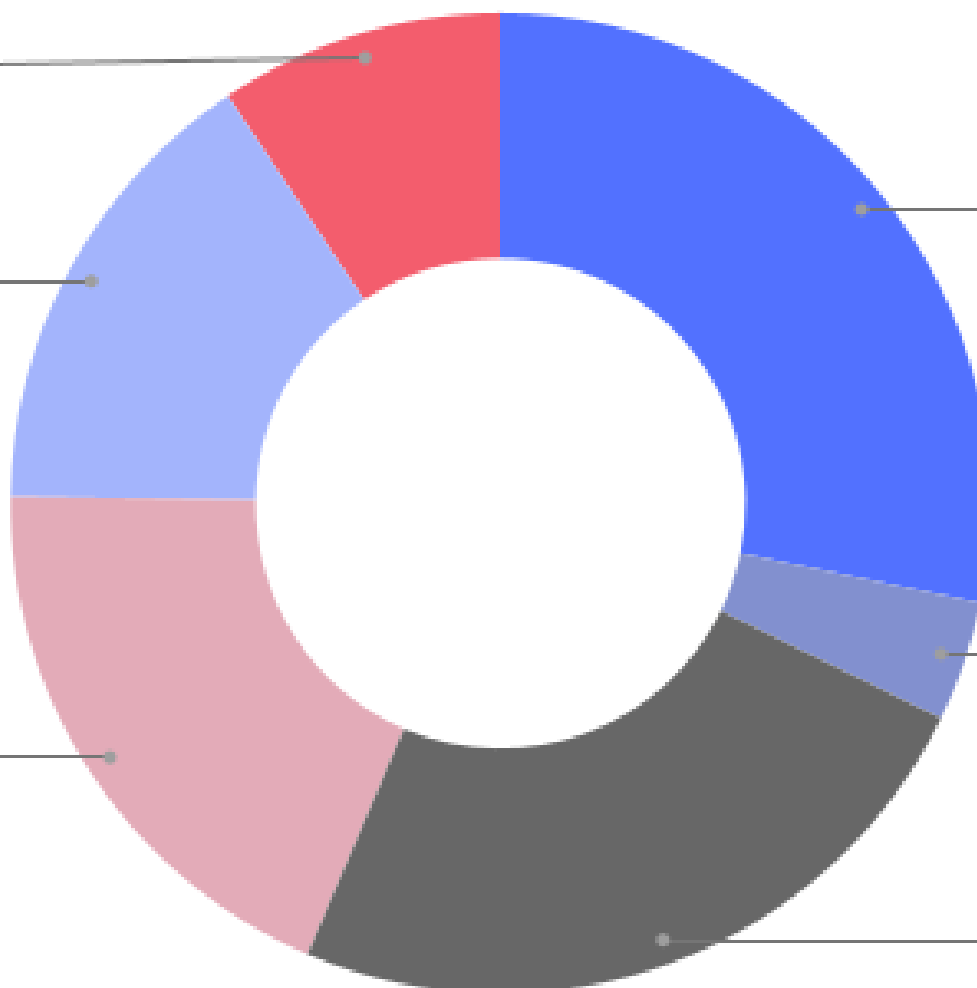
28.3%

Clothing

4.0%

Support/Company

24.2%



Public Services Offering

GIVIT registration, mental health services / counselling, OzHarvest and FoodBank, referrals and advice, OrangeSky, community laundry and showers, internet access

Goods Access

Bedding, small electrical, furniture, homewares, kitchen wares and cooking equipment, tools, pet supplies, light medical, toiletries, cleaning equipment etc

Support / Company

Peer support, workshops and activities, community kitchen, community carers and supporters, drop in facility, tea room

Quarterly impact snapshot

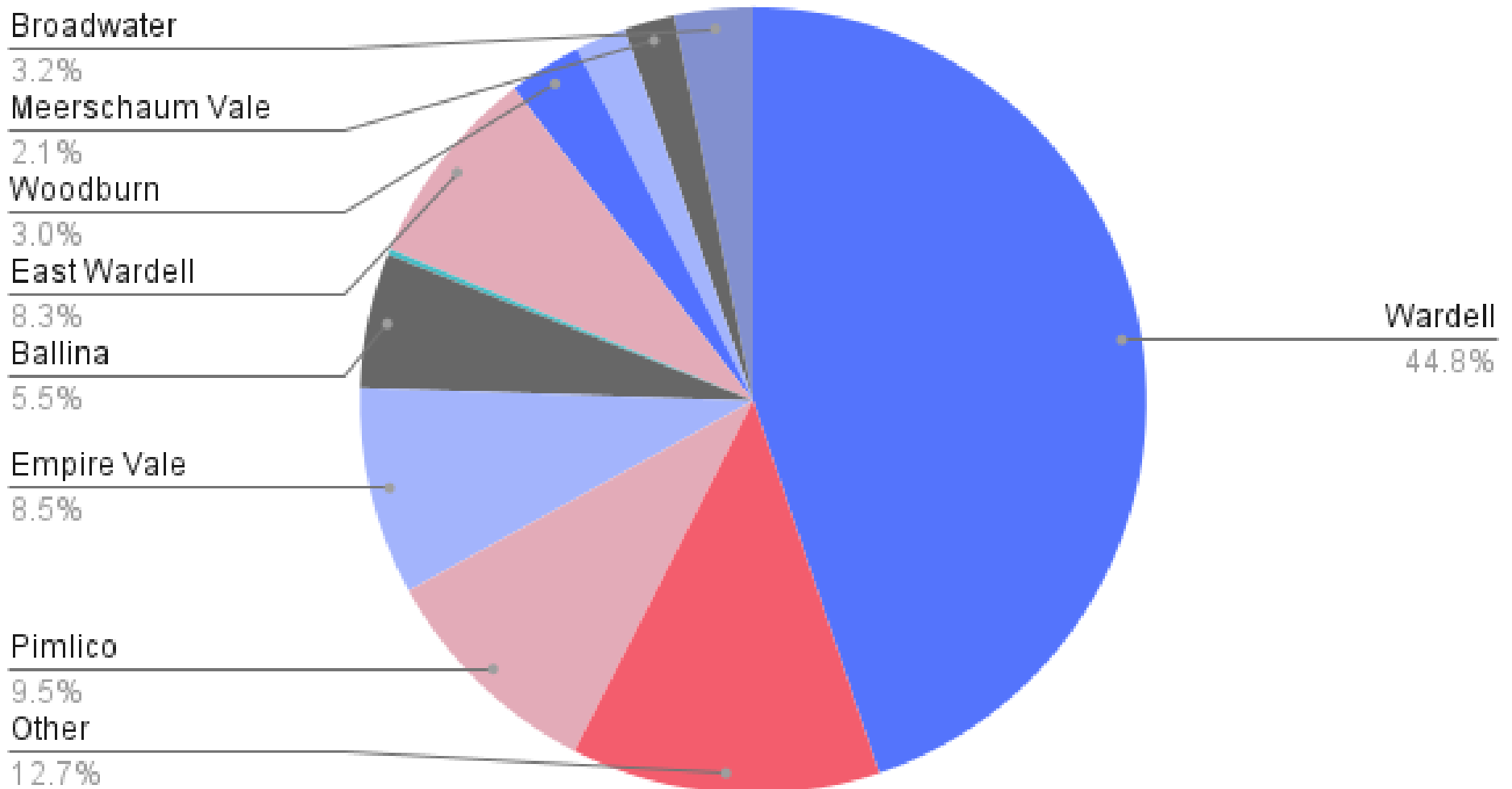


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Visitors to our community facility travel from well beyond the Wardell - Pimlico districts with high levels of visitation from the Ballina community, Lismore, Coraki and Casino.

We also provide support for a number of people in temporary accommodation from the Cabbage Tree Island community and residents of emergency accommodation in Goonellabah, Lennox Head, Evans Head and Yamba.

Visitor locations



Milestones

Community-Led Recovery Facility

- Relocated premises and operation of community facility and successfully raised funds for lease fees \$6600
- Successfully offered and managed comprehensive support services and holistic community-led recovery
- Fulfilled regional need for local support organisation
- Delivered our recovery roadmap and ensured access to services offering the greatest impact and benchmarked to disaster recovery timelines
- Received overwhelming positive feedback from all levels of community engagement

Mental Health and Trauma Recovery

- Launched and equipped "Wellbeing Facility" and mental health drop in clinic
- Provided access to and funded integrated mental health programs and support services
- Engaged mental health support expertise, funded in house registered counselling and wellbeing services
- Provided weekly mothers support group
- Implemented wellbeing assessment toolkit
- Provided community outreach program : delivery of essential goods and services

Social Connection and Community Support

- Developed and delivered community tool library
- Provided 3 community social events [approx. 400 attendees]
- Provided 1 family and kids day [approx. 100 attendees]
- Provided daily peer-support network
- Launched 2 community photography competitions
- Developed extensive community network and communications channels

Donate Now

Wardell Community Organised Resilience Effort Inc.
www.wardellcore.community
@wardellCORE

Quarterly Impact Snapshot



As an important and valued stakeholder in our communities recovery please review the following details on our facility's activity, engagement and impact.

Please feel free to distribute this information to any partner or associate that may require general information on the ongoing support requirements offered and needed in the Wardell community and to address any confusion that exists around our activities and intentions.

We have received overwhelmingly positive feedback and endorsement from our community and from all of the impact partnerships that we have developed with respected associates.

We do not seek external validation and firmly believe in the value of our work. The testimonials from clients and our community speak for themselves and we are confident that we are continuing to save lives through suicide awareness, domestic violence support and ensuring that we minimise the wider impacts of financial insecurity.

WardellCORE is an Incorporated Association of 174 financial members from the 2477, 2478 and surrounding postcodes. Our organisation is a community-led registered charity that offers support, resources and critical services to the Wardell district. Our funding and program resources have been provided through partnerships with NSW Government, Healthy North Coast, Northern Rivers Community Foundation and an even wider range of community organisations, charities and local businesses. We depend on the generosity and kindness of a huge team of passionate community members, volunteers and pro-bono service providers. We continue to experience high demand for support from a large number of community members from our region. We provide dedicated aid with navigating the complexities of flood recovery and assistance to the wider community by providing continuity of care and critical support to a wide range of citizens experiencing:

- ongoing trauma,
- critical mental health challenges,
- financial hardship,
- severe health issues,
- women escaping domestic violence,
- suicidal thoughts

The following snapshot provides an overview of our impact over the past 3 months which is quantified by a hub visitor registration system and survey.

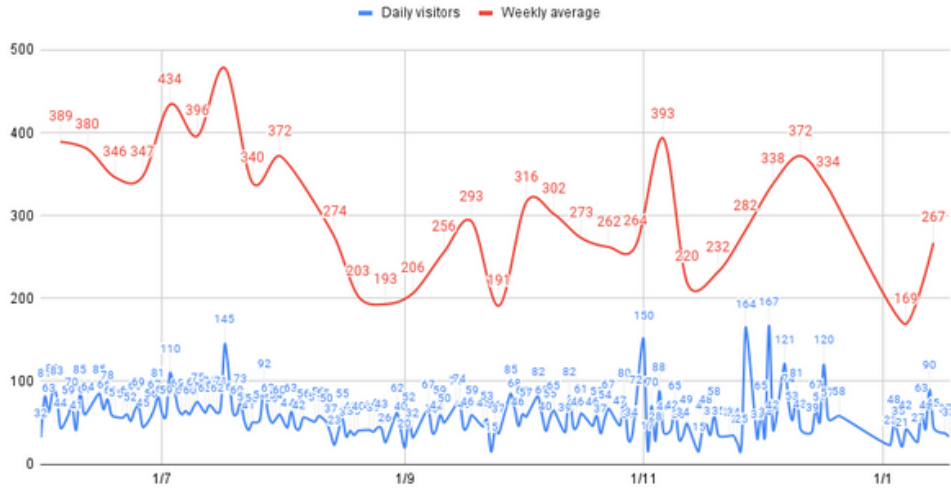
We remain open 5 days per week from Tuesday to Saturday at 3 Sinclair Street Wardell. We are available for enquiries by phone or in person by arrangement to discuss any enquiries with regard to the operation of the Wardell CORE community facility.

More information, our contact details, business registration, charity details, services and activities are available on the Wardell CORE website <http://www.wardellcore.community> and our social media @wardellcore.



Wardell CORE visitor numbers

July 2022 - Jan 2023 [3rd quarter total visitors : 4545] [4th quarter total visitors : 5112]



3500+ visitors supported Oct/Nov/Dec

Daily visit average **59**

Weekly visit average **307**

80 days of operation

2000+ hrs community service

Milestones

Community-Led Recovery

- Commended at Resilience NSW Get Ready Community Awards
- Awarded registered charity status
- Successfully offered and managed comprehensive support services and holistic community-led recovery
- Fulfilled regional need for local support organisation
- Delivered our recovery roadmap and ensured access to services offering the greatest impact and benchmarked to disaster recovery timelines
- Received overwhelming positive feedback from all levels of community engagement
- Delivered SES / Red Cross Get Ready workshop
- Weekly Bulletin
- Employed Executive Director (PT), Employed Operations Manager (PT)

Mental Health and Trauma Recovery

- Employed 2 x registered counsellors with scope for 1 additional - currently recruiting
- Provided access to and funded integrated mental health programs and support services
- Engaged mental health support expertise, funded in house registered counselling and wellbeing services
- Provided weekly mothers support group
- Implemented wellbeing assessment toolkit
- Actioned community outreach program : delivery of essential goods and services
- Provided training in Suicide Awareness and Trauma Response

Social Connection and Community Support

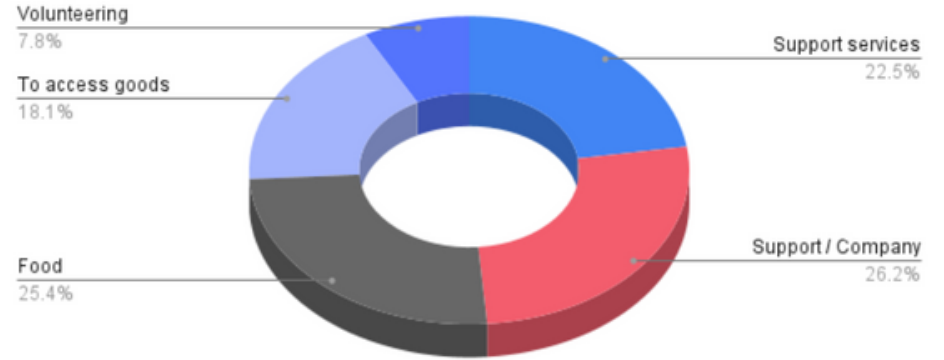
- Provided regular social events
- Provided daily peer-support network
- Developed extensive community network and communications channels
- Coordinated community Halloween Festival
- Christmas community feast, Christmas gift selection, 50 Xmas hampers and 50 Xmas hams
- Wardell CORE Incorporated is owned and operated by 172 financial members

Donate Now

Wardell Community Organised Resilience Effort Inc.
www.wardellcore.community
 @wardellCORE

Community Needs

July 2022 - Jan 2023

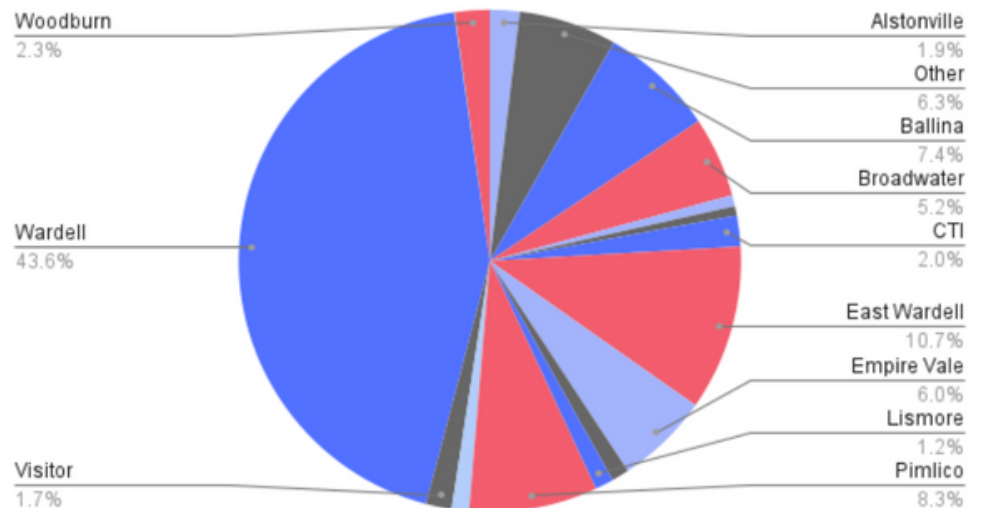


- | | | | |
|--|--|---|---|
| <p>Public Services Offering</p> <p>GIVIT registration, mental health services / counselling, OzHarvest and FoodBank, informal case management, referrals, advice, OrangeSky, tool library community laundry and showers, internet access, weekly Bulletin</p> | <p>Goods Access</p> <p>Bedding, small electrical, furniture, homewares, kitchen wares and cooking equipment, tools, pet supplies, light medical, toiletries, cleaning equipment etc</p> | <p>Support / Company</p> <p>Peer support, workshops and activities, community kitchen, community carers and supporters, drop-in facility, tea room, accidental counselling</p> | <p>Regular Activities</p> <p>Mothers support group
Meditation sessions
Balance and Strength
Games Gathering
Friday Social Night
Crop Swap
Backyard Basics Workshops
Massage Therapy
Naturopathy Clinic</p> |
|--|--|---|---|

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Visitor locations



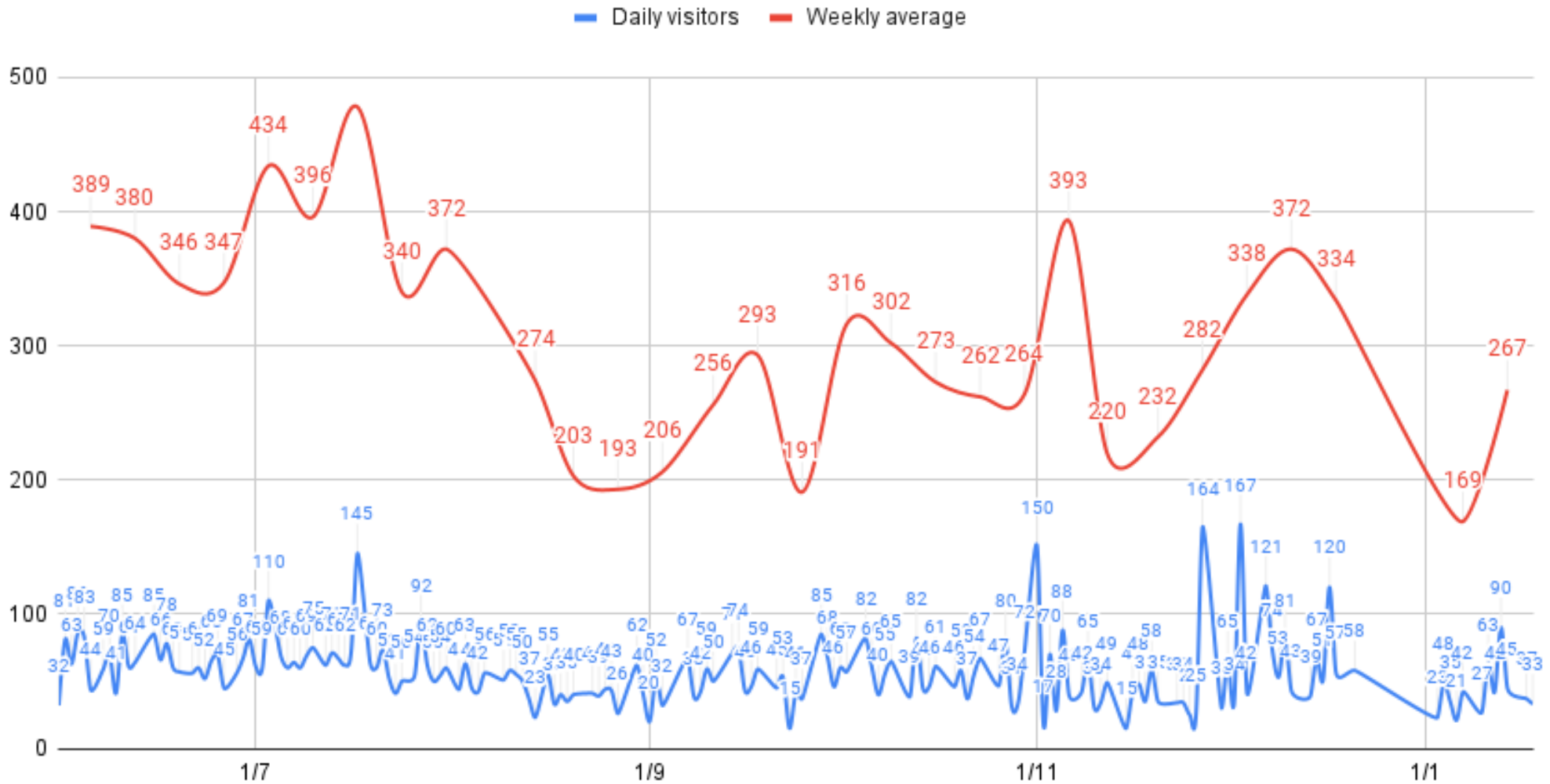
Impact Snapshot



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days of operation

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Community Needs

July 2022 - Jan 2023

Volunteering

7.8%

To access goods

18.1%

Food

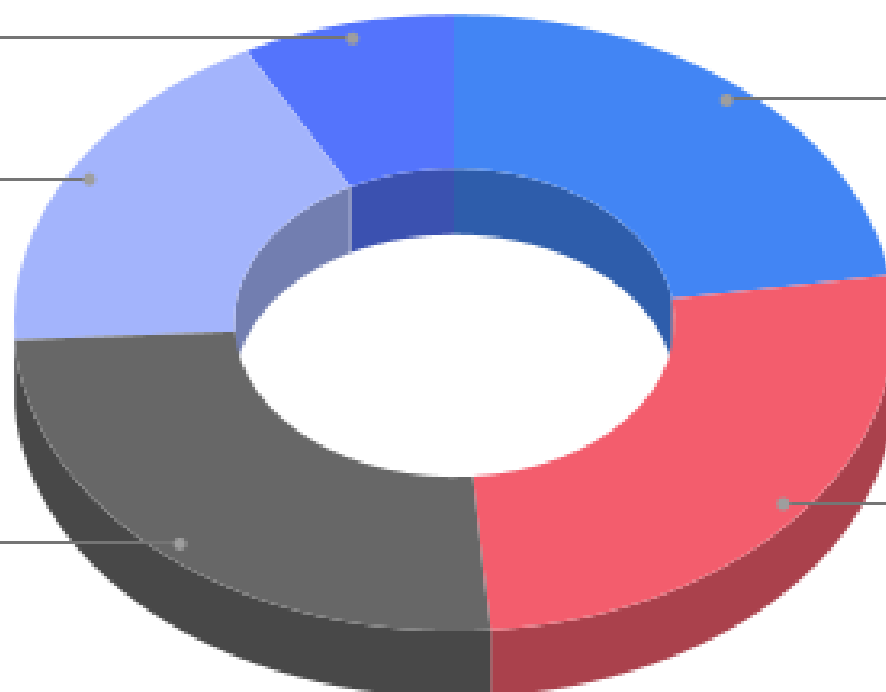
25.4%

Support services

22.5%

Support / Company

26.2%



Public Services Offering

GIVIT registration, mental health services / counselling, OzHarvest and FoodBank, informal case management, referrals, advice, OrangeSky, tool library community laundry and showers, internet access, weekly Bulletin

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Crop Swap
Backyard Basics Workshops
Massage Therapy
Naturopathy Clinic

Impact Snapshot

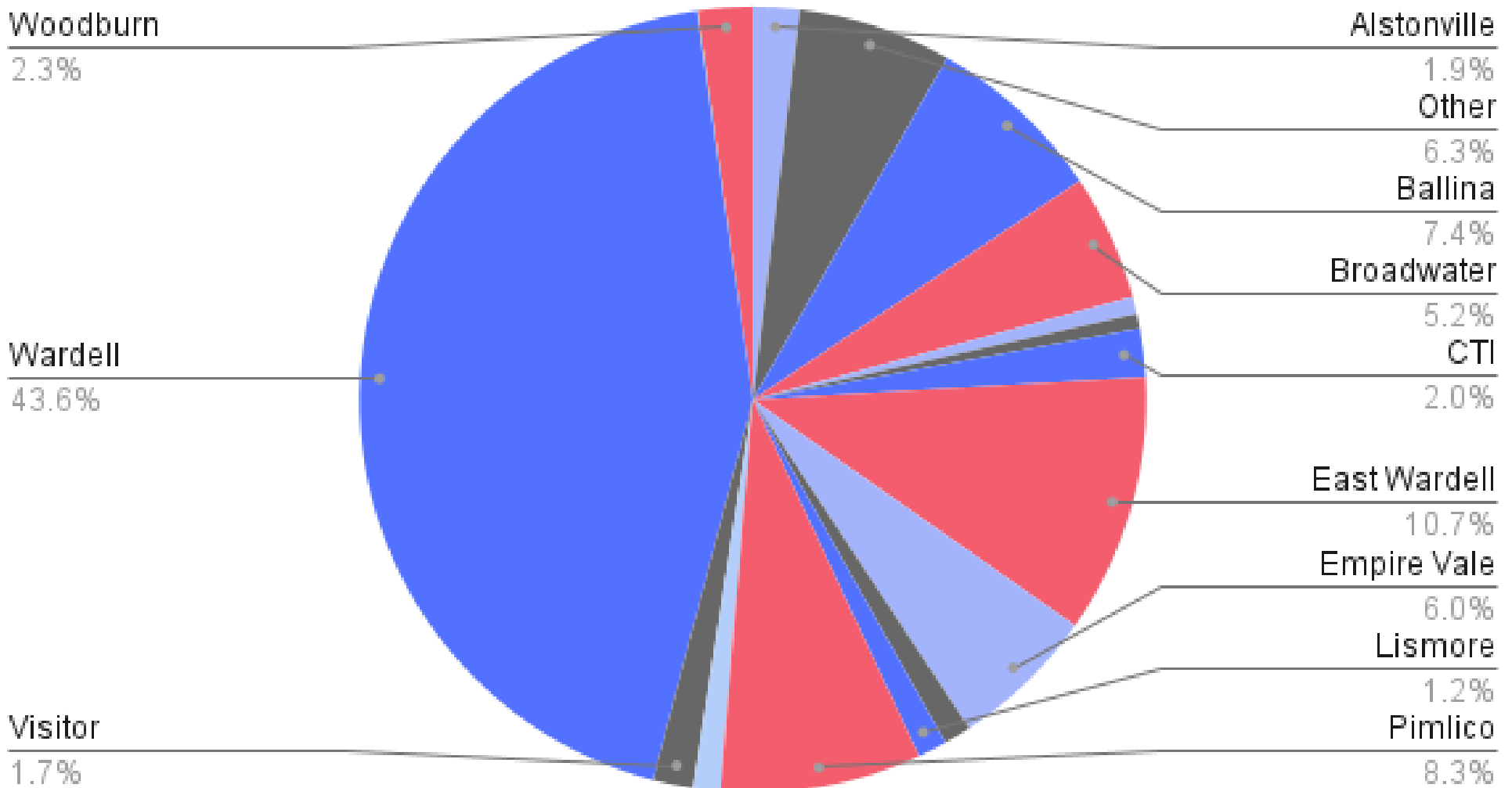


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Donate Now

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[@wardellCORE](https://www.instagram.com/wardellCORE)



QUARTERLY



APR

MUNICIPALITY



IMPACT



SNAPSHOT

Quarterly Impact Snapshot

2nd quarter 2023 : Apr - Jun



Please feel free to distribute this information to any associate that may require general information on the ongoing support requirements offered and needed in the Wardell community.

The following snapshot is captured from our visitor registration, event registration and participation to demonstrate the positive impact of our organisation and the ongoing support needs of our community.

Wardell CORE remains as a crisis centre, a place for comfort and as a platform inspiring our community to recreate itself through connection, collaboration and creativity. We are now owned and led by 239 financial members from our community who have demonstrated just how effective and capable communities can be in leading their own recovery. We have been recognised as a case study of best practice and a beacon of resilience in our region.

Our services continue to experience high demand for support from a large number of community members from our region. We continue to provide dedicated aid with navigating the complexities of flood recovery and assistance to the wider community by providing a comforting environment, continuity of care and critical support to a wide range of citizens experiencing:

- **ongoing trauma**
- **critical mental health challenges**
- **financial hardship**
- **severe health issues**
- **women escaping domestic violence**
- **suicidal thoughts**
- **housing insecurity**
- **social isolation**
- **seniors support**

We see a critical role for Wardell CORE in the Ballina region fulfilling a distinct gap in social and community services responding to :

- the absence of a Neighbourhood Centre in the Ballina LGA
- rising costs of living and the compounding challenges of the economic forecasts on people with mortgages, inflated rental market and those already experiencing financial hardship
- the impending impacts of the end of emergency accommodation and capacity limitations of temporary accommodation sites.
- Exacerbated hardship following the NRRC's announcement that recovery funding has been significantly reduced and not expected to be delivered at all to our region
- the need to offer leadership and capability in disaster recovery and preparedness.

Social isolation and disconnection, mental health decline and declining capabilities are exacerbated by peoples experience of homelessness, extreme housing insecurity or living in barely habitable conditions. Vulnerable demographics in our community including the elderly, single women, young families and Indigenous community members and at increasing risks of poverty and social inequality and a dependence on services such as ours, welfare and other social support.

There is a very long way to go and we are committed to being available to support our community to navigate the complex journey of recovery. Evidence from the bushfires and other disasters demonstrates that this situation is likely to persist for many years and that repair works and resources to help people recover will take much longer than anticipated leading to the even further mental health decline and conditions which severely impact peoples health.

We are available by phone or in person by arrangement to discuss any inquiries with regard to the operation of the Wardell CORE community facility. If there is any confusion or concern around our activities and intentions we openly encourage you to contact our management team directly.

Joel Orchard

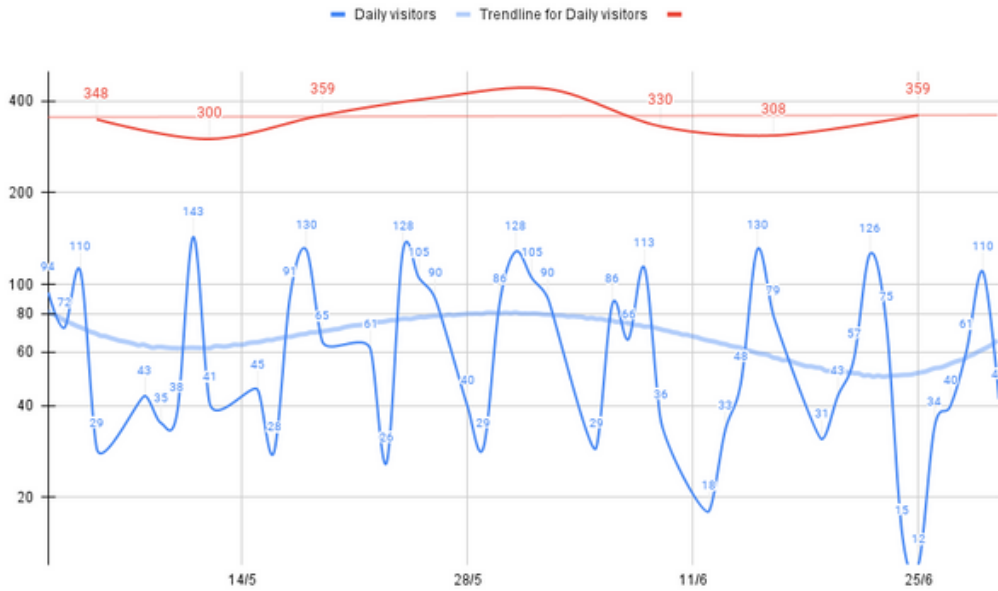
Director : Wardell Community Organised Resilience Effort Inc.
hello@wardellcore.community - 0431716457 - @wardellcore



Wardell CORE visitor numbers

April 1 2023 - 1 July 2023

[previous quarter total visitors : 4400]



4320+
visitors supported
Apr/May/June

Daily visit average
66.5
Weekly visit average
332.5

65
days of operation
1600+ hrs
community service



Donations

5.3%

Clothing

1.7%

Support / Company

19.1%

Finding help to get

2.7%

Donations

5.3%

Public services

14.5%

Volunteering

5.9%

Food

22.0%

Pantry Bag

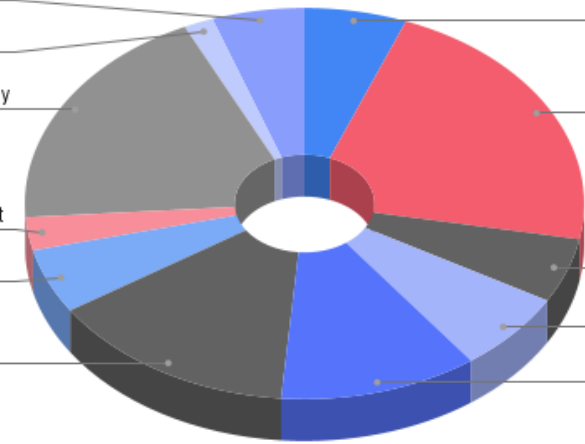
5.3%

Events / Activities

6.6%

To access goods

11.5%



Public Services

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- Tool library
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Finding Help

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Support & Company

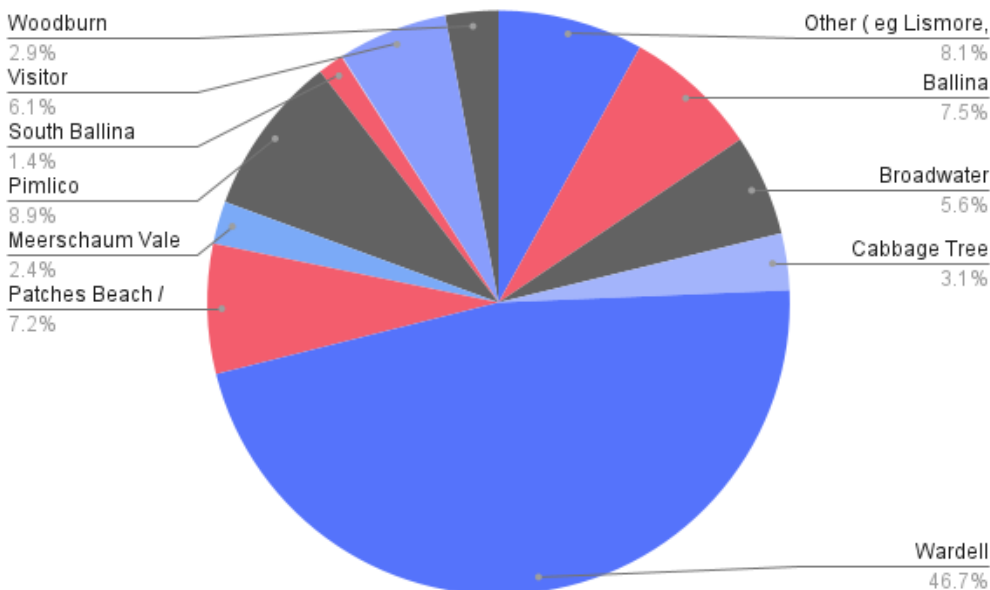
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- Balance & Strength exercise program
- Pilates
- Friday community social night and dinner
- Backyard gardening and food growing workshops
- Open Mic



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Milestones : Apr - Jun

These new programs offer enduring support and connection. Yoga Therapy and QiGong have progressed beyond their 10 week pilots. 'Open Mic' will continue monthly, and Make and Mend on a fortnightly schedule. Fortnight 'Food Share' is now a permanent and growing food security initiative

New Programs

5

This weekly community gathering offers a quality meal, a social venue and peer support to between 60 and 80 visitors weekly. This free service has served over 1330 hot meals to our community this quarter

1330+

Community Meals

Events and Activities

80

We delivered 5 x unique workshops in our backyard gardening series offering skills in food growing and sustainability to over 165 community members

165

Grow Well Wardell

Community Engagement

239

WardellCORE now has 239 financial members, including 8 Directors, 15 permanent p/t volunteers and 4 permanent p/t staff



you can help
Donate Now

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www.wardellcore.community
@wardellCORE

Impact Snapshot - 2nd quarter 2023

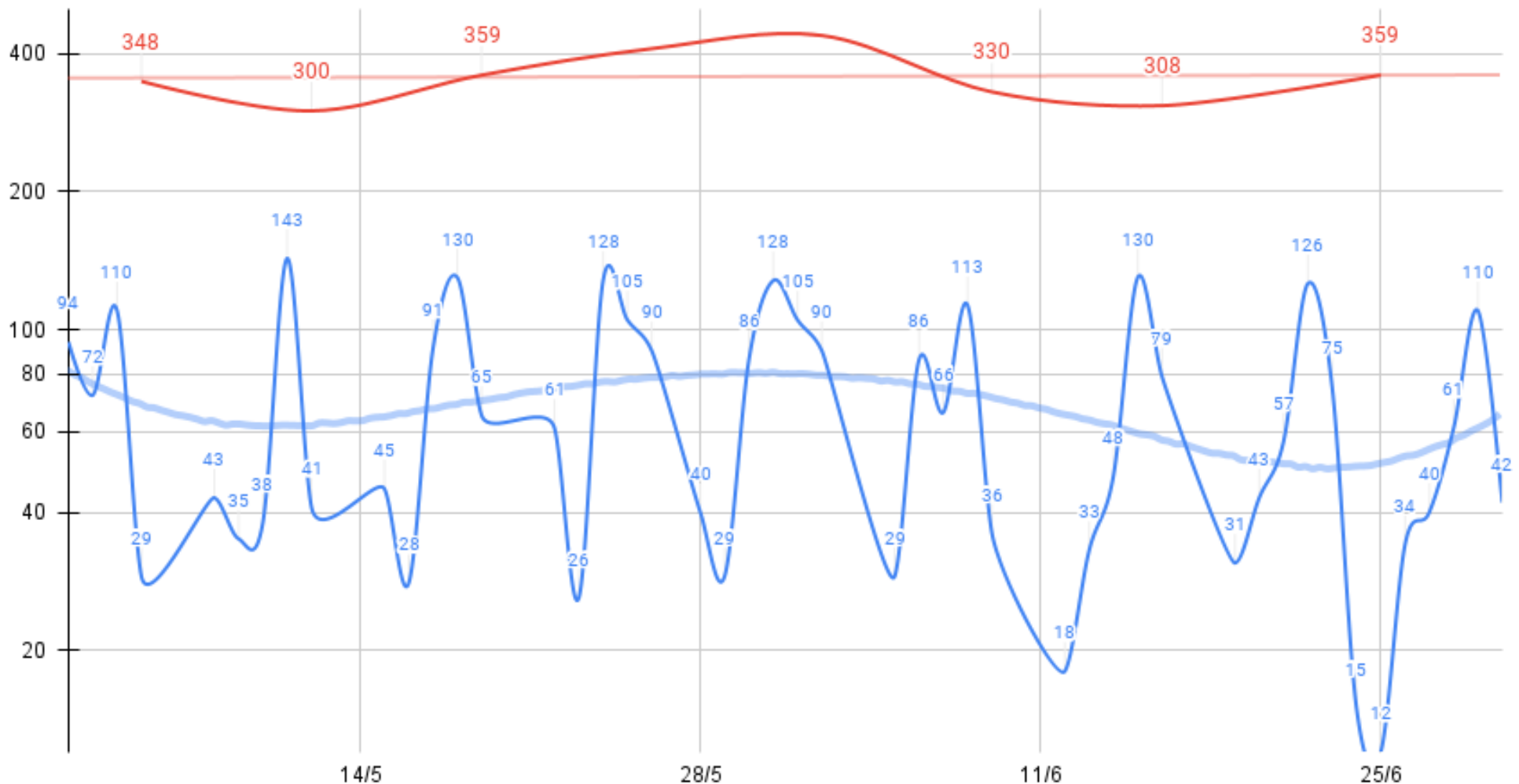


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■ Daily visitors ■ Trendline for Daily visitors ■



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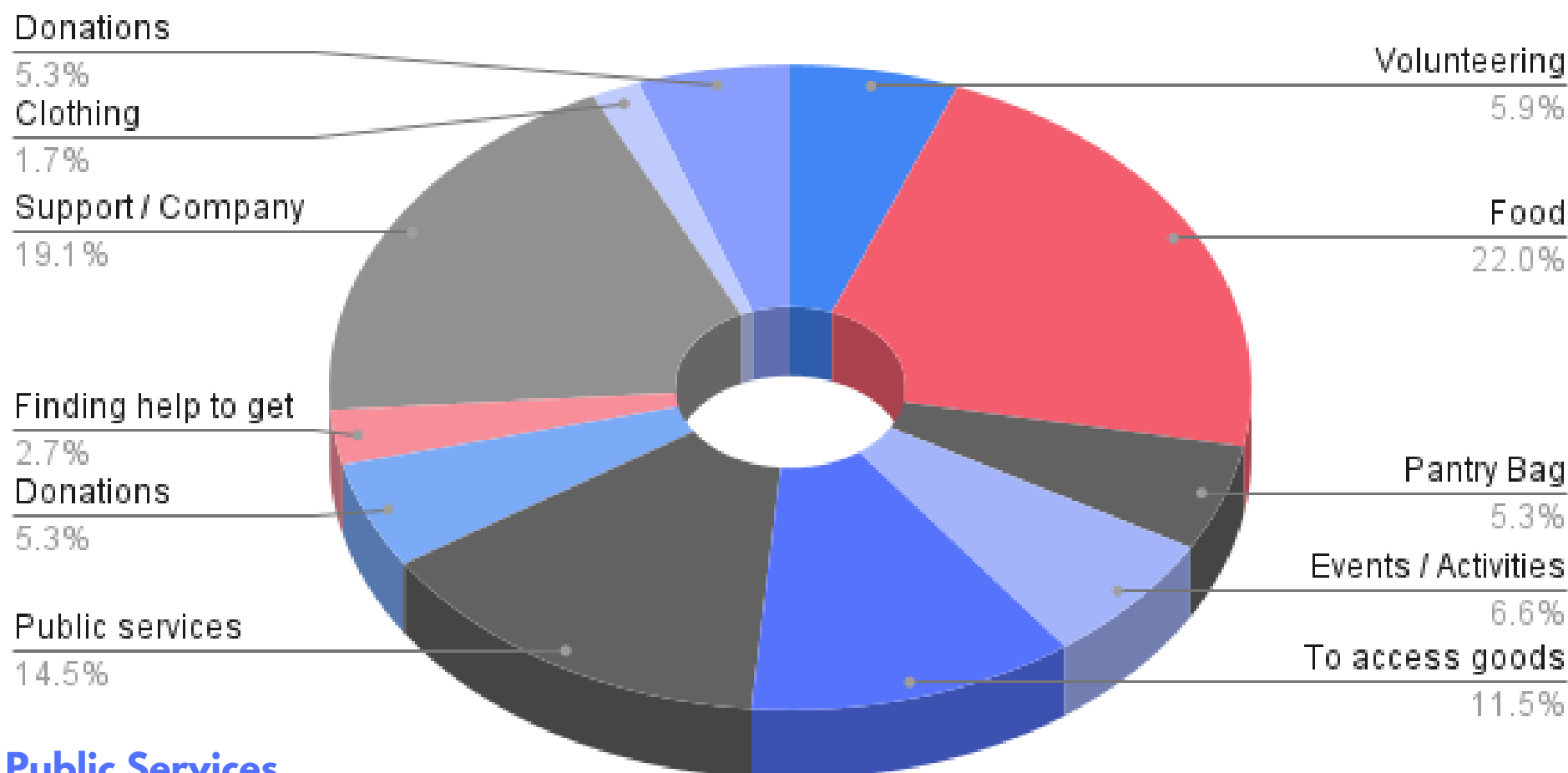
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65

days of operation

1600+ hrs
community service

Impact Snapshot - 2nd quarter 2023



Public Services

- GIVIT registration
- Informal case management, referrals and recovery advice
- Essential services: community laundry, OrangeSky, showers, internet access
- Tool library
- Professional services and service providers; legal aid, financial counselling, DPI, local health district, MRNC, Uniting
- General community help : directions, instructions, toilets

Goods Access

Bedding, mattresses, small electrical, furniture, homewares, kitchen wares, cooking equipment, tools, pet supplies, medical, toiletries, cleaning equipment.

Finding Help

Moving house, lifting furniture, yard maintenance, handy man, trades access.

Support & Company

Mental health services, outreach, counselling and coaching, peer support, wellbeing workshops and activities, community kitchen, community carers and supporters network, drop-in facility, tea room, accidental counselling

Events / Activities

- Mothers support group
- Meditation sessions
- Balance & Strength exercise program
- Pilates
- Friday community social night and dinner
- Backyard gardening and food growing workshops
- Open Mic

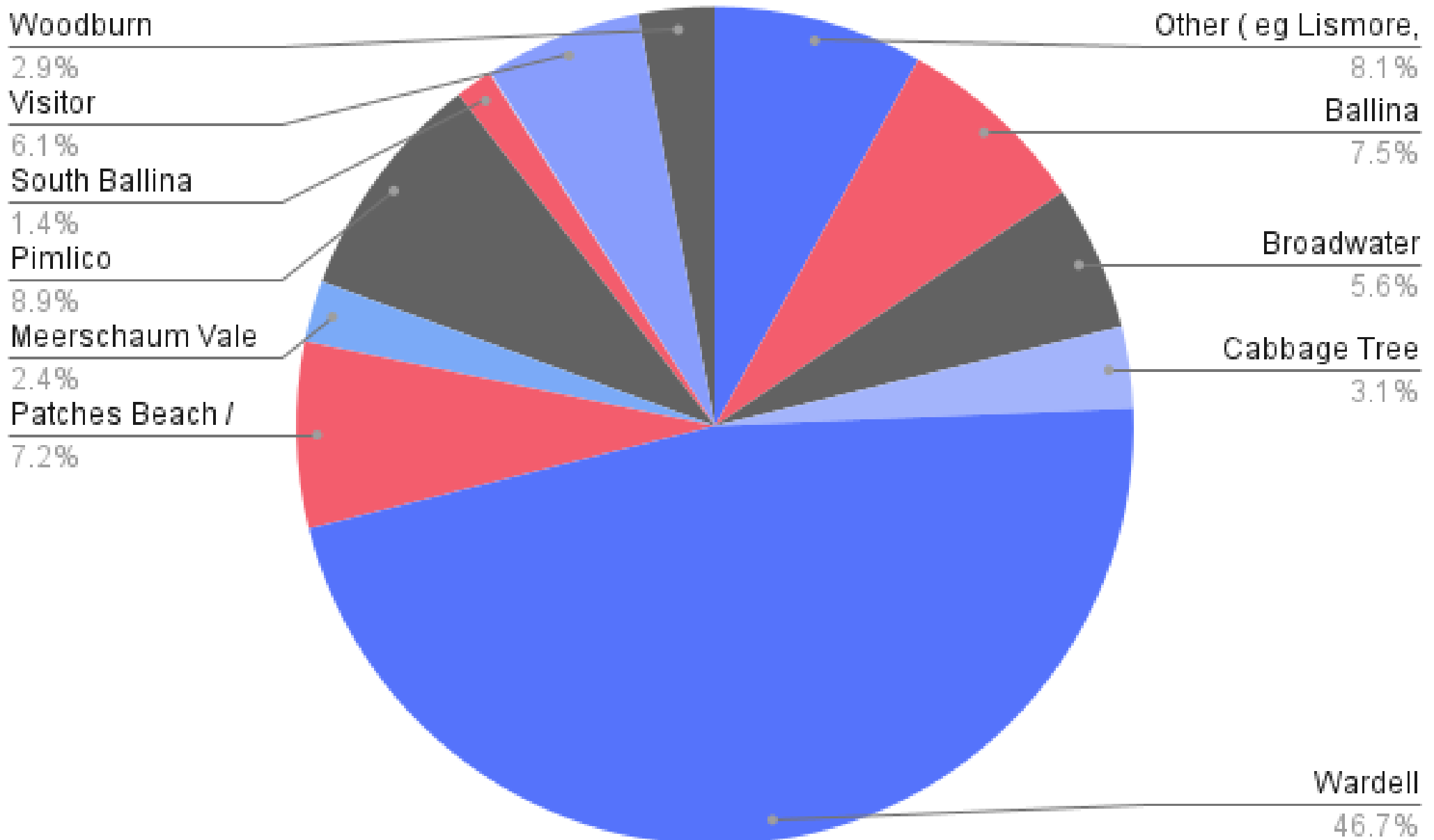
Impact Snapshot - 2nd quarter 2023



Visitor trends continue to demonstrate a highly transient and displaced community from throughout the Northern Rivers. Visitors are making significant efforts to find appropriate help and care, and we are now also attracting more program participants from further afield.

Visitors to our community facility travel from well beyond the Wardell - Pimlico districts with high levels of visitation from the Ballina community, Lismore, Coraki and Casino.

We also provide support for people in emergency, temporary and pod village accommodation from Cabbage Tree Island, Wollongbar, Ballina, South Ballina and Evans Head.



Milestones : Apr - Jun

New Programs

5

This weekly community gathering offers a quality meal, a social venue and peer support to between 60 and 80 visitors weekly. This free service has served over 1330 hot meals to our community this quarter

These new programs offer enduring support and connection. Yoga Therapy and QiGong have progressed beyond their 10 week pilots. 'Open Mic' will continue monthly, and Make and Mend on a fortnightly schedule. Fortnight 'Food Share' is now a permanent and growing food security initiative

1330
+

Community Meals

Events and Activities

80

We delivered 5 x unique workshops in our backyard gardening series offering skills in food growing and sustainability to over 165 community members

We offer a schedule of unique and regular activities for the community to connect and come together. Our programs focus on improving community health and well-being.

165

Grow Well Wardell

Community Engagement

239

239 financial members of WardellCORE Inc. Including 8 Directors, 15 permanent p/t volunteers, 4 permanent p/t staff



you can help

Donate Now

Wardell Community Organised Resilience Effort Inc.

www.wardellcore.community

@wardellCORE

“

Wardell CORE has been our go-to
during the floods.

Our shelter during the second.

Our meals, our community
connection, our collection point for a
BBQ, food, fresh produce, mental
health base, a hug, a way to feel
supported and loved during one of the
hardest times of loss.

RE

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