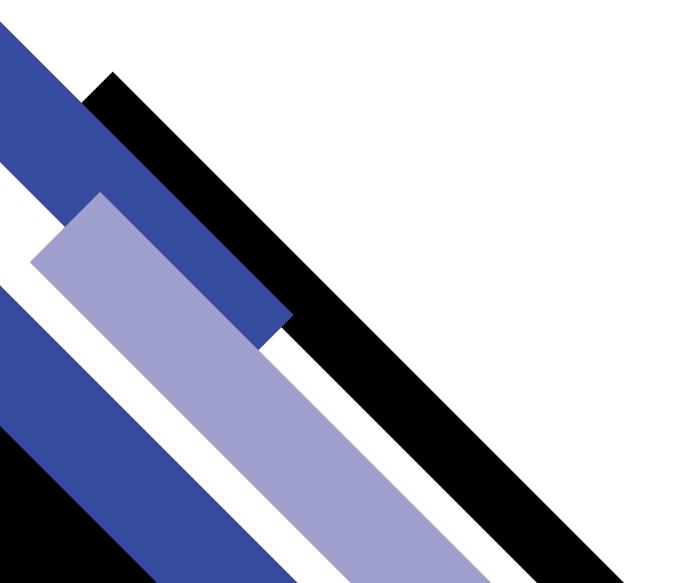


ANNUAL 20 REPORT 24





















CONTENTS

- 1. Contents
- 2. About Us
- 3. Our Values
- 4. Executive Officer's Report
- 5. Statistics
- 7. Board Report
- 10. Manager's Reports

Allied Health
Mental Health
Targeted Early Intervention
Community Relationships
Workplace Wellbeing
Operations
Continuous Quality Improvement

20. Partnerships & Supporters



ABOUT US COMMUNITY LINKS WELLBEING

Community Links Wellbeing is a not-for-profit, non-Government community organisation working in the Wollondilly, Camden, Campbelltown and Wingecarribee Local Government Areas.

The service supports all members of the community and provides resources to help achieve positive personal and community outcomes through community development, events, groups, workshops, youth programs, crisis support, carer support, family support, Allied Health and Mental Health Services.

Community Links Wellbeing supports the community by providing services for individuals, families, young people and seniors. We provide programs and opportunities for social connection for community members across their lifespan. Our organisation works closely with other specialists such as disability, mental health and counselling services. We can refer individuals and families to these services or advocate on your behalf.

MISSION

To provide services that are adaptable to the changing needs of individuals, families and communities by embracing growth and empowerment through the facilitation of our community-based services.

VISION

A community that builds on the strengths, resilience and connection of diverse individuals and families, which fosters the growth, development and wellbeing of all.



OUR VALUES

FLEXIBLE

Responding appropriately and effectively to current and future programs, policy, practice challenges and changes.

INTEGRITY

Quality of being honest and having strong moral principles.

INCLUSIVE

A service that welcomes and actively seeks the participation of all members of our community.

RESPECT

Always acknowledging the inherent value, dignity, rights and choices of the people we work with and support.

RESILIENCE

Ability to recover from setbacks, adapt well to change, manage relationships effectively, and keep going in the face of adversity.

INNOVATION

Evolving our service to suit the changing needs and identified gaps to provide support that is meaningful and relevant.





EXECUTIVE OFFICER'S REPORT



Wollondily Business Awards : Outstanding Specialised Business



80% of consumers were very satisfied with services received from CLW



GREG DUFFY EXECUTIVE OFFICER

Another year gone, another year filled with wonderful stories from our community of resilience, empathy, hope and compassion.

The financial year was a success thanks to the teamwork and systems in place. Our Board and Accountant and then in turn our Manager's have worked diligently to remain within budgets which has resulted in a surplus which is not easily achieved in these tough times and with so many requests for assistance.

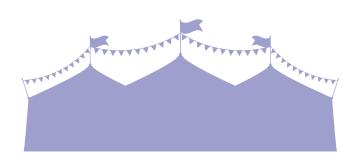
To our countless funding bodies and partners, thank you for having the faith to work side by side with us to provide for our constituents. Our greatest contributors in terms of funding are Department of Communities and Justice, South West Sydney Primary Health Network and South Western Sydney Local Health District who provide CLW with the resources and the framework to deliver our programs and it is a pleasure to be guided by them.

We are fortunate to have the Board that represents us, they are passionate about our communities, they are skilled in various areas and they challenge me to be a better Manager. Thank you to our Chairperson who goes above and beyond, Lyn is highly respected by our staff and has been a source of knowledge for both myself and our Operations Manager, we are fortunate to have someone with her expertise. Thanks to all members for giving up their time to ensure good governance, this important part of our business is in safe hands.

Our staff which for me includes volunteers and students, set new marks every year for the ground that they cover. The number of people that we support is high and it is a testament to their efficiency and abilities that we somehow make it work. All staff should take the time to reflect on what they have achieved as we are making a real difference in people's lives.

This year we were fortunate for the first time to win a Wollondilly Business Award, a thrill in itself, but the thing that made me happiest about this particular award is that it is voted on by the community. We are proud to serve our communities and for them to place their trust in our support. We continue to strive for excellence and we are driven by identified needs through surveys, feedback, conversations and listening. Thank you to all from our inspiring communities who contribute to our service.

THE NUMBERS



Over 2500 Community Members attended the Festival of Fun 2023



600 + Groups/workshops/events held



162 new Allied Health clients



1333 Individual playgroup attendees



Family Support Team supported 411 Individuals & 148 families



3100 followers on our CLW Facebook



11,412 Direct consumers through the Mental Health Wellbeing Program



32 referrals a week based on 52 week year

BOARD MEMBERS





LYN BRIGHT
CHAIRPERSON

MARK BENSLEY
DIRECTOR

NICOLE SHARP
DIRECTOR

ASHLIE ROGERS
DIRECTOR

THOMAS GOODMAN
TREASURER
TONY JAGICIC

DIRECTOR











BOARD REPORT

One of Community Links Wellbeing many strengths is the ability to pull together to be reactive and productive in time of need and crisis within our communities. This has been proven to be true over the past 4 years when we have all been challenged by COVID, bush fires, floods and personal crises within our region.

2023/2024 has been a year of consolidation, with no major regional disasters. This has enabled our programs and team members to solidify the great work they undertake and quietly deliver to our community day in and day out.

The Board of Management has been quietly working in the background maintaining a high level of governance and compliance within the organisation thus ensuring compliance with legal and regulatory requirements.

After years of financial challenges brought about, predominantly by the COVID influence on the world, this year has given us the opportunity to build on the organisation's financial stability. The strong relationship between our Accountant, Brendan from Next Dimension Accounting, Greg the Executive Officer and the Board has ensured the financial viability into the future for the organisation.

I would like to take this opportunity to congratulate Greg, our Executive Officer, on his 20th anniversary with CLW. The organisation is a much stronger and diverse organisation today due to his vision and hard work.

Congratulations also to all team members for winning the Wollondilly 'Outstanding Specialised Business' 2024 Award. This is an acknowledgement of the fantastic and committed work undertaken by all.

To the members of the Board of Management. The stability and growth of the organisation has been brought about, in part due to the longevity of the members of the Board. They are a strong, resilient and professional group who have the best interest of the organisation at heart, at all times.

Thank you it has been a pleasure working with you and congratulations on a job well done.



Manager's Reports

"I am beyond grateful to have been part of community links. They have helped me in so many ways, I will be forever grateful, they are amazing to talk to and easy to trust"

"Going above and beyond.."

"This is one of the most helpful services in the region, there is barely anything in this area and we need as much help and assistance as we can get around here."

"very happy with the support for myself and my husband. I could not have gotten this far without your help and understanding"

"meeting others was helpful.."

".. felt very welcome and

High level care and kindness

"the ability to draw numerous different community entities into one space should be touted as a success

".. amazi ıg workers, this progran s rocks!"

"Playgroup is a highlight to my sons week.."

"Amazing s rvice"

"I have accessed Allied Health services at CLW for several years and the staff are amazing. They have gone way above in providing assistance to myself and my child. I always refer people to this amazing program. I can't speak highly enough of the staff."

at Bowral and Tahmoor.

Many thanks for creating a safe environment to learn and grow. As we go through life we encounter the most amazing people who help and sometimes change the course of not only your life but what and how you look and think and open a new ways to

To all the team at Community links

Thank you for inspiring me, I don't think you know how much of a difference you make in everyone's life just being here.

help with life journey.

My anxiety and

improved drastically due to my sessions with my coach at CLW" "I f "extremely

ded exceptional service

U Allied health staff have

professional.. lovely atmosphere and environment"

Thank you for your service

Think you for your support and your team responding quickly in a time of need, for that I am very grateful. I tell people about you all the time, this is an amazing service.



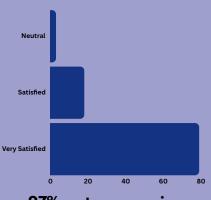
"Community Links has been an absolutely life changing program."

"Thank you, my daughter felt comfortable to talk and got a lot out of this group





ALLIED HEALTH REPORT



97% customer service satisfaction

6829

Appointments attended by individuals



LIBBY BORTHWICK
ALLIED HEALTH MANAGER

In September 2004, CLW saw the need in the community for an increase in therapeutic supports and provided me with the opportunity to establish the Allied Health Team.

For ten years, I have had the privilege of seeing thousands of individuals achieve their goals, improve their independence and increase their quality of life. This would not have been possible without the dedicated team of therapists that support and advocate for our clients.

This year has been one of personal achievements for several members of the Allied Health team. We have celebrated two weddings and the birth of two beautiful babies, with another soon joining us. With these staff changes, the team demonstrated flexibility and adaptability to ensure all families continued to be well-supported. Thank you to the team for their ongoing commitment, not only to our clients but also to ensuring that our service continued to run smoothly during this busy period.

Over the last twelve months, the team provided 6829 occasions of service, with 162 new clients accessing allied health interventions. We have continued to expand our programs offered, with Social and Community Participation being introduced this year. As well as internal expansion, the team has fostered relationships with community partners and contractors which has led to greater opportunities for our clients to access much needed supports. None of this would have been possible without the ongoing support from the Administration team who ensure that intakes, paperwork requirements and finances are all managed seamlessly.





ALLIED HEALTH REPORT

The Transitional Playgroups have continued to be an enormous asset to the community, with 1333 children attending across the three groups this year. There has been a high demand for family assistance for playgroup attendees this year and we are grateful to the TEI team for their willingness to support these families whenever needed. We would also like to thank the TEI and Administration teams for assisting with the facilitation of the Transitional Playgroups this year. Without your generosity and support, we would not be able to provide this wonderful program to the community.

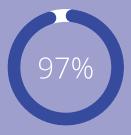
The Allied Health Team look forward to another positive year ahead!







of consumers were satisfied or very satisfied with the activities provided at CLW Transitional Playgroups



of consumers were satisfied or very satisfied with the quality of the facilitation of CLW Transitional Playgroups





MENTAL HEALTH REPORT

While expansion and growth occurred within the context of inevitable changes our team has remained very stable which had clear impact upon data across both PHN and LHD funded programs. A goal for the year included growth and simultaneous quality improvement and data showed quick, tangible measurable responses including –

- Steady referrals of 32 individuals a week
- Largest number of qualitative clinical tool 'YES' (your experience of service) surveys ever done
- Achieving benchmark for quantitative clinical measurement tools - federal department clinical standard & contract expectation
- A doubling of therapeutic engagement (length of a consumer's involvement in treatment) that is in fact double that of international average
- High employee retention
- University of Wollongong feedback out of 30 potential placement options for their final year psychology placements CLW was ranked number 1, with the highest number of placement requests being for our organisation, more students selected CLW than any other placement, of which the majority are closer to the university, while we are at least, 1-hour commute for students. This ensures longevity and program sustainability. Being able to provide clinical supervision via clinical and registered psychologists, as well as senior social workers, within the team, significantly contributes to our ability to attract and retain team members as well as provide graduate students and others a quality learning and real world work experience.



Total number of referrals -

- o 1671.
- o 32 referrals a week on 52-week year
- o Does not include casual walk ins inside youth 'walk in' sites or single sessions/incidental contact.

<u>Total number of recorded direct consumer</u> <u>contact 52 weeks -</u>

- o 11. 412.
- o This does not include no shows, intake work- such as processing 32 new referrals a week, secondary consultations, supervision, general administration work such as booking appointments or groups. All of this plus more is in addition and not recorded.





Within the year the following significant events occurred-

- o Commenced Star 4 Kids program
- o Commenced eating disorder program ReClaim self design/unique design o Recruited new clinicians o Recruited new YEW o Recruited new peer worker

- o Recruited 2 new program support team
- o Expanded university student program (6 on board)
- o Successfully completed independent clinical
- accreditation with full competence first round o Released You In Mind sub-contractors o Commenced planning on Medicare/NDIS
- Completed x 3 school mural projects Hill Top
- P.S, Robertson P.S, Moss Vale H.S
- o Completed totem installation Bonnie Cottage
- o Designed & facilitated adventure therapy for neuro divergent young people
- o Successful facilitation of inaugural youth
- o Circle of Security ongoing group success

Individual successes occurred including team members becoming fully registered psychologists, clinical psychologists, registered Circle of Security trainer and Seasons for Growth facilitator - I congratulate those people and thank their supervisors for supporting them in new found proficiencies and their collective desire to utilise their skills with us!

It's obvious upon reading that meeting contract expectations while simultaneously building and maintaining efficacy with consumers, referrers, funding bodies, team members and students is such a herculean effort to ensure it happens and happens well, that it can only be done within an environment that holds to its values, otherwise its unsustainable. Everyone involved in making this happen either directly or indirectly, have contributed to some level of improved wellbeing to community members, and for that I feel everyone should feel proud, the evidence is the mountain of positive feedback we have received over the year.

To all, thank you.



MARTIN LUMETZBERGER **CLINICAL PROGRAM DIRECTOR**



TARGETED EARLY INTERVENTION

COMMUNITY ENGAGEMENT

The Community Engagement Team has made significant strides in fostering connections with our community in 2023. Our focus on inclusivity, outreach, and collaborative initiatives has strengthened our relationships and enhanced the overall impact of our services.

Key Activities and Initiatives

- -Festival of Fun
- -Yarning Circle Launch
- -Project Grow Workshops and Groups
- -International Women's Day
- -Tahmoor, Spring Farm and The Oaks Playgroups
- -Aboriginal Outreach Programs
- -Breakfast Clubs
- -Youth Drop In
- -Being successful with multiple small funding sources to support projects existing and new such as Girls Support Girls, School Holiday activities and Events
- -Programs for all ages (please see website <u>www.communitylinks.org.au</u> for all TEI groups and programs).

Community Impact

This past year, our team has facilitated over 600 groups, workshops and events with thousands of individuals and families in attendance.

"Thank you, my daughter felt comfortable to talk and got a lot out of this group" – Girls Support Girls

"Participant stated that she felt very comfortable and feels like she is with people who understand; Is grateful for the small size of the group which helps in discussing personal issues" - Anxiety Coach Parenting Workshop

"Down to earth approach from the speaker" - ADHD Workshop









KAYLA CORNISH TEAM LEADER

Future Goals and Initiatives:

- -Strategies to enhance community involvement and outreach
- -Plans to evaluate and improve existing programs
- -New programs or initiatives to be reviewed and implemented

The Community Engagement Team at Community Links Wellbeing looks forward to building on this year's achievements. Through ongoing collaboration and a commitment to listening to community needs, we aim to empower our community further and create lasting positive change

Thanking community members, volunteers, organisational partners, and team members who contributed to the team's success.

Our focus on providing comprehensive support to families has resulted in measurable positive changes in the well-being of our clients. This report details our efforts, the impact of our programs, and our plans for the future.

Our team aim to provide holistic support to families in need through advocacy, education, and direct services, enhancing their stability and well-being.

This past year, Family Support has worked with 148 families, 411 individuals with Family Support and Short Term Case Work, assisted with 602 individual's emergency relief and received 350 referrals.

This past year, the Family Support Team offered the following key programs:

- -Family Support: Assisting families with building resilience, advocacy and support
- -Resource Navigation: Assistance in accessing services, education and healthcare
- -Workshops and Training: Engaging parents in parenting programs, financial literacy and conflict resolution
- -Crisis Support: Assisting families and individuals with emergency assistance
- -We attended SAM's (Safety Action Meetings) for our most at risk families, DCJ case conferences, staff are part of Camden DV Committee/DV Breakfast in November as well as our first Wollondilly Event Pamper Day in March with hundreds of women in attendance.

Key Achievements

- -Increased Service reach with supporting other teams e.g. parenting programs and emotional coaching
- -Child Protection outreach and engaged with over 200 local community members
- -Formed new partnerships with local services, and health services, enhancing our resource network
- -Securing funding for a new one off workshop series on ADHD
- -Receiving food donations to support the food need demand from OzHarvest, Dignity, Bodhisaddha Forest Monastery, food and fuel vouchers
- -Supported families in so many ways in our case plan goals some being attending school meetings and other specialist appointments and linking families to much needed services
- -Tuesday Yoga at Tahmoor is seeing up to 20 yogis attending each week lifting their health and wellbeing as well as our stats
- -We supported hundreds of consumers last Christmas with good and toys (it is a huge, well planned task and we are already prepping of this year as well
- -Completed training in Child Protection, Tuning into Teens course and Common approach

Challenges:

- -Rise in crisis support including financial aid and food relief
- -We have seen more homeless men and families dropping in for assistance

Community Links will continue to work towards breaking down these challenges through networking and partnering with local agencies.



COMMUNITY RELATIONS

Community Links Wellbeing continue to provide a central point of service across 3 LGA's. As a truly holistic service we continue to provide invaluable support and outreach with community.

Rapidly approaching 40 years of continuing service, we are now more than ever recognised as a significant provider of wellbeing services, and our contribution to creating and maintaining wellbeing has diversified enormously.

We know and have a genuine interest in our community. Being local and invested, we are acutely focused on not only providing quality supports, but also through our political and service networks at numerous levels, we take advantage of every opportunity to advocate for more resources and services to fill the gaps, so individuals and families feel more empowered.

The age old concept of making friends, caring for and respecting these relationships have and always have been key to our motivation. Because of this genuineness, we have achieved a great deal. The scope and quality of the services we provide, for families and individuals at all levels and from all walks of life has grown and become more inclusive.

CLW have also nurtured strong and lasting relationships with many agencies and selectively partnered with a number of those to embellish and strengthen our service capacity. Some of these include, but are not limited to, SWSLHD, SWSPHN, Local Councils, CORE Homelessness Service for Youth and Argyle Housing.

We have a very strong working relationship with our Local member for Wollondilly and together continue to aspire to do the best for our community.



LARRY WHIPPER COMMUNITY RELATIONS

Community Links attend quarterly meetings with SWSLHD and meet regularly with SWSPHN. We have been invited to serve on the Wollondilly Health Alliance and assist with facilitation of the Wingecarribee Community Forum. Hosting the Wingecarribee Mental Health Forum is also proving to be very productive in strengthening professional networks and serving community.

Our Aboriginal Cultural worker is providing increasing connection and strengthening cultural inclusion and cohesion in schools and community across Wollondilly and Wingecarribee.

Together with our SWSLHD we have successfully delivered arts based school projects in Robertson, Hill Top and Bargo, and jointly with Wingecarribee Council in a Mural Art Project in Moss Vale High.

In reflection, the past year has reinforced the value of collaboration and service and highlighted the valuable role that Community Links plays in maintaining the wellbeing of Community.



WORKPLACE WELLBEING

60%
of staff accessed
wellbeing sessions

177
individual sessions
provided

Community Links is committed to creating a culture of care and safety by providing all staff with access to the Workplace Wellbeing Program.

The Workplace Wellbeing Program has been created to support staff to build their wellbeing practices, learn how to manage stress effectively and contribute to the Community Links culture of care. The program offers wellbeing support in the following ways:

- Individual and confidential wellbeing or EAP sessions
- Workshops throughout the year covering a range of wellbeing topics
- Workplace Stress Assessment survey every 18 months as regulated by NSW WHS Act
- · Articles in the staff newsletter

This past year has seen 60% of staff access 177 individual wellbeing sessions which provide support for workplace stress, personal life situations, health and mental health and creating individual wellbeing plans.

This employee benefit program has seen steady growth during this year and will continue to be developed in response to emerging needs.

WHAT OUR STAFF ARE SAYING

'Thank you Greg for recognising the need for a wellbeing worker and allowing staff time to attend. The Wellbeing sessions have helped me in more ways than I can express.'

'I enjoyed the learning opportunity. I find the more I am exposed to this kind of information the more likely I will implement the strategies.'

'I am not one who usually shares my inner thoughts and feelings, however I found myself looking forward to the Wellbeing sessions and wanting to share what life was making difficult for me to deal with. You created a safe space where I could feel comfort, trust and warmth.'



JULIE SEDGMEN
WORKPLACE WELLBEING
COUNSELLOR



OPERATIONS



3076 Phone Enquiries



277 NDIS Participants



63 staff members



OPERATIONS MANAGER

This year has been another busy and exciting year for Community Links Wellbeing and each year as we continue to grow our mission is to always be adaptable to the changing needs of our community. We have seen some staff leave with new staff coming on board and each individual staff member no matter what their role are all passionate about you, our community.

The Operations team continue to work in the background supporting staff, maintaining equipment and resources amongst many other day to day tasks and I would like to thank the team for their ongoing dedication and hard work.

We have introduced a new database with our Mental Health team being the first to transition to the new system. Our aim over the next 12 months is for the whole organisation to be fully operating in the new database.

Our NDIS Re-accreditation audit is scheduled for January 2025. Community Links Wellbeing undergoes an intense audit process every 18 months to maintain our NDIS Registration status and are very proud of the ethical and honest services we provide NDIS Participants in this current climate and will continue to always stand by our values.

We recently installed a demountable building on the Kazcare grounds in Bowral from State funding received earlier this year. The demountable will be a valuable space for all our teams to run various programs and workshops and we look forward to launching this new space shortly.

In August staff and guests celebrated our Executive Officer, Greg Duffy's 20-year anniversary - Greg is highly valued by all staff at Community Links for his unassuming leadership and dedication to CLW. Greg is always willing to lend a helping hand, he is honest, kind and very passionate about his staff and the community. Thank you Greg for all that you do.

I am excited for the future of Community Links and the year ahead.



CONTINUOUS QUALITY IMPROVEMENT

The Continuous Quality Improvement (CQI) Committee has made significant progress in 2024, particularly in enhancing internal communication and streamlining organisational processes. This report summarises key achievements in communication strategies, feedback mechanisms, intranet utilisation, and process optimisation, underscoring the committee's commitment to fostering a transparent and collaborative work environment.

Communication Strategy Achievements

The CQI Committee's efforts have been centred on the implementation and refinement of various communication strategies. The Internal Communication Strategy Annual Review (April 2024) highlighted the successful deployment of several initiatives:

- 1. Intranet Utilisation ("The Link"): The Link has become a central repository for documents, announcements, and updates, ensuring easy accessibility and transparency across the organisation.
- 2. Team Shares at Staff Meetings: Regular updates and interactive sessions have kept staff engaged, allowing for the sharing of insights and fostering a culture of collaboration.
- Regular Emails: Frequent communications from teams and managers have ensured that all staff members are well-informed about ongoing programs and organisational activities, promoting inclusivity.
- 4. Feedback Register: A platform was established to capture staff input, which has led to increased participation and valuable suggestions for improving communication channels.
- 5. Staff Newsletters: Bi-monthly newsletters have provided updates on executive activities, staff movements, and CQI initiatives, with plans to include Workplace Health and Safety articles.

These strategies have been positively received by staff, with the intranet emerging as the preferred medium for accessing information. The combination of team shares and regular emails has also proven effective in maintaining organisational cohesion.

Feedback Register Achievements

The 2023-2024 Annual Feedback Register Review recorded 197 feedback entries, with 160 positive, 9 negative, and 28 suggestions. This high volume of positive feedback underscores the effectiveness of the communication strategies implemented by the CQI Committee.

Intranet Usage Achievements

The Intranet Access Report (May 2024) demonstrated strong staff engagement with The Link, with an average of 22 unique viewers and 48.2 site visits per day. The home page and staff newsletters were the most accessed content, indicating the intranet's vital role in internal communication.

Transition to Bi-Monthly Meetings

As a result of streamlined processes and efficient communication strategies, the CQI Committee has transitioned from monthly to bi-monthly meetings. This change reflects the success of the implemented strategies, optimising time and resources while maintaining high levels of staff engagement and transparency.

Conclusion

The CQI Committee's achievements in enhancing internal communication and process optimisation have been substantial. The effective strategies and feedback mechanisms implemented have not only improved communication but also streamlined organisational processes. Continuous assessment and refinement of these strategies will be essential in meeting the evolving needs of the organisation.

Partnerships

Residents and community leaders

Wollondilly Shire Council

Wingecarribee Shire Council

Grand Pacific Health

Wholebeing Yoga

Dr Clooney

Argyle Housing

WinterGarden Medical Centre

Cancer Support Group

Country Women's Association

WOLCOMS

Tyree Industries

Tahmoor Coal

Tharawal Land Council

National Recovery and Resilience Agency

Resilience NSW

Service NSW

Anglicare

St. Vincent de Paul

Salvation Army

Red Cross

Rotary and Lions Clubs

GIVIT

Southern Highlands Foundation

Goods 360

Lifeline

Department of Primary Industries

Local Land Services

One Stop Community Assistance (OSCA)

Warragamba/Silverdale Neighbourhood Centre

Member for Wollondilly Nathaniel Smith's office

Member for Hume Angus Taylor's office

Coles Bowral

Tahmoor Woolworths

Butchers Hub Picton

Ngununggula Gallery

Oz Harvest

THSPA (The Highlands School of Performing Arts)

Kazcare

At Full Potential

Headspace 'Be You' program

PHN Funded Projects such as Stories for Regeneration and Sounds of the Bush

BCRRF Steam 2 funded programs including Catholic Care, Good Grief, Fire Thrive and others

Legal services such as Macarthur Legal Aid and Illawarra Legal Service

Homelessness services such as Southern Highlands Homelessness Services and Argyle Housing

SWS LHD Bushfire Recovery - Specialist Mental Health Coordinator

Funding Bodies

South Western Sydney Primary Health Network Dept of Community and Justice South Western Sydney Local Health District Dept of Education CORE Community

Allied Health Sub Contractors
Brief Therapy Solutions
Movement Therapy
Thomas Klarich Counselling
Eddie Ross Exercise Physiologist





























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www.communitylinks.org.au



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